

**REQUEST FOR PROPOSALS:  
CUSTODIAL SERVICES**

TO IDENTIFY FIRMS TO PROVIDE JANITORIAL SERVICES TO THE NORTHWEST  
ARKANSAS NATIONAL AIRPORT

**ISSUED:** April 1, 2021

**DUE:** April 30, 2021

**DELIVER TO:**

Sarah.Younger@flyxna.com

Questions:

Sarah.Younger@flyxna.com

## 1. INTRODUCTION

The Northwest Arkansas Regional Airport Authority (the “Authority” or “XNA”) operates the Northwest Arkansas National Airport (the “Airport”), which opened in 1998. The Authority is comprised of five cities and two counties. The cities, Bentonville, Fayetteville, Rogers, Siloam Springs and Springdale, each appoint two members to the Board of Directors, as do Benton and Washington Counties.

The Airport currently has direct service for up to 18 cities. To accommodate and maintain an exceptional customer experience, XNA is seeking proposals for cleaning services for the terminal building, parking deck, and air traffic control tower at the Northwest Arkansas National Airport.

## 2. SCOPE OF WORK

The Authority hereby issues a Request for Proposal (“RFP”) for Custodial/Janitorial Services. The proposer shall provide services which may include, but are not limited to, the following:

### **AREAS TO BE MAINTAINED – Requirements and Locations**

- All public areas, including administration offices, communication center, police offices, passenger boarding bridges, common areas, parking deck windows, terminal sidewalks and air traffic control tower.
- All blue beams in the A, B, & C level concourses in the terminal and the flat surfaces above the ticket counters are to be cleaned once a month.
- All high beams and duct work in terminal lobby and concourse are the cleaned once per year.
- All entry way doors in the lobby and adjacent vestibule window areas are to be cleaned daily or as needed.
- The airport operations and police office will have trash collected, and floors swept clean at least once per week.
- All floors in the police office, airport operations department office, viewing area, conference room kitchen, airline operations area, and administration break room are to be stripped and waxed twice per year or more frequently as needed.
- Airline operations and training room to be cleaned once per week.
- Bathrooms will be checked/cleaned at least once every 45 minutes.
- All public gate areas, lobby areas, concourses, stairways and adjacent walls, elevators, and hallways are included in the area to be maintained.
- This includes the hallway behind the rental car offices.
- All public seating, air vents/return air and light fixtures are included. Also included is trash pickup around the front of the building within 100 foot radius - this includes cigarette butts.
- The trash compactor room must be cleaned once per week or more frequently as needed. This includes washing the floors and walls.
- All windows in the terminal are to be cleaned inside and out quarterly.
- All windows within reach are to be spot checked and cleaned at least once per week.

- The windows and blinds in the air traffic control tower will be cleaned once per month or more frequently as needed.
- The air traffic control tower is to be cleaned once per week including the ATC managers office, break room, entrance to cab, bathroom, floors, stairs, and windows. This will also include vacuuming the carpet, and dusting.
- Carpets in the terminal and passenger boarding bridges will be vacuumed in the terminal at least once per day.
- Vacuums used in the terminal will be self-contained without the use of electrical cords.
- The carpets in the terminal, and passenger boarding bridges will be extracted once per month or more frequently as needed.
- The carpeted areas at the entrance of the covered walkway are to be cleaned once per week.
- The carpet walkway above the airlines and rental car ticket counters must be cleaned once per week and extracted once per month.
- Passenger boarding bridges will be dusted once per week, and floors cleaned once per week and more frequently as needed.
- Passenger boarding gate areas must be checked and cleaned after every departure flight.
- The conference room on the west side of the terminal will be cleaned before and after an event, and on an as needed basis. This includes the associated restroom.
- The hallway behind the Delta ticket counter next to the airline offices must be cleaned daily.
- The windows in the parking deck must be cleaned weekly.
- All spills must be attended to immediately this includes hard and carpeted surfaces. TSA checkpoint and TSA baggage screening areas must be cleaned at least once per week or as needed.
- The concrete floors in the A Concourse are to be cleaned at least daily and polished as per manufactures specifications at least once per month or more frequently if needed.
- All terrazzo floors must be must be cleaned daily and polished least once per month or more frequently if needed.

### **SERVICES REQUIRED – Staffing and Hours**

The required hours will be 20 hours per day, 4:00 AM through 12:00 AM. Minimum staffing requirements should be included in the respondent's proposal. A supervisor will be on site during required hours. Airport must be able to contact a supervisor during required hours by cell phone. The contract hours are subject to change when needed due to airline schedules. Additional itinerant or temporary man-hours may be approved by an authorized representative of the airport. The service provider shall provide all cleaning materials, fluids, tools, and all equipment required for the maintenance of the above-described buildings. All type and brands of maintenance products used shall be specified and approved by the airport. MSDS data must be provided and posted for all cleaning supplies. This will include posting in all janitorial closets.

## **SPECIAL REQUIREMENTS**

All employees must complete a Criminal History Fingerprint Check and a Security Threat Assessment at a cost of \$30.00 per person payable by the service provider to obtain an Authority Security Badge as required by Transportation Security Administration Regulation 1542.

## **ITEMS TO BE INCLUDED IN PROPOSALS**

The following items should be included proposals:

- Proposed fee structure, including an operating budget
- Uniform requirements
- Staffing requirements

### **2.2. TERM**

The initial term (“Term”) of the engagement will be for a period of one year with four one-year options if mutually agreed upon in writing by the Proposer and XNA. The Authority may terminate the engagement by giving the Proposer thirty (30) days advance written notice of termination.

### **2.3. BID PROPOSAL DUE DATE AND TIME**

Proposals must be received by the following on or before **April 30, 2021 at 3:00 pm CST.**

All proposals must be submitted via e-mail in an electronic format and sent to Sarah.Younger@flyxna.com. Hard copies will not be accepted.

On-site inspections are mandatory. **The site visit is April 15, 2021 at 11:00 am CST.**

Questions are encouraged and will be responded to in writing by April 23, 2021. Questions should be submitted to Sarah.Younger@flyxna.com and are due by April 16, 2021.

### **2.4. MODIFICATION OR WITHDRAWAL OF OFFERS**

Responses to this RFP may be modified or withdrawn in writing or by email notice to the attention of Sarah Younger if received prior to the exact hour and date specified for receipt of proposals. The Proposer’s authorized representative may also withdraw the proposal in person, providing their identity is made known, they sign a written notice of withdrawal, and it is prior to the exact hour and date specified for the receipt of proposals. Proposals may not be withdrawn after the proposal due date and time has passed.

Modification to or withdrawal of a proposal received by the Authority after the exact hour and date specified for receipt of proposals will render the proposal void. If it becomes necessary to

revise any part of this RFP or if additional data are necessary for an exact interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be issued by the Authority. If such addendum is necessary, the Authority reserves the right to extend the due date and time of proposals to accommodate such interpretations or additional data requirements.

## **2.5. CONFIDENTIAL INFORMATION**

The material submitted by Proposers will be treated in the same manner as the Authority's own records.

AFTER PROPOSAL OPENING, ALL PROPOSALS BECOME PART OF THE PUBLIC RECORD AND ARE SUBJECT TO THE ARKANSAS FREEDOM OF INFORMATION ACT. PROPOSERS WISHING TO EXEMPT OR REDACT ANY PORTION OF THEIR PROPOSALS ARE ENCOURAGED TO DISCUSS THEIR CONCERNS WITH SARAH YOUNGER PRIOR TO SUBMISSION OF THE PROPOSAL DOCUMENTS.

The Authority may otherwise disclose the information submitted by the Proposers in accordance with the Arkansas Freedom of Information Act as codified in Ark. Code Ann. 25-19-101 through 107. Note that cost information cannot be considered as proprietary.

Any or all portions of this RFP and Proposer responses may be incorporated by reference as part of the final contract. Proprietary or confidential material submitted properly will not be disclosed unless required under the Arkansas Freedom of Information Act.

## **2.6. PROPOSAL LIFE**

All proposals made in response to this RFP must remain open and in effect for a period of not less than 180 days after the due date for proposals. Any proposal accepted by the Authority for the purpose of contract negotiations shall remain valid until superseded by a contract or until rejected by the Authority.

## **2.7. RULES & REGULATIONS**

This RFP is subject to the provisions of Executive Order 11246 (Affirmative Action to Ensure Equal Employment Opportunity) and to the provisions of Department of Transportation Regulations 49 CFR Part 26 (Disadvantaged Business Enterprise Participation).

Proposers shall make a good faith efforts, as defined in 49 CFR Part 26, Regulations of the Office of the Secretary of Transportation, to contract or subcontract a certain percentage of the dollar value of the prime contract to small business concerns owned and controlled by socially and economically disadvantaged individuals (DBE). The winning Proposer will be required to submit information concerning the DBE's that will participate in this contract. The information will include the name and address of each DBE, a description of the work to be performed by each named Proposer, and the dollar value of the contract. If the winning Proposer fails to achieve the contract goal stated herein, it will be required to provide documentation demonstrating that it made good faith efforts in attempting to do so. A Proposer that fails to meet these requirements will be considered non-responsive.

Furthermore, Title VI of the Civil Rights of 1964 assures that no person or group of persons may, on the grounds of race, color, national origin, age, handicap or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities administered by the recipient.

## **2.8. DISCUSSION FORMAT**

It is the Proposer's responsibility to become familiar with all information provided in this proposal package and any other information he/she/it considers necessary to develop a proposal. The Authority reserves the right to reject any or all Proposals, to advertise for new Proposals, to modify the Proposal Process, to waive informalities and technicalities, or to proceed to have the services performed otherwise. The Authority assumes no responsibility for any cost associated with the preparation or submission of Proposals. Proposals, including any and all attachments thereto, shall become the property of the Authority upon receipt. The Authority shall have the right to copy, reproduce, or otherwise dispose of each Proposal in any way the Authority may select.

The Authority may use as its own, without payment of any kind or liability therefore, any idea, scheme, technique, suggestion, layout, or plan received during the Proposal process.

**NOTE: THE AUTHORITY RESERVES THE RIGHT TO WAIVE ANY PROPOSAL IRREGULARITY AND TO REJECT ANY OR ALL PROPOSALS AT ITS SOLE DISCRETION. CONTACT WITH THE NORTHWEST ARKANSAS REGIONAL AIRPORT AUTHORITY BOARD OF DIRECTORS IS NOT ALLOWED DURING THE SELECTION PROCESS AND WILL RESULT IN A DEDUCTION OF POINTS DURING THE EVALUATION PROCESS.**

## **2.9. TIMELINE**

<b>DATE</b>	<b>ACTION</b>
April 1, 2021	Publication & Release of RFP Documents
April 15, 2021	Mandatory Site Visit
April 16, 2021	Questions Due
April 23, 2021	Answers Provided
April 30, 2021	Proposals Due
May 26, 2021	Recommendation for Selection made to Board
October 1, 2021	Contract Award Begins

## **3. PROPOSAL PROCEDURES**

### **3.1. INQUIRIES ABOUT THE RFP**

All inquiries and requests for information affecting this RFP must be submitted in writing to: Sarah.Younger@flyxna.com NO later than 3:00 PM Central Standard Time on April 16, 2021.

The Authority will answer any inquiries submitted by the requested date. If responses are provided, the responses will be written. Copies of the written responses will be issued via

addendum. No negotiations, decisions, or actions shall be initiated by any Proposer as a result of any verbal discussion with any representative of the Airport or the Authority.

### **3.2. FORM OF PROPOSAL**

Unnecessarily elaborate brochures or other presentations, beyond that which is sufficient to present a complete and effective proposal, are not desired. Fonts should be easily readable and no smaller than 10-point type.

The proposal should address the following:

1. Transmittal letter - Submitted by a principal having contract signing authority and giving the Proposer name, address, phone number, email address, and person to contact regarding the proposal.
2. Description - A brief statement regarding your understanding of the proposed assignment.
3. Organizational Structure - The legal form of your business organization, the resident state of incorporation (if applicable), and an organizational chart for this engagement.
4. Facilities and Resources - A list of the Proposer's resources considered advantageous to the engagement. This might include management capabilities and experience, technical resources, etc.
5. References - Information regarding previous work of similar nature performed by the Proposer either individually or collaboratively.
6. The submission shall be no longer than thirty (30) pages of text single sided, or 15 pages double sided, not including dividers. An appendix may be utilized for submission of additional material such as brochures, biographical information, and current or recently completed similar engagements.
7. Attachments A & B (attached). Fill out completely and return with submittal.
8. Proof of appropriate insurance carried by the company. Please list coverage by types and amounts. The Authority requires General Liability of \$1,000,000 and Automobile of \$1,000,000.

## **4. PROPOSAL EVALUATION**

### **4.1 PROPOSAL EVALUATION**

The top-rated Proposer will be selected by a committee appointed to review all proposals in accordance with XNA Policy.

- 40 points** a. The specialized experience, capacity and technical competence of the Proposer with respect to the type of professional services required;
- 40 points** b. Proven value-added services as a Janitorial/Custodial provider over the past three-to-five years;
- 10 points** c. The proposed fee structure and operating budget; and
- 10 points** d. Involvement and experience with other Arkansas entities for services requested.

The review committee shall evaluate all proposals and other submittals and may conduct interviews regarding anticipated services and then shall select there from, in order of preference, based on the criteria set forth herein.

#### **4.2 NEGOTIATION**

The review committee or its designee shall then negotiate a contract with the highest qualified Proposer for the services to be rendered, at compensation which the review committee, or its designee, determines is fair and reasonable to the Authority, subject to the approval of the Board of Directors. In making such determination, the review committee or its designee, shall consider the scope, complexity, and professional nature of the services to be rendered.

A performance matrix and non-performance penalty will be negotiated and mutually agreed upon with the selected service provider.

Further, the following language will be included in any contract that is negotiated:

“Notwithstanding anything contained in this Agreement to the contrary, in the event no funds or insufficient funds are appropriated or are otherwise unavailable by any means whatsoever in any fiscal period for payments due under the Agreement, the Authority will immediately notify the Service Provider or its assignee of such occurrence and the proposed Agreement shall terminate on the last day of the fiscal period for which appropriations were received without any penalty or expense to the Authority. This limitation shall not apply to payments due for which funds shall have been appropriated and budgeted. In the event of such termination, the Authority will surrender possession of any items or equipment provided by the Service Provider or its assignee on the date of such termination.”

Should the review committee, or its designee, be unable to negotiate a satisfactory contract with the Proposer considered to be the most qualified, at a price determined to be fair and reasonable to the Authority, negotiations with that Proposer shall be formally terminated. The review committee, or its designee, shall then undertake negotiations with the second most qualified

Proposer. Should the review committee, or its designee, be unable to negotiate a satisfactory contract with any of the selected Proposers then the review committee shall reevaluate the process and may implement a new solicitation process, as necessary.

#### **4.3 CONTRACT REVIEW/RECOMMENDATION**

The selection committee may forward a recommendation to the Board of Directors prior to entering into formal negotiations for the cost of services. In this event, the recommendation of a contract award (after negotiation) shall become an agenda item for the Operations Committee and the Board of Directors at the next meeting.

**ATTACHMENT A**

**CONTRACT CUSTODIAL CLEANING  
NORTHWEST ARKANSAS NATIONAL AIRPORT**

Please complete the following information for custodial services at the Northwest Arkansas National Airport.

**A. General Information**

Does your company operate as a:

\_\_\_\_\_ Sole Proprietorship. If so, who owns the company? \_\_\_\_\_

\_\_\_\_\_ Corporation. If so, what state are you incorporated in? \_\_\_\_\_

\_\_\_\_\_ Partnership. If so, list partners. \_\_\_\_\_

List company officers and titles. \_\_\_\_\_

\_\_\_\_\_

What cleaning equipment and/or cleaning supplies were included in your proposal for provision in this contract?

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What green cleaning products, processes, and certifications does your company currently use? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Is your company certified by the Cleaning Industry Management Standard (CIMS)? \_\_\_\_\_

In the event your staff assigned to the airport is unable to work their shift, how long will it take for a replacement to arrive?

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What is your policy on emergency requests outside the regular hours? \_\_\_\_\_

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What type of tracking tool is used to measure accountability at the airport? \_\_\_\_\_

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What equipment will your company provide for your staff to do their work as proposed i.e. floor machine, vacuums, and glass cleaning equipment?

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How long has your firm been in business? \_\_\_\_\_

Please indicate the number of employees in the Northwest Arkansas area? \_\_\_\_\_

Please enclose any literature that describes your company or the scope of your operation.

Average length of employment of cleaning personnel.

Full Time \_\_\_\_\_ Years

Part Time \_\_\_\_\_ Years

Please provide any additional information or services your company provides that might be beneficial for the airport.

**B. Financial**

Briefly describe the financial position of your company as of January 01, 2021. Specifically, provide information that will permit us to evaluate the financial stability of your company.

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Financial references with names and phone numbers. \_\_\_\_\_

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List comparable projects presently contracted or contracted in the last two years including airport experience. \_\_\_\_\_

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Previous work references. \_\_\_\_\_

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**C. Operations**

Does your company do drug screening. \_\_\_\_\_

Does your company do pre-employment and/or random drug screening?

\_\_\_\_\_

Explain your training program and include documentation. This includes who trains the staff, and how often refresher training is provided. This must include training in handling blood borne pathogen spills and/or bio-hazardous situations.

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Describe your company's method of supporting your on-site cleaning staff (including organizational chart).

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Describe and disclose your company's pay rates, benefits for full and part-time employees. \_\_\_\_\_

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**Attachment B**

CONTRACT CUSTODIAL CLEANING  
NORTHWEST ARKANSAS REGIONAL AIRPORT

**PLEASE COMPLETE ALL OF THE FOLLOWING:**

Total monthly rate for cleaning service: \_\_\_\_\_

Total monthly rate for cleaning service for Control Tower: \_\_\_\_\_

Proposed Number of Employees per shift: \_\_\_\_\_

\_\_\_\_\_  
Authorized Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Telephone Number

Company Name and Address

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## EXHIBIT A – REQUIRED FEDERAL CONTRACT PROVISIONS

I. Lessee for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree as a covenant running with the land that:

In the event facilities are constructed, maintained, or otherwise operated on the property described in this lease for a purpose for which a Federal Aviation Administration activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the Lessee will maintain and operate such facilities and services in compliance with all requirements imposed by the Nondiscrimination Acts and Regulations listed in the Pertinent List of Nondiscrimination Authorities (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

In the event of breach of any of the above Nondiscrimination covenants, Lessor will have the right to terminate the lease and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the lease had never been made or issued.

II. During the performance of this Agreement, Lessee, for itself, its assignees, and successors in interest, agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);

- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); and
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

III. All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. Lessee has full responsibility to monitor compliance to the referenced statute or

regulation. Lessee must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

- IV. All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Lessee must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. Lessee retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Lessee must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.
- V. This Agreement is subject to the requirements of the U.S. Department of Transportation's regulations, 49 CFR Part 23 - Participation of Disadvantaged Business Enterprise in Airport Concessions. Lessee agrees that it will not discriminate against any business owner's race, color, national origin, or sex in connection with the award or performance of any concession agreement, management contract, or subcontract, purchase or lease agreement, or other agreement, covered by 49 CFR Part 23. Lessee agrees to include the above statements in any subsequent concession agreements or contracts covered by 49 CFR Part 23, that Lessee enters and to cause those businesses to similarly include the statements in further agreements.
- VI. Lessee acknowledges that the provisions of 14 CFR Part 152, Affirmative Action Employment Programs, are applicable to the activities of Lessee under the terms of this Agreement, unless exempted by said regulations, and hereby agrees to comply with all requirements of sponsor, the U.S. Department of Labor, the Federal Aviation Administration, and the U.S. Department of Transportation. These requirements may include, but are not limited to, compliance with the Airport Concessionaire Disadvantaged Business Enterprise Program or Affirmative Action participation goals.
- VII. Under no circumstances shall this Agreement be construed to grant Lessee an exclusive right to provide any service or conduct any business. FAA Grant Assurance C-23 prohibits Lessor from granting exclusive privileges to provide services or conduct business.
- VIII. In the event of a breach of any of the covenants above, Lessor shall have the right to terminate this Agreement, and hold the same as if this Agreement had never been made or issued.
- IX. In the event any provision of this Agreement conflicts with any obligation of sponsor under its Grant Assurances to the Federal Aviation Administration, sponsor's compliance with said Grant Assurances shall not constitute a breach of this Agreement.