



CITY OF ORLANDO

3rd ADVISORY COMMITTEE MEETING MINUTES

RFP16-0037

For

Orlando Venues Janitorial Services

Thursday, June 9, 2016

IOA Conference Rooms, Amway Center

10:00 AM

The Advisory Committee (Committee) for the above project convened on June 9, 2016 at 10:04 a.m. in the IOA Conference Rooms, Amway Center. The purpose of this meeting was to hear presentations from four (4) respondents for RFP16-0037 and review, score, and rank each of those firms.

COMMITTEE MEMBERS PRESENT:

Charles Leone, Orlando Venues

Clyde Boutte, Orlando Venues

John Sparks, Orlando Venues

Craig Borkon, Orlando Venues

Michelle Jenkinson, Orlando Magic

TECHNICAL ADVISORS PRESENT:

Allen Johnson, Orlando Venues

Eric Stauffer, Orlando Venues

Shannon Clark, Florida Citrus Sports

TECHNICAL ADVISORS ABSENT:

Shannon Fitzgerald, Orlando Venues

Keri Byrum, Orlando Venues

OTHERS (CITY STAFF) PRESENT:

Cindy Jordan (Facilitator), Procurement and Contracts Division

Karen Elzy, Procurement and Contracts Division

Dawn Chin Shue, Minority/Women Business Enterprise

Olabisi Slade Cox, Orlando Venues

PUBLIC PRESENT:

None

Actions/Discussion/Motion:

Cindy Jordan, Facilitator, called the meeting to order at 10:04 a.m. and took the following actions:

1. Advised each presenter that the meeting was being recorded and asked that everyone to sign the sign-in sheet.
2. Introductions were exchanged with each presenter and the Committee members.
3. Advised each presenter that that they would be given forty (40) minutes total, twenty (20) minutes for a presentation followed by a twenty (20) minute question and answer period.

Presentation Schedule of Firms:

<u>Time</u>	<u>Company</u>	<u>Meeting Room</u>
10:00 a.m. – 10:40 a.m.	Pritchard Sports & Entertainment Group, Inc.	IOA Conference Room, Amway Center
11:00 a.m. – 11:40 a.m.	American Maintenance	IOA Conference Room, Amway Center
1:00 p.m. – 1:40 p.m.	Owens, Renz & Lee Co, Inc. Owens Facility Services	IOA Conference Room, Amway Center
2:00 p.m. – 2:40 p.m.	ABM Onsite Services, Inc.	IOA Conference Room, Amway Center

Actions/Discussion/Motion:

A fifteen (15) minute break was taken. The meeting reconvened at 2:58 p.m. and took the following actions:

1. Advised that the meeting was being recorded and asked that everyone to sign the sign-in sheet.
2. Indicated the date, time and purpose of the meeting and that it has been posted by the City Clerk more than forty-eight (48) hours in advance.
3. Introduced herself and asked all in attendance to introduce themselves.
4. Advised the Committee that a quorum was established with all Committee members being present.
5. Indicated that no public guests were present and that the Public Input Procedures are still in place.
6. Advised the Committee members that the proposals should be kept in a secure place at all times since they contain confidential and proprietary information.

A motion was made by Charles Leone, seconded by Michelle Jenkinson, to accept the minutes of the 2nd Advisory Committee Meeting on May 18, 2016 as presented. Discussion ensued. No public was present. The motion passed unanimously.

Cindy Jordan distributed to the Committee a Client Reference Summary sheets. A motion was made by Charles Leone, seconded by Craig Borkon, to accept the Client References. Discussion ensued. No public was present. The motion passed unanimously.

There was a general discussion about the presentations.

D&B Summary sheets were distributed to the Committee. A motion was made by Clyde Boutte, seconded by Craig Borkon, to accept the D&B reports. Discussion ensued. No public was present. The motion passed unanimously.

Dawn Chin Shue, M/WBE representative, gave a recap of the M/WBE participation to the Committee members. Discussion ensued.

Cindy Jordan gave a recap of the VBE participation to the Committee members. Pritchard Sports & Entertainment Group would be the only firm that should receive this consideration.

Cindy Jordan checked with the City Attorney's Office concerning the exceptions to our terms and conditions that was in ABM Onsite Services, Inc.'s proposal. The City Attorney's Office indicated that they reviewed the exceptions and did not find anything that could not be negotiated with them if they were awarded the contract. Discussion ensued.

Cindy Jordan read off the addendums that were issued. Discussion ensued.

Cindy Jordan checked with the Committee to see if they were prepared at this time to final rank and score this project. General discussion ensued. A motion was made by Clyde Boutte, seconded by Michelle Jenkinson, to move forward with final scoring and ranking. No public was present. The motion passed unanimously.

Karen Elzy reminded the Committee that scoring must be based on proposals submitted.

The Committee members individually scored and ranked the proposals.

Cindy Jordan tallied the results and presented the results to the Committee. The ranking is as follows (ranking tally and scoring sheets are attached):

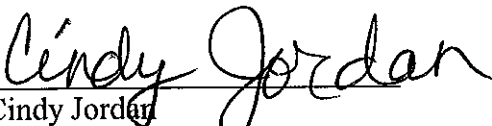
<u>Rank</u>	<u>Firm</u>
1	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services
2	Pritchard Sports & Entertainment Group, Inc.
3	ABM Onsite Services, Inc.
4	American Maintenance

A motion was made by John Sparks, seconded by Clyde Boutte, to accept the final rankings and recommend to the Orlando Venues to authorize the Chief Procurement Officer to negotiate a contract with the top firm ranked until successful, and if unsuccessful, negotiate with the next ranked firm until successful. Discussion ensued. No public was present. The motion passed unanimously.

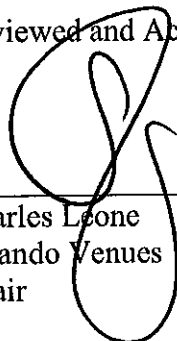
A motion was made by Michelle Jenkinson, seconded by Clyde Boutte, to adjourn the meeting. The meeting ended at 5:01 p.m.

These minutes are considered to be the official minutes of the RFP16-0037 Advisory Committee Meeting held on June 9, 2016, and no other notes, tapes, or other recordings taken by anyone takes precedence.

Submitted by:


Cindy Jordan
Procurement & Contracts Division
Assigned Procurement Representative

Reviewed and Accepted by:

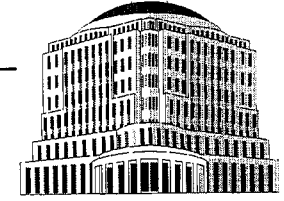

Charles Leone
Orlando Venues
Chair

Attachment(s): Sign-in Sheets
 Client Reference Recap
 D&B Recap
 Scoring Sheets & Ranking Tally

CITY OF ORLANDO

Procurement and Contracts Division

Presentation Sign-In Sheet – Pritchard Sports & Entertainment Group, Inc.



Date: 6/9/16	Time: 10:00 a.m.	Bid Number: RFP16-0037	Location: Amway Center, IOA Conference Room, 400 W. Church St, Orlando, FL
Title: ORLANDO VENUES JANITORIAL SERVICES			

COMPANY NAME & ADDRESS (PLEASE PRINT)	COMPANY REPRESENTATIVE (PLEASE PRINT, INCLUDE YOUR NAME & PROVIDE SIGNATURE)	EMAIL ADDRESS (IMPORTANT) (DO NOT LEAVE IN BLANK)	TELEPHONE #	FAX #
Procurement & Contracts Div. 400 South Orange Avenue, 4 th Floor Orlando, Florida 32801	Cindy Jordan, Purchasing Agent III <i>Karen Elzy, Senior Purchasing Agent</i>	Cynthia.Jordan@cityoforlando.net	(407) 246-2367 <i>x2368</i>	(407) 246-2869 <i>11</i>
City of Orlando, Orlando Venues	Charles Leone, Chair			
<i>City of Orlando Orlando Venues</i>	<i>John Sparks</i>	<i>John.Sparks@cityoforlando.net</i>	<i>407.440.574</i>	
<i>MBE OFFICE City of Orlando</i>	<i>Dawn Chin Sique</i> <i>Dawn Chin Sique</i>			
<i>City of Orlando Venues</i>	<i>Clyde J. Smith</i>			

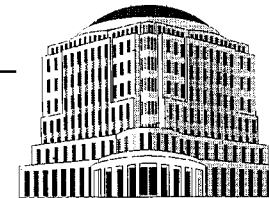
PROCUREMENT AND CONTRACTS DIVISION

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PRITCHARD Sports	DONALD RANKIN <i>[Signature]</i>	DON. RANKIN @ PRITCHARD SPORTS.COM	713 254 3505	
" "	MARY HARRIS <i>[Signature]</i>	MARY.HARRIS @ PRITCHARD SPORTS.COM	954- 529-7181	
" "	CESAR A. ALFONZO <i>[Signature]</i>	CESAR.ALFONZO @ PRITCHARD SPORTS.COM	786- 810-1661	
✓ ✓	CESAR E. BERMUDEZ <i>[Signature]</i>	CBERMUDEZ @ STERLING COM	407-830 9352	
DA Bldg	Rudy Perez <i>[Signature]</i>	rperez@dabuildingservices. com	407-831-5388	407-831-1377

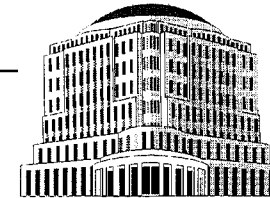
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Shannon Clark	FCSports	SClark@ FCSports.com	407.423. 2476	407.425 8451
Allen Johnson Orlando Venues	Orlando	allen.johnson@ orlando.net	407.440 7070	
Eric Stander Venues	City	eric.stander@ cityoforlando.net	407 440 440 7041	407 440 7001
Charles P. Leone Venues	City of Orlando	Charles.Leone@ cityoforlando.net	407 440 7060	—
Craig Barker Venues	City	Craig.barker@cityoforlando.net	407 - 946-7026	

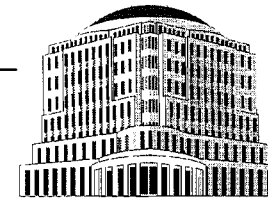
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Orlando Magic	Michelle Jenkins <i>M Jenkins</i>	mjenkins@orlandomagic.com	407 916-2680	
City of Orlando	Olabisi S. Cox <i>Olabisi S. Cox</i>	olabisi.cox@cityoforlando.com	407-440-7064	
MBE OFFICE	JAWN CHIN SHUE <i>Jawn Chin Shue</i>			
CITY OF ORLANDO	<i>[Signature]</i>			

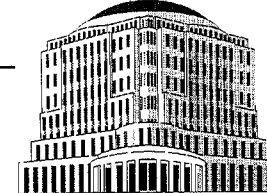
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Procurement and Contracts Division

Presentation Sign-In Sheet – American Maintenance



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Procurement & Contracts Div. 400 South Orange Avenue, 4 th Floor Orlando, Florida 32801	Cindy Jordan, Purchasing Agent III <i>Karen Elzy</i> ✓	Cynthia.Jordan@cityoforlando.net	(407) 246-2367	(407) 246-2869
City of Orlando, Orlando Venues	Charles Leone, Chair			
AMERICAN MAINT.	DAVID TAKACS <i>David Takacs</i>	DTAKACS@AMERICANMAINT.NET	407-209-6326	
American Maintenance	Chris Alex <i>Chris Alex</i>	calex@americanmaint.net	631-875-3868	631-587-2571
American Maintenance	ERIC BELTON <i>Eric Belton</i>	ebellon@americanmaint.net	813-952-3988	631-587-2571

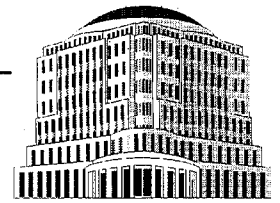
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Aie Stuffin Orlando FL.	Viren Patel V-ADD	viren@aiestuffin.com	407 702 4573	407 273 8133
American Maintenance	James Kartas	jkartas@american maint.net	704-351-7668	
Orlando Venues	Alex			
Craig Barker Venues	City	Craig.Barker@cityoforlando	407 916 7090	
Orlando Magic	Michelle Jenkinson M Jenkinson	mjenkinson@orlandomagic. com	407-916- 2680	

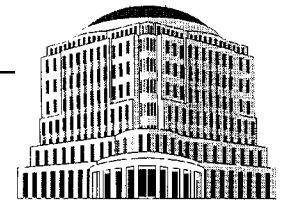
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City of Orlando	Charles Leonard	Charles.Leonard@cityoforlando.net	407 440-7060	
City of Orlando	Clyde Bortte	Clyde.Bortte@CityofOrlando.net	407 440-7051	
City	Eric Stauffer	Eric.Stauffer@cityoforlando.net	407 440 7041	
FCSports	Shannon Clark	SClark@FCSports.com	407.423 2476	
City of Orlando ORLANDO VENUES	John Sparks	John.Sparks@cityoforlando.net	407.440 5705	

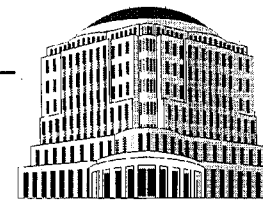
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City of Orlando	Olabisi S. COX	olabisiCox@cityoforlando.net	407 - 440-7064	
MBE	Dawn CHIN SIVU			
CITY OF ORLANDO	Dawn Chin Siv			

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CITY OF ORLANDO

Procurement and Contracts Division

Presentation Sign-In Sheet – Owens, Renz & Lee Co, Inc. / Owens Facility Services



Date: 6/9/16	Time: 1:00 p.m.	Bid Number: RFP16-0037	Location: Amway Center, IOA Conference Room, 400 W. Church St, Orlando, FL
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Procurement & Contracts Div. 400 South Orange Avenue, 4 th Floor Orlando, Florida 32801	Cindy Jordan, Purchasing Agent III	Cynthia.Jordan@cityoforlando.net	(407) 246-2367	(407) 246-2869
City of Orlando, Orlando Venues	Charles Leone, Chair	CharlesLeone@cityoforlando.net	407 410,7060	
IBS	Kenneth Harris	ibso1@msn.com	407 880-9111	407 880-9618
Miracle Touch Cleaning	Johnny Narcisse	miracle-touch-cleaning@ yahoo.com	407- 844-7962	
Alfonso Crist Owen - Realty Firm	Alfonso Cristomduo	AlfonsoCristomduo@owen-realty.com	407 4481392	

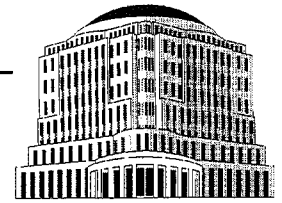
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OWENS REALTY SERVICES RANDY ZIEGLER	RANDY ZIEGLER	RANDY ZIEGLER@OWENS-SERVICES.COM	203 520-6600	407 386-3492
OWENS REALTY SERVICES ROBERT OWENS	BOB OWENS PRES/FOUNDER	bowens@OWENS-SERVICES.com	203-494-1245 203-84-6600	407-386-3493
Owens Operation/Conversion Manager	Clinton Pope	wpope@owens-services.com	407 310-7685	
Owens Realty Event Manager	Adbeel Rivera	arivera@owens-services.com	407-335-1209	
OWENS REALTY SERVICES	MATTHEW T. CROWIN	mcrowin@OWENS-SERVICES.COM	(203) 804 4595	

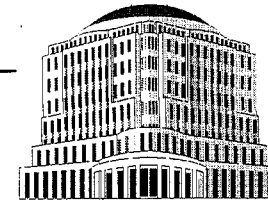
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Orlando Magic	Michelle Jenkins <i>M Jenkins</i>	mjenkins@orlandomagic.com	407-916-2600	
Venues	Craig Borkow <i>Craig Borkow</i>	craig.borkow@cityoforlando.net	407-440-7040	
Venues	Alex Johnson <i>Alex Johnson</i>	Alex.Johnson@cityoforlando.net	407-440-7070	
Venues	Llyde Bortto <i>Llyde Bortto</i>	Llyde.bortto@CityofOrlando.net	407-440-7051	
Venues	Eric Stauffer <i>Eric Stauffer</i>	eric.stauffer@cityoforlando.net	407-440-7041	

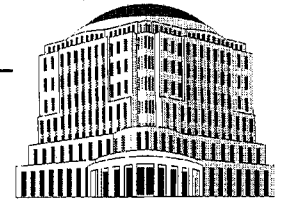
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FCSports	Shannon Clark	SCCLARK@FCSports.com	407.408 423.2476	
City of Orlando ORLANDO VENUES	John Sparks	John.SPARKS@cityoforlando.net	407 440.5706	
City of Orlando	Olubisi COX	Olubisi.Cox@cityoforlando.net	407 - 440-7064	
City of Orlando	Karen Elzy	Karen.elzy@cityoforlando.net	407 - 246-2368	
City of Orlando	Dawn Chin Shue			

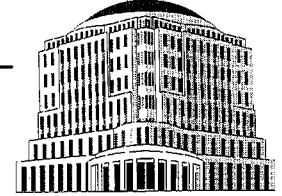
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COMPANY NAME & ADDRESS DEPARTMENT/BUROAU	COMPANY REPRESENTATIVE (PLEASE PRINT LEGIBLE YOUR NAME & PROVIDE SIGNATURE)	EMAIL ADDRESS IMPORTANT (DO NOT LEAVE IN BLANK)	TELEPHONE #	FAX #
Procurement & Contracts Div. 400 South Orange Avenue, 4 th Floor Orlando, Florida 32801	Cindy Jordan, Purchasing Agent III Karen Elzy ✓	Cynthia.Jordan@cityoforlando.net	(407) 246-2367	(407) 246-2869
City of Orlando, Orlando Venues	Charles Leone, Chair	Charles.Leone@cityoforlando.net	407.440-7060	
ABM Sanford, FL	ERIN FAZIO	erin.fazio@abm.com		
ABM	Larry Kronish	Lawrence.Kronish@ABM.com	239-888-2844	
ABM	Candace Higgins	candace.higgins@abm.com	832-350-9269	

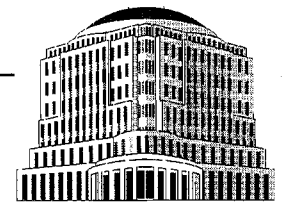
PROCUREMENT AND CONTRACTS DIVISION

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PHONE 407.246.2291 • FAX 407.246.2869 • CityOfOrlando.net • esupplier.cityoforlando.net

CITY OF ORLANDO

Procurement and Contracts Division

Presentation Sign-In Sheet – ABM Onsite Services, Inc.



Date: 6/9/16	Time: 2:00 p.m.	Bid Number: RFP16-0037	Location: Amway Center, IOA Conference Room, 400 W. Church St, Orlando, FL
Title: ORLANDO VENUES JANITORIAL SERVICES			

COMPANY NAME & ADDRESS DEPARTMENT/BUREAU	COMPANY REPRESENTATIVE (PLEASE PRINT LEGIBLE YOUR NAME & PROVIDE SIGNATURE)	EMAIL ADDRESS <u>IMPORTANT</u> (DO NOT LEAVE IN BLANK)	TELEPHONE #	FAX #
H H C S / ABM	Regina Bush-Kemper <i>Regina Bush-Kemper</i>	info@heavenlyheartscleaning.com	407-399-9739	407-737-6883
ABM	Ben Carver <i>Ben Carver</i>	ben.carver@abm.com	813.347 2709	
Orlando Magic	Michelle Jenkins <i>M Jenkins</i>	mjenkins@orlandomagic.com	407- 916 2682	
ABM	Alfredo Roman <i>Alfredo Roman</i>	alfredo.roman@abm.com	504-301 8710	504 834 1035
Venues	Craig Berkow <i>Craig Berkow</i>	craig.berkow@cityoforlando.net	407 440 7040	

PROCUREMENT AND CONTRACTS DIVISION

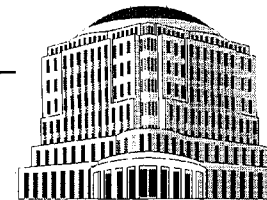
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CITY OF ORLANDO

Procurement and Contracts Division

Presentation Sign-In Sheet – ABM Onsite Services, Inc.



Date: 6/9/16	Time: 2:00 p.m.	Bid Number: RFP16-0037	Location: Amway Center, IOA Conference Room, 400 W. Church St, Orlando, FL
Title: ORLANDO VENUES JANITORIAL SERVICES			

COMPANY NAME & ADDRESS DEPARTMENT/BUREAU	COMPANY REPRESENTATIVE (PLEASE PRINT, LEGIBLE YOUR NAME & PROVIDE SIGNATURE)	EMAIL ADDRESS: <u>IMPORTANT</u> (DO NOT LEAVE IN BLANK)	TELEPHONE #	FAX #
	Allen Johnson 	Allen.Johnson@cityoforlando.net	407 440-7070	
Orlando Venues	Clyde J. Boute 	Clyde.Boute@ CityofOrlando.net	407 440-7051	
Venues	Eric Stauffer 	eric.stauffer@ cityoforlando.net	407 440 7041	
FCsports	Shannon Clark 	sclark@ fcsports.com	407. 423. 2476	
ORLANDO VENUES	John Sparks 	John.Sparks@cityoforlando.net	407. 440.5704	

PROCUREMENT AND CONTRACTS DIVISION

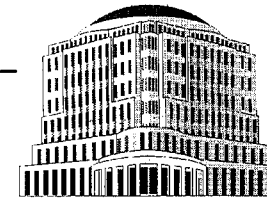
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Procurement and Contracts Division

Presentation Sign-In Sheet – ABM Onsite Services, Inc.



Date: 6/9/16	Time: 2:00 p.m.	Bid Number: RFP16-0037	Location: Amway Center, IOA Conference Room, 400 W. Church St, Orlando, FL
Title: ORLANDO VENUES JANITORIAL SERVICES			

COMPANY NAME & ADDRESS DEPARTMENT/BUREAU	COMPANY REPRESENTATIVE (PLEASE PRINT LEGIBLE YOUR NAME & PROVIDE SIGNATURE)	EMAIL ADDRESS: <u>IMPORTANT</u> (DO NOT LEAVE IN BLANK)	TELEPHONE #	FAX #
City of Orlando	Dawn Chin Shu			
City of Orlando	Olabisi Cox			

PROCUREMENT AND CONTRACTS DIVISION

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	American Airlines Arena	Marlins Park	Toyota Center	Adrienne Arsht Center
1. Briefly describe your relationship with the above referenced Company.	Pritchard Sports and Entertainment has been providing event, post-event and housekeeping services at the American Airlines Arena for the past ten years.	Housekeeping Company for Marlins Park.	No Response.	PS&EG has been the housekeeping vendor with the Adrienne Arsht Center for the Performing Arts of Miami-Dade County since opening in October 2006.
2. Please provide a general idea of the services the vendor performed for your organization.	They provide our facility with event, post-event and housekeeping services. Everything from stadium seat cleaning to the sanitation/cleaning of our administration offices, kitchens and bathrooms.	Responsible for all housekeeping inside and outside of Marlins Park.		PS&EG provides general housekeeping for the 525,000 sq ft facility, exterior cleaning (including power washing), show support (on demand labor) and portering services.
3. Did you or do you currently maintain a contractual relationship with the above referenced company or is this reference employee based, meaning a current employee of vendor worked previously within your venue?	We currently maintain a contractual relationship.	Contractual relationship.		We do have a contract with the vendor for their services.
4. Identify a time where you were less than pleased with the vendor performance and how did the vendor handle the situation?	Back in 2009 the vendor was not being consistent in the level of cleanliness. After a few discussions, they developed a program called “Fresh Eyes Assessment” and brought in managers from other properties to conduct a full audit of their cleaning processes, procedures and staffing. From that analysis, they updated all of their SOPs and have consistently maintained a high level of cleanliness.	Pritchard proposed a change in top management at our venue even though I was happy with the current staff. In the end, the change was made for personnel reasons (not performance). Pritchard promised that we would be thrilled with the new housekeeping manager, and much to my surprise, we ended up with an overall improvement at our venue.		Their Director responsible for our property and their workforce was not performing at peak capacity and at the speed we needed to maintain a vibrant property. We contacted PS&EG management, they came in to assess, course correct and monitor. Eventually, the individual had to be replaced and this was done without contention. They worked with us as a partner.
5. What would you wish had been different about your relationship with the vendor? If you could have changed one thing, what would it have been?	We have had a long standing relationship that is more of a partnership then a vendor/client one. This allows us to work together to resolve issues and find a better way to improve. We started with a typical vendor relationship and I only wish we would have become partners sooner. The pros far out weight the cons.	We are very happy with Pritchard. They have been an excellent partner with fair pricing and high levels of quality.		The one thing that they cannot do is ask their staff to work on ladders or lifts. Training and additional insurances need to be in place for this. Because of that, we need to bring in other vendors for “high cleaning”. That isn’t a down-side, just something that would keep the cleaning aspect with one group.
6. How well did the vendor understand your needs?	Thoroughly and very well.	Extremely well.		We are appreciative that they understand high-end finishes, as well as a high volume of guests and their expectations, as well as ours.
7. What was vendor response time to your questions and/or requests?	Always very prompt and both the president and CEO are easy and accessible.	They have addressed our needs quickly and efficiently.		They are very responsive to any requests and always on-site with staff. They run shifts around the clock to support our needs and requests.
8. Is the project complete? (Yes/No)	Yes	Yes		No. We are an ongoing operation. Any project work is done as planned work force efforts.
9. Did the vendor EXCEED your expectations? (Yes/No)	Yes	Yes		Yes

	American Airlines Arena	Marlins Park	Toyota Center	Adrienne Arsht Center
10. How would you rate the overall Service Level provided by the firm? (1-5)	5	5		4
11. Did the firm resolve issues in a satisfactory manner? (Yes/No)	Yes	Yes		Yes
12. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firms. (1-5)	5	5		4
13. Overall, would you enter into Contract with this firm again? (Yes/No)	Yes	Yes		Yes
Contacts:	Kim Stone, Executive Vice President 786-777-1102	Jeff King, Vice President of Facilities 305-480-1610	Scott Manely, Assistant General Manager 713-758-7253	Ken Harris, Chief Operating Officer 305-949-6722

IFB16-0037 – RFP FOR ORLANDO VENUES JANITORIAL SERVICES ♦ REFERENCE FOR: OWENS, RENZ & LEE CO., INC.

	Orlando Venues	Orlando Magic	Osceola Heritage Park	Disney World/Reedy Creek Improv.	Sea World/Tampa Bay	Orlando Science Center	Tampa Bay Buccaneers
1. Briefly describe your relationship with the above referenced Company.			Contracted cleaning and event set up and tear down.	No Response.	ORL performs overnight janitorial service at Busch Gardens.	No Response.	We have employed Owens to clean our training facility.
2. Please provide a general idea of the services the vendor performed for your organization.			Clean facilities both inside and out on a regular basis and also for events before and after.		Bathroom cleaning, tiled floor cleaning, waste removal		Owens cleans all areas of the building nightly as well as providing us with a day porter for upkeep during working hours. Areas include player locker rooms and training areas where it is important to maintain a high level of cleanliness.
3. Did you or do you currently maintain a contractual relationship with the above referenced company or is this reference employee based, meaning a current employee of vendor worked previously within your venue?			We are currently in a contractual agreement.		Contractual		We are currently in a contract with Owens.
4. Identify a time where you were less than pleased with the vendor performance and how did the vendor handle the situation?			The vendor has always responded quickly to any concerns we have had.		None.		At the beginning o our contract Owens had several issues with maintaining staff. They worked hard on finding the correct staff or our building and have not had the turn over since.
5. What would you wish had been different about your relationship with the vendor? If you could have changed one thing, what would it have been?			Relationship continues to evolve based on our business needs.		Nothing.		Nothing as of yet. They respond quickly to our needs and perform at a high level of professionalism.
6. How well did the vendor understand your needs?			Understands them very well.		Very well.		Overall pretty well. They understood the need for a clean building in our industry and make recommendations when they see any issues or concerns.
7. What was vendor response time to your questions and/or requests?			Quick and appropriate.		Within a day.		Pretty quick. The manager will get back with us usually within one hours or less.
8. Is the project complete? (Yes/No)			Not answered		No		No
9. Did the vendor EXCEED your expectations? (Yes/No)			Yes		Yes		Yes
10. How would you rate the overall Service Level provided by the firm? (1-5)			4		4		5
11. Did the firm resolve issues in a satisfactory manner? (Yes/No)			Yes		Yes		Yes
12. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firms. (1-5)			4		4		5

IFB16-0037 – RFP FOR ORLANDO VENUES JANITORIAL SERVICES ♦ **REFERENCE FOR: OWENS, RENZ & LEE CO., INC.**

	Orlando Venues	Orlando Magic	Osceola Heritage Park	Disney World/Reedy Creek Improv.	Sea World/Tampa Bay	Orlando Science Center	Tampa Bay Buccaneers
13. Overall, would you enter into Contract with this firm again? (Yes/No)			Yes		Yes		Yes
Contacts:			Rob Larson, General Manager 321-697-3320 or 321-697-3333	Todd Wiederkehr, Owners Representative 321-395-1588	Jonathan Kelly, Director of Operations 813-918-1072	Amy Quesinberry, Technical Director of Theater Operations 407-514-2048	Brian Ford, Chief Operating Officer 813-918-9556

IFB16-0037 – RFP FOR ORLANDO VENUES JANITORIAL SERVICES ♦ REFERENCE FOR: AMERICAN MAINTENANCE

	PGA of America	USGA	USTA	Saratoga Race Course	Orange County Conv. Center
1. Briefly describe your relationship with the above referenced Company.	American Maintenance began providing litter patrol and cleaning services for all PGA of America events (senior PGA, women's PGA, PGA championship, Ryder Cup) in 2015.	The USGA has worked with American Maintenance for the last 12 U.S. open championships.	Vendor for USTA for over 7 years in NY UP Open, Currently working on a deal in Orlando with them.	No Response.	We are currently in our third multi-year contract with American Maintenance
2. Please provide a general idea of the services the vendor performed for your organization.	Litter patrol - trash pick up around a golf course during a professional golf tournament. Cleaning services – interior cleaning, vacuuming, glass cleaning, mopping floors, etc for a professional golf tournament.	American Maintenance cleans over 300,000 square feet of tweeted space nightly at the U.S. open.	Cleaning services that were event related and office related		American Maintenance provides carpet cleaning for over 900,000 sq ft of carpet, cleaning and polishing of 100,000 sq ft of Terrazzo, cleans and stocks 200 multi stalled/fixture restrooms. Performs high and low dusting, high rise window cleaning and pressure washing and other janitorial duties 7 days a week.
3. Did you or do you currently maintain a contractual relationship with the above referenced company or is this reference employee based, meaning a current employee of vendor worked previously within your venue?	We currently have a contractual relationship	Yes, we have a 4 year agreement with them.	We have a current agreement in NY and working on an agreement in Orlando currently.		We maintain a contractual relationship with this vendor.
4. Identify a time where you were less than pleased with the vendor performance and how did the vendor handle the situation?	American Maintenance did a good job with the labor they were able to find and hire in 2015. We are expecting an improved performance in 2016.	We had difficulty with an area in 2013 and they quickly addressed the problem and put management on the location to check frequency.	Vendor has done a great job.		I had asked to have a large carpeted staircase cleaned and the vendor did not take into consideration the fact that there was activity the following morning. The stairs were still too wet to walk on safely. The vendor did however tape off with safety tape the top and bottom of the staircase to prevent any pedestrian traffic accidents. This task should have waited until the end of the event in-house which was discussed and clarified to use the event manifests to determine activity.
5. What would you wish had been different about your relationship with the vendor? If you could have changed one thing, what would it have been?	We increased the hourly labor rate in 2016 with expectations that performance will improve.	Nothing.	None, They are flexible and will work with whatever you need operationally.		I don't wish anything could have been different. If I see something that needs to be addressed the response is immediate and to a satisfactory result. If I could change one thing.
6. How well did the vendor understand your needs?	We believe American Maintenance fully understands our needs and is fully vested in wanting to do a good job.	Very well. We have high expectations and American Maintenance has met them every year.	Very well.		We are clear on our expectations and if clarity is sought I am always available to clarify. This is a non-issue for us.
7. What was vendor response time to your questions and/or requests?	American Maintenance responded as quickly as they could.	Immediate, always very responsive.	Very good.		It was fairly immediate and within a couple of hours at most.
8. Is the project complete? (Yes/No)	Ongoing – multi-year agreement through 2016	No	No		No

REFERENCE FOR: AMERICAN MAINTENANCE

	PGA of America	USGA	USTA	Saratoga Race Course	Orange County Conv. Center
9. Did the vendor EXCEED your expectations? (Yes/No)	American Maintenance management met our expectations. Labor performance did not exceed expectations.	Yes	Yes		Yes
10. How would you rate the overall Service Level provided by the firm? (1-5)	4	5	5		4
11. Did the firm resolve issues in a satisfactory manner? (Yes/No)	Yes	Yes	Yes		Yes
12. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firms. (1-5)	4	5	5		4
13. Overall, would you enter into Contract with this firm again? (Yes/No)	Yes	Yes	Yes		Yes
Contacts:	Ben Rubin, Director 561-624-8572	Leighton Schwob, Director 908-635-0419	Joe Crowley, Senior Director of Operations 914-697-2205	Peter Goulet, Facilities Manager 917-217-6889	Pam Cavanaugh, Environmental Supervisor 407-685-5879

IFB16-0037 – RFP FOR ORLANDO VENUES JANITORIAL SERVICES ♦ REFERENCE FOR: ABM ONSITE SERVICES, INC.

	San Francisco 49'ers	Mercedes Benz Superdome	Staples Center	USC	Darden World Headquarters	Aon Hewitt	Xerox
1. Briefly describe your relationship with the above referenced Company.	ABM is our Contractual In-house Janitorial Service company.	No Response. City requested two times via email and follow up calls were made.	They did not complete our form, but did provide the following comments via email, see the “Notes” section.	They did not complete our form, but did provide the following comments via email, see the “Notes” section.	ABM has been cleaning their Corporate office since 2009.	No Response. City requested two times via email and follow up calls were made.	No Response. City requested two times via email and follow up calls were made.
2. Please provide a general idea of the services the vendor performed for your organization.	ABM is maintaining and cleaning Levi's stadium's interim/exterior footprint.				ABM has an on-site manager and day porters who cleans their Corporate Office plus their cafeterias and kitchens.		
3. Did you or do you currently maintain a contractual relationship with the above referenced company or is this reference employee based, meaning a current employee of vendor worked previously within your venue?	We maintain a contractual relationship with ABM.				Not answered		
4. Identify a time where you were less than pleased with the vendor performance and how did the vendor handle the situation?	ABM has always been responsive to any and all instances that have been brought to their attention from all parties within our organization.				Beginning was a bumpy start, but things improved with a new on-site manager		
5. What would you wish had been different about your relationship with the vendor? If you could have changed one thing, what would it have been?	Nothing				Being assigned a different on-site manager from the beginning.		
6. How well did the vendor understand your needs?	ABM was tasked with the best attack to the janitorial needs of a brand new stadium that operates almost 365 days per year.				This firm does pretty good listening to our needs.		
7. What was vendor response time to your questions and/or requests?	Immediate				Responds to our requests in a timely manner.		
8. Is the project complete? (Yes/No)	No, Ongoing				No, Ongoing		
9. Did the vendor EXCEED your expectations? (Yes/No)	Yes				No		
10. How would you rate the overall Service Level provided by the firm? (1-5)	5				4		

IFB16-0037 – RFP FOR ORLANDO VENUES JANITORIAL SERVICES ♦ REFERENCE FOR: ABM ONSITE SERVICES, INC.							Page 2 of 2
	San Francisco 49'ers	Mercedes Benz Superdome	Staples Center	USC	Darden World Headquarters	Aon Hewitt	Xerox
11. Did the firm resolve issues in a satisfactory manner? (Yes/No)	Yes				Yes		
12. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firms. (1-5)	5				4		
13. Overall, would you enter into Contract with this firm again? (Yes/No)	Yes				Yes		
Notes:			They do all cleaning for STAPLES Center, Microsoft Theatre and the entire LA LIVE campus. We are very pleased with their performance and they are a key component in our source separation and recycling program.	Other than verifying that we are currently in a 3-year contract with ABM to provide janitorial service, I cannot complete the form per our policy.			
Contacts:	Jim Mercurio, 650-642-4908	Brian Bocato 504-587-3818	Sam Kropp cell 213 3243 8248 office 213-742-7262	Joe Furin 213-765-6342	Warren Lombardy 407-256-2592	Rick McEntee 407-471-1899	Eric White 770-829-1010

Orlando Venues Janitorial Services (RFP 16-0037)									
Financial Rank based on review of D & B Reports			Viability Score	Portfolio Comparison	Credit Score Class	Credit Score	Financial Stress Class	Financial Stress Score	
1	American Maintenance		2	1	2	539	2	1557	
3	Owens, Renz, and Lee		3	4	3	496	4	1434	
4	Pritchard Sports and Entertainment		3	4	2	547	4	1379	
2	ABM Onsite Services		2	6	5	436	3	1472	
Summary									
The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will no longer be in business within the next 12 months.									
Viability Score - Businesses ranked 2 (low risk) have a probability of becoming no longer viable of 2%									
Viability Score - Businesses ranked 3 (low risk) have a probability of becoming no longer viable of 3%									
Portfolio Comparison - Businessess ranked 1 (low risk) within this model segment have a probability of becoming no longer viable of 2% (based on establised trade payments).									
Portfolio Comparison - Businessess ranked 4 (low risk) within this model segment have a probability of becoming no longer viable of 4% (based on establised trade payments).									
Portfolio Comparison - Businessess ranked 6 (moderate risk) within this model segment have a probability of becoming no longer viable of 0.7% (based on available financial data).									
Financial Stress Score is on a scale from 1001 to 1875 where 1001 is the worst (high probability of failure) and 1875 is the best (low probability of failure).									

Evaluation of Proposals for RFP16-0037
Orlando Venues Janitorial Services

Final Rank & Tally

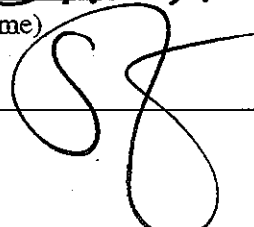
	Charles Leone	Clyde Boutte	John Sparks	Craig Borkon	Michelle Jenkinson	Total	Ranking
ABM Onsite Services, Inc.	3	4	3	3	3	16	3
American Maintenance	3	3	4	4	4	18	4
Owens, Renz & Lee Co., Inc. dba Owens Facility Services	2	1	1	1	1	6	1
PritchardSports & Entertainment Group, Inc.	1	2	2	2	2	9	2

EVALUATION OF PROPOSAL FOR RFP16-0037, ORLANDO VENUES JANITORIAL SERVICES
FINAL RANKING & SCORING

NO.	CATEGORY	POSSIBLE POINTS	ABM Onsite Services, Inc.	American Maintenance	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services	Pritchard Sports & Entertainment Group, Inc.
1	Operations Plan	35	27	25	30	33
2	Experience of Proposer and Management Plan	35	33	29	32	35
3	Minority and Women Owned Business Enterprise - The degree of participation by City certified or recognized M/WBE in subcontracts	5	1	5 ⁴ 82	5	5
4	Veteran Business Enterprise participation in subcontracts	2	0	0	0	2
5	Price Proposal	23	21	23	22	20
TOTAL POINT VALUE		100	82	82	89	95
RANKING BASED ON ABOVE POINTS (#1 reflects the highest point value; #2 is the next highest point value; etc.)			3	4 3	2	1

DATE: 6.9.16

EVALUATOR: Charles P. Leone Jr.
(Print Name)

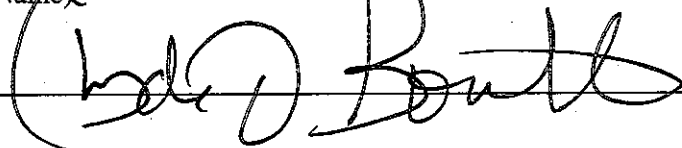
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EVALUATION OF PROPOSAL FOR RFP16-0037, ORLANDO VENUES JANITORIAL SERVICES
FINAL RANKING & SCORING

NO.	CATEGORY	POSSIBLE POINTS	ABM Onsite Services, Inc.	American Maintenance	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services	Pritchard Sports & Entertainment Group, Inc.
1	Operations Plan	35	30	30	33	33
2	Experience of Proposer and Management Plan	35	32	30	33	33
3	Minority and Women Owned Business Enterprise - The degree of participation by City certified or recognized M/WBE in subcontracts	5	3	5	5	5
4	Veteran Business Enterprise participation in subcontracts	2	0	0	0	2
5	Price Proposal	23	21	23	22	19
TOTAL POINT VALUE		100	86	88	93	92
RANKING BASED ON ABOVE POINTS (#1 reflects the highest point value; #2 is the next highest point value; etc.)			4	3	1	2

DATE: 6/9/2016

EVALUATOR: Clyde J Bouthelle
(Print Name)

SIGNATURE: 

EVALUATION OF PROPOSAL FOR RFP16-0037, ORLANDO VENUES JANITORIAL SERVICES
FINAL RANKING & SCORING

NO.	CATEGORY	POSSIBLE POINTS	ABM Onsite Services, Inc.	American Maintenance	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services	Pritchard Sports & Entertainment Group, Inc.
1	Operations Plan	35	35	25	35	35
2	Experience of Proposer and Management Plan	35	30	25	35	33
3	Minority and Women Owned Business Enterprise - The degree of participation by City certified or recognized M/WBE in subcontracts	5	2	5	5	5
4	Veteran Business Enterprise participation in subcontracts	2	0	0	0	2
5	Price Proposal	23	20	23	22	15
TOTAL POINT VALUE		100	87	78	97	90
RANKING BASED ON ABOVE POINTS (#1 reflects the highest point value; #2 is the next highest point value; etc.)			3	4	1	2

DATE: 6/9/16

EVALUATOR: Michelle Jenkins
(Print Name)

SIGNATURE: Michelle Jenkins

EVALUATION OF PROPOSAL FOR RFP16-0037, ORLANDO VENUES JANITORIAL SERVICES
FINAL RANKING & SCORING

NO.	CATEGORY	POSSIBLE POINTS	ABM Onsite Services, Inc.	American Maintenance	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services	Pritchard Sports & Entertainment Group, Inc.
1	Operations Plan	35	25	20	30	30
2	Experience of Proposer and Management Plan	35	30	15	30	30
3	Minority and Women Owned Business Enterprise - The degree of participation by City certified or recognized M/WBE in subcontracts	5	2	5	5	5
4	Veteran Business Enterprise participation in subcontracts	2	0	0	0	2
5	Price Proposal	23	15	23	23	10
TOTAL POINT VALUE		100	72	63	88	77
RANKING BASED ON ABOVE POINTS (#1 reflects the highest point value; #2 is the next highest point value; etc.)			3	4	1	2

DATE: 6/9/16

EVALUATOR: Craig Berkow
(Print Name)

SIGNATURE: [Signature]

EVALUATION OF PROPOSAL FOR RFP16-0037, ORLANDO VENUES JANITORIAL SERVICES
FINAL RANKING & SCORING

NO.	CATEGORY	POSSIBLE POINTS	ABM Onsite Services, Inc.	American Maintenance	Owens, Renz & Lee Co., Inc. d/b/a Owens Facility Services	Pritchard Sports & Entertainment Group, Inc.
1	Operations Plan	35	29	25	32	33
2	Experience of Proposer and Management Plan	35	30	26	29	30
3	Minority and Women Owned Business Enterprise - The degree of participation by City certified or recognized M/WBE in subcontracts	5	2	5	5	5
4	Veteran Business Enterprise participation in subcontracts	2	0	0	0	2
5	Price Proposal	23	19	22	21	16
TOTAL POINT VALUE		100	80	78	87	86
RANKING BASED ON ABOVE POINTS (#1 reflects the highest point value; #2 is the next highest point value; etc.)			3	4	1	2

DATE: 6.9.14

EVALUATOR: John Sparks
(Print Name)

SIGNATURE: 