MEMORANDUM

To: Honorable Steve Geller, Mayor, and Members, Broward County Commission

From: John W. Scott, Inspector General

Date: September 17, 2021

Subject: OIG Closing Memorandum Re: Broward County’s Flawed Formal Bidding Process for Janitorial Services at the Airport, Ref. OIG 19-023-M

The purpose of this memorandum is to inform you that the Broward Office of the Inspector General (OIG) has closed its inquiry into an allegation that the county awarded a janitorial services contract for the rental car center at Fort Lauderdale/Hollywood International Airport, a contract the county set aside for a County Business Enterprise (CBE) vendor, to a vendor that did not qualify for CBE certification, Fuel Facility Management, Inc. (FFM). We did not substantiate the allegation.

However, our review of the solicitation process, itself, revealed significant deficiencies that called into question the validity of the Purchasing Division (Purchasing)’s ultimate determination that FFM was the solicitation’s highest ranked, responsible, responsive bidder. While the county ultimately contracted with the second ranked bidder after an impasse during contract negotiations with FFM, the issues are still of significance where the deficiencies we identified reflected on the integrity of the solicitation process overall.

Specifically, we determined that, after publishing the solicitation, Purchasing modified language within the “Minimum Qualifications” section of the solicitation that ultimately caused confusion among those vetting the proposals on behalf of Purchasing as well as the selection committee. Although the purpose of this modification was to ensure the participation of more CBE vendors, the confusion resulted in the selection committee’s determination of only one CBE vendor, FFM, as responsible regarding the “Minimum Qualifications” criteria. The selection committee ultimately ranked FFM first, by default, as FFM was the only CBE vendor of the three vendors that presented.

This error was exacerbated by the fact that FFM’s proposal, on its face, reflected that it, like the other CBE vendors, did not possess the qualifications listed in the solicitation’s “Minimum Qualifications” criteria. Even though a review of FFM’s proposal and vendor reference verification forms made FFM’s deficient qualifications evident, Purchasing did not notice this...
deficiency where it seemingly considered FFM met the “Minimum Qualifications” criteria based on FFM’s use of key terms within the proposal to appear qualified.

After our involvement, Purchasing called the references FFM listed in its proposal and confirmed that FFM had inadequate qualifications. It then reconvened the selection committee to present the information that affected whether FFM, who was at that time in contract negotiations with the county, was responsible. But the selection committee failed to recognize that FFM’s inadequate qualifications placed it on the same footing as the non-responsible CBE vendors and opted to reaffirm its decision.

The county commission, at a regular commission meeting, was generally made aware that the solicitation ran into issues resulting from the modified language within the “Minimum Qualifications” criteria. Notwithstanding, it approved the selection committee’s rankings and instructed the county to start contract negotiations with FFM. Although the contract negotiations continued after the selection committee reaffirmed its finding that FFM was responsible, the negotiations ultimately stalled.

We laud Purchasing’s attempt to reject all the proposals in the solicitation and citing the confusion caused by the modification in the “Minimum Qualifications” language once negotiations with FFM stalled. While the commission opted to instead begin contract negotiations with the second ranked bidder, and a contract was ultimately signed with that bidder, Purchasing’s attempt reflected an appreciation that the solicitation was flawed.

Nevertheless, we detail our findings to fully inform the commission of the extent of the deficiencies we found and to emphasize the importance of conducting thorough reviews of proposals, and all attachments to those proposals, to ensure true open and fair competition.

**Solicitation BLD2117566P1 – Janitorial Services at the Airport**

On March 6, 2019, Purchasing advertised the janitorial services request for proposals (RFP), seeking vendors to provide janitorial services at the Fort Lauderdale-Hollywood International Airport (FLL). (Exhibit 1)¹ The county intended to award two janitorial services contracts defined as "Group 1 - Rental Car Center" and "Group 2 - Terminals 1, 2, 3, 4 and the Airport Operations Control Center (AOCC)."² Although the group one contract was reserved for a CBE, non-CBE vendors could submit proposals and would only be awarded the contract if no CBE vendor was found to be responsive and responsible.

The solicitation closed on April 18, 2019. Purchasing received ten proposals for the group one contract from six CBE vendors: ALJ Services, LLC., Business to Business Supplies and Service, Dammel Cleaning Enterprise, Inc., Fuel Facility Management, Inc., L&B Janitorial Services,

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¹ As the final solicitation was 212 pages, we limited this exhibit to the first 7 pages, the most relevant part for purposes of this memorandum.
² This memorandum addresses the solicitation as it pertained to Group 1, which solicited janitorial services for the rental car center.
Inc., and McKenzie’s Cleaning, Inc. Three non-CBE vendors also submitted proposals: Chi-Ada Corporation, LGC Global Energy FM, LLC., and Sunshine Cleaning Systems, Inc.3

The selection committee met on May 30, 2019, and June 5, 2019, to review the proposals. On May 30, 2019, it met to determine which proposals were responsive and responsible. It deemed FFM, LGC Global, and Sunshine Cleaning both responsive and responsible and allowed those vendors to proceed to final evaluation for numerical scoring and ranking. FFM was the only CBE vendor the committee deemed responsive and responsible.

On June 5, 2019, the selection committee held its final evaluation meeting and heard presentations from the three vendors. The selection committee scored and ranked the proposals. FFM ranked first with a score of 454.00. Sunshine Cleaning Systems, Inc. and LGC Global Energy FM, LLC followed, scoring 437.25 and 349.65, respectively.

On September 10, 2019, the county commission approved the selection committee’s final ranking of the firms and directed Purchasing to begin contract negotiations with FFM. The commission did so after a CBE vendor that bid on the project and was deemed non-responsible addressed the commission and expressed concerns regarding language within the RFP’s “Minimum Qualifications” section, language that the purchasing director acknowledged caused issues within the RFP and to which other vendors had objected.

But contract negotiations with FFM reached an impasse in April 2020. As such, on June 16, 2020, Purchasing requested the commission to reject all proposals and rebid the project. The commission tabled the motion until September 22, 2020. On that day, the commission considered the motion to reject all proposals and opted to have Purchasing negotiate with the second ranked bidder with the condition that it have 40 percent CBE participation and a mentor program. The county ultimately contracted with the second ranked bidder.

**OIG Inquiry**

1. **County Staff Misapplied Minimum Qualification Language in Remarks on Responsibility and Caused the Selection Committee to Do the Same**

After Purchasing issued the RFP for the janitorial services contract on March 6, 2019, it amended language within the solicitation’s minimum qualification criteria which caused significant confusion for those evaluating the bidders, including the selection committee. Our inquiry determined that this confusion ultimately poisoned the validity of the solicitation’s results.4

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3 Ten bidders submitted proposals to the solicitation. However, Purchasing only submitted its recommendations and remarks for nine of them. Purchasing did not submit recommendations or remarks, including recommendations and remarks as to CBE certification, regarding Gum Hunters Carpet & Tile Cleaning Services Corp., as it determined the vendor non-responsive from the outset for failing to attend a mandatory pre-submittal conference and site visitation.

4 We note that bidders also sought clarification on other terminology within the specifications such as the meaning of “janitorial management services” and “25 employees.” We limit our discussion to issues we observed with Purchasing’s modification of “must have” to “should have.”
The solicitation’s original “Special Instructions to Vendors” language, which was the first addendum of the solicitation, informed the vendors of the “Minimum Qualifications” the county required for it to consider the vendor responsible. (Exhibit 2) Regarding Group 1, section B of the special instructions, titled, “Additional Responsibility Criteria,” directed:

3. Minimum Qualifications: **Group 1**

A. Respondent *must have* a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.

B. Respondent *must* demonstrate their staffing levels have been maintained at a minimum of twenty-five (25) employees for the past three (3) years. Vendor may demonstrate through submittal of payroll records, tax records, insurance documentation (Workers Comp.), etc.

C. Respondent must demonstrate experience in access control and security credentialing.

(emphasis added)

On April 9, 2019, Purchasing issued addendum number five to the solicitation. (Exhibit 3) In addition to extending the bid end date from April 12, 2019, to April 18, 2019, the addendum modified the “Minimum Qualifications” language found in the solicitation’s “Additional Responsibility Criteria” to read:

3. Minimum Qualifications: **Group 1**

A. Respondent *should have* a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.

B. Respondent *should be able to* demonstrate similar staffing levels of approximately 25 employees for a comparable facility as described above and provide a reference or reference of the janitorial management services rendered to

(emphasis added).

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5 In order for the county to consider a vendor responsible, it considered criteria within the Standard Instructions to Vendors, as featured within the solicitation, as well as the Special Instructions to Vendors, as featured in the addendum.

6 Addendum number three extended the bid’s original end date from March 27, 2019, to April 12, 2019.
According to Assistant Purchasing Director G.M., Purchasing modified the language to allow for more CBE vendors to participate in the solicitation. However, this modification affected the validity of the bid results because it caused confusion among those vetting the bids and providing recommendations on behalf of Purchasing, as well as caused confusion for the selection committee.

Sections 21.8.b.46 and 21.8.b.69 of the county’s 2019 procurement code defined the terms at issue here, “must” and “should,” respectively. The code defined “must” as “denot[ing] the imperative. Failure to comply with a ‘must’ directive will generally be a matter of responsiveness.” These definitions were in line with the National Institute of Governmental Purchasing (NIGP)’s direction that “[d]etermination of responsiveness of a proposal is typically a straightforward process, often done as pass/fail . . .” as well as direction that “must” requirements were mandatory requirements, the compliance of which was a matter of responsiveness.

Accordingly, as originally written in the Additional Instructions to Vendors, the county required bidders to have a minimum of three years of continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services as well as to have maintained a minimum of 25 employees for the three years before the solicitation.⁷

On the other hand, the code defined “should” as denoting the permissive. In other words, not mandatory. Accordingly, upon amending the “Minimum Qualifications” language of the solicitation through addendum number five to replace the “must” with “should,” Purchasing removed the mandatory nature of the “Minimum Qualifications.” Thus, the bidder’s qualifications were no longer a matter of pass or fail.

However, our inquiry revealed that despite Purchasing’s amended language designed to ensure a bidder was not automatically deemed non-responsive for lacking the desired qualifications, Purchasing did just that and recommended the selection committee do the same, which it ultimately did.

Specifically, the purchasing director’s May 30, 2019, recommendation memorandum showed that of the nine bidders that made up Group 1, Purchasing reported only three “compliant” bidders with the solicitation’s “Minimum Qualifications”: FFM; LGC Global Energy FM, LLC; and Sunshine Cleaning Systems, Inc.⁸ (Composite Exhibit 4)⁹

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⁷ While the original “Minimum Qualifications” language within the Special Instructions to Vendors, directed a matter of responsiveness, it erroneously appeared under “Additional Responsibility Criteria”.

⁸ We note that this memorandum directed that the procurement code charged the selection committee with determining responsibility. We found no support for this direction where section 21.30.f.5 of procurement code, as it read in 2019, directed that the determination of a non-responsible or non-responsive bidder was the purchasing director’s duty unless a Selection Committee had been established. At that point, the Selection Committee was to determine responsiveness pursuant to section 21.83.d of the code, suggesting that the responsibility determination remained with the purchasing director. The county significantly changed its procurement code in 2021 and this language no longer appears.

⁹ As the recommendation memorandum was 110 pages, we include in this exhibit the memorandum’s first 18 pages and the spreadsheet attachment we discuss below.
FFM was the only compliant bidder that qualified as a CBE. Purchasing deemed the remaining bidders, including the remaining five CBE vendors, to be non-compliant.

The purchasing director’s memorandum included the spreadsheet that Aviation staff\textsuperscript{10} created explaining the basis of its determinations regarding “Minimum Qualifications.” This spreadsheet showed that Aviation staff categorized the bids as “Meets minimum qualifications” and “Does not meet minimum qualifications.” This despite that there were no minimum qualifications, just preferred qualifications.

We spoke to the Aviation staff member that created this spreadsheet, Aviation Project Manager, L.V. L.V. explained to us that she believed that amending the “Minimum Qualifications” language from “must have” to “should have” meant that it was no longer necessary for anyone to determine, as part of determining a vendor’s responsibility, whether a vendor met the “Minimum Qualifications.” In other words, after changing the “Minimum Qualifications” language from “must have” to “should have,” Purchasing should have removed the “Minimum Qualifications” from the list of ten vendor responsibility criteria. She also believed that, once Purchasing amended the language, it was no longer her job to recommend to the committee whether a vendor met the “Minimum Qualifications,” because now "everybody met them" since the language was now "should have," a preference.

It was L.V.’s view that, since “Minimum Qualifications” were no longer mandatory, all vendors' proposals should be submitted to the selection committee to determine, based on other factors, whether or not the vendor could provide the janitorial services. She thought, by asking her to determine whether a vendor met the amended “Minimum Qualifications,” Purchasing was asking her to exercise what should be the selection committee's discretion.

Thus, she created the spreadsheet "under protest" and reviewed the proposals as if the “Minimum Qualifications” were mandatory "must have" requirements. She had a very heated conversation with the senior purchasing agent handling the solicitation, R.P., who told her management directed him to evaluate the “Minimum Qualifications” as if they were mandatory.

Senior Purchasing Agent R.P. generally echoed L.V.’s sentiments. However, unlike L.V., he said he believed the “Minimum Qualifications” remained a matter of responsibility, even with the language change. In his view, changing the “Minimum Qualifications” language from "must have" to "should have" changed the “Minimum Qualifications” from mandatory requirements to preferences which meant that the revised “Minimum Qualifications” could no longer be used to automatically disqualify vendors from the solicitation process. Notwithstanding, he believed the selection committee still had the discretion to disqualify a vendor that did not meet the “should have” “Minimum Qualifications” as non-responsive.

Despite L.V. and R.P.’s agreement that, in light of the revision to “Minimum Qualifications,” a bidder’s failure to possess the desired qualifications no longer directed

\textsuperscript{10}Purchasing worked with the Aviation Department in reviewing the bids and making the recommendations.
automatic disqualification, the recommendations in Purchasing’s memorandum did just that. Indeed, the memorandum included in it the spreadsheet L.V. created “under protest” where she admittedly applied the original “must have” language and made her determinations in terms of “Meets minimum qualifications.” and “Does not meet minimum qualifications.” This was despite the fact that there were no minimum qualifications, but preferred ones. In turn, Purchasing attached the spreadsheet and recommended the bidders as “Compliant” or “Non-Compliant” with the “Minimum Qualifications” criteria to the selection committee.

Thus, while Purchasing changed the language to have more CBE vendors participate in the solicitation, the change was of no consequence where it disregarded the solicitation’s language and made its recommendations to the selection committee as if the language was still mandatory, in complete contravention of the criteria set out in the solicitation. As a result, of the six CBE vendors that Purchasing reviewed to make its responsibility recommendation, it only recommended FFM as compliant for meeting the “Minimum Qualifications” criteria.

As Purchasing’s recommendations were not binding on the selection committee, the selection committee could have still made a proper determination on responsibility. Indeed, it could have realized that Purchasing’s recommendations were based on a standard that was contrary to the solicitation’s language and conducted an independent review of the vendors’ qualifications to make its own responsibility determination.

But our review of the selection committee’s May 30, 2019, initial evaluation meeting showed that not only were the committee members significantly confused about the effects of the language change, but the committee also failed to appreciate the ramifications of automatically disqualifying vendors for failing to meet non-mandatory criteria. Specifically, it failed to appreciate that doing so was against the solicitation’s language as well as unfair to those bidders that did not meet the non-mandatory criteria.

During the initial evaluation meeting, the committee members, on several occasions, asked for clarification between the “must” and “should” terms within the “Minimum Qualifications.” They also had several questions about Purchasing’s recommendation on responsibility regarding “Minimum Qualifications” given the change of language and how it had determined a bidder was compliant or non-compliant for purposes of its recommendation.

L.V. explained to them that she made the determination based on who met the minimum requirements and noted that it was the committee’s decision “who move[d] forward.” After further questions about the basis of Purchasing’s determinations of who was “compliant” and “non-compliant,” both Purchasing and County Attorney’s Office staff also impressed upon the selection committee that the “Minimum Qualifications” language contained the “should have” term, thus it was within the committee’s discretion to determine responsibility.
One exchange with Committee Member J.P. exemplified the confusion. During this exchange, the County Attorney’s Office indicated that firms were deemed non-compliant because, “they were technically non-compliant with those ‘should’ requirements. But again, those are ‘should’ not ‘shall’ requirements. So, it’s within your discretion whether to find them non-compliant and therefore non-responsible.” In response, J.P. clarified, “Ok so they're being determined non-compliant with a ‘should’ requirement, is that correct?” The County Attorney’s Office agreed.

Thus, the county essentially communicated to the selection committee that while Purchasing reviewed the “Minimum Qualifications” as if they were mandatory and made its recommendations accordingly, the selection committee was at liberty to consider the qualifications’ permissive nature in determining responsibility.

But no one should have treated the “Minimum Qualifications” as if they were mandatory nor did the selection committee have the discretion to treat them as if they were. The solicitation’s language was intended to and did direct that the “Minimum Qualifications” were a preference. Neither Purchasing nor the selection committee had the discretion to disregard the solicitation’s language and treat the “Minimum Qualifications” language as a basis for automatic disqualification.

However, they both did. Purchasing judged the vendors against a mandatory standard contrary to the language of the solicitation. In turn, the selection committee adopted that mandatory standard by making responsibility determinations in line with Purchasing’s recommendations. Indeed, it was clear that the selection committee acted in line with the recommendations as it did not engage in any substantive discussion about the bidders’ individual qualifications that would have suggested the selection committee’s exercise of discretion on responsibility.11 The effect of these errors were clear where five of the remaining six CBE vendors that submitted proposals, and one of the three non-CBE vendors, were deemed non-responsible for failing to meet the “Minimum Qualifications.”12

In sum, Purchasing’s modification to the “Minimum Qualifications” language of the solicitation significantly affected the validity of the solicitation’s results. By changing the term “must have” within the “Minimum Qualifications” to the discretionary “should have,” the “Minimum Qualifications” category was no longer mandatory. Nevertheless, Purchasing and the Aviation Department used a pass-fail approach in making their recommendations on responsibility to the selection committee. Instead of realizing that Purchasing’s recommendations were flawed as it was based on the use of a standard

11 To the extent any discussions were had, they were discussions that reinforced the idea that the “Minimum Qualifications” language were mandatory in nature. For instance, Committee Member J.A., in trying to gain clarity, questioned why a particular vendor did not meet the “Minimum Qualifications” criteria since the language was not mandatory. L.V. responded that they were looking for specific qualifications and that vendor did not match those qualifications.

12 When we spoke to selection committee members, many did not recall specifics regarding the “Minimum Qualifications” language within this solicitation and its subsequent modification. Nevertheless, their answers varied as to whether a vendor should be automatically disqualified for not meeting discretionary qualifications.
contrary to the solicitation’s language and inherently unfair to the bidders that did not meet the qualifications, the selection committee accepted the recommendations.

As a result, only three vendors proceeded to the presentation stage of the evaluation: FFM, Sunshine Cleaning, and LGC Global—a benefit to FFM as the only CBE vendor.

2. **Purchasing Did Not Adequately Review FFM’s Proposal For Its Recommendations to the Selection Committee**

We further determined that, given the fashion in which the selection committee determined responsibility, FFM should also have been disqualified where our review of the proposal showed that FFM, like the CBE vendors deemed non-responsible, did not have the “Minimum Qualifications” it purported to have.

After vendor presentations, the selection committee ranked FFM, the only CBE vendor, first. Sunshine Cleaning ranked second. But a review of FFM’s proposal revealed that, like the other CBE vendors, FFM also did not have the desired qualifications listed in the solicitation. Purchasing did not realize this because its staff did not adequately review the information FFM provided as part of its proposal, including the vendor verifications forms FFM submitted.

As discussed above, the solicitation indicated that the respondent should have a minimum of three years of experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services. The solicitation further directed the respondent to provide a reference or references of the “janitorial management services rendered to.”

We conducted an independent review of FFM’s proposal and determined that, contrary to Purchasing’s determination, the proposal did not establish that FFM had the preferred qualifications listed in the solicitation.

In its April 18, 2019, proposal, FFM reported, as part of its past performance, descriptions of four projects and contact names for those projects. (Exhibit 5) These projects amounted to operations and maintenance work for rental car consortiums at four airports: Orlando International Airport, FLL, Memphis/Shelby International Airport, and San Antonio International Airport. According to its website, FFM’s experience covered “…building [consolidated rental car facilities], consulting on [consolidated rental car facilities], operations and maintenance, car wash bays, fuel management, lubricants, light maintenance equipment, and all systems associated with a fleet maintenance facility.”

But FFM’s description of its prior history, on its face, did not reflect that it met the solicitation’s “Minimum Qualifications.” FFM did not report having provided janitorial

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13According to its website, FFM’s experience covered “…building [consolidated rental car facilities], consulting on [consolidated rental car facilities], operations and maintenance, car wash bays, fuel management, lubricants, light maintenance equipment, and all systems associated with a fleet maintenance facility.”
services at either the Orlando International Airport or FLL. Further, its janitorial services at Memphis/Shelby International Airport, a facility that only operated 20 hours per day, was limited to picking up trash. Finally, to the extent that FFM’s services to the San Antonio International Airport appeared to be janitorial, it had not provided those services for at least three years when FFM submitted the bid to the county.14

We spoke to L.V. about the basis for her determination that FFM met the “Minimum Qualifications.” She pointed to the portion of FFM’s description of its work at Orlando International Airport that described handling management of the operation and maintenance of the rental car center that included “lighting maintenance, cleaning, and repair of equipment for all systems associated with” the rental car center. She believed cleaning meant janitorial services.

But the rest of FFM’s description was clear it cleaned “equipment for all systems associated with” the rental car center. It did not provide janitorial services to Orlando International Airport.

A review of FFM’s vendor reference verification forms further evidenced Purchasing’s inadequate review of FFM’s proposal. When taken together, pages 151 and 179 of the solicitation required the respondent to submit a minimum of three vendor reference verification forms for “previous projects referenced in its submittal.” (Composite Exhibit 7) But FFM’s submissions did not comply with this requirement.

Again, in FFM’s proposal, it provided information regarding four past projects at Orlando International Airport, FLL, Memphis/Shelby International Airport, and San Antonio International Airport. At first blush, FFM’s vendor reference verification forms appeared to address its performance at three of the projects, but they did not. (Exhibit 8) Instead, FFM’s vendor verification forms were completed by three different people from just one project—the rental car consortium at the San Antonio International Airport to which FFM started providing its services in 2017.

Aviation Assistant Director of Facilities Maintenance, S.S., said she verified references for the janitorial services solicitation. Purchasing instructed her to only verify that the named contact person filled out the form and returned it to the vendor. That was consistently Purchasing’s instruction every time she raised an issue with a reference.

She contacted all three FFM references and all three were satisfied with FFM's services. She believed FFM had a single agreement with the San Antonio Airport and that FFM provided information on the other two references, two representatives at rental car companies within the airport, only because they were familiar with the quality of FFM's work at the San Antonio airport.15 She said she also recalled thinking to herself that the other two references did not have a contract with FFM. Thus, it was the equivalent of

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14 The county later discovered that FFM, itself, did not provide San Antonio International Airport with janitorial services but hired a subcontractor to do so—LGC Global, the company that came in third after Sunshine Cleaning.

15 Contrary to S.S.’s belief, FFM did not have a contract with San Antonio International Airport, it had a contract with the airport’s rental car consortium.
FFM providing FLL airport rental car companies as references when it did not have a contract with those companies. She did not act on her realization as she was solely focused on verifying whether the reference contact person filled out the form and knew the vendor for which he or she was providing the reference.

Notwithstanding the fact that FFM’s proposal failed to reflect that it had the “Minimum Qualifications” that Purchasing determined, on its own, to consider mandatory qualifications and the fact that FFM failed to submit compliant vendor reference verifications forms, Purchasing communicated to the selection committee that the county verified FFM’s references and that it met the “Minimum Qualifications.”

3. Neither Purchasing Nor the Selection Committee Appreciated the Gravity of Their Results Once They Recognized the True Nature of FFM’s Qualifications

We next determined that, once Purchasing and the selection committee learned of FFM’s inadequate proposal, they failed to appreciate its effect on the integrity of the solicitation’s results overall and instead exacerbated the errors.

After the selection committee’s June 5, 2019, final meeting where it ranked FFM first of the three vendors, Purchasing received three letters of objection from different vendors. These letters, which were dated June 12, 2019, and June 14, 2019, raised the selection committee’s confusion caused by the change in language, suggested that FFM did not provide janitorial services, and alleged that FFM used subcontractors for its San Antonio services.16 Assistant Purchasing Director G.M. responded to these objections. His responses generally amounted to the assurance that the selection committee reviewed all factors.

On September 10, 2019, the county commission approved the committee’s final rankings, signaling the start of contract negotiations with FFM. In December 2019, while conducting its inquiry on a tip regarding this solicitation, OIG staff interviewed R.P. Following this meeting, R.P. personally contacted the vendors FFM provided through its vendor reference verification forms and confirmed that FFM had a subcontractor providing janitorial services at the San Antonio airport’s rental car center building and that FFM’s prime vendor contract was not with the airport authority, as suggested by FFM’s proposal, but rather was with a consortium of rental car companies leasing the airport’s rental car center building.

The following month, Assistant Purchasing Director G.M. met with FFM and obtained what he believed to be “new and significant information that the [selection] committee needed to know.” This information was essentially the same information Purchasing received in the vendor objections. The information included that, contrary to what its proposal seemed to suggest, FFM was not providing janitorial services at airports in Fort Lauderdale, Orlando, Tampa, or Memphis.17 Further, to the extent that it provided some janitorial services to the San Antonio Airport, it was through a subcontractor and for less than the three years the

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16 According to Purchasing Manager C.B., she contacted FFM’s references after Purchasing received these objections but could not recall the substance of the conversations.

17 Again, had Purchasing closely reviewed the proposal, it would have noticed from the outset that FFM only described performing “janitorial” work at the San Antonio airport, a facility it had not been with for three years.
solicitation required. Although Purchasing had this information before, it was at this time that Purchasing reconvened the selection committee on the basis that the information directly affected the selection committee’s responsibility determination.

However, this February 6, 2020, reconvened selection committee meeting did little to legitimize the solicitation that was already spoiled.

At the reconvened meeting, Purchasing informed the selection committee of the new information that it had discovered. FFM’s president also spoke. She agreed FFM was not providing janitorial services at the Orlando International Airport and explained that she did not list them as a reference as it was not a janitorial contract similar to what the solicitation was seeking. She pointed out that FFM had been with the Memphis/Shelby airport since 2012 where it picked up trash as well as cleaned and maintained an area of the airport. However, whereas in its proposal FFM indicated that the airport opened at 5 a.m. and closed at 1 a.m., the president described the airport to the selection committee as a 24/7 operation. Notwithstanding, the president confirmed that San Antonio was FFM’s first major janitorial contract similar to what Broward County was seeking.

Thus, at this point, it was clear that FFM’s proposal, on its face, did not have the preferred qualifications that Purchasing and the selection committee believed it did at the initial selection committee meeting.

But neither Purchasing nor the selection committee appreciated the fact that, given the “new” information, FFM was in the same position as all the other CBE vendors that bid on the solicitation—its proposal did not reflect that it had the qualifications listed in the solicitation. However, while Purchasing and then the selection committee considered the other CBE vendors not responsible because of their qualifications, or lack thereof, and disqualified them, FFM was in the middle of contract negotiations with the county.

Instead of appreciating that the solicitation results were inherently flawed because FFM was as non-responsible as the other CBE vendors, the selection committee endeavored to cure its initial decision. Committee Member A.S. asked FFM’s president to confirm whether FFM had a minimum of three years as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services, and the president said it did, with the caveat that the work was “minor janitorial services.” Committee Member A.S. also noted that the “Minimum Qualifications” were discretionary.

After further discussion, which included Purchasing’s counterintuitive position that it would not be changing its recommendation that FFM was responsible despite the “new” information that FFM did not meet the “Minimum Qualifications,” the selection committee voted to

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18 We point out the inherent unfairness of allowing a vendor to, after the fact, submit an oral assertion of its qualifications, specifically where neither its proposal nor vendor reference verification forms supported the oral assertion.

19 While the “Minimum Qualifications” were always discretionary, Committee Member A.S.’s confirmation of that fact seemingly suggested that she was willing to exercise her discretion to deem FFM responsible despite the issues with FFM’s qualifications—something not afforded to the other CBE vendors.
reaffirm its own original determination that FFM was responsible. And the county continued its contract negotiations with FFM.

**Conclusion**

We are closing this inquiry, as we did not substantiate the inquiry’s original allegation. To the extent that we found significant deficiencies with the solicitation in and of itself, we take no further action; the commission approved the solicitation’s results with a general awareness that the solicitation’s modified language had created issues with the solicitation and then approved a contract with the second ranked bidder after negotiations stalled with FFM.

Nevertheless, we inform the commission of our findings to provide a more comprehensive account of the failures we observed within the solicitation. We do so in hopes of impressing the importance of conducting thorough reviews of language within a solicitation and, considering its repercussions, thorough reviews of the responses.

To that end, our inquiry revealed that the solicitation suffered deficiencies from its outset. First, Purchasing, and then the selection committee, used an improper standard to determine the vendors’ responsibility as to the “Minimum Qualifications” criteria. Although the solicitation’s language used a permissive standard to ensure CBE vendors would be able to compete, Purchasing, on its own, decided to apply a mandatory standard. This was contrary to the language and spirit of the solicitation.

The only CBE vendor that survived the application of this improper standard was FFM. But we next determined that FFM was only able to do so by using key terms within its proposal and submitting what seemed to be compliant vendor reference verification forms, to suggest it met the “Minimum Qualifications” when it did not. However, Purchasing did not notice this despite FFM’s lack of qualifications being evident on the face of the proposal and the inadequate vendor reference verification forms.

The selection committee seemingly did not appreciate that FFM’s problematic qualifications made FFM as non-responsible as the other CBE vendors it deemed non-responsible. Instead of acting to ensure a fair solicitation, the selection committee attempted to cure the error by opting, for the first time, to apply a permissive standard to the “Minimum Qualifications” criteria and affirm its original determination that FFM was responsible.

As best observed by FFM’s president in her presentation at the reconvened selection committee, the purpose of the solicitation’s set aside of this contract for a CBE was to allow a CBE firm to grow and expand its business. The cascading deficiencies we observed here effectively caused the county to afford only FFM that chance.

cc: Bertha Henry, County Administrator
    Andrew Meyers, County Attorney
Solicitation BLD2117566P1

Janitorial Services at FLL

Bid Designation: Public

Broward County Board of County Commissioners
Bid BLD2117566P1
Janitorial Services at FLL

Bid Number: BLD2117566P1
Bid Title: Janitorial Services at FLL

Bid Start Date: Mar 6, 2019 3:55:04 PM EST
Bid End Date: Apr 18, 2019 2:00:00 PM EDT
Question & Answer End Date: Mar 22, 2019 5:00:00 PM EDT

Bid Contact: Randy Plunkett
Purchasing Agent
Purchasing Division
rplunkett@broward.org

Bid Contact: Carla Byrd
Purchasing Manager
Purchasing
cbyrd@broward.org

Contract Duration: 3 years
Contract Renewal: 2 annual renewals
Prices Good for: Not Applicable
Pre-Bid Conference: Mar 20, 2019 8:45:00 AM EDT

Attendance is mandatory
Location: Broward County Aviation Department
Aviation Maintenance Facility
3400 SW 2nd Avenue, 2nd Floor
Ft. Lauderdale, FL 33315

Attendance at the pre-submittal conference is MANDATORY for Groups 1 and 2. Site visit attendance is MANDATORY for GROUP 2 and OPTIONAL for GROUP 1. Please make arrangements to be represented or your proposal will not be accepted. This information session presents an opportunity for the vendors to clarify any concerns regarding proposal requirements. Failure to attend the mandatory pre-submittal conference for Groups 1 and 2 and the mandatory site visit for GROUP 2 will deem the Vendor non-responsive for the group(s) requiring the mandatory attendance.

NOTICE: Due to the overwhelming vendor response, security issues and group management for the mandatory site visit for Group 2 (Terminals 1 thru 4 and the AOCC), vendors who have more than one approved applicant for the Customs Border Patrol (CBP) Seal will be limited to only one representative for the Group 2 site visit.

Security Requirements:
Fort Lauderdale-Hollywood International Airport requires all participants of this mandatory pre-submittal meeting and site visit for GROUP 2 to submit a fully completed Temporary Customs Border Patrol Access application for security clearance no later than 5:00PM on MARCH 13, 2019. Applications must be emailed to FLLCustomsApp@broward.org. See

Price shall be inclusive of Living Wage Ordinance requirements, as amended, effective January 1, 2021 and annually adjusted as appropriate by Broward County, including a projected qualifying health benefits amount of $3.44.

Price will not be considered for Optional Items in the final evaluation and ranking of qualified firms.

Price is Labor Cost =

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit Price</th>
<th>Percentage (%) of Bid</th>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AOCC Janitorial Services (Year 1)</td>
<td>Offered price shall be for each month service.</td>
<td></td>
<td></td>
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<tr>
<td>AOCC Janitorial Services (Year 2)</td>
<td>Offered price shall be for each month service.</td>
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<tr>
<td>AOCC Janitorial Services (Year 3)</td>
<td>Offered price shall be for each month service.</td>
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<td></td>
<td></td>
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<tr>
<td>AOCC Janitorial Services (Year 4)</td>
<td>Offered price shall be for each month service.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>AOCC Janitorial Services (Year 5)</td>
<td>Offered price shall be for each month service.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pre-Bid Conference: Mar 20, 2019 8:45:00 AM EDT

Attendance is mandatory
Location: Broward County Aviation Department
Aviation Maintenance Facility
3400 SW 2nd Avenue, 2nd Floor
Ft. Lauderdale, FL 33315

Attendance at the pre-submittal conference is MANDATORY for Groups 1 and 2. Site visit attendance is MANDATORY for GROUP 2 and OPTIONAL for GROUP 1. Please make arrangements to be represented or your proposal will not be accepted. This information session presents an opportunity for the vendors to clarify any concerns regarding proposal requirements. Failure to attend the mandatory pre-submittal conference for Groups 1 and 2 and the mandatory site visit for GROUP 2 will deem the Vendor non-responsive for the group(s) requiring the mandatory attendance.

NOTICE: Due to the overwhelming vendor response, security issues and group management for the mandatory site visit for Group 2 (Terminals 1 thru 4 and the AOCC), vendors who have more than one approved applicant for the Customs Border Patrol (CBP) Seal will be limited to only one representative for the Group 2 site visit.

Security Requirements:
Fort Lauderdale-Hollywood International Airport requires all participants of this mandatory pre-submittal meeting and site visit for GROUP 2 to submit a fully completed Temporary Customs Border Patrol Access application for security clearance no later than 5:00PM on MARCH 13, 2019. Applications must be emailed to FLLCustomsApp@broward.org. See

5/9/2019 1:22 PM
attached document for instructions and application. You must also bring a government-issued photo ID with you on the day of the mandatory pre-submittal meeting. If you do not send this information by the above mentioned date, you will not be able to attend the mandatory site visit for the terminals and the AOCC. 

- Once the site visit begins, only those present will be permitted to participate and no one will be permitted to leave until the site visit is complete. This is a walking site visit and comfortable shoes are recommended; the site visit will cover Terminals 1, 2, 3, and 4, including the Airport Operations Control Center. Plan on allowing from 8:30AM until 4:30PM for total time for the pre-submittal conference and site visits.

Come prepared with a copy of the solicitation. You will be required to check out with Security before you leave. If you require any auxiliary aids for communication, please call 357-6066 so that arrangements can be made in advance.

Scope of Services:
The Broward County Aviation Department seeks qualified Vendors through this Request for Proposals (RFP) to provide Janitorial Services for locations as listed within this solicitation. There are two (2) contracts to be awarded under this solicitation, Contract 1 for Group 1-Rental Car Center (RCC) and Contract 2 for Group 2-Terminals 1, 2, 3, 4 and the Airport Operations Control Center (AOCC). Please refer to the Specifications and Requirements. Proposers are encouraged to review this solicitation in its entirety.

Price: Price will be considered in final evaluation and ranking of qualified firms. Failure to completely fill out and submit price on the Item Response Form will deem vendor non-responsive.

Goal Participation:
This solicitation contains the following reserve and goal participation programs: County Business Enterprise Reserve; County Business Enterprise Goal Participation.

Group 1 of this solicitation is reserved for Broward County certified County Business Enterprises (CBE). CBEs and non-CBEs may respond to this solicitation. If there are no CBE firms recommended for award, a non-CBE firm that has responded to the solicitation may be recommended for award, or the County may reject all solicitations.

Group 2 of this solicitation includes participation goals for Broward County certified County Business Enterprises. Refer to Special Instructions and the Office of Economic and Small Business Development Requirements section for additional information.

Living Wage Ordinance applies to both contracts; refer to living wage ordinance requirements section for additional information. For contract renewal periods, the Broward County Board of County Commissioners is contemplating the increase of the qualifying health benefit amount to $3.44 per hour effective January 1, 2021. Due to this projected increase, the County reserves the right to negotiate in the event of this rate change.

Workforce One Investment Program applies to both contracts. Refer to Workforce investment program requirements section for additional information.

Questions and Answers: The County provides a specified time for Vendors to ask questions and seek clarification regarding the requirements of the solicitation. All questions or clarification inquiries must be submitted through BidSync by the date and time referenced in the solicitation document (including any addenda). The County will respond to all questions via BidSync.

Submittals: Vendor MUST submit its solicitation response electronically and MUST confirm its submittal in order for the County to receive a valid response through BidSync. Refer to the Purchasing Division website or contact BidSync for submittal instructions. It is the Vendors sole responsibility to assure its response is submitted and received through BidSync by the date and time specified in the solicitation. The County will not consider solicitation responses received by other means. Vendors are encouraged to submit their responses in advance of the due date and time specified in the solicitation document. In the event that the Vendor is having difficulty submitting the solicitation document through BidSync, immediately notify the Purchasing Agent and then contact BidSync for technical assistance.

Added on Mar 15, 2019:
Addendum No. 1
To all prospective bidders, please note the following changes and clarifications:
Words in strikethrough type are deletions from existing text. Words in bold underlined type are additions to existing text.
NOTICE: Due to the overwhelming vendor response, security issues and group management for the mandatory site visit for Group 2 (Terminals 1 thru 4 and the AOCC), vendors who have more than one approved applicant for the Customs Border Patrol (CBP) Seal will be limited to only one representative for the Group 2 site visit.
Special Instructions to Vendor is replaced in its entirety.

Added on Mar 22, 2019:
Addendum No. 2
To all prospective bidders, please note the following changes and clarifications:
Words in strikethrough type are deletions from existing text. Words in bold underlined type are additions to existing text.
INSURANCE REQUIREMENTS are replaced as provided herein.
VENDOR REFERENCE VERIFICATION FORM is replaced as provided herein.

Added on Mar 25, 2019:
Addendum No. 3
The Proposal Submission deadline date is revised to April 12, 2019 at 2:00PM.
Responses to the Questions will be forthcoming.

Added on Mar 28, 2019:
Addendum No. 4
To all prospective bidders, please note the following changes and clarifications:
Words in strikethrough type are deletions from existing text. Words in bold underlined type are additions to existing text.
1. SPECIFICATIONS
   (GROUP 1-RENTAL CAR CENTER (RCC)), Section 1.3 Service Areas
   Paragraph 1.3.1 is added as follows:
   1.3.1 Approximate square footage for the Rental Car Center (RCC) is 128,000 sq. ft.

   [GROUP 2-TERMINALS 1, 2, 3 AND 4 AND AIRPORT OPERATIONS CONTROL CENTER (AOCC)], Section 1.3
   Service Areas
   Paragraph 1.3.1 is added as follows:
   1.3.1 Approximate square footage for Terminals and the AOCC are:
   Terminal 1: 750,000 sq. ft.
   Terminal 2: 197,000 sq. ft.
   Terminal 3: 265,000 sq. ft.
   Terminal 4: 375,000 sq. ft.
   AOCC: 1,000 sq. ft.

   2. Exhibit A for FLL Flight Activity is added herein.

Added on Apr 9, 2019:
Bid End Date has changed from April 12, 2019 at 2:00PM to April 18, 2019 at 2:00PM.
Addendum No. 5 has been added as an attachment.
-Special Instructions to Vendors has been revised.
-Standard Agreement has been revised.
-Specifications and Requirements have been revised.

Added on Apr 10, 2019:
Addendum No. 6
Bid End Date remains April 18, 2019 at 2:00PM.
Please note the following clarification:
Words in strikethrough type are deletions from existing text. Words in bold underlined type are additions to existing text.

Addendum No. 5 has the following correction/revision:
4. Specifications and Requirements, BLD2117566P1 Grp-2 is hereby corrected to Specifications and Requirements, BLD2117566P1, Grp-1.
Addendum #1

New Documents Special Instructions to Vendors, BLD2117566P1 Adden. 1.pdf

Removed Documents Special Instructions to Vendors, BLD2117566P1.pdf

Pre-Bid Conference Changes Pre-Bid Conference information has changed. Please review all Pre-Bid Conferences.

Addendum #2

New Documents Insurance Req Adden No 2.pdf
Vendor Reference Verification fillable Form.pdf

Removed Documents Drug-Free Workplace Requirement Certification
Insurance Requirements
Scrutinized Companies List Requirement Certification
RFP-RFQ-RLI Standard Certifications
Local Preference Requirement Certification
Insurance Requirements - FLL Janitorial.pdf
Vendor Reference Verification Form.pdf.pdf

Addendum #3

Previous End Date Mar 27, 2019 2:00:00 PM EDT
New End Date Apr 12, 2019 2:00:00 PM EDT

Addendum #4


Addendum #5

New Documents Addendum No. 5, BLD2117566P1, Janitorial Services at FLL.pdf

Previous End Date Apr 12, 2019 2:00:00 PM EDT
New End Date Apr 18, 2019 2:00:00 PM EDT

Addendum #6

Item Response Form

Item BLD2117566P1--01-01 - Group 1 (Rental Car Center): RCC Janitorial Services (Year 1)
Quantity 12 month
Unit Price
Provide What
Randy Plunkett

BLD2117566P1

300000 square foot
Apr 18, 2019 2:00:00 PM EDT

12 month

12

60000

12 month

350 hour

Description
RCC Janitorial Services (Year 1)
Offered price shall be for each month service.
Price shall be inclusive of Living Wage Ordinance requirements effective January 1, 2019.
Price will be considered in the final evaluation and ranking of qualified firms.

Item
BLD2117566P1--01-02 - Group 1 (Rental Car Center): RCC Janitorial Services (Year 2)

Quantity
12 month

Unit Price

Provide What

Percentage (%) of Bid

Price is Labor Cost =

Delivery Location
Broward County Board of County Commissioners

Refer to Specifications and Requirements

N/A

N/A FL 33301

Qty 12

Description
RCC Janitorial Services (Year 2)
Offered price shall be for each month service.
Price shall be inclusive of Living Wage Ordinance requirements effective January 1, 2019 and annually adjusted as provided therein.
Price will be considered in the final evaluation and ranking of qualified firms.

Item
BLD2117566P1--01-03 - Group 1 (Rental Car Center): RCC Janitorial Services (Year 3)

Quantity
12 month

Unit Price

Provide What

Percentage (%) of Bid

Price is Labor Cost =

Delivery Location
Broward County Board of County Commissioners

Refer to Specifications and Requirements

N/A

N/A FL 33301

Qty 12

Description
RCC Janitorial Services (Year 3)
Offered price shall be for each month service.
Price shall be inclusive of Living Wage Ordinance requirements, as amended, effective January 1, 2021, including a projected qualifying health benefits amount of $3.44.
Price will be considered in the final evaluation and ranking of qualified firms.
**Item**: BLD2117566P1--01-04 - Group 1 (Rental Car Center): RCC Janitorial Services (Year 4)

**Quantity**: 12 month

**Unit Price**: 

**Provide What**:  

**Percentage (%) of Bid**:  

**Price is Labor Cost =**

**Delivery Location**: Broward County Board of County Commissioners

Refer to Specifications and Requirements.

N/A

N/A FL 33301

**Qty**: 12

**Description**

RCC Janitorial Services (Year 4)

Offered price shall be for each month service.

Price shall be inclusive of Living Wage Ordinance requirements, as amended, effective January 1, 2021 and annually adjusted as provided within the ordinance, including a projected qualifying health benefits amount of $3.44.

Price will be considered in the final evaluation and ranking of qualified firms.

---

**Item**: BLD2117566P1--01-05 - Group 1 (Rental Car Center): RCC Janitorial Services (Year 5)

**Quantity**: 12 month

**Unit Price**: 

**Provide What**:  

**Percentage (%) of Bid**:  

**Price is Labor Cost =**

**Delivery Location**: Broward County Board of County Commissioners

Refer to Specifications and Requirements.

N/A

N/A FL 33301

**Qty**: 12

**Description**

RCC Janitorial Services (Year 5)

Offered price shall be for each month service.

Price shall be inclusive of Living Wage Ordinance requirements, as amended, effective January 1, 2021 and annually adjusted as provided within the ordinance, including a projected qualifying health benefits amount of $3.44.

Price will be considered in the final evaluation and ranking of qualified firms.

---

**Item**: BLD2117566P1--02-01 - Group 2 (Terminals 1, 2, 3, 4 and AOCC): Terminal 1 Janitorial Services (Year 1)

**Quantity**: 12 month

**Unit Price**: 

**Provide What**:  

**Percentage (%) of Bid**:  

**Price is Labor Cost =**

**Delivery Location**: Broward County Board of County Commissioners

Refer to Specifications and Requirements.

N/A

N/A FL 33301

**Qty**: 12
EXHIBIT 2
Special Instructions to Vendors
Solicitation Name: BLD2117566P1, Janitorial Services at FLL

Vendors are instructed to read and follow the instructions carefully, as any misinterpretation or failure to comply with instructions may lead to a Vendor’s submittal being rejected.

A. Additional Responsiveness Criteria:
In addition to the requirements set forth in the Standard Instructions to Vendors, the following criteria shall also be evaluated in making a determination of responsiveness:

1. Pricing Sheet(s)
   Refer to BidSync Item Response Form; Group 1 RCC Janitorial Services and Group 2 Terminals 1, 2, 3, 4 and AOCC Janitorial Services. Vendors can provide prices for each group or both groups; However, vendors must provide prices for each line item within each group to be responsive to that group. Form must be completed and submitted at time of solicitation due date in order to be responsive to solicitation requirements.

   Points awarded for price for each group will be based on the aggregate total of line items for each group. Optional Item prices will not be considered in the points determination. Refer to Standard Instructions to Vendors, Evaluation Criteria, Section E for calculation of points.

   a. It is the responsibility of the Vendor to complete and electronically sign the Item Response Form for this solicitation. The Item Response Form is a matter of RESPONSIVENESS. Failure of the Vendor to complete and electronically sign the Item Response Form SHALL determine the Vendor to be NON-RESPONSIVE to the solicitation.

   b. All blank areas of the Item Response Form MUST be filled in with a dollar figure. If it is the intent of the Vendor to perform or provide any services or commodities referenced on the Item Response Form at no cost to the County, then $0.00 (zero) dollars MUST be referenced in the appropriate field. In the event that the Vendor intends not to submit a price for a particular line item, the Vendor MUST indicate “NO BID” in the appropriate field (“Notes for Buyer”). In the event that pricing is required for multiple years, pricing for each year MUST be completed by the Vendor.

   c. The Vendor SHALL use the Item Response Form provided in the solicitation document. Failure by the Vendor to use the required Item Response Form SHALL determine the Vendor to be nonresponsive.

   d. DO NOT USE “N/A”, “-”(DASH) OR ANY OTHER SYMBOLS ON THE PRICE SHEET. IT IS THE RESPONSIBILITY OF THE VENDOR TO ASK QUESTIONS OR SEEK CLARIFICATION REGARDING THE ITEM RESPONSE FORM SUBMITTAL PRIOR TO THE SOLICITATION’S DUE DATE. THE COUNTY WILL NOT SEEK CLARIFICATION ON ANY PRICING.

2. Domestic Partnership Act Requirement
   This solicitation requires that the Vendor comply with Domestic Partnership Act unless it is exempt from the requirement per Ordinance. Vendors must follow the instructions included in the Domestic Partnership Act Certification Form (Requirement and Tiebreaker) and submit as instructed.

3. Living Wage Requirements
   This solicitation requires that Vendor comply with the Living Wage Ordinance. Vendors must follow the instructions included in the Living Wage Ordinance Requirements section and submit Living Wage Ordinance Compliance Affidavit Form as instructed.
The Broward County Board of County Commissioners is contemplating the increase of the qualifying health benefit amount to $3.44 per hour effective January 1, 2021. Due to this projected increase, the County reserves the right to negotiate in the event of this rate change.

4. Mandatory Pre-Submittal Conference/Site Visitation
Attendance at the pre-submittal conference is MANDATORY for Groups 1 and 2. Site visit attendance is MANDATORY for GROUP 2 and OPTIONAL for GROUP 1. This information session presents an opportunity for the vendors to clarify any concerns regarding proposal requirements. Failure to attend the mandatory pre-submittal conference for GROUPS 1 and 2 and the mandatory site visit for GROUP 2 will deem the Vendor non-responsive for the group(s) requiring mandatory attendance.

Fort Lauderdale-Hollywood International Airport requires all participants of this mandatory pre-bid meeting and site visit to submit a fully completed Temporary Customs Border Patrol Access application for security clearance no later than 5:00 PM on March 13, 2019. Applications must be emailed to FLLCustomsApp@broward.org. See attached document for instructions and application. You must also bring a government-issued photo ID with you on the day of the mandatory pre-submittal meeting. If you do not send this information by the above-mentioned date, you will not be able to attend the mandatory site visit for the terminals.

**NOTICE:** Due to the overwhelming vendor response, security issues and group management for the mandatory site visit for Group 2 (Terminals 1 thru 4 and the AOCC), vendors who have more than one approved applicant for the Customs Border Patrol (CBP) Seal will be limited to only one representative for the Group 2 site visit.

If you require any auxiliary aids for communication, please call 357-6066 so that arrangements can be made in advance.

<table>
<thead>
<tr>
<th>Meeting Date:</th>
<th>March 20, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Time:</td>
<td>8:30 AM</td>
</tr>
</tbody>
</table>
| Location:          | Broward County Aviation Department  
 | Aviation Maintenance Facility  
 | 3400 SW 2nd Avenue, 2nd Floor  
 | Ft. Lauderdale, FL 33315 |

**B. Additional Responsibility Criteria:**
In addition to the requirements set forth in the **Standard Instructions to Vendors**, the following criteria shall also be evaluated in making a determination of responsibility:

1. **Office of Economic and Small Business Development Program:**

   [This solicitation for GROUP 1 is reserved for County Business Enterprise (CBE) firms (CBE Reserve). Refer to the **Office of Economic and Small Business Development Requirements (CBE Reserve)** section for requirements.]

   This solicitation for GROUP 2 has the following County Business Enterprise Goals: **35% CBE Goals**. Vendors must follow the instructions included in the **Office of Economic and Small Business Development Requirements** section and submit all required forms and information as instructed.

2. **Workforce Investment Program**

   This solicitation requires the Vendor to comply with the Workforce Investment Program. Vendors must follow the instructions included in the **Workforce Investment Program Requirements** section and submit form as instructed.
3. **Minimum Qualifications: Group 1**
   A. Respondent must have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.
   
   B. Respondent must demonstrate their staffing levels have been maintained at a minimum of twenty-five (25) employees for the past three (3) years. Vendor may demonstrate through submittal of payroll records, tax records, insurance documentation (Workers Comp.), etc.
   
   C. Respondent must demonstrate experience in access control and security credentialing.

4. **Minimum Qualifications: Group 2**
   A. Respondent must have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in at least one (1) North American, large hub airport, with a minimum of twenty-five (25) million annual passengers. Vendor may demonstrate experience of past performance based on confirmed references as provided within the Vendor Reference Verification Forms.
   
   B. Respondent must demonstrate their staffing levels have been maintained at a minimum of three hundred (300) employees for the past five (5) years. Vendor may demonstrate through submittal of payroll records, tax records, insurance documentation (Workers Comp.), etc.

5. **Required Assurance Statement for Group 1 and Group 2:**
   A. A proposal bond is not required for this solicitation; however, the proposer shall provide the County with an assurance statement from its surety or financial institution verifying that the proposer has the capacity and ability to provide the County with a Performance and Payment Bond for the full and complete (100%) required Year 1 amount for which the contract proposer is submitting a response.
   
   B. The assurance statement may be a letter on the surety company’s or financial institution’s letterhead that gives evidence of the proposer’s ability to provide the appropriate security and monies to guarantee satisfactory completion of the contract by the awarded proposer.
   
   C. Refer to Agreement, Article 13, Payment and Performance for bonding requirements.

6. **Janitorial Wage Rate Price Lists**
   Vendor should provide completed ATTACHMENTS 3 and 4 at the time of proposal submittal. All lines shall be priced per unit. If not included with the proposal submittal at the time of the solicitation opening deadline, the proposer is required to provide within three business days of County’s request. **Note:** The janitorial wage rate price list will not be included in the Evaluation Criteria Points for Price but is required as part of a Vendor’s submittal.

7. **Negotiations**
   1. Standard Instructions to Vendors, Section V is amended to add:
      County reserves the right to request during negotiations a breakdown of monthly prices offered for janitorial services, which shall include but not limited to all labor, materials, profit and overhead.
C. Standard Agreement Language Requirements:

The Project Specific Agreement terms and conditions for this solicitation can be located at the following hyperlink, under "Project Specific" Agreements as Referenced by Solicitation Number, RFP No. BLD2117566P1, Janitorial Services at FLL:

http://www.broward.org/Purchasing/Pages/StandardTerms_copy(1).aspx

Refer to Standard Instructions for Vendors and the requirements to review the applicable terms and conditions (and submission of the Agreement Exception Form).

D. Demonstrations:
Not applicable to this solicitation.

E. Presentations:
Applies to this solicitation. Refer to Standard Instructions to Vendors for additional information and requirements.

F. Procurement Authority:
Pursuant to Section 21.32, Competitive Sealed Proposals, of the Broward County Procurement Code.

G. Project Funding Source - this project is funded in whole or in part by:
County Funds

H. Projected Schedule:
Initial Shortlisting or Evaluation Meeting (Sunshine Meeting): To Be Determined
Final Evaluation Meeting (Sunshine Meeting): To Be Determined

Check this website for any changes to the above tentative schedule for Sunshine Meetings:
http://www.broward.org/Commission/Pages/SunshineMeetings.aspx

I. Project Manager Information:
Project Manager: Lori Vassello, Contract/Grant Administrator Senior
Email: lvassello@broward.org
EXHIBIT 3
ADDENDUM No. 5
Janitorial Services at FLL

To all prospective bidders, please note the following changes and clarifications. Words in strikethrough type are deletions from existing text. Words in **bold underlined** type are additions to existing text.

1. The Bid End Date has changed to April 18, 2019.

2. Special Instructions to Vendors has been revised as follows:

   B. Additional Responsibility Criteria:

   3. Minimum Qualifications: **Group 1**
      
      A. Respondent must **should** have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.

      B. Respondent must **should be able to** demonstrate similar their staffing levels **of approximately** have been maintained at a minimum of twenty-five (25) **25** employees for the past three (3) years. Vendor may demonstrate through submittal of payroll records, tax records, insurance documentation (Workers Comp.), etc a **comparable facility as described above and provide a reference or references of the janitorial management services rendered to.**

   4. Minimum Qualifications: **Group 2**
      
      A. Respondent must **should** have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in at least one (1) North American, a large hub airport or any large facility of comparable size with a minimum of **approximately** twenty-five (25) million annual passengers or customers. Vendor may demonstrate experience of past performance based on confirmed reference(s) as provided within the Vendor Reference Verification Forms.

      B. Respondent must **should be able to** demonstrate their similar staffing levels have been maintained at a minimum of three hundred (300) employees for the past five (5) years for a comparable facility as described above with approximately twenty-five (25) million annual passengers or customers and provide a reference or references of the janitorial management services rendered to. Vendor may demonstrate through submittal of payroll records, tax records, insurance documentation (Workers Comp.), etc.

   C. Standard Agreement Language Requirements:

   [http://www.broward.org/purchasing/documents/1.%20Standard%20Agreement%20Form%20BCF%20101.pdf](http://www.broward.org/purchasing/documents/1.%20Standard%20Agreement%20Form%20BCF%20101.pdf) (Revised link to the Standard Agreement)

   In the Standard Agreement the following is hereby deleted:

   5.4. Subcontractors. Contractor shall invoice all Subcontractor fees, whether paid on a “lump sum” or other basis, to County with no markup. All Subcontractor fees shall be invoiced to County in the actual amount paid by Contractor.
3. Specifications and Requirements for both Group 1 and Group 2 have the following revisions:

   1.1. Scope

   2. Due to the high volume and density of passengers and persons utilizing the Broward County Fort Lauderdale-Hollywood International Airport (“FLL” or “Airport”), quality services shall be required in order to maintain a professional, clean, and safe environment at all times twenty-four (24) hours per day, seven (7) days per week, 365 days per year, including all weekends and holidays observed by the federal, state, and county governments and/or Contractor. A two (2) week supply sufficient level of janitorial products and supplies shall be required will be determined and agreed upon by both the Contract Administrator and successful Contractor to maintain the Agreement standards for the Service Areas, and to ensure there is always sufficient stock in the event of unforeseen weather delays or other events that may prevent deliveries.

3.19. Key Personnel

   The information provided below will be used by the Evaluation Committee to determine responsibility.

4. Specifications and Requirements, BLD2117566P1 Grp 2 has the following revisions:

   3.13. Equipment

   2. Equipment kept at the RCC shall include, at a minimum, the following: safety signs, power driven floor scrubbing machines, back pack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, necessary motor trucks, brooms, brushes, mops, pails, dust cloths, dust wands, riding vacuum cleaners with HEPA filters, floor machines for surfacing non-carpeted floors, wet-dry tank vacuum cleaners, buffers, shampoo machines, truck mounted extractors, portable extractors, gondolas (or equal) for removing trash from the facilities, boom lift, scissor lift, floor grinder, commercial portable air blowers, commercial portable dehumidifiers, vehicle to haul trash, escalator cleaner, pressure washers, sweepers, and brushes.

   7. c) Propane powered truck mount type extractors are preferred over gasoline models. Power truck mounted extractors must contain properly maintained manufacturer's factory emission system(s) and safety and warning devices.

3.32. Vehicle Requirements

   2. Contractor must provide a truck equipped with a mounted water extractor.

3.31. Service Plan/Frequency of Services

   1. c) Windows and other glass walls, panels, railings, etc. and shall include signage, if applicable

5. Specifications and Requirements, BLD2117566P1 Grp 2 has the following corrections and/or revisions:

   - The additions to existing text to Specifications and Requirements, Group 2 stated in Addendum No. 4 is corrected and replaced as follows:
1.3.1 Approximate square footage for Terminals and the AOCC are:

- Terminal 1: 750,000 sq. ft.
- Terminal 2: 622,000 sq. ft.
- Terminal 3: 197,000 sq. ft.
- Terminal 4: 265,000 sq. ft.
- Terminal 5: 375,000 sq. ft.

7.1. Service Plan/Frequency of Services has the following revisions:

1. g) Windows and other glass walls, panels, railings, etc. and shall include signage, if applicable

EXCEPT AS MODIFIED HEREIN, ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.
COMPOSITE EXHIBIT 4
In accordance with reference (a), the Director of Purchasing reviews all submittals for responsiveness and recommends to the Evaluation Committee her findings, which the Evaluation Committee may accept or arrive at a different conclusion. Pursuant to Procurement Code Subsection 21.8.b.65, a responsive Bidder [proposer] means a person who has submitted a bid [proposal] which conforms in all material respects to a solicitation.

The Request for Proposal (RFP) BLD2117566P1 for janitorial services at the Fort Lauderdale-Hollywood International Airport for Group 1- Rental Car Center (RCC) and Group 2- Terminals 1 thru 4, the Airport Operations Control Center (AOCC) included five (5) responsiveness requirements, including Lobbyist Registration Certification Form, acknowledgement of "must" addenda, Pricing Sheets, Domestic Partnership Act Certification Form, Living Wage Ordinance Compliance Affidavit Form, and Mandatory Pre-Submittal Conference attendance (Groups 1 and 2) and Mandatory Site Visitation attendance (Group 2). Nine (9) out of ten (10) proposers are recommended to be evaluated for Group 1 as responsive to all responsiveness requirements. Seven (7) out of eight (8) proposers are recommended to be evaluated for Group 2 as responsive to all responsiveness requirements. Gum Hunters Carpet & Tile Cleaning Services Corporation is determined as non-responsive to requirements for Groups 1 and 2 for failure to attend the mandatory pre-submittal conference and site visitation.

In accordance with reference (b), the Evaluation Committee determines proposers' responsibility. Pursuant to Procurement Code Subsection 21.8.b.64, a responsible firm is one that has the capability in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance. To assist the Evaluation Committee in this determination, information regarding Office of Economic and Small Business Development goals compliance, the "material" litigation history disclosure, financial information, State of Florida authority to conduct business, affiliated entities, proof of insurance, Workforce Investment Certification Program, minimum qualifications, surety's assurance statement for bonding, and Wage Rate Price List responsibility requirements are provided.
This solicitation for Group 1 (Rental Car Center) is designated as reserved for County Business Enterprises (CBEs). This solicitation for Group 2 (Terminals 1 thru 4 and AOCC) has a designated County Business Enterprise (CBE) goal of 35%.

A draft Director of Purchasing’s Recommendation Memorandum and the four (4) supporting documents from the Office of Economic and Small Business Development, the Aviation Department’s Finance Division, the County Attorney’s Office and the Risk Management Division were emailed to proposers with a request that, if a proposer desires to clarify any information provided in their response, they should do so in writing. All written explanations received were subsequently reviewed by staff, as applicable.

After careful review of the information provided and the solicitation’s requirements, the following recommendations are provided for consideration and final determination by the Evaluation Committee:

A. RESPONSIVENESS RECOMMENDATION

Recommendations regarding the responsiveness of proposers to the requirements are based on the RFP criteria:

1. Lobbyist Registration - Certification

A Vendor who has retained a lobbyist(s) to lobby in connection with a competitive solicitation shall be deemed non-responsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under Section 1-262, Broward County Code of Ordinances.

A Lobbyist Registration Certification Form must be completed and returned upon request by the County if not included in the submittal.

GROUP 1 (CBE Reserve)

<table>
<thead>
<tr>
<th>Name of Firm</th>
<th>Recommendation</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td>ALJ Services, LLC</td>
<td>Responsive</td>
<td>Not retained</td>
</tr>
<tr>
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<tr>
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<td>Not retained</td>
</tr>
<tr>
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<td>Responsive</td>
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</tr>
<tr>
<td>Fuel Facility Management, Inc.*</td>
<td>Responsive</td>
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</tr>
<tr>
<td>Gum Hunters Carpet &amp; Tile Cleaning Services Corp.**</td>
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<td>L&amp;B Janitorial Services, Inc.</td>
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</tr>
<tr>
<td>McKenzie’s Cleaning, Inc.</td>
<td>Responsive</td>
<td>Not retained</td>
</tr>
</tbody>
</table>
Sunshine Cleaning Systems, Inc.*** Responsive Retained

**Additional Information**
*Fuel Facility Management Inc.* has retained Mr. Bernie Friedman and Mr. Nick Matthews from the office of Becker & Pollakoff.

**Gum Hunters Carpet and Tile Cleaning Services Corp.** is determined as non-responsive to requirements for Group 1 for failure to attend the mandatory pre-submittal conference with no further review.

***Sunshine Cleaning Systems, Inc.** has retained Mr. Bernie Friedman from the office of Becker & Pollakoff and Mr. George Platt and Mr. Seth Platt from the office of LSN Partners.

**GROUP 2 Open Market**

<table>
<thead>
<tr>
<th>Name of Firm</th>
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<td>UBM Enterprise, Inc.</td>
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</tr>
<tr>
<td>United Maintenance Company, Inc.</td>
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<td>Not retained</td>
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</table>

**Additional Information**
*Flagship Airport Services, Inc.* has retained Mr. Keith Poliakoff from the office of Saul Ewing Arnstein & Lehr, LLP.

**Gum Hunters Carpet and Tile Cleaning Services Corp.** is determined as non-responsive to requirements for Group 2 for failure to attend the mandatory pre-submittal conference with no further review.

***Sunshine Cleaning Systems, Inc.** has retained Mr. Bernie Friedman from the office of Becker & Pollakoff and Mr. George Platt and Mr. Seth Platt from the office of LSN Partners.

2. **“Must” Addenda**
   There were no “Must” Addenda for this Request for Proposals.

3. **Price**
   Pricing must be submitted by the solicitation due date in order to be responsive to solicitation requirements.
**GROUP 1 (CBE Reserve)**

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<td>Sunshine Cleaning Systems, Inc.</td>
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</table>

**Additional Information**

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 1 for failure to attend the mandatory pre-submittal conference with no further review.

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<td>United Maintenance Company, Inc.</td>
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</table>

**Additional Information**

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 2 for failure to attend the mandatory pre-submittal conference with no further review.
4. **Domestic Partnership Act**

The Broward County Domestic Partnership Act (Section 16½-157, Broward County Code of Ordinances) requires the Vendor to certify that it currently complies or will comply with the Domestic Partnership Act requirements, by providing benefits to the employees’ domestic partners on the same basis as it provides benefits to employees’ spouses, for projects with an initial contract term is more than $100,000.

**GROUP 1 (CBE Reserve)**

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**Additional Information**

ALJ Services, LLC submitted multiple responses with the final being an affidavit for exemption to comply to the Domestic Partnership Act for reason that the vendor provides an employee the cash equivalent of benefits pursuant to the Act, Section 16-1/2-157, Broward County Code of Ordinances.

**Gum Hunters Carpet and Tile Cleaning Services Corp.** is determined as non-responsive to requirements for Group 1 for failure to attend the mandatory pre-submittal conference with no further review.

**GROUP 2   Open Market)**

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</table>
Additional Information

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 2 for failure to attend the mandatory pre-submittal conference with no further review.

5. Return of Living Wage Ordinance Compliance Affidavit Form

This solicitation requires that Vendors comply with the Living Wage Ordinance. The completed Living Wage Ordinance Compliance Affidavit forms should be returned with the Vendor’s submittal or within three business days of County’s request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

The Living Wage Ordinance, Section 26-100, Broward County Code of Ordinances, applies to the resultant contract since the open-end contract award value will exceed $100,000 per year.

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Additional Information

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### GROUP 2 Open Market

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<tr>
<td>United Maintenance Company, Inc.</td>
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</table>

**Additional Information**

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 2 for failure to attend the mandatory pre-submittal conference with no further review.

### 6. Mandatory Pre-Submittal Conference Attendance

This solicitation requires mandatory attendance at the pre-submittal conference for proposing for Groups 1 and 2. The site visitation for Group 2 required mandatory attendance to propose for Group 2.

### GROUP 1 (CBE Reserve)

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<tr>
<td>Gum Hunters Carpet &amp; Tile Cleaning Services Corp.*</td>
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<td>L&amp;B Janitorial Services, Inc.</td>
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<tr>
<td>LGC Global Energy FM, LCC</td>
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<td>McKenzie's Cleaning, Inc.</td>
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</table>
**Recommendation Memorandum**
RFP/ No. BLD2117566P1, Janitorial Services at FLL
May 29, 2019
Page 8 of 29

Sunshine Cleaning Systems, Inc.  Responsive  Attended

**Additional Information**

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 1 for failure to attend the mandatory pre-submittal conference with no further review.

**GROUP 2  Open Market**

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**Additional Information**

*Gum Hunters Carpet and Tile Cleaning Services Corp.* is determined as non-responsive to requirements for Group 2 for failure to attend the mandatory pre-submittal conference with no further review.

**B. RESPONSIBILITY INFORMATION**

The information provided below is intended to inform the Evaluation Committee regarding each proposer’s responsibility. After careful review of the information provided and the solicitation’s requirements, the following information is provided for consideration and final determination by the Evaluation Committee:

1. **Office of Economic and Small Business Development Program**


In accordance with the above, the Group 1 designation is a **CBE Reserve**.

**GROUP 1  (CBE Reserve)**

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>ALJ Services, LLC</td>
<td>Complies</td>
<td>100.00% CBE Self Perform</td>
</tr>
</tbody>
</table>
Business to Business Supplies and Service dba South Florida Cleaners  Complies  100.00% CBE Self Perform
Chi-Ada Corporation  Not Comply  Non-CBE, 25.00% CBE Subs
Dammel Cleaning Enterprise, Inc. dba Palm Beach & Broward Building Maintenance  Complies  100.00% CBE Self Perform
Fuel Facility Management, Inc.  Complies  100.00% CBE Self Perform
L&B Janitorial Services, Inc.  Complies  100.00% CBE Self Perform
LGC Global Energy FM, LCC  Not Comply  Non-CBE, 40.00% CBE Subs
McKenzie’s Cleaning, Inc.  Complies  76.00% CBE Self Perform, 24.00% CBE Subs
Sunshine Cleaning Systems, Inc.  Not Comply  Non-CBE, 25.00% CBE Subs

GROUP 2 Open Market)
Group 2 (CBE) goal participation for this contract is 35%.

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<tr>
<td>United Maintenance Company, Inc.</td>
<td>Complies</td>
<td>38.00%</td>
</tr>
</tbody>
</table>

2. Disclosure of Litigation History

The solicitation requests firms to disclose all “material” cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the Vendor, any parent or subsidiary of the Vendor, or any predecessor organization. It is the responsibility of each proposer to identify and disclose to the County all “material” cases. “Material” cases include cases involving work similar to the scope of work in this solicitation, professional negligence, malpractice, default, termination, suspension, poor performance, bankruptcy and business-related criminal offenses. “Material” cases do not include cases that involve garnishment, auto negligence, personal injury, workers’ compensation, foreclosure or a proof of claim filed by the Vendor.
GROUP 1 (CBE Reserve)

<table>
<thead>
<tr>
<th>Name of Firm</th>
<th>Responsibility Information</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALJ Services, LLC</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>Business to Business Supplies and Service dba South Florida Cleaners</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>Chi-Ada Corporation*</td>
<td>6 Disclosed Cases</td>
<td>1 litigation case with Broward County</td>
</tr>
<tr>
<td>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>Fuel Facility Management, Inc.</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>L&amp;B Janitorial Services, Inc.*</td>
<td>1 Disclosed Case</td>
<td>1 litigation case with Broward County</td>
</tr>
<tr>
<td>LGC Global Energy FM, LCC</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>McKenzie's Cleaning, Inc.</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
<tr>
<td>Sunshine Cleaning Systems, Inc.*</td>
<td>28 Disclosed Cases</td>
<td>15 litigation cases with Broward County</td>
</tr>
</tbody>
</table>

Additional Information

*Additional details concerning proposer’s litigation history with the County is provided in the attached memorandum.

Additional Information

In response to the Purchasing Director’s Draft Memorandum, to which the vendor can respond within 48 hours to any comments or deficiencies noted in the Purchasing Director’s Draft Memorandum, the following has been provided:

- **Chi-Ada Corporation**- responded that the original RFP response included disclosure of six (6) litigation cases and not just one (1) case.

- **Sunshine Cleaning Systems, Inc.**- responded that the 28 disclosed cases may include cases that are considered by the County as “non-material”.

GROUP 2 (Open Market)

<table>
<thead>
<tr>
<th>Name of Firm</th>
<th>Responsibility Information</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chi-Ada Corporation*</td>
<td>6 Disclosed Cases</td>
<td>1 litigation case with Broward County</td>
</tr>
<tr>
<td>Flagship Airport Services, Inc.</td>
<td>0 Disclosed Cases</td>
<td>No litigation cases with Broward County</td>
</tr>
</tbody>
</table>
LGC Global Energy FM, LCC 0 Disclosed Cases No litigation cases with Broward County
Sunshine Cleaning Systems, Inc.* 28 Disclosed Cases 15 litigations cases with Broward County
Triangle Services of Florida, Inc.* 0 Disclosed Cases 1 litigation case with Broward County
UBM Enterprise, Inc. 0 Disclosed Cases No litigation cases with Broward County
United Maintenance Company, Inc. 0 Disclosed Cases No litigation cases with Broward County

**Additional Information**

*Additional details concerning proposer’s litigation history with the County is provided in the attached memorandum.

In response to the Purchasing Director’s Draft Memorandum, to which the vendor can respond within 48 hours to any comments or deficiencies noted in the Purchasing Director’s Draft Memorandum, the following has been provided:

- Chi-Ada Corporation- responded that the original RFP response included disclosure of six 6) litigation cases and not just one 1) case.
- Sunshine Cleaning Systems, Inc.- responded that the 28 disclosed cases may include cases that are considered by the County as “non-material”.
- Triangle Services of Florida, Inc.- failed to respond for addressing the one undisclosed case.

3. **Disclosure of Financial Information**

The information provided is based on a review by Aviation Department’s Finance Division. Each Vendor shall submit its most recent two (2) years of financial statements for review. The financial statements are not required to be audited financial statements. The annual financial statements shall be in the form of:

- i. Balance sheets, income statements and annual reports; or
- ii. Tax returns; or
- iii. SEC filings

The disclosure of financial information by proposers is a matter of responsibility.
GROUP 1 (CBE Reserve)

<table>
<thead>
<tr>
<th>Name of Firm</th>
<th>Responsibility Information</th>
<th>Remarks (Current Ratio)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALJ Services, LLC</td>
<td>Provided 2017 Financials</td>
<td>2.15</td>
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<tr>
<td></td>
<td>Provided 2018 Financials</td>
<td>2.59</td>
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<tr>
<td>Business to Business Supplies and Service dba South Florida Cleaners*</td>
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</tr>
<tr>
<td></td>
<td>Provided 2018 Financials</td>
<td>1749.62</td>
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<tr>
<td>Chi-Ada Corporation</td>
<td>Provided 2016 Financials</td>
<td>2.78</td>
</tr>
<tr>
<td></td>
<td>Provided 2017 Financials</td>
<td>4.94</td>
</tr>
<tr>
<td>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance*</td>
<td>Provided 2017 Financials</td>
<td>1.54</td>
</tr>
<tr>
<td></td>
<td>Provided 2018 Financials</td>
<td>(23.32)</td>
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<td>Fuel Facility Management, Inc.</td>
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<tr>
<td></td>
<td>Provided 2017 Financials</td>
<td>1.14</td>
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<tr>
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<td></td>
<td>Provided 2018 Financials</td>
<td>1.38</td>
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<td>LGC Global Energy FM, LCC</td>
<td>Provided 2017 Financials</td>
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<td></td>
<td>Provided 2018 Financials</td>
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<td></td>
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<td>Sunshine Cleaning Systems, Inc.</td>
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<tr>
<td></td>
<td>Provided 2018 Financials</td>
<td>1.03</td>
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</table>

Additional Information

*Pursuant to the Financial Division’s review memorandum, “the current ratio is a measure of a company’s ability to pay short term obligations. The higher the number the stronger the company is financially. A negative number suggests a company would have trouble paying its obligations if they came due at that point. From the numbers provided by Dammel Cleaning Enterprise, Inc. for 2018 it would suggest they were in a financial struggle for unknown reasons, and the same for the Debt to Equity ratio. It is the reverse for Business to Business Supplies and Service dba South Florida Cleaners. They are showing in the financials provided that they are fat with current assets and basically no current liabilities. This means they could pay all bills if they came due. This is the same with their Debt to Equity Ratio."

In response to the Purchasing Director’s Draft Memorandum, to which the vendor can respond within 48 hours to any comments or deficiencies noted in the Purchasing Director’s Draft Memorandum, the following has been provided:

- Business to Business Supplies dba South Florida Cleaners - responded “All our financial statements submitted to include income statement and balance sheets for the years 2017 and 2018 are current. Our firm does have a low amount of liabilities, thus able to fully get started right away on the contract if approved and fund the contract until the first payment is received for services rendered”.


### GROUP 2  Open Market

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<td></td>
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<tr>
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<td></td>
<td>Provided 2018 Financials</td>
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<td>1.90</td>
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<td></td>
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<td>Provided 2018 Financials</td>
<td>1.80</td>
</tr>
<tr>
<td>United Maintenance Company, Inc.</td>
<td>Provided 2016 Financials</td>
<td>1.54</td>
</tr>
<tr>
<td></td>
<td>Provided 2017 Financials</td>
<td>1.49</td>
</tr>
</tbody>
</table>

### 4. Authority to Conduct Business in Florida

A Florida corporation or partnership is required to provide evidence with its response that the firm is authorized to transact business in Florida and is in good standing with the Florida Department of State. If not with its response, such evidence must be submitted to the County upon request by the County.

### GROUP 1 (CBE Reserve)

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<tbody>
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<td>ALJ Services, LLC</td>
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<td>Authorized / Good Standing</td>
</tr>
<tr>
<td>Business to Business Supplies and Service dba South Florida Cleaners</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
</tr>
<tr>
<td>Chi-Ada Corporation</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
</tr>
<tr>
<td>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
</tr>
<tr>
<td>Fuel Facility Management, Inc.</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
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<tr>
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<td>Authorized / Good Standing</td>
</tr>
<tr>
<td>LGC Global Energy FM, LCC</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
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Recommended Memorandum
RFP/ No. BLD2117566P1, Janitorial Services at FLL
May 29, 2019
Page 14 of 29

<table>
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<tr>
<th>Name of Firm</th>
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<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKenzie's Cleaning, Inc.</td>
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</tr>
<tr>
<td>Sunshine Cleaning Systems, Inc.</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
</tr>
</tbody>
</table>

**GROUP 2 Open Market**

<table>
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</tr>
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</tr>
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</tr>
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<td>UBM Enterprise, Inc.</td>
<td>Provided</td>
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</tr>
<tr>
<td>United Maintenance Company, Inc.</td>
<td>Provided</td>
<td>Authorized / Good Standing</td>
</tr>
</tbody>
</table>

5. **Affiliated Entities of the Principal(s)**
All Vendors are required to disclose the names and addresses of “affiliated entities” of the Vendor’s principal(s) over the last five (5) years (from the solicitation opening deadline) that have acted as a prime Vendor with the County. “Affiliated entities” of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent or sibling entity.

An Affiliated Entities Certification Form was included in the solicitation and must be completed and returned upon request by the County, if not included in the original response.

**GROUP 1 (CBE Reserve)**

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>ALJ Services, LLC</td>
<td>Provided</td>
<td>No Affiliates</td>
</tr>
<tr>
<td>Business to Business Supplies and Service dba South Florida Cleaners</td>
<td>Provided</td>
<td>No Affiliates</td>
</tr>
<tr>
<td>Chi-Ada Corporation</td>
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<td>No Affiliates</td>
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<td>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance</td>
<td>Provided</td>
<td>No Affiliates</td>
</tr>
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<td>Fuel Facility Management, Inc.</td>
<td>Provided</td>
<td>No Affiliates</td>
</tr>
<tr>
<td>L&amp;B Janitorial Services, Inc.</td>
<td>Provided</td>
<td>No Affiliates</td>
</tr>
<tr>
<td>LGC Global Energy FM, LCC*</td>
<td>Provided</td>
<td>Has Affiliate</td>
</tr>
</tbody>
</table>
McKenzie’s Cleaning, Inc. Provided No Affiliates
Sunshine Cleaning Systems, Inc. Provided No Affiliates

Additional Information
*LGC Global Energy FM, LCC has an affiliate identified as Dammel Cleaning Enterprise, Inc.

GROUP 2 Open Market)

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</tr>
</tbody>
</table>

Additional Information
*LGC Global Energy FM, LCC has an affiliate identified as Dammel Cleaning Enterprise, Inc.

6. Insurance Requirements
The solicitation indicated the insurance requirements deemed necessary for this project. It is not necessary to have this level of insurance in effect at the time of submittal, but it is necessary to submit certificates indicating that the Vendor currently carries the insurance or the Vendor needs to submit a letter from the carrier indicating upgrade availability.

GROUP 1 (CBE Reserve)

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<tbody>
<tr>
<td>ALJ Services, LLC</td>
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<tr>
<td>Business to Business Supplies and Service dba South Florida Cleaners</td>
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<td>Compliant</td>
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<tr>
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<td>Compliant</td>
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<tr>
<td>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance</td>
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</tr>
<tr>
<td>LGC Global Energy FM, LCC</td>
<td>Provided</td>
<td>Compliant</td>
</tr>
</tbody>
</table>
7. **Workforce Investment Certification Program**

In accordance with Broward County Workforce Investment Program, Administrative Code, Section 19.211, the Program encourages Vendors to utilize CareerSource Broward (CareerSource) and their contract partners as a first source for employment candidates for work on County-funded projects, and encourages investment in Broward County economic development through the hiring of economically disadvantaged or hard-to-hire individuals. This solicitation is a covered contract if the open-end contract award value exceeds $500,000 per year or if the individual project value exceeds $500,000 under a fixed-term contract.

Workforce Investment Program Certification Form should be returned with the Vendor’s submittal. If not provided with submittal, the Vendor must submit or within three business days of County’s request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

### GROUP 2  Open Market

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<tr>
<td>UBM Enterprise, Inc.</td>
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<tr>
<td>United Maintenance Company, Inc.</td>
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### GROUP 1  (CBE Reserve)

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<td>L&amp;B Janitorial Services, Inc.</td>
<td>Provided</td>
<td>Compliant</td>
</tr>
</tbody>
</table>
8. Minimum Qualifications

It is the responsibility of the Evaluation Committee to thoroughly vet all responses to determine Vendor responsibility. Any questions the Evaluation Committee may have regarding the minimum qualifications must be addressed to the respective proposer.

**For Group 1**, the solicitation stated that proposers should have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.

AND

Respondent should be able to demonstrate similar staffing levels of approximately 25 employees for a comparable facility as described above and provide a reference or references of the janitorial management services rendered to.

**For Group 2**, the solicitation stated that proposers should have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in at least one (1) North American, large hub airport or any large facility of comparable size with a minimum of approximately twenty-five (25) million annual passengers or customers.

AND

Respondent should be able to demonstrate similar staffing levels for a comparable facility as described above with approximately twenty-five (25) million annual passengers or customers and provide a reference or references of the janitorial management services rendered to.

**GROUP 1 (CBE Reserve)**

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</tbody>
</table>
Business to Business Supplies and Service dba South Florida Cleaners  Not Provided  Non-Compliant
Chi-Ada Corporation  Provided  Non-Compliant
Dammel Cleaning Enterprise, Inc. dba Palm Beach & Broward Building Maintenance  Provided  Non-Compliant
Fuel Facility Management, Inc.  Provided  Compliant
L&B Janitorial Services, Inc.  Provided  Non-Compliant
LGC Global Energy FM, LCC  Provided  Compliant
McKenzie's Cleaning, Inc.  Provided  Non-Compliant
Sunshine Cleaning Systems, Inc.  Provided  Compliant

Additional Information
The Aviation Department provides its recommendation for compliance to the minimum qualifications as written. Minimum Qualifications are included in the RFP as permissive requirements and further information is in the attached spreadsheet.

In response to the Purchasing Director’s Draft Memorandum, to which the vendor can respond within 48 hours to any comments or deficiencies noted in the Purchasing Director’s Draft Memorandum, the following has been provided:

- ALJ Services, LLC- provided response to the Minimum Qualifications on May 28, 2019 as additional information, page 2.
- Business to Business Supplies & Service dba South Florida Cleaners- provided response to the Minimum Qualifications on May 24, 2019 as additional information, pages 3 and 4.
- Chi-Ada Corporation- provided response to the Minimum Qualifications on May 28, 2019 as additional information, pages 4 through 8.
- Dammel Cleaning Enterprise, Inc. dba Palm Beach & Broward Building Maintenance- provided response to the Minimum Qualifications on May 28, 2019 as additional information, page 13.
- L&B Janitorial Services, Inc.- provided response to the Minimum Qualifications on May 28, 2019 as additional information, page 4.

GROUP 2  Open Market

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</table>
## Minimum Qualifications - Group 1  
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>ALJ Services, LLC</th>
<th>Business to Business Supplies &amp; Service dba South Florida Cleaners</th>
<th>Chi-Ada Corporation</th>
<th>Dammel Cleaning Enterprise, Inc. dba Palm Beach &amp; Broward Building Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommendation</strong></td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
</tr>
<tr>
<td>Respondent should have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.</td>
<td>Respondent stated they have never performed a 24/7 or 365 day contract. No vendor reference forms submitted.</td>
<td>5 years providing janitorial service and supplies to Chrysalis Health (office hours 9 am-5:30 pm); 8 years providing janitorial service and supplies to Clean Sweep of Broward (cleaning business with 3 employees); 5 years providing janitorial services and supplies to Ocean Breeze Recovery, a 65 bed rehab facility.</td>
<td>2 years providing custodial services to Sarasota County for 7 high profile public buildings housing elected officials, courts and administration; 5 years providing janitorial cleaning service to Miami Dade Public Housing; 3 months providing janitorial service to libraries in Fulton County.</td>
<td>7 years providing janitorial services for Palm Beach County Facilities as subcontractor; 18 months providing janitorial services to PBIA FAA; 3 years janitorial services for FAA Key West Facilities; 4 years janitorial services for TSA locations at PBIA.</td>
</tr>
<tr>
<td>Respondent should be able to demonstrate similar staffing levels of approximately 25 employees for a comparable facility as described above and provide a reference or references of the janitorial management services rendered to.</td>
<td>Number of employees not provided.</td>
<td>Number of employees not provided.</td>
<td>Respondent has 23 years experience with 200 full time employees and 103 part time employees on projects including the Broward County Government Center, courthouse, police stations, libraries, Metrorail, and subcontractor for FLL Terminal 1 and RCC 2nd shift.</td>
<td>Respondent has 93 employees as of 2018 to provide janitorial services. As Prime Contractor for TSA at Palm Beach Airport, they staff 2 full time and 7 part time employees. As subcontractor for work performed at the Broward County Main Library, they utilize 7 part time employees. As subcontractor for the City of West Palm Beach, they utilize 6 part time employees.</td>
</tr>
</tbody>
</table>
Minimum Qualifications - Group 1  
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Fuel Facility Management, Inc.</th>
<th>L&amp;B Janitorial Services, Inc.</th>
<th>LGC Global Energy FM, LLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation</td>
<td>Recommendation</td>
<td>Recommendation</td>
</tr>
<tr>
<td>Respondent should have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.</td>
<td>Respondent should be able to demonstrate similar staffing levels of approximately 25 employees for a comparable facility as described above and provide a reference or references of the janitorial management services rendered to.</td>
<td>Respondent has over 42 years in the industry with 14 years providing 24/7 management services as a Prime Contractor in heavily populated facilities with a past three year average of 25 employees.</td>
</tr>
<tr>
<td>Meets minimum qualifications</td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
<td>Meets minimum qualifications</td>
</tr>
<tr>
<td>10 years maintenance, repair and cleaning of Rental Car Facility at Greater Orlando Aviation Authority; 19 months providing janitorial, HVAC and lighting services for Hertz Corporation Rental Car Center; 19 months providing janitorial, HVAC and lighting services for Enterprise Holdings, Inc. Rental Car Center; 19 months providing daily management of San Antonio International Airport Consolidated Rental Car Facility; 15 years managing the operations of the fueling facility at the Rental Car Facility at FLL.</td>
<td>6 months as subcontractor for janitorial and floor care for Encompass B &amp; C; 4 years subcontractor to Sunshine Cleaning Systems, Inc. for Broward College; 2 years as prime vendor providing janitorial services for Delaware North Companies at Terminal 3.</td>
<td>Projects include: 5 years providing complete facility management at Chhatrapati Shivaji International Airport; 4 years providing complete facility management at Kempegowda International Airport; 3 years complete facility management at Chennai International Airport; 4 years complete facility management at Cochin International Airport; 5 years complete facility management at Sardar Vallabhbhai Patel International Airport. No vendor reference forms submitted.</td>
</tr>
</tbody>
</table>

Respondent has over 24 years providing janitorial services for small and large facilities as a prime contractor as well as a subcontractor under larger janitorial companies. Currently 40 employees.  
Respondent has provided janitorial and related services for over 25 years, with airport janitorial services operations at over 11 airports globally. Respondent did not provide their employee count.
Minimum Qualifications - Group 1  
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Mckenzie's Cleaning, Inc.</th>
<th>Sunshine Cleaning Systems, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent should have a minimum of three (3) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a heavily populated facility requiring 24/7 janitorial services.</td>
<td>Does not meet minimum qualifications. Reason: Does not have experience as Prime in a comparable facility requiring 24/7 services</td>
<td>Meets minimum qualifications</td>
</tr>
<tr>
<td>Respondent should be able to demonstrate similar staffing levels of approximately 25 employees for a comparable facility as described above and provide a reference or references of the janitorial management services rendered to.</td>
<td>Respondent’s current janitorial projects employee count range from 6 employees at small offices to 28 employees at the FAA facility.</td>
<td>Respondent currently has commercial cleaning contracts throughout the southeast United States including FLL, Charlotte Douglas International and Columbia Metropolitan utilizing over 300 employees as a Prime Vendor.</td>
</tr>
</tbody>
</table>
### Minimum Qualifications - Group 2
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Chi-Ada Corp.</th>
<th>Flagship Airport Services, Inc.</th>
<th>LGC Global Energy FM, LLC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Does not meet minimum qualifications.</strong>&lt;br&gt;<strong>Reason:</strong> Does not have experience as Prime in a comparable large airport or facility requiring 24/7 services</td>
<td>Does not meet minimum qualifications.</td>
<td>Meets minimum qualifications.</td>
<td>Meets minimum qualifications.</td>
</tr>
</tbody>
</table>

Respondent should have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a large hub airport or any large facility of comparable size with approximately twenty-five (25) million annual passengers or customers. Vendor may demonstrate experience of past performance based on confirmed reference(s) as provided within the Vendor Reference Verification Forms.

Respondent should be able to demonstrate similar staffing levels for a comparable facility as described above with approximately twenty-five (25) million annual passengers or customers and provide a reference or references of the janitorial management services rendered to.

- **Chi-Ada Corp.**
  - 2 years providing custodial services to Sarasota County for 7 high profile public buildings housing elected officials, courts and administration; 5 years providing janitorial cleaning service to Miami Dade Public Housing; 3 months providing janitorial service to libraries in Fulton County.

- **Flagship Airport Services, Inc.**
  - 21 years providing janitorial service for American Airlines Terminal at Dallas/Fort Worth International Airport; 4 1/2 years providing janitorial service at Greater Orlando Aviation Authority/Orlando International Airport; 22 years providing janitorial service at San Diego International Airport; 4 years providing janitorial service at Tampa International Airport. 6 months providing the janitorial service for Phoenix Sky Harbor International Airport.

- **LGC Global Energy FM, LLC**
  - Projects include: 5 years providing complete facility management at Chhatrapati Shivaji International Airport; 4 years providing complete facility management at Kempegowda International Airport; 3 years complete facility management at Chennai International Airport; 4 years complete facility management at Cochin International Airport; 5 years complete facility management at Sardar Vallabhbhai Patel International Airport. No vendor reference forms submitted.

- **Respondent**
  - Respondent has 23 years experience with 200 full time employees and 103 part time employees. BC Government Center, courthouse, police stations, libraries, Metrorail, and sub-contractor for FLL Terminal 1 and RCC 2nd shift.

- **Respondent**
  - Respondent stated that they have 21 years providing 24/7 janitorial service utilizing over 300 employees for American Airlines Terminal at Dallas/Fort Worth International Airport. Includes all areas: ie. Terminals A & C, cargo facilities, hangars, baggage facilities, gates, restrooms, concessions, offices, jet bridges; 4 1/2 years providing 24/7 janitorial service utilizing over 300 employees for Greater Orlando Aviation Authority/Orlando International Airport; 22 years providing 24/7 janitorial service utilizing over 200 employees for San Diego International Airport; 4 years providing 24/7 janitorial service utilizing staff of over 160 employees at Tampa International Airport.

- **Respondent**
  - Respondent stated that they have provided janitorial and related services for over 25 years, with airport janitorial services operations at over 11 airports globally. Respondent has 93 employees in 2018.
Minimum Qualifications - Group 2  
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Sunshine Cleaning Systems, Inc.</th>
<th>Triangle Services of Florida, Inc.</th>
<th>UBM Enterprise, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meets minimum qualifications.</td>
<td>Does not meet minimum qualifications. Reason: Does not have airport experience with a minimum of 25M Passengers; PBI services 6M, SW Fla services 9.3M and Tampa services 21M</td>
<td>Meets minimum qualifications.</td>
<td></td>
</tr>
</tbody>
</table>

Respondent should have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a large hub airport or any large facility of comparable size with approximately twenty-five (25) million annual passengers or customers. Vendor may demonstrate experience of past performance based on confirmed reference(s) as provided within the Vendor Reference Verification Forms.

- Sunshine Cleaning Systems, Inc.
  - 4 years providing janitorial services at Charlotte Douglass International Airport; 5 years providing janitorial services at Palm Beach International Airport; 20 months providing janitorial services at Columbia Metropolitan Airport.

- Triangle Services of Florida, Inc.
  - 2 years providing janitorial service at Palm Beach International Airport; 6 months providing janitorial service at Southwest Florida International Airport; 24 years providing janitorial service at Tampa International Airport.

- UBM Enterprise, Inc.
  - 11 years providing custodial service to DFW Airport Terminals B, D, E and Rental Car Center; 11 years providing janitorial service to 30 Dallas County facilities totaling 1.4 million square feet; 18 months providing basic daily custodial and bi-monthly carpet cleaning and waxing for Arlington city wide facilities.

Respondent should be able to demonstrate similar staffing levels for a comparable facility as described above with approximately twenty-five (25) million annual passengers or customers and provide a reference or references of the janitorial management services rendered to.

- Sunshine Cleaning Systems, Inc.
  - Respondent currently has commercial cleaning contracts throughout the southeast United States including FLL, Charlotte Douglas International and Columbia Metropolitan utilizing over 300 employees as a Prime Vendor.

- Triangle Services of Florida, Inc.
  - Respondent currently has 2,100 full time employees on their payroll. They did not provide how many employees are staffed on their current projects.

- UBM Enterprise, Inc.
  - Respondent currently has 1,495 full time employees on their payroll. They did not provide how many employees are staffed on their current projects.
## Minimum Qualifications - Group 2
RFP No. BLD2117566P1, Janitorial Services at FLL

<table>
<thead>
<tr>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meets minimum qualifications.</td>
</tr>
</tbody>
</table>

**United Maintenance Company, Inc.**

**8 1/2 years providing complete custodial service at O'Hare International Airport; 11 years providing janitorial service to the United Center Sports and Entertainment Arena; 43 years providing custodial service for the Hyatt Regency and Convention Center.**

**Respondent did not provide their employee count or how many employees are staffed on their current projects.**

**Respondent should have a minimum of five (5) years continuous and satisfactory experience as the prime contractor in providing janitorial management services in a large hub airport or any large facility of comparable size with approximately twenty-five (25) million annual passengers or customers. Vendor may demonstrate experience of past performance based on confirmed reference(s) as provided within the Vendor Reference Verification Forms.**

**Respondent should be able to demonstrate similar staffing levels for a comparable facility as described above with approximately twenty-five (25) million annual passengers or customers and provide a reference or references of the janitorial management services rendered to.**
3. PAST PERFORMANCE

1) Project #1: Operation & Maintenance of RCC – Orlando International Airport

<table>
<thead>
<tr>
<th>O&amp;M of the Rental Car Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facility Name and Location:</strong></td>
</tr>
<tr>
<td><strong>Contract Dates:</strong></td>
</tr>
<tr>
<td><strong>Reference:</strong></td>
</tr>
</tbody>
</table>

**Function/Services Performed:**
FFM handles management of the operation and maintenance of the RCC at the Orlando International Airport. This is the largest RCC in the US. This is a 24/7 operation 365 days a year. It includes lighting maintenance, cleaning, and repair of equipment for all systems associated with the RCC. The area we are associated with is 4.5M sq. ft. We have satisfactorily been on time and within budget and have been awarded two 2-year renewals.
2) Project #2: O&M of the QTA in RCC – Ft. Lauderdale/Hollywood International Airport

**O&M of QTA in the Rental Car Center**

| Facility Name and Location: | Broward County Board of County Commissioners  
|                           | 600 Terminal Dr.  
|                           | Fort Lauderdale, Fl 33415 |
| Contract Dates:           | From 2004 to Current |
| Reference:               | Fort Lauderdale/Hollywood International Airport RCC  
|                           | Curtis Johnson  
|                           | 954-359-1260  
|                           | curjohnson@broward.org |

**Function/Services Performed:**
FFM manages the operation and maintenance of the QTA in the RCC of the Fort Lauderdale/Hollywood International Airport. This is a 24/7, 365 days a year operation. Services performed include maintaining, cleaning, and repairing the fueling system in the QTA area of this facility. Additional scope of work is soon to include janitorial functions of the QTA, Ready Return, and Customer Service areas that are the responsibilities of the Rental Car Agencies. This scope of work will also include HVAC, lighting, terrazzo floors, restrooms, break rooms, trash pickup, and the contract for removal and maintenance associated with all systems in the RCC. FFM also meets periodically with BCAD personal for inspections and planning. The area is approximately 4.2M sq. ft. We have satisfactorily completed two terms and are in our third term now. We are consistently on time and within budget.
3) **Project #3: Operation & Maintenance of the RCC – Memphis/Shelby Int’l Airport**

<table>
<thead>
<tr>
<th>O&amp;M of the Rental Car Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facility Name and Location:</strong> Memphis/Shelby County Aviation Authority 2491 Winchester Rd, Ste 113 Memphis, TN 38116</td>
</tr>
<tr>
<td><strong>Contract Dates:</strong> From 2012 to Current</td>
</tr>
<tr>
<td><strong>Reference:</strong> Memphis/Shelby International Airport Scott Schroeder, Manager of Properties and Ground Transportation 901-922-8066 <a href="mailto:scott@mscaa.com">scott@mscaa.com</a></td>
</tr>
</tbody>
</table>

**Function/Services Performed:**
Responsibilities include management of the operation and maintenance of the RCC at the Memphis/Shelby International Airport. This is a 365-day a year operation opening at 5 am and closing at 1 am. The scope of work includes trash pickup and the contract for removal, cleaning, and repairing of all equipment in the RCC, as well as lighting, plumbing, HVAC, reports, budgets, and meeting with MSCAA personnel. FFM has also been awarded the management of the new maintenance facility, which includes all of the above for the new location. We have satisfactorily been on time and within budget on this project for the past six years with one term and two 1-year renewals. This facility is 1.9M sq. ft.

4) **Project #4: Operation & Maintenance of the RCC – San Antonio Int’l Airport**
## O&M of the Rental Car Center

| Facility Name and Location: | San Antonio International Airport  
9800 Airport Blvd.  
San Antonio, TX |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Dates:</td>
<td>From 2017 to Current</td>
</tr>
</tbody>
</table>
| Reference:                 | San Antonio International Airport RCC building  
Wendy Duval  
817-829-4052  
wendy.m.duval@ehi.com |

### Function/Services Performed:

FFM manages the operation and maintenance of the entire RCC building. The scope of work includes total maintenance of the 5-story building. The janitorial services cover the Customer Service building, which includes all rental car agency counters, 4000 sq. ft. of terrazzo floors in the customer service lobby and sky bridge walkway, interior windows in the lobby, lighting, HVAC, plumbing, break rooms, Ready Return, QTA, elevators and escalators, repair and maintenance of equipment, trash pickup, and contract for removal. FFM also meets quarterly with Aviation and RACS on budget and O&M issues. The janitorial staff consists of three shifts; 9 people with a supervisor and 3 team leads. This is a 24/7 365-day a year operation. This facility is 1.8M sq. Ft.
SPECIAL INSTRUCTIONS TO VENDORS

A. ADDITIONAL RESPONSIVENESS CRITERIA

1. Pricing Sheet(s) – BidSync Item Response Form - Group 1 RCC Janitorial Services.
   Submitted via BidSync - confirmed.

2. Domestic Partnership Act Requirement – Domestic Partnership Act Certification Form
   Submitted via BidSync - confirmed.

3. Living Wage Requirements – Living Wage Ordinance Compliance Affidavit Form
   See “FFM - Workforce Investment Program Requirements” document, which includes the Living Wage Ordinance Compliance Affidavit Form” signed and notarized.

4. Mandatory Pre-Submittal Conference/Site Visitation – March 20, 2019; 8:30 AM
   Attendance confirmed.

B. ADDITIONAL RESPONSIBILITY CRITERIA

1. Office of Economic and Small Business Development Program
   Submitted as instructed - confirmed.

2. Workforce Investment Program Requirements
   Submitted as instructed - confirmed.

3. Minimum Qualifications: Group 1
   Years of Experience: For more than 42 years, Fuel Facility Management, Inc. (FFM) has, as prime contractor, provided 24/7 janitorial management services in several heavily populated facilities.

   Staffing Levels: FFM has had a yearly staff of 25 employees for the past three (3) years.


   Access Control and Security Credentialing: All FFM employees that work at the Fort Lauderdale/Hollywood International Airport and Orlando International Airport have gone through the respective counties Security Credentialing process and all currently have badges from Access Control.

4. Minimum Qualifications: Group 2
   Not Applicable as FFM is only bidding on Group 1.

5. Required Assurance Statement for Group 1
   See copy of surety letter below:
COMPOSITE
EXHIBIT 7
Evaluation Criteria (GROUP 1 – RCC)
(for non-CCNA Projects)

c) Describe your inspection procedures. Include sample of reporting system and any technical aids used to monitor performance standards.

Points Value: 5

3) For Addressing Company Equipment-
a) List the company’s current inventory of heavy equipment; i.e. truck mounted hot water extractor(s), portable lift(s), escalator step and moving walkway cleaner, truck to haul trash, mobile pressure cleaner(s), etc.

b) For the above-mentioned heavy equipment, provide the response time for mobilization for each piece of equipment or if it will be stored on site.

c) List the company’s current inventory of machinery for floor care that will be utilized and stored on site to perform the requirements within this contract (i.e. commercial vacuum cleaners, water extraction equipment, machine scrubbers, buffers, air scrubbers, etc.).

d) List office equipment and computer software programs that the company currently possesses in order to deliver electronic communications and reports to County staff; i.e. PC, facsimile, scanner, printer, photocopier, Adobe Acrobat®, Microsoft © Word, Outlook, & Excel, Janitorial Tracking software, etc.

Points Value: 4

4) For Training Program-
a) Describe your company’s Custodial Training & Safety Manual

b) Describe any additional training your company provides to assure staff will be pro-active and aware to notification and documentation of suspicious behavior, abandoned belongings/packages, running water, potential slip and fall conditions, ajar doors, security issues, etc.

Points Value: 4

Points Value: 20

3. Past Performance:
Describe prime Vendor’s experience on projects of similar nature, scope and duration, along with evidence of satisfactory completion, both on time and within budget, for the past five years. Provide a minimum of three projects with references. Include: Project Title, Facility Location and Function, Contract Dates.

Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor’s past performance.

Additional Instructions: Within the Vendor Reference Verification Form, provide the following additional information: Facility Location, Function and Size (Sq. Ft.); Project Hours of Operation; Number of Full Time Employees on the Project

Points Value: 20
Vendor Reference Verification Form

Vendor is required to submit completed Reference Verification Forms for previous projects referenced in its submittal. Vendor should provide the Vendor Reference Verification Form to its reference organization/firm to complete and return to the Vendor’s attention. Vendor should submit the completed Vendor Reference Form with its response by the solicitation’s deadline. The County will verify references provided as part of the review process. Provide a minimum of three (3) non-Broward County Board of County Commissioners’ references.
Broward County Solicitation No. and Title:
RFP No. BLD2117566P1, Janitorial Services at FLL

Reference for: Fuel Facility Management Inc.
Organization/Firm Name providing reference: Hertz Corporation

Contact Name: Jackie Agan  Title: Director, Properties  Reference date: 03/22/2019
Contact Email: JAgan@hertz.com  Contact Phone: 303-356-2303

Name of Referenced Project: Facilities Management and Operation Services

Contract No. Date Services Provided: 9/29/2017 to present  Project Amount: $2.1M annually

Vendor’s role in Project: [✓] Prime Vendor  [ ] Subconsultant/Subcontractor

Would you use this vendor again?  [✓] Yes  [ ] No  If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**
Facilities Management of Rental Car Center including janitorial, HVAC, Lighting and all systems associated with operating the facility.

**Please rate your experience with the referenced Vendor:**

<table>
<thead>
<tr>
<th>Needs Improvement</th>
<th>Satisfactory</th>
<th>Excellent</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Vendor’s Quality of Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Responsive</td>
<td></td>
<td></td>
<td>[✓]</td>
</tr>
<tr>
<td>b. Accuracy</td>
<td></td>
<td></td>
<td>[✓]</td>
</tr>
<tr>
<td>c. Deliverables</td>
<td></td>
<td></td>
<td>[✓]</td>
</tr>
<tr>
<td>2. Vendor’s Organization:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Staff expertise</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>b. Professionalism</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>c. Turnover</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>3. Timeliness of:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Project</td>
<td></td>
<td>[✓]</td>
<td></td>
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<tr>
<td>b. Deliverables</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>4. Project completed within budget</td>
<td></td>
<td></td>
<td>[✓]</td>
</tr>
<tr>
<td>5. Cooperation with:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Your Firm</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>b. Subcontractor(s)/Subconsultant(s)</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
<tr>
<td>c. Regulatory Agency(ies)</td>
<td></td>
<td>[✓]</td>
<td></td>
</tr>
</tbody>
</table>

**Additional Comments:** (provide on additional sheet if needed)

***THIS SECTION FOR COUNTY USE ONLY***

Verified via:  [ ] EMAIL  [ ] VERBAL  Verified by:  Division:  Date:  

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.
Vendor Reference Verification Form

Broward County Solicitation No. and Title:
RFP No. BLD2117566P1, Janitorial Services at FLL

Reference for: Fuel Facility Management Inc.

Organization/Firm Name providing reference:
Enterprise Holdings, Inc.

Contact Name: Wendy Duval Title: Property Director Reference date: 03/22/2019
Contact Email: Wendy.M.Duval@ehi.com Contact Phone: 817-829-4052

Name of Referenced Project: Facilities Management and Operation Services Agreement

Contract No. Date Services Provided: Project Amount:

Vendor's role in Project: [✓] Prime Vendor [ ] Subcontractor/Subcontractor

Would you use this vendor again? [✓] Yes [ ] No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
Operation and maintenance of Rental Car Center including janitorial, HVAC, Lighting and all systems associated with operations

Please rate your experience with the referenced Vendor:

<table>
<thead>
<tr>
<th>Needs Improvement</th>
<th>Satisfactory</th>
<th>Excellent</th>
<th>Not Applicable</th>
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<td></td>
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<tr>
<td>c. Deliverables</td>
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<td></td>
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<tr>
<td>c. Turnover</td>
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<td>3. Timeliness of:</td>
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<td>a. Project</td>
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<tr>
<td>b. Deliverables</td>
<td>[✓]</td>
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<tr>
<td>4. Project completed within budget</td>
<td>[✓]</td>
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<td>5. Cooperation with:</td>
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<tr>
<td>a. Your Firm</td>
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<tr>
<td>b. Subcontractor(s)/Subconsultant(s)</td>
<td>[✓]</td>
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<tr>
<td>c. Regulatory Agency(ies)</td>
<td>[✓]</td>
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</table>

Additional Comments: (provide on additional sheet if needed)
FFM does a fantastic job at the San Antonio CONRAC facility. Highly recommend them for FLL.

***THIS SECTION FOR COUNTY USE ONLY***

Verified via: [✓] EMAIL [ ] VERBAL Verified by: Division: Date:

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to Section 21.119 of the Broward County Procurement Code.
Broward County Solicitation No. and Title:
RFP No. BLD2117566P1, Janitorial Services at FLL

Reference for: Fuel Facility Management Inc.

Organization/Firm Name providing reference:
San Antonio International Airport

Contact Name: Loyce Clark  Title: Chief Asset and

Contact Email: Loyce.Clark@sanantonio.gov  Contact Phone: 210-207-3839

Reference date: 03/22/2019

Name of Referenced Project: Facilities Management and Operation Services Agreement

Contract No. Date Services Provided: Project Amount:
9/29/17 to present $2.1 annually

Vendor’s role in Project: ☑ Prime Vendor  ☐ Subconsultant/Subcontractor

Would you use this vendor again? ☑ Yes  ☐ No  If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
Daily management and oversight of the Consolidated Rental Car Facility, San Antonio International Airport.

Please rate your experience with the referenced Vendor:

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<th>Needs Improvement</th>
<th>Satisfactory</th>
<th>Excellent</th>
<th>Not Applicable</th>
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<tr>
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<tr>
<td>a. Responsive</td>
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<tr>
<td>b. Accuracy</td>
<td>☐</td>
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<td>2. Vendor’s Organization:</td>
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<tr>
<td>a. Staff expertise</td>
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<tr>
<td>b. Professionalism</td>
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Additional Comments: (provide on additional sheet if needed)

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