



Pima County Board of Supervisors

130 West Congress

Tucson, AZ 85701

Dear Ms. Sharon Bronson, Board Chairman and Board Members;

Please find below the statement prepared by ISS Facility Services, Inc. that is intended to defend Pima County Procurement's Award Recommendation relating to Solicitation #247199 Janitorial Services currently being appealed by New Image Building Services. It is our intention to speak to these items at the appropriate Board Meeting date and time, however, we wanted to provide a copy in advance for review and consideration by the Board.

Summary

- The Pima County solicitation process in this case was a sanctioned, public sector standard process, conducted and scored by 5 separate committee members.
- The Pima County Procurement process is fair, balanced, and impartial.
- This fair and impartial internal process resulted in a clear winner which happens to be ISS.
- ISS has historically and repeatedly been a good business partner to Pima County for almost 30 years.
- By the Board's confirmation of Procurement's recommendation, they guarantee the only option with zero risk and maximum reward to Pima County and the public. ISS offers Pima County the greatest Bandwidth due to its Local, National and Global scope which means protection against any service interruptions, should our economy experience any serious unexpected economic downturns during the next 5 years.
- Overall employee turnover at ISS Tucson (250+ associates) is under 20% annually and under 10% for associates assigned to Pima County facilities. Industry numbers are quoted at 200%.
- After the fact of Award, ISS has recognized pricing errors accidentally submitted (brought to our attention by facilities) and has corrected those errors in favor of Pima County bringing the annual cost variance between New Image Building Services and ISS Facility Services down to:

\$34,858.37 (\$2,904.86 per month).

1. Downtown Annual Costs reduced by: \$91,083.84 annually.

2. Outlying A, Annual Costs reduced by: \$34,803.32 annually.

3. Outlying B, Annual Costs reduced by: \$32,821.38 annually.

Corrected Annual Total Cost to Pima County will now be: \$3,027,812.00

When considering the no cost value added services that were originally included in our proposal any remaining variance is more than negated between our costs and those of New Image Building Services.



In addition, our local commitment to Pima County and Tucson, AZ.

Howie Korn – Director of Operations

- Tucson Arizona has been my home for more than 40 years.
- Previously General Manager since 1989, Currently (April 2017) Regional Director for Customer Experience and Operational Support – This means I am still committed to making sure we meet or exceed our promises to you.
- 28 Years of Industry experience and success.
- Supportive of many local causes:
 - U of A
 - Pima College
 - Various Local Foundations

Fabricio Silva- General Manager

- Tucson Arizona has been his family's home since May of 2016.
- Previously ISS GM in Portland, OR., DOO ISS Tucson 2016, Currently, GM ISS Tucson (April 2016)
- 15 Years of Industry experience and success.

A strong legacy of partnership with Pima County.

- Successfully delivering services to Pima County since 1989.
- Have consistently passed back Economy of Scale savings on every bid cycle. For example:
 - 2012 successfully re-bid and reduced costs to Pima County over previous cost by \$250,000 (10%) annually while continuing to incrementally improve service delivery throughout the 5-year term of our partnership and without cutting labor hours, equipment or materials, equipment and supplies.
 - 2017 successfully re-bid and reduced costs to Pima County by 6.2% or \$172,000 annually (\$861,765.00 over 5 Years) on the same book of business and once again without a reduction in labor, supplies or equipment to avoid any degradation in Service Delivery.
- In addition, we have included a **\$25,000** plus Air Treatment initiative for the 240 building that has proven to dramatically improve IAQ which means an even healthier environment for PC employees and our public **at NO COST to Pima County.**
- Also, we have committed to retrofitting all PC DT buildings with a new consumable supply dispensing system which means less aggravations, healthier surroundings, and improved aesthetics for PC employees and our Public. **A retail value of more than \$100,000.00 at our expense with NO COST to Pima County.**
- An annual rebate back to PC for unused portions of Proposition 206 Paid Sick Time Feature (measurable through payroll records).



Evidence of our current commitment to Pima County

- Acknowledging and now correcting accidental pricing errors submitted and brought to our attention by facilities after Award Recommendation.
 - In some cases, wrong prices were uploaded to the Unit Prices Sheet due to an error in our engineering tool and these mistakes were not caught prior to submittal.
- **Corrections to pricing will drop the cost to Pima County by \$158,708.54 annually.**

Let me state that I highly respect the work performed by New Image Building Services and highly respect the owners of the company, however;

When considering all of the above facts, we would respectfully ask that the Board affirm the original Recommendation of Award by Pima County Procurement and award Solicitation #247199 Janitorial Services to ISS Facility Services, Inc.

Sincerely;

Howard Korn