



Pima County Clerk of the Board

Julie Castañeda

Melissa Manriquez
Deputy Clerk

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130 W. Congress, 5th Floor
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May 10, 2017

Eric A. Ponce, Vice President
New Image Building Services, L.L.C.
219 E. Mabel Street
Tucson, AZ 85705

RE: Appeal of the Pima County Procurement Director's decision regarding Solicitation
No. 247199, Janitorial Services

Dear Mr. Ponce:

In accordance with Pima County Code 11.20.010(J), please be advised that we are in receipt of your request to appeal the decision of the Procurement Director in the aforementioned matter. A hearing has been scheduled before the Pima County Board of Supervisors on Tuesday, May 16, 2017, at 9:00 a.m. or thereafter, at the following location:

Pima County Administration Building
Board of Supervisors Hearing Room
130 West Congress, 1st Floor
Tucson, AZ 85701

If you have any questions concerning this hearing, please contact this office at 724-8449.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie Castañeda".

Julie Castañeda
Clerk of the Board

c: Mary Jo Furphy, Procurement Director



RECEIVED
 PIMA COUNTY CLERK OF THE BOARD
 MAY 10 2017

May 10, 2017

Julie Castañeda, Clerk of the Board
 Pima County Clerk of the Board
 130 W. Congress Street 5th Floor
 Tucson, AZ 85701

Re: Solicitation # 247199 Janitorial Services – Appeal to the Board of Supervisors

Dear Julie,

This letter is to formally Appeal Pima County Procurement Director, Mary Jo Furphy decision, dated May 4, 2017, to dismiss our Protest letter dated April 28, 2017 (attached). Pursuant to Pima County Procurement Code Section 11.20.010J Appeal to the Board of Supervisors must be submitted to Pima County Clerk of the Board within five (5) business days from Pima County Procurement Director's decision.

After review of the evaluation documents obtained by Public Records Request (see attached), we found that our proposal was the lowest cost in all three (3) groups with a savings of \$967,834.55 to Pima County in the five years of this contract.

Group	ISS Facility - Annual Bid	New Image Bldg. Svcs. - Annual Bid	Annual Difference	Five Year Difference
1. Down Town Facilities	\$1,385,182.26	\$1,300,828.60	-\$84,353.66	-\$421,768.30
2. Outlying "A" Facilities (North)	\$846,333.13	\$787,706.92	-\$58,626.21	-\$293,131.05
3. Outlying "B" Facilities (South)	\$955,005.08	\$904,418.04	-\$50,587.04	-\$252,935.20
Total	\$3,186,520.47	\$2,992,953.56	-\$193,566.91	-\$967,834.55

Key Fundamentals:

- Pima County will receive high quality service at a much lower cost
- Evaluation average score very similar, 94 points vs. 90 points
- Three of the five evaluators scored 199 point to New Image & 199 points to ISS
- Highest employee retention than all three bidders
- High satisfaction of existing Pima County customers

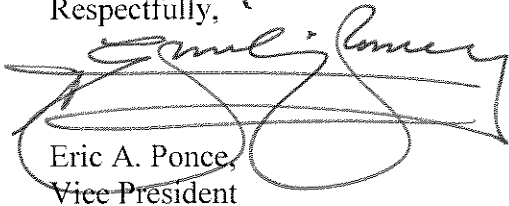
Re: Solicitation # 247199 Janitorial Services – Appeal to the Board of Supervisors – Continued Page 2.

As the current service provider for Pima County Abrams Public Health Building as well Kino Sports Complex and other municipalities including Court buildings, High Security Law Enforcement building etc. we understand the commitment needed to fulfill the requirements of the industry we serve. Our daytime and nighttime team members are frequently inspecting facilities and assuring the cleaning services are being delivered. See attached accolades we frequently receive from Pima County...something not ordinary in our industry, but that we get frequently.

New Image Building Services respectfully request the following minimum remedy:

- Alternate 1 - Award Group 1. Down Town Facilities to New Image Building Services L.L.C. and realize the highest annual savings of all three (3) groups. A savings of over **\$420,000.00** over five (5) years.
- Alternate 2 – Award Group 3. Outlying “B” (South) to New Image Building Services L.L.C. to continue existing services to Pima County Abrams Public Health building and realize a savings of over **\$250,000.00** over five (5) years.

Respectfully,



Eric A. Ponce,
Vice President

ATTACHMENTS

Cc: Ligia G. Ponce, Owner New Image Building Services
File



PIMA COUNTY PROCUREMENT DEPARTMENT
130 W. CONGRESS ST., 3RD FLOOR, TUCSON, AZ 85701-1207
PHONE: (520) 724-8161 FAX: (520) 222-1484

Mary Jo Furphy
Procurement Director

Via Email: eponce@newimagebuilding.com

May 4, 2017

Eric A. Ponce, Vice President
New Image Building Services, LLC
219 E. Mabel Street
Tucson, AZ 85705

RE: Protest of Recommendation for Award
Solicitation No. 247199 Janitorial Services

Dear Mr. Ponce,

On April 28, 2017, I received your letter protesting the Notice of Recommendation for Award of Solicitation No. 247199, Janitorial Services, issued on April 21, 2017, which is naming ISS Facility Services, as the Awardee.

You are requesting that the Notice of Recommendation for Award noted above be reconsidered and that a new Notice of Recommendation for Award be issued naming New Image Building Services, LLC, as the Awardee for the reasons listed below.

You are claiming that the "bid" you submitted was the lowest cost in all three (3) groups with a savings of \$967,834.55 to Pima County in the five years of this contract. Calling your submittal a bid is not correct. The Janitorial Services solicitation was conducted pursuant to Pima County Procurement Code 11.12.020, Competitive Sealed Proposals. Pima County Procurement Code 11.12.020 requires the proposal define "the relative importance of price and other evaluation factors." The solicitation clearly defined that price was being rated at 30 out of 100 potential points. New Image's proposal was the lowest-cost proposal and it received the maximum 30 points allowed for cost, however, it fell short on the qualifications aspects of the proposal with a score of 90 out of 100 potential points.

You are also claiming that New Image Building Services proposal clearly exceeded the Minimum Qualifications listed on the solicitation. Minimum Qualifications are pass or fail requirements. Only proposals that meet all of the Minimum Qualifications move on to the scoring component of the evaluation. New Image's proposal met the Minimum Qualifications and was evaluated based on the listed criteria.

You are also pointing out some specific evaluator comments that you feel have negatively affected your score. The comments made by the evaluation committee members are not unreasonable. Evaluation committee members are directed and entrusted to review proposals thoroughly, responsibly and ethically. Committee members review proposals on an individual basis. Each proposal is evaluated against the criteria based on how thorough, complete and relevant the proposer responded to the questions. Proposals that do not fully answer the questions or are too vague, receive lower scores with comments such as those of Exhibit C: Questionnaire, item C, that you are referencing in your letter.

After compilation of the individual scores, a consensus meeting was held to discuss the individual scores and the score deviations, and to review the individual comments. Committee members had an open discussion and members with the highest and lowest scores were provided the opportunity to justify and/or defend their scores

Mr. Eric A. Ponce
New Image Building Services, LLC
May 4, 2017
Page Two

and change them if deemed appropriate. The committee members chose to not make any changes to their scores, and consensus was reached naming ISS Facility Services, Inc., as the awarded Contractor for all three groups. The evaluators have provided their scores and the math is correct. The evaluation process was completed correctly.

Additionally, you mention that New Image is a Minority Woman Owned Small Business. That information cannot factor into the decision since Pima County Code requires a Race and Gender-neutral program. While New Image is a certified Small Business for Janitorial Services, Code restricts the use of preference points to contracts of \$500,000 or less.

Pursuant to Pima County Procurement Code 11.20.010.E (1), I have determined that the protest does not state a valid basis for protest. Therefore, your protest is dismissed.

You may appeal this decision to the Board of Supervisors by filing an appeal with the Clerk of the Board within five business days of the date of this written decision pursuant to Pima County Procurement Code Section 11.20.010.H. If you file an appeal with the Board of Supervisors, the Board will consider the protest at a regularly scheduled meeting within 30 days of this decision. The Board may, with or without a hearing, either accept the decision or determine an appropriate remedy.

Sincerely,



Mary Jo Murphy
Procurement Director

Attachment: New Image Building Services, LLC, protest letter dated April 28, 2017 (17 pages)

c: C.H. Huckleberry, County Administrator
T. Burke, Deputy County Administrator
A. Wilber, Materials & Services Division Manager
M. Lynch, Commodity Contracts Officer
L. Josker, Facilities Management Director
T. Rosen, Deputy County Attorney
Interested Parties



April 28, 2017

Mary Jo Furphy, Director
Pima County Procurement
130 W. Congress Street 3rd Floor
Tucson, AZ 85701

Re: Solicitation # 247199 Janitorial Services – PROTEST

Dear Mary Jo,

This letter is to formally protest the Notice of Recommendation for Award dated Friday April 21, 2017 regarding Solicitation # 247199 Janitorial Services. After our review of the evaluation documents obtained by Public Records Request, we found that our bid submittal was the lowest cost in all three (3) groups with a savings of \$967,834.55 to Pima County in the five years of this contract. Below are just a few of the key elements from the evaluation documents we feel have impacted our points negatively.

- Minimum Qualifications per RFP were clearly exceeded, well documented and included in proposal submittal by New Image Building Services.
- We included an extensive staffing plan that quantified number of staffing that would be required for each of the three (3) groups. This was noted as a weakness by an evaluator who stated, “Didn’t mention estimate of new hires required”
- We currently employ over 100 employees as stated in our implementation plan of each group. This was also noted as a weakness by an evaluator who stated, “I have concerns that the present number of employees is only 10 and it would require a large number of new employees....”
- We provided a detailed list of common equipment and products we would provide for each group as required in Exhibit C: Questionnaire item “C” Equipment & Product. It was noted as a deficiency by an evaluator who stated, “Does not specify how and when and where equipment and product would be used”. “I’m not convinced that the quantity of equipment needed is adequate. Not sure the equipment list was “needed” or “have” equipment.
- Under Exhibit C: Questionnaire item “C” – Equipment & Product does not ask for a purchase plan for equipment. This was noted as a weakness by evaluator who stated, “Does not show a purchase plan for equipment”
- Under Exhibit C: Questionnaire item “C” – Equipment & Product clearly states to list common equipment and products needed to provide services. This was noted as a weakness by evaluator who stated, “Not sure the equipment list was “needed” or “have” equipment.
- One evaluator made a comment that is concerning to me. “Out of my element...but not sure how well “communication log books” work. If evaluating Janitorial Services is out of someone’s element, why are they asked to evaluate?”

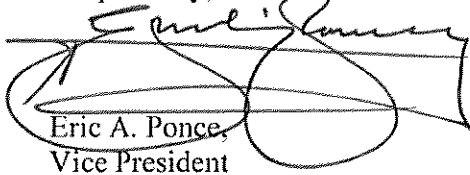
Re: Solicitation # 247199 Janitorial Services – PROTEST – Continued

Our commitment to quality control, customer service and going above and beyond is what we do and have done for over fifteen (15) years. Below is what we currently bring to Pima County as a current vendor and what we could continue to do if given the opportunity to remain a business partner of Pima County.

- By being a Minority Women Owned Small Business we do not have the large overhead that simply adds to the cost of services. We are proud to own our office/warehouse building here in Tucson as well as own many of our fleet vehicles. To reiterate, Pima County would realize a savings of nearly **One Million (\$1,000,000) dollars** over five years.
- As the current service provider for Pima County Abrams Public Health Building as well Kino Sports Complex and other municipalities we understand the commitment needed to fulfill the requirements of the industry we are in. Our daytime and night time Team members are frequently inspecting facilities and assuring the cleaning service are being delivered. See attached accolades we frequently receive from Pima County...something not ordinary in the janitorial industry, but we get frequently.

Based on the total points scored between #1 ranked vendor ISS Facility Services (94 points) and #2 ranked vendor New Image Building Services L.L.C. (90 points) we feel that the difference is so insignificant, considering the savings in cost Pima County would realize, that Pima County should re-consider the Notice of Recommendation of Award from ISS Facility Services to New Image Building Services L.L.C.

Respectfully,



Eric A. Ponce,
Vice President

ATTACHMENTS

Cc: Meagan Lynch, Pima County Procurement
Ligia G. Ponce, Owner New Image Building Services
File



NOTICE OF RECOMMENDATION FOR AWARD

Date of Issue: April 21, 2017

The Pima County Procurement Department hereby issues formal notice to respondents to Solicitation # 247199 for Janitorial Services that the following listed respondent will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after May 16, 2017.

Award is recommended to the Highest Scoring Respondent.

GROUP	AWARDEE NAME	BID AMOUNT	TOTAL AWARD AMOUNT
1. Downtown Facilities	ISS Facility Services, Inc. dba ISS Facility Services, Inc.	\$1,385,182.26	-
2. Outlying A Facilities (North)	ISS Facility Services, Inc. dba ISS Facility Services, Inc.	\$846,333.13	-
3. Outlying B Facilities (South and West)	ISS Facility Services, Inc. dba ISS Facility Services, Inc.	\$955,005.08	-
	TOTAL	\$3,186,520.47	\$3,200,000.00

OTHER RESPONDENT NAMES

Bio-Janitorial Service, Inc. dba Bio-Janitorial
New Image Building Services LLC
R and N Services, Inc. dba Jani-King of Tucson

Issued by: Meagan Lynch, Commodity Contracts Officer

Telephone Number: 520-724-9071

This notice is in compliance with Pima County Procurement Code §11.20.010(C).

Copy to: Pima County SBE via e-mail at SBE@pima.gov

Goup 1 Downtown				
Firm	Cost	Rating	Points (max 30)	Formula
Bio-Janitorial	\$1,562,020.22	3	25	(LTPP/Other TPP) x Max Points
ISS	\$1,385,182.26	2	28	(LTPP/Other TPP) x Max Points
Jani-King	\$2,452,960.30	4	16	(LTPP/Other TPP) x Max Points
New Image	\$1,300,828.60	1	30	LTPP= Max Points
Goup 2 Outlying A				
Firm	Cost	Rating	Points (max 30)	Formula
Bio-Janitorial	\$845,349.28	2	28	(LTPP/Other TPP) x Max Points
ISS	\$846,333.13	3	28	(LTPP/Other TPP) x Max Points
Jani-King	\$961,940.98	4	25	(LTPP/Other TPP) x Max Points
New Image	\$787,706.92	1	30	LTPP= Max Points
Goup 3 Outlying B				
Firm	Cost	Rating	Points (max 30)	Formula
Bio-Janitorial	\$976,597.46	3	28	(LTPP/Other TPP) x Max Points
ISS	\$955,005.08	2	28	(LTPP/Other TPP) x Max Points
Jani-King	\$993,690.64	4	27	(LTPP/Other TPP) x Max Points
New Image	\$904,418.04	1	30	LTPP= Max Points

GROUP 1 DOWNTOWN																
Respondent	Evaluator #1	Deviation #1	Evaluator #2	Deviation #2	Evaluator #3	Deviation #3	Evaluator #4	Deviation #4	Evaluator #5	Deviation #5	Standard Deviation	Total Evaluator Score	Avg. Score	Cost	Total Score (100 points)	Final Rank
Bio-Janitorial	66	-15.20	57	-6.20	32	18.80	53	-2.20	46	4.80	11.41	254.00	50.80	24.98	76	3
ISS	65	1.00	66	0.00	69	-3.00	68	-2.00	62	4.00	2.45	330.00	66.00	28.17	94	1
New Image	65	-5.00	67	-7.00	52	8.00	67	-7.00	49	11.00	7.85	300.00	60.00	30.00	90	2
R & R Services Inc. (Jani-King)	49	-12.80	27	9.20	18	18.20	38	-1.80	49	-12.80	12.22	181.00	36.20	15.91	52	4

GROUP 2 OUTLYING A																
Respondent	Evaluator #1	Deviation #1	Evaluator #2	Deviation #2	Evaluator #3	Deviation #3	Evaluator #4	Deviation #4	Evaluator #5	Deviation #5	Standard Deviation	Total Evaluator Score	Avg. Score	Cost	Total Score (100 points)	Final Rank
Bio-Janitorial	66	-15.20	57	-6.20	32	18.80	53	-2.20	46	4.80	11.41	254.00	50.80	27.95	79	3
ISS	65	1.00	66	0.00	69	-3.00	68	-2.00	62	4.00	2.45	330.00	66.00	27.92	94	1
New Image	65	-5.00	67	-7.00	52	8.00	67	-7.00	49	11.00	7.85	300.00	60.00	30.00	90	2
R & R Services Inc. (Jani-King)	49	-12.80	27	9.20	18	18.20	38	-1.80	49	-12.80	12.22	181.00	36.20	24.57	61	4

GROUP 3 OUTLYING B																
Respondent	Evaluator #1	Deviation #1	Evaluator #2	Deviation #2	Evaluator #3	Deviation #3	Evaluator #4	Deviation #4	Evaluator #5	Deviation #5	Standard Deviation	Total Evaluator Score	Avg. Score	Cost	Total Score (100 points)	Final Rank
Bio-Janitorial	66	-15.20	57	-6.20	32	18.80	53	-2.20	46	4.80	11.41	254.00	50.80	27.78	79	3
ISS	65	1.00	66	0.00	69	-3.00	68	-2.00	62	4.00	2.45	330.00	66.00	28.41	94	1
New Image	65	-5.00	67	-7.00	52	8.00	67	-7.00	49	11.00	7.85	300.00	60.00	30.00	90	2
R & R Services Inc. (Jani-King)	49	-12.80	27	9.20	18	18.20	38	-1.80	49	-12.80	12.22	181.00	36.20	27.30	64	4

RFP 247199 Janitorial Services

Firm	Bio-Janitorial	ISS	New Image	R&R (Jani-King)
Strength	<ol style="list-style-type: none"> 1) All equipment is tested and logged once any/all repairs are made to that unit. 2) Will purchase & equip all locations with new equipment and miscellaneous products. Mentions that each location will be adequately stocked with the proper products at all times. 3) Gives extensive list of equipment and products. 4) Information on common equipment provided 	<p style="text-align: center;">Equipment & Product (15 points)</p> <ol style="list-style-type: none"> 1) Equipment and products meets all necessary guidelines to properly clean as needed throughout our department. 2) Product list looks like most of the equipment is new. 3) List was thorough, itemized, showing quantities and pointed to use areas. List showed all manufacturers in use. Quality of products chosen was good. 4) Very detailed products/equipment information and inventory. All requested information in section C-1 provided 5) Detailed equipment and product listing, included quantities and target areas for each line item. 	<ol style="list-style-type: none"> 1) Equipment appears to be new and should perform without any hiccups or breaking down. 2) There is a list of equipment and products for every group. They go into detail about the equipment and products used. Most of the equipment is new and the products are environmental safe. The equipment is currently owned. 3) Complete list of equipment and product with specifics on contract requirements. 4) Extensive, detailed inventory of products and equipment provided. 5) Choice of equipment looks to be appropriate (not my field of expertise) 	<ol style="list-style-type: none"> 1) Very detailed list of equipment and supplies 2) Supplies a list of equipment and products that will be used. 3) Shows lengthy list of equipment and products and would meet needs of County
	Weaknesses	<ol style="list-style-type: none"> 1) Doesn't mention if products will be purchased by July 1st. 2) No specifics as requested. Many important items such as cell phones, vehicles missing. Examples listed very old. 3) Equipment inventory not group/building specific. More detailed inventory/description of products and equipment would be helpful. 4) Equipment and products consist of lists without quantities or how they would be deployed or available. 	<ol style="list-style-type: none"> 1) Doesn't mention if equipment purchased by July 1st. 	<ol style="list-style-type: none"> 1) Failed to list quantities needed per area. Does not show a purchase plan for equipment. 2) I'm not convinced that the quantity of equipment needed is adequate. Not sure the equipment list was "needed" or "have" equipment.
Deficiencies	<ol style="list-style-type: none"> 1) No data or numbers relating equipment to areas or how it would be used. No list of current equipment. 2) Cleaning chemicals to be used not provided 		<ol style="list-style-type: none"> 1) Does not specify how and when and where equipment and product would be used. 	<ol style="list-style-type: none"> 1) Does not site how much equipment would be needed and for what group. 2) Green cleaning products/supplies not indicated

RFP 247199 Janitorial Services

Firm	Bio-Janitorial	ISS	New Image	R&R (Jani-King)
Strength	<p>1) Very conscientious about the environment. Very little turnover in personnel, reward the employees with incentives (awards). Definitely large companies with excellent reviews. Employees seem to like working there due to the lack of turnover.</p> <p>2) Has down services for similar to the County.</p> <p>3) 26 years demonstrates good experience in industry. Green cleaning program is adequate. List of some customers similar to County in type of business and building.</p> <p>4) Key organization staff personnel stated clearly</p> <p>5) History of servicing municipalities.</p>	<p>1) Fully on board with Green Cleaning since 96'. 136 total years of combined experience in current staffing. Solid current client list with good references.</p> <p>2) Employs more than 250 individuals in Tucson alone. The other businesses that ISS services are within close proximity of the County's footprint. Average turnover with County is under 20%, overall company is 65%.</p> <p>3) Very deep staff and extensive list of clients. Best Green program I have seen, covers all aspects.</p> <p>4) Information requested in all categories (F1 - F-4) clearly provided and well defined. Extensive green cleaning program.</p> <p>5) Years in business, growth of company, investment in employees and letters from satisfied customers indicate a thriving business with a good reputation.</p>	<p>Experience (10 points)</p> <p>1) Very little turnover rate for employees. Solid group of managers to assist in all aspects of cleaning. Not only going green with the chemicals but with the usage of the fleet vehicles in the company.</p> <p>2) This is a local family business that has been in Tucson for more than 15 years. They have provided services for government, medical, bio-medical, commercial, Class "A", non-profit, industrial, high security, sporting/stadium, and much more. They have 110 employees. Of those 92 are here locally. Turnover rate is an unprecedented 7%.</p> <p>3) Gives complete list of management and extensive list of current customers as requested.</p> <p>4) All information requested for section F is provided in a clear and concise manner. Very extensive green cleaning program outlined. Extremely thorough description of local experience and clientele.</p> <p>5) Well established company that appears to continue growing. Solid references.</p>	<p>1) Solid service throughout the US including Tucson, but really only talks about opening a franchise.</p> <p>2) Provided janitorial services to Tucson since 1993.</p> <p>3) company appears to have been in business since 1969 and is of considerable size.</p> <p>4) Well established company that appears to continue growing. Solid references.</p>
Weaknesses	<p>1) Been in business 26 years, but doesn't mention how long in locally.</p> <p>2) Contracts listed are not all current. 40 employees is very small group considering geographic spread. Parks list is not comparable to County as contract calls for no open space cleaning.</p> <p>3) Green cleaning information provided but not defined in detail.</p> <p>4) None of the letters of recommendation are from Pima County, therefore, not serviced by the branch Pima County would be utilizing. Evaluations/scorecards are from 2010 (why?)</p>	<p>1) Didn't really discuss turnover</p> <p>2) Turnover is within industry norms but still slightly high.</p>	<p>1) Not much experience in HR which will be required for sudden increase County contract would require.</p> <p>2) As a minority women owned business, it doesn't indicate any women in management, supervisory or other key positions.</p>	<p>1) Flyer mentions Green Cleaning but no info on how long they have used products</p> <p>2) Doesn't mention how many employees in Pima County or the turnover.</p> <p>3) Gave very limited local Tucson information. No customers listed, no history.</p> <p>4) Green cleaning program indicated in RFP but not defined. Company corporate structure well defined but not well indicated locally.</p> <p>5) Points 2 & 3 not addressed in the proposal but 2 smaller properties in Tucson under contract would indicate they have local employees.</p>
Deficiencies	<p>1) Small management team would be stretched to the limits trying to ramp up to implement such a large takeover as the County. Do not see experience in implementing projects of our size.</p> <p>2) Local (Pima County) address provided is a residential address. Information on local employment/turnover not provided.</p> <p>3) Did not address employees currently in Pima County.</p>		<p>1) Experience concentrated in small group of people who will have to handle huge expansions while still handling current daily operations.</p>	<p>1) No mention of key personnel, current employees or turnover rate</p> <p>2) Doesn't go in detail regarding green cleaning.</p> <p>3) No turnover rate given, no answer to green cleaning.</p> <p>4) Local employee information requested in F-2 not provided in RFP.</p>

RFP 247199 Janitorial Services

Firm	Bio-Janitorial	ISS	New Image	R&R (Jani-King)
Strength	Personal Training (15 points)			
	<p>1) Very detailed in initial training with annual refresher classes for all employees. 2) New hires work with site trainer for whatever period of time is deemed necessary. 3) General description of program is adequate. 4) Clearly defined training objectives for individual employee training. 5) Initial hire training before employee hits the ground; wide array of training materials; Documented OSHA required annual training</p>	<p>1) Initial training to on-going training throughout for all levels of employees. With routine safety audits to promote safety Very detailed and thorough. 2) Training modules complete and include all OSHA requirements. Training shows length and frequency and mentions who trains the people and what training they have had to qualify them. Covers technique, purpose and goals. Shows certificates and testing for pass/fail grade. A good comprehensive program. 3) Clearly defined individual employee training program spelled out. 4) Proposal indicates a commitment to training Thorough initial training, on-going development and safety training in classroom and on the job. A good amount of training hours are invested in their employees. Use of training audits reinforce learning is put in action.</p>	<p>1) Very thorough training from initial hire date as well as on-going throughout the employees career. 2) There have mandatory training modules all staff members are required to attend. 3) Sample list of modules and attendees shows all OSHA mandates and responds to County requirements. 4) Documentation of required information present.</p>	<p>1) Gives details on the training of employees. 2) Gives broad outline of trainin philosophy followed by list of training categories. 3) Wide array of training topics available to franchises through the Regional office.</p>
Weaknesses	<p>1) Does not draw a connection between description and an actual class. Only one day of training shown. List is not very extensive. Appears company has never had to do extensive training as would be required for this contract. 2) List of local employees not specifically indicated as requested in E-2 3) wide array of training materials noted but not "training" with a roster or signature of an employee being present or that training was offered other than hand outs.</p>	<p>1) Iss focuses on the Cleaning Excellence processes and concepts Has a good green cleaning program. 2) Sample list of employees was not extensive. 3) List of focal personnel and training modules incomplete as requested in E-2.</p>	<p>1) Didn't discuss how much training is needed prior to going out unassisted. Out of 92 focal employees only 8 were listed. 2) Doesn't mention required training before someone is allowed to work unassisted. 3) Does not show internal steps of company to train trainers. Using an outside firm that presents training modules at set dates. Using video training and giving exams but does not slate who presents videos and if they have any expertise or what happens if you fail the exam. 4) Requested information in C-1 and C-2 is provided, but not in list form. Could be better outlined, not utilization of attendance forms and completion certificates as examples. 5) Mandatory training modules prior to being assigned to an account/bldg, in my opinion, is less than adequate when the training video for each unit is between 1-minute and not more than 8-minutes.</p>	<p>1) OSHA training was stated but no proof of documentation is listed. Detailed table of contents of training but no mention of how much training is required to be unassisted. 2) Doesn't mention when someone is trained enough to work unassisted. 3) Does not specifically address OSHA training requirements, no mention of biohazard or bloodborne pathogens. 4) Green cleaning program indicated in RFP but not defined. 5) Appears as though a franchise can pick and choose the training they provide their direct employees.</p>
	Deficiencies	<p>1) Does not mention who the trainer is and what their qualifications are. Does not show complete OSHA mandated classes and those who attended. 2) I question why they have chosen training records from 2010 and not more current</p>		<p>1) Did not indicate length of training before placement on job. Does not show site specific training. Did not show a complete list of local employees and their training level 2) I may have missed it but I don't see any indication of tailgate safety meetings, or other weekly/monthly safety meetings.</p>

RFP 247199 Janitorial Services

Firm	Bio-Janitorial	ISS	New Image	R&R (Jani-King)
Strength	Implementation Plan (15 points)			
	<p>1) Due to some of the people we bring into custody into our outlying districts, we sometimes have some major clean ups and this will help expedite that process knowing that they can respond that quickly. 2) Has a implementation plan in place. Response time to an emergency is 45-1 hour depending on the nature of the emergency. Has a list of sub-contractors if needed. 3) Good general outline and concept for a transition. 4) Clearly defined timetable for plan implementation.</p>	<p>1) Very well description of implemetation plan and what steps they take to tackle existling and new jobs. Numerous employees on hand to take care of all aspects of emergencies during and after hours. 2) Already has 15 years with County. Has backup management & staff available 24/7. 3) Showed complete and understandable plan even though transition elements were small because this is the incumbent. Showed age of equipment along with quantities and where each would be assigned for all areas. 4) Well defined emergency response plan. Solid implementation plan throughout. 5) Detailed implementation plan with a 45-day time line coupled with successful implementation history with similar facilities.</p>	<p>1) Appears to have a lot of new equipment to perform with minimal downtime on used equipment breaking down. Always looking to improve overall services. 2) Re: emergency response they have 5 company vehicles always ready to be dispatched, day, nights & weekends within PC's 1-hour requirement. 3) Very impressive and detailed information with serious numbers demonstrating a thorough understanding of elements. Emergency response plan is adequate for County. 4) Well defined implementation plan, group specific. 5) Their written plan presents a well developed plan for implementation that, if followed, would result in a smooth and timely transition.</p>	<p>1) Implementation is submitted, but no expansion services. Only talks about franchising. 2) Hire additional staff if necessary. Ready to purchase necessary equipment 3) Provides timeline schedule and general outline. 4) Well defined time table of implementation events</p>
	<p>1) Doesn't give new hire estimated. Doesn't mention equipment on hand or age of equipment. 2) Plan appears to assume that all actual data can be collected and calculated after the contract is awarded. Plan offers few specifics. Emergency response plan lacks believable data that supports assumption. 3) Emergency response addressed but not detailed. 4) Implementation outline is weak and general. I'm not confident in the written plan to "offer employment to current cleaning staff" or cross training. Cross training can be a term that means fill in where needed and we will train you as you go. (opinion)</p>	<p>1) Didn't go into how they would hire new employees, but staffed very heavy. 2) Doesn't mention any use of subcontractors. 3) Implementation plan for Outlying B indicates needing additional employees but the data provided doesn't take into account the added employment need. (p. 21)</p>	<p>1) No mention of new hires required, but well staffed overall. 2) Didn't mention estimate of new hires required. 3) There is no narrative to accompany the data that ties together the research with the idea of how they would approach the implementation in a comprehensive manner. There is no plan to create separate transision team which indicates resources will be stretched severely. Does not indicate a need to expand administration. 4) Information requested "estimated new hires required and other staffing adjustments" not found in the Implementation plan but in the unit pricing spreadsheets. 5) I have concerns that the present number of employees is only 10 and it would require a large number of new employees and equipmnet to come on at once putting high demands on training and on the job training of start up. Number of employees as listed on page 5 in tab 9)</p>	<p>1) They only mention a 24 hr emergency. No mention of new hires and staffing adjustments. 2) Doesn't mention new hires required and nothing on equipment purchases or age of equipment. Doesn't explain how emergency services will be handled. 3) No HR process, no mention of integration of current employees, no mention of training modules. No transision team concept mentioned. No emergency response plan 4) Response time not addressed. 5) Plan is dependent on 2 local franchises and does not address estimated new hires and equipment purchases.</p>
Deficiencies	<p>1) No actual data or numbers that relate to a specific group. 2) Although the timetable is nicely detailed, not Group specific as requested in B-1</p>		<p>1) Does not show steps to expand service. No timeline for the transition. Shows no integration of groups with plan, each group stands on its own. Lacks HR component.</p>	<p>1) No mention of 1-hour response. No mention of how it will be accomplished. No mention of subcontractors. 2) No specific data by group. No equipment or product in plan. Generic outline without specifics shows little financial planning was done. 3) Not all requested inormation provided.</p>

RFP 247199 Janitorial Services				
Firm	Bio-Janitorial	ISS	New Image	R&R (Jani-King)
	Operations & Quality Control (15 points)			
Strength	<p>1) Very detailed on monthly evals, maintenance on equipment, supply usage for all inventory.</p> <p>2) Records and communication for this contract will be stored in their computer system and will be shared with County.</p> <p>3) Good to explain about uniforms and sending us SDS information.</p> <p>4) Good examples of quality control, inventory, and evaluation tools provided.</p> <p>5) Good system in place to document and discuss quality with Bio Janitorial employees as well as with the customer/business.</p>	<p>1) Organizational flow chart very detailed with how employees communicate. Numerous awards and performance given to employees for recognition as well as daily/weekly /monthly inspections of sites with routine audits.</p> <p>2) Iss focuses on the Cleaning Excellence processes and concepts. Has a good green cleaning program.</p> <p>3) Operations information included all key points requested. Organization chart was in depth. QC records, communication links and even small details such as supply monitoring and ordering were covered and meet County needs.</p> <p>4) Very in-depth green cleaning program defined. Well-defined organizational structure and reporting methods.</p> <p>5) Communication chart is streamlined and logical with backup if needed. Equipment and personnel used in emergency situations appear to be prepared and adequate for most scenarios</p>	<p>1) Use of phones, tablets for communication. Routine inspections performed, performance reports. Green Cleaning is over the top.</p> <p>2) They have 2 org. charts, one showing the whole company and one for operations. They use an integrated web based custodial quality control & management software for tracking, filing, generating work orders from computers, smart phones & tablets. Their green cleaning program/policy applies to all cleaning procedures, cleaning purchases, cleaning equipment purchases & cleaning services.</p> <p>3) Detailed green program meets County needs. Good detail in communication and technology shown, clearly meets County needs.</p> <p>4) Quality assurance and company organizational structure well defined and indicated.</p> <p>5) The communication structure looks effective and thorough. Supported by a proven work order software that seems to fit the janitorial industry very effectively. Has a documented history of offering and executing green cleaning programs.</p>	<p>1) Inspection reports and evaluation reports are done monthly</p> <p>2) Describes cleaning schedule.</p> <p>3) Gives general outline of operational and quality control philosophy.</p> <p>4) Well defined organizational chart</p> <p>5) Communication has been thoroughly covered and safe guards in place. Green cleaning plan in place.</p>
Weaknesses	<p>1) Doesn't mention if employees have cell phones or how communication is accomplished. Doesn't give much detail on record keeping. No in depth detail on green cleaning.</p> <p>2) Nothing below supervisory level on organization chart. No mention of daily inspections. SDS info availability to staff not mentioned. No mention of tracking attendance, task schedules on site. Examples given are not current.</p> <p>3) Green cleaning information provided but not defined in detail.</p> <p>4) Didn't cover the Green Cleaning with much depth.</p>	<p>1) Mentioned all employees badged but did not mention uniforms. The company does require all staff to wear uniforms and has been in compliance during contract.</p> <p>2) Out of my element, but not sure how well "communication log books" work. If anything like the "communication log books" used with uniform laundry services, my experience is it isn't very effective.</p>	<p>1) No discussion of inventory tracking of supplies</p> <p>2) No mention of daily inspections. No mention of how supplies are monitored and distributed at sites. No mention of uniforms. Larger operations need layers of management to extend responsibilities to all levels.</p> <p>3) Supply usage tracking system not found in submittal.</p>	<p>1) Doesn't mention communication between employees and supervision.</p> <p>2) Organizational chart was not in depth and not referencing local operations. One sentence incorrectly mention the client as "Geico". This was obviously a generic sheet of information with no specifics aimed at Pima County.</p> <p>3) The requested information is provided but not defined. Table of contents from the training manual most of the information provided.</p>
Deficiencies	<p>1) Operation plan is not specific to County sites or situation that would be faced after winning contract. Very little mention of technology in communication structure.</p> <p>2) I question why they have chosen records from 2010 and not more current</p>		<p>Does not cover security, keys, etc. How many additional supervisors, leads will be required to take over each area? How will town of Ajo be managed under Outlying B?</p>	<p>1) Green cleaning is mentioned but no detailed explanation. No mention of communication via phone, computer, etc...</p> <p>2) No explanation of a green cleaning program.</p> <p>3) No mention of daily QC. Process is paper driven, no mention of online capability. No specifics about links to County operations and communications. No mention of supply monitoring or ordering. Cleaning schedule is incorrectly copied from County contract. No mention of supervisor interaction with staff or how big an area supervisor would cover or how monitored daily operation.</p> <p>4) More detailed information, specific to RFP, needed</p>

Eric Ponce

From: Maureen (Reenie) Ochoa <Reenie.Ochoa@pima.gov>
Sent: Sunday, May 7, 2017 1:05 PM
To: Eric Ponce; Jesus Santos
Cc: Midge Irwin
Subject: Centurions event

Hi Eric & Jesus-

Just wanted to say super big thanks for New Image assistance last night.

The crew you had on duty did a great job, especially under Daniel's direction throughout the evening.

Daniel was wonderful to work with, most responsive, and great customer service.

We had very few issues with restrooms or trash, and when we did your crew was ready and willing to assist.

Thanks again,

Reenie

Reenie Ochoa, Director

Pima County Stadium District/Kino Sports Complex

2500 E. Ajo Way

Tucson, AZ 85713

(520) 222-1001 – Office

(520) 289-9747 – Cell

Visit us at www.kinosportscomplex.com



Eric Ponce

From: Maureen (Reenie) Ochoa <Reenie.Ochoa@pima.gov>
Sent: Tuesday, March 28, 2017 10:39 AM
To: Eric Ponce
Cc: Jesus Santos
Subject: THANKS!!!

Importance: High

Eric/Jesus:

I can't say thanks enough for the above and beyond job that ALL of your staff did on Sunday.

The conditions were unbelievable for them, and yet under your direction they responded and handled all messes quickly and appropriately.

I know there were some issues prior to the event, which were partly are fault as well, but when it counts you guys really come through.

I would like to ask for you to send me a list of each of your staff that worked that day, as I'd like to acknowledge their efforts.

I would love to hear any feedback you have with regard to the event as we are going to continue to have more and more of these large scale entertainment type activities at the Complex.

Again, awesome job and seeing you both on duty that day meant a lot.

Reenie

Reenie Ochoa, Director

Pima County Stadium District/Kino Sports Complex

2500 E. Ajo Way

Tucson, AZ 85713

(520) 222-1001 – Office

(520) 289-9747 – Cell

Visit us at www.kinosportscomplex.com



Eric Ponce

From: Joey Schwanz <Joey.Schwanz@pima.gov>
Sent: Wednesday, April 26, 2017 6:15 PM
To: Eric Ponce; Jesus Santos; Ligia Ponce
Subject: FW: CAC Windows
Attachments: CAC window gallery April 2017 4.jpg; CAC window gallery April 2017 3.jpg; CAC window gallery April 2017 2.jpg; CAC window gallery April 2017 1.jpg

The CAC windows look great! Thanks again for your always great work and attention to detail.

Joey Schwanz

Property Coordinator
Pima County Facilities Management
3950 S. Country Club Rd.
Tucson, Arizona 85714

Ph. 520-724-7738
Mobile: 520-548-3609

From: Joey Schwanz
Sent: Wednesday, April 26, 2017 6:12 PM
To: Melissa Loeschen (Melissa.Loeschen@pima.gov) <Melissa.Loeschen@pima.gov>
Cc: Michael Foster <Michael.Foster@pima.gov>
Subject: CAC Windows

The windows look great and have gotten high praises from the tenants over at the CAC building, especially Kathy!

They did a great job.

Joey Schwanz

Property Coordinator
Pima County Facilities Management
3950 S. Country Club Rd.
Tucson, Arizona 85714

Ph. 520-724-7738
Mobile: 520-548-3609

Eric Ponce

From: Joey Schwanz <Joey.Schwanz@pima.gov>
Sent: Friday, March 10, 2017 3:37 PM
To: Jesus Santos
Cc: Michael Foster; Ligia Ponce; Eric Ponce
Subject: Abrams Conference Room Carpet

Jesus,

Just wanted to send you a thanks for your flexibility in changing the carpet crew scheduling this week here at Abrams. The large FDA training session being held in the entire 1st floor conference area all week made it difficult to get the crew in there until Thursday night.

The carpets today look great and the room was in good order when I arrived today. Thanks again for your support and have a great weekend.

Joey Schwanz
Pima County Facilities Management
Property Coordinator
Abrams Public Health Center
Joey.Schwanz@pima.gov
Ph. 520-548-3609

Sent via the Samsung Galaxy S®6 active, an AT&T 4G LTE smartphone

Eric Ponce

From: Joey Schwanz <Joey.Schwanz@pima.gov>
Sent: Monday, October 3, 2016 3:14 PM
To: Eric Ponce; Donna Pinela
Cc: Michael Foster; Melissa Loeschen; Roberta Shapiro; Ligia Ponce; Jesus Santos
Subject: FW: The use of the room on 9/22 (Abrams)

Eric & Donna,

I just wanted to extend my thanks to the New Image and VetSec staff that help handle the day to day operations here at Abrams and keep the place clean, looking good, and in fine order. It doesn't go unnoticed.

I was on vacation from September 15th through the 26th and received the thank you below from the Pima County Attorney's Office for the event that was held here while I was away. I appreciate knowing the building is in good hands and can relax when I take time off!

Thanks for all your support.

Joey Schwanz

Property Coordinator
Abrams Public Health Center
3950 S. Country Club Rd.
Tucson, Arizona 85714

Ph. 520-724-7738
Mobile: 520-548-3609

From: Joey Schwanz
Sent: Monday, October 3, 2016 2:21 PM
To: 'Jessy Darden' <Jessy.Darden@pcao.pima.gov>
Cc: Nicole Hansen <Nicole.Hansen@pcao.pima.gov>; Gary Campbell <Gary.Campbell@pima.gov>; Roberta Shapiro <Roberta.Shapiro@pima.gov>; AbramsCenter FrontDesk <AbramsCenter.FrontDesk@pima.gov>; Melissa Loeschen (Melissa.Loeschen@pima.gov) <Melissa.Loeschen@pima.gov>
Subject: RE: The use of the room on 9/22

Jessy,

Oh, great! Glad it all went well in my absence. I felt confident the building was left in good hands while I was away.

We look forward to hosting more of your events here at Abrams in the future. Thanks for sharing this with us, very much appreciated.

Joey Schwanz

Property Coordinator
Abrams Public Health Center
3950 S. Country Club Rd.
Tucson, Arizona 85714

Ph. 520-724-7738
Mobile: 520-548-3609

From: Jessy Darden [<mailto:Jessy.Darden@pcao.pima.gov>]
Sent: Monday, October 3, 2016 2:16 PM
To: Joey Schwanz <Joey.Schwanz@pima.gov>
Cc: Nicole Hansen <Nicole.Hansen@pcao.pima.gov>
Subject: The use of the room on 9/22

Hi Joey,
I wanted to let you know how much we appreciated the room set up on Thursday 9/22.
Please thank your staff for us, because it was perfect.

We look forward to working with you in the future.

Jessy Darden
Volunteer Coordinator
Pima County Attorney's Office
jessy.darden@pcao.pima.gov
520-724-5572 (office)
520-419-7054 (cell)

My phone number has changed to 724-5572

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ATTACHMENT 1: REFERENCE FORM (2 Pages)
 (The Reference Form applies to any and all proposed Groups.)

PLEASE COMPLETE EACH AND EVERY SECTION.

Name of Vendor for whom reference is given: NEW IMAGE BUILDING SERVICES LLC
 Your organization's business name: PAMA COUNTY
 Your Name and title: MELISSA LOESCHEN, PROGRAM MANAGER - SENIOR
 Telephone number: 724-8230 E-Mail address: Melissa.Loeschene@pima.gov

- Does Vendor currently provide your organization with (description of service), and at least for (minimum required years)?

Yes Service was provided from 11/2012 to 6/2017
 (MO/YR) (MO/YR)

No

- Please briefly describe the scope of service and dollar value of the contract with Vendor:

PROVIDES DAILY JANITORIAL SERVICES & WINDOW CLEANING AS REQUIRED TO 4 STORY 188,364 SQ. FT. BUILDING OCCUPIED BY ATTORNEYS, DOCTORS & OFFICE PERSONNEL.

- Did Vendor meet all contract requirements satisfactorily: Yes No

- How satisfied are you with the quality and accuracy of information provided by Vendor?

VERY SATISFIED WITH QUALITY & PROFESSIONAL, COURTEOUS MANNER OF ON SITE EMPLOYEES & MANAGEMENT. RESPOND QUICKLY TO SPECIAL WORK REQUESTS.

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	3	<u>4</u>
Comments: <u>IMMEDIATE COMMUNICATION FROM MANAGEMENT BY EITHER PHONE OR E-MAIL</u>					
2. Understanding of contractual requirements:	0	1	2	<u>3</u>	4
Comments: _____					
3. Timeliness and completing projects on time and within budget:	0	1	2	3	<u>4</u>
Comments: <u>ESTIMATES & EXTRA CLEANING BOTH PROVIDED PROMPTLY.</u>					
4. Vendor knowledge of <u>JANITORIAL, FLOOR CARE & WINDOW WASHING</u> services:	0	1	2	3	<u>4</u>
Comments: _____					
5. Vendor's record keeping and billing accuracy	0	1	2	3	4
Comments: <u>I DON'T RECEIVE INVOICES OR PAY BILLS, SO CAN'T ANSWER.</u>					

ATTACHMENT 1: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: NEW IMAGE BUILDING SERVICES LLC

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	Below Unsatisfactory	Average	Average	Above Average	Exceptional
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	(4)

Comments: WILL MAKE SUGGESTIONS ON PROBLEMS AND HAVE EMPLOYEES WORK AFTER BUSINESS HOURS THE SAME DAY IF REQUEST.

7. Competence of professional services staff.	0	1	2	3	(4)
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Comments: FULL UNDERSTANDING OF APPROPRIATE CLEANING PRODUCT TO BE USED FOR DIFFERENT ISSUES

8. Overall satisfaction with Vendor.	0	1	2	3	(4)
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Comments: QUICK WORK & COMMUNICATIONS, MAKES THIS VENDOR EMPLOYEES A PLEASURE TO WORK WITH.

9. What are their strengths as a Janitorial & Window Washing service provider?

ATTENDS REGULAR VISUAL INSPECTIONS ON TIME, RELIABLE DAY AFTER, KNOWLEDGEABLE NIGHT FLOOR CLEANING, MANAGEMENT PRESENT, COMMUNICABLE & RESPONSIBLE.

10. What are their drawbacks as a Janitorial & Window Washing service provider?

NONE

Any other information that you would like to share about the Vendor:

THIS VENDOR EXCEEDS MY EXPECTATIONS WHICH IS VERY HARD TO DO. I WOULD BE VERY HAPPY IF THEY CLEANED OTHER PINE COUNTY BUILDINGS THAT I MANAGE.

Your Signature: Melissa Leach

Date: 2/8/17

END OF ATTACHMENT 1