



**Katrina Martinez**  
Deputy Clerk

# Pima County Clerk of the Board

**Melissa Manriquez**

Administration Division  
33 N. Stone Avenue, Suite 100  
Tucson, AZ 85701  
Phone: (520)724-8449 • Fax: (520) 222-0448

Management of Information & Records Division  
1640 East Benson Highway  
Tucson, Arizona 85714  
Phone: (520) 351-8454 • Fax: (520) 791-6666

September 4, 2024

CDK Design, L.L.C., d.b.a. Arcadia Landscape  
Attn: Ronald D. Kirk, Owner/CEO  
2002 E. 13th Street  
Tucson, AZ 85719

RE: Appeal of the Pima County Procurement Director's decision regarding Solicitation  
No. RFP24000243 – Landscape Maintenance Services and Repairs

Dear Mr. Kirk:

In accordance with Pima County Code 11.20.010(H), 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, September 17, 2024, 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 "Melissa Manriquez".

Melissa Manriquez  
Clerk of the Board

c: Pima County Board of Supervisors  
Jan Leshar, County Administrator  
Sam E. Brown, Chief Civil Deputy County Attorney  
Terri Spencer, Procurement Director  
Tony Cisneros, Facilities Management Director  
Ana Wilber, Procurement Division Manager  
Ladd Lyons, Procurement Officer  
Underwood Brothers, Inc., d.b.a. AAA Landscape, [J.hatfield@aaalandscape.com](mailto:J.hatfield@aaalandscape.com)



VISION \* DESIGN \* PARADISE

2002 E. 13th Street, Tucson, AZ 85719  
Phone: 520/791-0889 Fax: 520/791-0916

FORMAL LETTER OF PROTEST  
RFP2000243

To: Melissa Manriquez, Clerk of the Board  
Email Address: [cob\\_mail@pima.gov](mailto:cob_mail@pima.gov)

Please find enclosed our formal protest for the above RFP to submit to the Board of Supervisors of Pima County Arizona at their next meeting scheduled in September 2024.

Respectfully submitted,

Ronald D. Kirk-Owner/CEO  
CDK Design LLC Arcadia Landscape  
2002 E. 13<sup>th</sup> Street  
Tucson, Arizona 85719  
Telephone: (520) 791-0889  
Fax: (520) 791-0916

AUG 21 12:49:04 2024 POC CLK OF BD



ROC331447 CR21



QUALITY \* CURB APPEAL \* SATISFACTION  
2002 E. 13th Street, Tucson, AZ 85719  
Phone: 520/791-0889 Fax: 520/791-0916

August 21, 2024

Pima County Board of Supervisors  
Attn.: Dr. Sylvia M. Lee, Dr. Matt Heinz, Mr. Steve Christy, Mr. Rex Scott, and Ms.  
Adelita Grijalva  
130 W. Congress Street – 1<sup>st</sup> Floor  
Tucson, Arizona 85701

**RE: Solicitation No. RFP24000243-LANDSCAPE MAINTENANCE SERVICES  
AND REPAIRS**

Dear Members of the Board:

We are formally appealing the recent decision by Pima County Procurement, hereafter, ("Procurement"), which dismissed our "Letter of Protest" for Bid Solicitation RFP 24000243 on August 15<sup>th</sup>, 2024. We believe there is significant grounds for contesting this decision based on several key discrepancies and procedural issues. We believe that we have a valid basis for protesting and based on simple mathematics: i.e. CDK Design, LLC dba Arcadia Landscape hereafter ("Arcadia") being the lowest responsible bidder for Group A and Group B Items.

We respectfully submit to the Board of Supervisors of Pima County hereafter ("BOARD") the following:

**1. Discrepancy in Bid Tabulations:**

Our first concern as pointed out to Procurement, is that Arcadia's combined bid for Group A and Group B Bid for the above Solicitation was the lowest responsible bid submitted. Specifically, Arcadia Landscape's bid was \$698,880.70 for Group A: Whereas AAA's bid for Group A was \$923,883.36 and according to the Award Notice is being awarded at \$1,000,000.00, resulting in a substantial difference of \$301,119.30 in taxpayers' dollars. We feel this money could be used elsewhere in our Community, i.e. Veterans, Homeless, Battered Woman, Education, Children, etc. We do see that on this part of the award and bid we did score Group A – 30 points and Group B 30 points. Furthermore, our total bid for both Group A and Group B was \$990,380.08, which is still lower than AAA's bid for Group A alone. Part of the award process is evaluation where Arcadia was told by numerous County Employees that the "interview process" does not weigh as heavy as the "Lowest Bidder" and not to worry.

Now we find out that the reverse is true. The Interview Process does have a much heavier impact than the Lowest Bidder. We spent countless hours putting together a package for the County for this interview process and being low bidder, to be dismissed for an interview process we believe to be ambiguous as explained below in point two (2):

## **2. Evaluations' Weight and Transparency on Award of Contract:**

We appeal to the Board to this evaluation/determination. On the Evaluator sheets provided by Procurement each sheet indicates that our references were not provided. This in itself is "NOT" factual. We sent out the reference forms provided in the Solicitation and in fact our Customers/Clients shared the references with us even after Arcadia's instructions to them were to send directly to the Pima County Procurement. These evaluations came back with great reviews (attached here for your convenience and review). Four out of 5 References scored Arcadia with "5's" in all categories on the evaluation and one Client even said they would score Arcadia higher if there was a larger scale. We were graded down drastically for this, and we feel that if these interviews/evaluators are scoring based on "NO REFERENCES" then in our original protest (attached here for your convenience) the References should have been considered at the time of our Protest Letter dated August 8<sup>th</sup>, 2024; since our Customers/Clients took the time to fill them out and submit them to Pima County Procurement. Furthermore, Evaluator #2 indicates references submitted and then no references submitted-very confusing as to how this can happen.

Arcadia Landscape has been performing this Contract for Pima County for eighteen (18) years; of which, four (4) years has been under new ownership. Still and all we have performed for the County on time, in emergency on-site calls, with skilled labor and a management team with no written or verbal communication that we performed the Contract unsatisfactorily. We are at a loss of how Arcadia Landscape was "Evaluated" on the award of this project and/or contract since we have performed our Contract with "Due Diligence." Again, our References scored Arcadia Landscape with "Exceptional Ranking" of 4 out of 5 references that shared their Ranking with us. So given the fact that we scored 30 on the Evaluation Criteria and 20 for References. Key Personnel we have Qualified Professional Staff with a combined experience in the Landscape Industry of at least 100 years between them. Our Contract Administrator, one of our Key Personnel, put together a pristine presentation for Pima County. We fail to see the evaluation criteria and deviations as marked on the award. We respectfully feel that we scored higher in the "Evaluation and/or Evaluator" on the Bid Award Tabulation.

There have been several other issues that were brought to the Contract Manager of Pima County, Mr. Robert LaBlue. This pertains to Stacy Smith of Pima County Contracting stealing our employees while working on the Projects for Pima County. This is a "HUGE" violation and Mr. LaBlue should have put a stop to this action; however, to no avail. We have proof and written statements on this matter. We believe that because Stacy Smith was exposed and asked by Arcadia Landscape to stop this course of action it was "weighted" against Arcadia in the Interview process for this Evaluation of RFP2000243. Stacy Smith also would issue the extra work for this current Project/Contract to other Contractors via the "Shopping" our bid method. This also was told to Mr. LaBlue, and again Stacy Smith was allowed to remain on the project given her "Short Comings" with Arcadia Landscape, (Arcadia can provide proof of this also).

Arcadia Landscape did not receive one (1) 48 Hour Notice on the current Project and/or Contract until these issues were discussed with Mr. Robert LaBlue. Although these matters were brought to the attention of Mr. LaBlue, Arcadia was advised that "now is not the time to bring these issues up, that it would be better at the time of Contract Renewal". After these "Short Comings" were brought to Mr. LaBlue's attention is when the 48-hour Notices were sent to Arcadia (Examples are attached of 48 hours Notices that do NOT pertain to our original contract). Please note that more examples exist upon the request of the Board.

In the decision from Procurement there is mention regarding invoices not being revised within a reasonable time frame. Arcadia has to respectfully dispute this accusation due to our Accounts Receivable Personnel is very adversed at her position and does her job with the upmost efficiency. In reflection of this comment there were times where clarification needed to be asked on the request for revision; however, the request for revision definitely was not ignored. We were also being instructed by Stacy Smith to change our invoice dates by thirty days to reflect current dates of when invoices were revised. This change would have altered our accounting records and revenues and is illegal. Here are examples of her work and response to email concerning those invoices in question.

Arcadia feels that since Mr. Robert LaBlue was one of the evaluators that the review process was **NOT** an un-biased or evenly scored process for Arcadia. Although Arcadia could have presented our "Key Personnel" more in depth it does not change the fact that our staff is qualified, professional and has; as stated, over 100 years experience in the Landscape Industry.

We respectfully appeal to the Board of Supervisors to overturn the decision of Procurement and Award this Solicitation to the Lowest Responsible Bidder: CDK DESIGN, LLC dba ARCADIA LANDSCAPE. We thank you for your time today and hope the Board deems this a fair and balance Appeal to our rights as a bidder and contractor.

Respectfully submitted,



Mr. Ronald D. Kirk, Owner/CEO  
CDK Design, LLC dba Arcadia Landscape  
2002 E. 13<sup>th</sup> Street  
Tucson, Arizona 85719  
Telephone: 520-791-0889  
Facsimile: 520-791-0916

Enc: Reference Forms 3 copies and 2 emails  
Bid Tabulation Sheet Arcadia  
Employee Statements  
Invoice Emails

## Laurel Buzard

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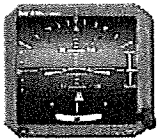
**From:** Shelby Pinter <shelbyp@horizonbuildingsolutions.com>  
**Sent:** Tuesday, July 2, 2024 6:29 AM  
**To:** ladd.lyons@pima.gov  
**Cc:** Laurel Buzard  
**Subject:** Pima County Reference- Arcadia Landscape  
**Attachments:** Arcadia Landscape- Pima County Reference.pdf

Good morning,

Please see the attached, completed reference sheet for Arcadia Landscape.

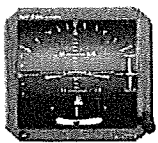
We have sincerely enjoyed working with them since April of 2021 and will continue to do so. Please let me know if you have any questions regarding this form. Have a great day!

Thank you!  
Shelby Pinter  
*Account Manager*  
*Office 610-241-8397 ex5*  
*919-815-7557 mobile*  
*610.558.3683 fax*  
[shelbyp@horizonbuildingsolutions.com](mailto:shelbyp@horizonbuildingsolutions.com)  
[www.horizonbuildingsolutions.com](http://www.horizonbuildingsolutions.com)



**HORIZON** BUILDING SOLUTIONS

Thank you!  
Shelby Pinter  
*Account Manager*  
*Office 610-241-8397 ex5*  
*919-815-7557 mobile*  
*610.558.3683 fax*  
[shelbyp@horizonbuildingsolutions.com](mailto:shelbyp@horizonbuildingsolutions.com)  
[www.horizonbuildingsolutions.com](http://www.horizonbuildingsolutions.com)



**HORIZON** BUILDING SOLUTIONS

**EXHIBIT D: REFERENCE FORM (2 PAGES)**

**PLEASE COMPLETE EACH AND EVERY SECTION.**

Name of Vendor for whom reference is given: Arcadia Landscape

Your organization's business name: Horizon Building Solutions

Your name and title: Shelby Pinter - Account Manager

Telephone number: 919-815-7557 Email address: shelbyp@horizonbuildingsolutions.com

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

Yes  Service was provided from April, 2021 to July, 2024  
 Present  
 (Month, Year) (Month, Year)

No

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

Monthly Monthly, between 2 properties, Arcadia takes care of mowing, weeds, sweeping, garbage pick-up, and more. Cost is \$840 / month

• Did Vendor meet all contract requirements satisfactorily: Yes  No

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

Arcadia has consistently done a great job keeping our properties in Tucson maintained. We are very happy with their work & professionalism

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

	Below Unsatisfactory	Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	2	3	<u>4</u>
Comments:	<u>One of the best vendors we work with across the country</u>				
2. Understanding of contractual requirements:	0	1	2	3	<u>4</u>
Comments:					
3. Completing projects on time within budget:	0	1	2	3	<u>4</u>
Comments:					
4. Vendor knowledge of services:	0	1	2	3	<u>4</u>
Comments:					
5. Vendors record keeping and billing accuracy:	0	1	2	3	<u>4</u>
Comments:					
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	<u>4</u>
Comments:					

**EXHIBIT D: REFERENCE FORM (continued)**

Name of Vendor for whom reference is given: Arcadia Landscape

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	<i>Unsatisfactory</i>	<i>Below Average</i>	<i>Average</i>	<i>Above Average</i>	<i>Exceptional</i>
7. Competence of professional services staff:	0	1	2	3	(4)

Comments: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	(4)
--------------------------------------	---	---	---	---	-----

Comments: \_\_\_\_\_

9. What are their strengths as a service provider?

Prompt response anytime we reach out. Meeting/exceeding expectations, billing accurately, quality of work.

10. What are their drawbacks as a service provider?

N/A

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

Everyone I have interacted with at Arcadia is wonderful. We appreciate that we can fully trust them to maintain our properties even from across the country.

Your Signature: *[Signature]*

Please email this form by July 9th, 2024, no later than 2:00 local Tucson, AZ time to:

Ladd Lyons  
 Procurement Officer  
 Pima County Procurement Department  
 Email: ladd.lyons@pima.gov  
 Tel: 520-724-3730

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

**END OF EXHIBIT D**



## Laurel Buzard

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**From:** Ladd Lyons <Ladd.Lyons@pima.gov>  
**Sent:** Thursday, June 27, 2024 12:34 PM  
**To:** Rebecca Curdo  
**Cc:** Laurel Buzard  
**Subject:** RE: Reference Form- Arcadia Landscaping

Good afternoon,

Received, thank you Rebecca.

Ladd Lyons  
Procurement Officer  
Materials & Services Division  
Pima County Procurement  
150 W Congress St, 5<sup>th</sup> Floor  
Tucson, AZ 85701  
(520) 724-3730

**From:** Rebecca Curdo <r.curdo@platinumonline.org>  
**Sent:** Thursday, June 27, 2024 11:50 AM  
**To:** Ladd Lyons <Ladd.Lyons@pima.gov>  
**Cc:** Laurel Buzard <laurelb@arcadia-landscape.com>  
**Subject:** Reference Form- Arcadia Landscaping

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Good afternoon!  
I was asked to fill out this reference form for Arcadia Landscaping.  
Please let me know if any further information is needed.

Thank you,

**Rebecca Curdo**  
Association Manager  
Platinum Management, Inc.  
(520) 623-2324  
Fax: (520) 722-5039

AAMC - Accredited Association Management Company  
**Corporate Office**

7225 E. Broadway Blvd, Suite 140  
Tucson, AZ 85710

This communication (and any information or material transmitted with this communication) is confidential, may be privileged, and is intended only for the use of the intended recipient. If you are not the intended recipient, any review, retransmission, conversion to hard copy, copying, circulation, publication, dissemination, distribution, reproduction, or other use of this communication, information, or material is strictly prohibited and may be illegal. If you received this communication in error, please notify us immediately by telephone or by return e-mail, and delete this communication, information, and material from any computer, disk drive, diskette, or other storage device or media. Thank you.

**EXHIBIT D: REFERENCE FORM (2 PAGES)**

**PLEASE COMPLETE EACH AND EVERY SECTION.**

Name of Vendor for whom reference is given: Arcadia Landscape

Your organization's business name: Platinum Management

Your name and title: Rebecca Curdo - Community Manager

Telephone number: 520 623 2374 Email address: r.curdo@Platinumonline.org

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

Yes  Service was provided from 01/2023 to Current  
 (Month, Year) (Month, Year)

No

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

Community Common Area Landscaping - monthly cost  
\$1,152.00 - Annual amount \$13,824.00

- Did Vendor meet all contract requirements satisfactorily: Yes  No

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

Somewhat Satisfied

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

	Unsatisfactory	Below Average	Average	Above Average	Exceptional
1. Communications with Vendor:	0	1	<u>2</u>	3	4
Comments:	_____				
2. Understanding of contractual requirements:	0	1	<u>2</u>	3	4
Comments:	_____				
3. Completing projects on time within budget:	0	1	<u>2</u>	3	4
Comments:	_____				
4. Vendor knowledge of services:	0	1	2	<u>3</u>	4
Comments:	_____				
5. Vendors record keeping and billing accuracy:	0	1	2	3	<u>4</u>
Comments:	_____				
6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	<u>4</u>
Comments:	_____				

EXHIBIT D: REFERENCE FORM (continued)

Name of Vendor for whom reference is given: Arcadia Landscaping

PLEASE RATE THE FOLLOWING ITEMS (circle one):

	<i>Unsatisfactory</i>	<i>Below Average</i>	<i>Average</i>	<i>Above Average</i>	<i>Exceptional</i>
7. Competence of professional services staff:	0	1	2	3	4

Comments: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	4
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Comments: \_\_\_\_\_

9. What are their strengths as a service provider?  
Great Communication

10. What are their drawbacks as a service provider?  
\_\_\_\_\_  
\_\_\_\_\_

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

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

Your Signature: 

Please email this form by July 9th, 2024, no later than 2:00 local Tucson, AZ time to:

Ladd Lyons  
Procurement Officer  
Pima County Procurement Department  
Email: ladd.lyons@pima.gov  
Tel: 520-724-3730

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

END OF EXHIBIT D

## Laurel Buzard

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**From:** Judy Sweetser <JudyS@Sabinoexecutivesuites.com>  
**Sent:** Thursday, June 27, 2024 4:03 PM  
**To:** ladd.lyons@pima.gov  
**Subject:** Reference Form for Arcadia Landscape  
**Attachments:** Arcadia Landscape Reference Form - Exhibit D.pdf

Hello Ladd,

I have completed the form for Arcadia Landscape.

If you have any questions regarding my responses, please feel free to contact me during business hours, which are 8a to 5p, Monday through Friday

Thank you,

Judy Sweetser  
Sabino Executive Suites  
(520) 577-5430 - Phone

**EXHIBIT D: REFERENCE FORM (2 PAGES)**

**PLEASE COMPLETE EACH AND EVERY SECTION.**

Name of Vendor for whom reference is given: Arcadia Landscape

Your organization's business name: Sabino Canyon Corporate Center

Your name and title: Judy Surtzscr, Property Management Coordinator

Telephone number: 520-577-5430 Email address: JudyS@Sabinonexecutivesuites.com

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

Yes  Service was provided from 03/2007 to 06/2024 (present)  
(Month, Year) (Month, Year)

No

• Please briefly describe the scope of service and dollar value of the contract with Vendor: Service Includes:

Trim/Shape trees, bushes, cactus • Remove dying vegetation and replace with healthy plants • Check/adjust irrigation performance weekly inspection and cleaning of our property • Report findings

• 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. They communicate any changes or improvements needed for the property, prepare a quote, send a team to do the work, send us an invoice and we send in the payment.

**PLEASE RATE THE FOLLOWING ITEMS (circle one):**

		Below		Above	
	Unsatisfactory	Average	Average	Average	Exceptional
1. Communications with Vendor:	0	1	2	3	④

Comments: The supervisors work 1 on 1 with team members, check on property ever 2-3 weeks.

2. Understanding of contractual requirements:	0	1	2	3	④
---	---	---	---	---	---

Comments: If there are any questions, I am welcome to call for clarification and they explain it.

3. Completing projects on time within budget:	0	1	2	3	④
---	---	---	---	---	---

Comments: All projects have been completed on time and the budget remained in place

4. Vendor knowledge of services:	0	1	2	3	④
----------------------------------	---	---	---	---	---

Comments: Our property is always maintained to a high standard due to their expertise

5. Vendors record keeping and billing accuracy:	0	1	2	3	④
---	---	---	---	---	---

Comments: Never a problem with AP or AR -

6. Vendor's responsiveness and success at addressing problems that arise:	0	1	2	3	④
---	---	---	---	---	---

Comments: The Supervisors assess the situation - work out a plan to fix the problem

**EXHIBIT D: REFERENCE FORM (continued)**

Name of Vendor for whom reference is given: Arcadia Landscape

PLEASE RATE THE FOLLOWING ITEMS (circle one):

		<i>Below</i>		<i>Above</i>	
	<i>Unsatisfactory</i>	<i>Average</i>	<i>Average</i>	<i>Average</i>	<i>Exceptional</i>
7. Competence of professional services staff:	0	1	2	3	(4)

Comments: \_\_\_\_\_

8. Overall satisfaction with Vendor:	0	1	2	3	(4)
--------------------------------------	---	---	---	---	-----

Comments: \_\_\_\_\_

9. What are their strengths as a service provider?  
The chain of command is always followed, everyone does their part and the teams are interchangeable since they follow the same protocols so their

10. What are their drawbacks as a service provider? Teams are very successful  
I haven't experienced any

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

Their teams have grown in knowledge and team work over the years, which makes them efficient in anything that comes up      *Great teamwork!*

Your Signature: Audrey Sweetser

Please email this form by July 9th, 2024, no later than 2:00 local Tucson, AZ time to:

Ladd Lyons  
 Procurement Officer  
 Pima County Procurement Department  
 Email: ladd.lyons@pima.gov  
 Tel: 520-724-3730

Vendor may contact you if Reference Form due-in schedule has been revised by subsequent solicitation amendment. The published revised due-in schedule will supersede above schedule.

Thank you for your time. Pima County sincerely appreciates your cooperation.

**END OF EXHIBIT D**

**Laurel Buzard**

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**From:** Melissa La Velle <mlavelle@4-dproperties.com>  
**Sent:** Thursday, June 27, 2024 4:34 PM  
**To:** Laurel Buzard; Cody Kirk; Ron Kirk  
**Subject:** Re: Pima County Reference

Good afternoon Laurel,

We appreciate the work you do for us, and I did complete and submitted the form just now. I hope it proves to be helpful for you all.

Thank you,

*Melissa La Velle*  
Property Manager  
4-D Properties, LLP  
2870 N. Swan Road, Suite 100  
Tucson, Az 85712  
P: 520.325.9600- ext. 230  
mlavelle@4-dproperties.com

All proposals are subject to further management approval. No comments in this e-mail shall be binding or contractual.

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**From:** Laurel Buzard <laurelb@arcadia-landscape.com>  
**Sent:** Thursday, June 27, 2024 9:09 AM  
**To:** Melissa La Velle <mlavelle@4-dproperties.com>; Cody Kirk <codyk@arcadia-landscape.com>; Ron Kirk <ronkirk@arcadia-landscape.com>  
**Subject:** Pima County Reference

Good Morning, Melissa,

I am writing to kindly request your assistance in filling out and submitting a reference for us no later than July 8th. We are currently in the process of renewing our contract with Pima County, and this reference is a crucial requirement for our submission. I did try calling you to speak with you personally, but I was unable to reach you via your company directory. We truly appreciate working with you and would feel greatly blessed if you could do this for us.

Please send the completed reference to [ladd.lyons@pima.gov](mailto:ladd.lyons@pima.gov). If you have any questions or need further information, please do not hesitate to reach out.

Thank you very much for your time and assistance.

Respectfully,



Re: Pima County Reference



Daniel Hofstadter <[dan@solhoff.com](mailto:dan@solhoff.com)>

To: Laurel Buzard

Cc: Cody Kirk; Ron Kirk

you replied to this message on 7/1/2024 7:34 AM.

Reply Reply All Forward

Fri 6/28/2024 6:45 PM

Reference form completed and sent in. I told them we were very happy with your service, and that your responsiveness is excellent.

Have, or hope you had, a great weekend!

Dan

On Jun 27, 2024, at 11:18 AM, Laurel Buzard <[laurelb@arcadia-landscape.com](mailto:laurelb@arcadia-landscape.com)> wrote:

Thank you so much Dan!

Respectfully,

**Laurel Buzard**

*Contract Administrator*

< >

2002 East Thirteenth Street, Tucson, AZ 85719

o: 520-791-0889

f: 520-791-0916

e: [laurelb@arcadia-landscape.com](mailto:laurelb@arcadia-landscape.com)

w: <https://arcadia-landscape.com/>

From: Daniel Hofstadter <[dan@solhoff.com](mailto:dan@solhoff.com)>

Sent: Thursday, June 27, 2024 10:37 AM

To: Laurel Buzard <[laurelb@arcadia-landscape.com](mailto:laurelb@arcadia-landscape.com)>

Cc: Cody Kirk <[codyk@arcadia-landscape.com](mailto:codyk@arcadia-landscape.com)>; Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>

Subject: Re: Pima County Reference

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		TOTAL POINTS POSSIBLE	
TABULATION OF COST GROUP A	TOTAL PRICE PROPOSED	TOTAL POINTS AWARDED	RANK
Underwood Brothers - AAA	\$ 923,883.36	22.69	2
CDK - Arcadia	\$ 698,880.70	30.00	1

TABULATION OF COST GROUP B	TOTAL PRICE PROPOSED	TOTAL POINTS AWARDED	RANK
Underwood Brothers - AAA	\$ 585,287.00	14.94	2
CDK - Arcadia	\$ 291,499.38	30.00	1

TABULATION OF PANEL SCORES GROUP A									
FIRM	EVALUATOR 1	DEVIATION 1	EVALUATOR 2	DEVIATION 2	EVALUATOR 3	DEVIATION 3	STANDARD DEVIATION	AVERAGE SCORE	RANK
AAA Landscape	58	0.7	53	-4.3	61	3.7	3.3	57.3	1
Arcadia	48	3.7	35	-9.3	50	5.7	6.6	44.3	2

HEISMAN RANKING	EVALUATOR 1	EVALUATOR 2	EVALUATOR 3	TOTAL	RANK
AAA Landscape	1	1	1	3	1
Arcadia	2	2	2	6	2

TABULATION OF PANEL SCORES GROUP B									
FIRM	EVALUATOR 1	DEVIATION 1	EVALUATOR 2	DEVIATION 2	EVALUATOR 3	DEVIATION 3	STANDARD DEVIATION	AVERAGE SCORE	RANK
AAA Landscape	57	0.0	53	-4.0	61	4.0	3.3	57.0	1
Arcadia	48	3.7	35	-9.3	50	5.7	6.6	44.3	2

HEISMAN RANKING	EVALUATOR 1	EVALUATOR 2	EVALUATOR 3	TOTAL	RANK
AAA Landscape	1	1	1	3	1
Arcadia	2	2	2	6	2

FINAL SCORE - GROUP A	TOTAL POINTS	RANK
Underwood Brothers - AAA	80.0	1
CDK - Arcadia	74.3	2

FINAL SCORE - GROUP B	TOTAL POINTS	RANK
Underwood Brothers - AAA	71.9	2
CDK - Arcadia	74.3	1

Around 2nd week of December of 2022 I was checking some irrigation stuff when Stacy approached me and stated your one of the first that as checked our irrigation and then asked me how long I've been landscaping and I told her a little over 26 years and she replied if you would of been working with us you could retired ~~at this~~ by now and then Jacob Vega said arcadia is down on the floor with the work they do for us so then Stacy told me we are hiring \$19 dollars an hour to start with benefits then she went on saying just don't tell Ron Kirk about this conversation because he'll ~~fire~~ <sup>J.C.</sup> want to fire you and I responded you guys are the ones that ~~approached~~ <sup>J.C.</sup> approached me then she went on saying I can help you with your application online and I stated OK thank you but I have to get back to work then she still kept talking and told me I can help you with the questions you will be asked in your interview so I said OK thanks.

Also Stacy Smith stated working with Arcadia you will never get \$19 dollars an hour J.C. and with us you will start at \$19 ~~\$28-23~~  
J.C. 4-28-23

I Jesus Carpio in this document I wrote  
also felt very uncomfortable with Stacy Smith  
conversation thinking she was trying to set  
me up with my boss Ron Kirk in the way  
that I was asking all these questions that  
she stated

Jesus Carpio

4-28-23

6/8/2023

YO GUADALUPE RODRIGUEZ DECLARO QUE 2 PERSONAS QUE TRABAJAN PARA PIMA COUNTY DE NOMBRES MIRANDO CUANDO Y ESTABAN TRABAJANDO CORTANDO ARBOLES EN EL LUGAR ANIMAL CARE CENTER EL DIA MIERCOLES 24 MAYO 2023 APROXIMADAMENTE LAS 9:30 AM,

CUANDO SE ACERCARON A MI PARA DECIR QUE HABIA HECHO MUY BUEN TRABAJO Y ANTES DE ELLOS SEGUIR CAMINANDO PARA SEGUIR OBSERVANDO ME HICIERON LA INVITACION PARA APLICAR Y TRABAJAR PARA ELLOS. A LO QUE YO CONTESTE QUE NO SABIA INGLES PARA ENTRAR CON ELLOS Y QUE APARTE YO ESTABA TRABAJANDO AGUSTO CON ESTA COMPANIA AREADIA 2.

ME DIERON POR ESCRITO UN PAPEL CON LA PAGINA DE PIMA COUNTY PERO YO LO CONSERVE COMO UNO SIN INTERES.

DE 3 A 5 MINUTOS HABLARON CONMIGO ~~Y~~ DESPUES SE FUERON. DANIEL HOPPER ESTABA CONMIGO EL MIRO TODO.

ESTA INFORMACION ES A MI MEJOR CONOCIMIENTO Y MEMORIA.

Guadalupe Rodriguez

DANNY HOPPER

6/7/23

Sometime IN MARCH Jeff And my self  
where At the 240 Stone Courthouse  
Stacy Smith was talking to ~~me~~ us  
And Brougt UP that pima County had jobs  
opening For MAINTANCE WORKERS  
And suggested me And Jeff should Apply  
And that we should put in for the jobs  
She would put a good words in for  
us both BECAUSE she liked the work  
we worked.  
MAY 13<sup>th</sup> she came UP to me  
AND offered IT AGAIN TO me.

Danny Hopper

ON MORE THAN ONE OCCASION  
WHILE WORKING ON A PIMA COUNTY  
SITE, STACY SMITH HAS DIRECTED US  
MY SELF, AND JEFF SEGAR WHAT SHE WANTED  
DONE ON THAT DAY AFTER WE ASK HER  
IF THERE WAS ANYTHING SPECIAL SHE  
NEEDED, ALSO SHE STATED TO US  
THAT IF SHE CALLED FOR A 48 HOUR  
CLEAN UP ON A PROPETIE IT WAS  
NOT BECAUSE OF OUR WORK, BUT SHE  
WAS UPSET WITH ARCADIAS MANAGEMENT

Du Hope  
DANNY HOPPER

Letter of Declaration from: Guadalupe Rodriguez

06/08/2023

I, Guadalupe Rodriguez, declare that 2 people that work for Pima County named Stacey and Esteban while seeing me work cutting trees at Animal Care Center on Wednesday, May 24, 2023 at approximately 9:30 A.M. when they approached me to tell me that I had done a very good job and before they continued walking to continue observing they made an invitation for me to apply and work for them. What I responded to them was that I do not know English enough to work with them, and that besides I am comfortably working with this company, Arcadia Landscape. They gave me in writing Pima County's website, and I kept it with me with no interest towards it. They spoke to me about 3 to 5 minutes before they left. Daniel Hopper was with me, and he saw the whole thing.

This is to the best of my knowledge and memory.

X Guadalupe A. Rodriguez

Signature

Date: 6/8/2023

X Josue Capel

Witness Signature

Date: 6/8/23

I witness this on MAY 13

Daniel Hopper



Pima.Gov  
Trades Maintenance  
Specialist (Landscaping)

Notes

April 28,2023

***Jacob Vega***

Trades Maintenance Supervisor (Landscaping)

Pima County Facilities Management

(520) 724-3054 off.

(520) 312-7561 cell

*Stacy Smith*

Program Manager

Pima County Facilities Management: Contract Services

Office Phone (520) 724-8319

On April 28,2023 the above reference Pima county employees approached Jesus Carpio an employee of Arcadia Landscape advised me Ronald Kirk Owner of Arcadia Landscape that Stacy Smith an employee of Pima County Approached Jesus Carpio approximately back in December 2022 on a Pima County property and asked my employee Jesus Carpio that he should leave Arcadia Landscape and come work for Pima County and that Stacy Smith advised Jesus Carpio that she ( Stacy Smith ) would show Jesus Carpio how to fill out the paperwork to get hired very quickly, Also Stacy Smith advised Jesus Carpio "DON'T TELL RON BECAUSE IF YOU DO TELL RON HE WILL TERMINATE YOU" Jesus Carpio stated to Stacy Smith what do you mean " Stacy you came to me I didn't come to you. Smith, Stacy stated to Carpio, Jesus you can start at Pima County at \$19.00 per Hour and you will never get \$19.00 per Hour at Arcadia Landscape.

I view the comment that Smith, Stacy made to Carpio, Jesus as unprofessional, Unethical and it proves that Smith, Stacy is trying to get Arcadia Landscape employees to go against Kirk, Ronald, and Arcadia Landscape.

A former employee of Arcadia Landscape Francisco Bracamonte was hired by Arcadia Landscape on the date of 11/02/2020 and employee Francisco, Bracamonte left Arcadia Landscape 10/28/2022 approximately three or four months prior to employee Francisco, Bracamonte departing from Arcadia Landscape. Stacy, Smith would send numerous e-mails and phone calls complaining about Francisco, Bracamonte about his work stating that employee Francisco, Bracamonte did not know how to do his job, he is not a good spray tech, and Francisco, Bracamonte is spraying cars, buildings etc..... Stacy Smith

did nothing but complain about Francisco Bracamonte regarding his work. Shortly after the departure of Francisco, Bracamonte was hired by Pima County as Pima County's spray tech.

Approximately date in April of 2023 Stacy, Smith and employee Vega, Jacob of Pima County approached an employee Jeffery, Segar on a Pima County Property and Stacy, Smith approached Arcadia Landscape employee Jeffery, Segar and began speaking with Jeffery, Segar while Stacy, Smith was speaking to Jeffery, Segar Pima County employee Jacob, Vega started to look inside of Arcadia Landscape truck and looking at Arcadia Landscape schedule and noticed that Arcadia Landscape has Sun Tran property and Stacy, Smith made a comment " OH YOU HAVE SUN TRAN PROPERTY " That information is private information and none of Pima County business.

As I Kirk, Ronald owner of Arcadia Landscape I feel that employee Smith, Stacy and Vega, Jacob is ostracizing Arcadia Landscape employees against myself Kirk, Ronald, and Arcadia Landscape itself.

Arcadia Landscape has a handwritten document from Carpio, Jesus on April 28, 2023.

6-1-23

On Monday 5-24-23 Stacy and her  
partner Jacob approached me and asked  
me if I was interested in a job working  
for Stacy and Jacob at Pima County  
Jacob showed copy of job description  
and gave

to me and it showed wages and work  
duties. I thanked them and walked away

Submitted by  
Jeffery Seger

~~Jeffery Seger~~  
6-1-23

May  
Two Week ago  
Was @ face

Jeffery Seger  
+  
Dennis Harper



Pima County  
**0912 - Trades Maintenance Specialist (Landscaping)**

<b>SALARY</b>	\$19.67 Hourly	<b>LOCATION</b>	Tucson, AZ
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	2023-00693
<b>DEPARTMENT</b>	Facilities Management	<b>DIVISION</b>	FM CONTRACT SVC
<b>OPENING DATE</b>	04/28/2023	<b>CLOSING DATE</b>	Continuous
<b>FLSA</b>	Determined by Position		

### Position Description

**These three (3) positions are located in the Facilities Management Department.**

#### **Salary Grade: 41**

Leads, participates, or operates independently in providing journey-level maintenance, repair, diagnosis, trouble-shooting, construction, fabrication, and preventive maintenance. Requires technical skills, experience, and knowledge in area of specialization, as well as training, lead, or supervisory skills, and knowledge. Accountable for activities and ensures services or products comply with written procedures, engineering drawings, specifications, contracts, industry standards, and statutory codes and requirements.

### Duties/Responsibilities

(Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

#### In Many Settings:

Performs skilled analysis and repair of equipment, systems and vehicles;

Leads others in highly skilled fabrication or modifications of existing or proposed equipment, facilities, systems or their components from verbal directions, sketches, plans, engineering drawings or technical references;

Inspects, services and maintains assigned tools, equipment and vehicles;

Performs quality control analysis on equipment or supported systems for proper functioning and performs remedial actions necessary to assure optimum operations;

Inspects, approves or certifies work of others (if certified or authorized to do so);

Maintains comprehensive activity, operations, service and usage records on supported vehicles, equipment and systems;

Prepares oral and written activity reports;

Prepares estimates for unique or complex operations, maintenance and special projects from rough sketches and engineering plans or drawings, and documents use and expenditure of materials, supplies and equipment;

Prepares sketches and drawings for work proposed or in-progress to communicate needed information to supervisors, subordinates and contractors;

Coordinates own or work-unit activities with other work-units, agencies or contractors to assure optimal use of available resources and to minimize disruptions of service or support;

Monitors contractor performance (including contractor-supplied goods and services);

Conducts on-the-job training for employees in assigned work-unit;

Stores, handles, uses and disposes of hazardous materials required, encountered or generated in work activities;

Maintains security and accountability for all tools, equipment and materials, particularly for work in medical, law enforcement, detention or correctional settings;

Maintains and uses safety and personal protective equipment;

Implements work-site traffic control procedures to ensure safety;

Explains rules, regulations or procedures to the public and other County employees for use of County facilities;

Collects, labels, transports and analyzes samples of fluids, solids, effluents, etc., encountered in work.

#### Facility/Grounds Maintenance Settings:

Supervises and participates in cutting, trimming, seeding, fertilization, and application of herbicides/pesticides to turf grasses, soils, trees and ornamental shrubs;

Identifies common and abnormal conditions and diseases of turf grasses, trees and ornamental shrubs and directs appropriate remedial actions.

#### KNOWLEDGE AND SKILLS:

Knowledge of:

- operation and maintenance of tools, equipment and materials encountered in area of assignment;
- effective lead, training and communications techniques;
- hazards and safety procedures or equipment required in the area of specialization or assigned areas;
- codes and standards applicable to the craft, trade, specialty or area of work assignment; basic contracting processes.

Skill in:

- performing journey-level tasks of the skill, trade, craft or area of specialization;
- following written and oral instructions;
- preparing working sketches, drawings and estimates of resources required for assigned projects;
- interpreting and applying required codes or standards to work situations;
- maintaining written documentation of activities;
- leading, supervising and evaluating the work of others;
- conducting and coordinating specialized and on-the-job training in the skill, craft, trade or area of specialization;

- communicating effectively.

## Minimum Qualifications

**(1) Completion of an industry-recognized apprenticeship program in landscape, turf, construction, or building maintenance and one year of journey-level experience in the same.**

**(Relevant education may substitute for up to six months of the aforementioned experience.)**

**OR:**

**(2) Five years of journey-level experience in landscape, turf, construction, or building maintenance.**

**(Relevant education may substitute for up to two and one-half years of the aforementioned experience.)**

**OR:**

**(3) Two years of experience with Pima County as a Trades Maintenance Technician in landscape, turf, construction, or building maintenance. Some positions may require additional specialized training and/or experience.**

**(Relevant education may substitute for up to one year of the aforementioned experience.)**

**Qualifying education and experience must be clearly documented in the "Education" and Work Experience" sections of the application. Do not substitute a resume for your application or write "see resume" on your application.**

**Preferred Qualifications: (Be specific in describing your experience in your application. Ensure the descriptions provided illustrate your competencies, specifically addressing the required and preferred qualifications.):**

1. Minimum six (6) months experience in building construction, repair, or maintenance.
2. Minimum two (2) years experience working in landscape construction, turf maintenance, and basic irrigation system installation, repair, or maintenance.
3. Minimum one (1) year experience in general maintenance of construction-type equipment (front-end loader, utility tractor, brush cutter/mower, backhoe, skid steer, forklift, riding trencher, dozer, boom lift, water truck, etc.).
4. Minimum one (1) year experience with field operation equipment to include trenching, excavation, grading, auguring, boring, transporting job site materials, demolition, dust control, and/or open space mowing, etc.
5. Minimum one (1) year experience performing basic fence installation (barbwire, chain link, field fence, and gates), concrete and/or adobe construction, or rough carpentry.
6. Experience with basic computer programs, e-mail, work order documents, and/or reports.

### **Selection Procedure:**

**Pima County Human Resources Department reserves the right to admit to the selection process only those candidates that meet the minimum/desired qualifications. All applications will be assessed based on an evaluation of the listed education and experience. Candidates meeting the minimum/desired qualifications may be further evaluated/scored against any advertised Preferred Qualifications. The hiring authority will interview and select the successful candidates from a referral list provided by Human Resources. Additional assessments/testing may be required as part of the selection process.**

## Supplemental Information

**Licenses and Certificates:** Some positions require Arizona certification as an herbicide/pesticide applicator or backflow device inspector/repair person or installer, etc. at the time of appointment or prior to completion of an initial/promotional probation period. Some positions must obtain and maintain certification by the National Institute for Automotive Service Excellence (ASE). **Valid driver license is required at time of application.** Valid **AZ** driver license is required at time of

appointment. The successful applicant will be subject to a 39-month DOT Motor Vehicle Record review to determine applicant's suitability to operate county vehicles in accordance with Pima County administrative procedures. Some positions require a valid Arizona commercial driver license (CDL) with appropriate endorsement(s) at the time of appointment, or prior to completion of an initial/promotional probation period. Positions requiring a CDL are also subject to applicable State of Arizona and federal standards, rules, and regulations on physical requirements including drug and alcohol testing. Failure to obtain/maintain the required certifications/licenses shall be grounds for termination. Any offer of employment resulting from this recruitment is contingent upon Fleet Services' review and approval of the candidate's driving record.

**Special Notice Items:** Due to the need for access to law enforcement, detention, or correctional facilities, some positions may require satisfactory completion of a personal background investigation by law enforcement agencies. Some positions carry the risk of exposure to infectious diseases, blood-borne pathogens, asbestos, or wastewater products, therefore special medical screening prior to or during employment may be necessary to assure employee health and safety. The County requires pre-employment background checks. Successful candidates will receive a post-offer, pre-employment background screening to include verification of work history, education, and criminal conviction history. A prior criminal conviction will not automatically disqualify a candidate from employment with the County. **The ability to obtain a jail pass is required.**

**Physical/Sensory Requirements:** **A post-job-offer physical is required.** Some positions require the ability to: lift and carry up to seventy-five pounds; safely operate assigned vehicles and other powered equipment; work in extremes of heat, humidity, dust, cold; safely wear required safety clothing/equipment; work within the presence of obnoxious odors; work with noxious or potentially hazardous chemicals, compounds or products; ascend and descend ladders and stairs to reach and work upon elevated or below-grade work platforms and job sites; differentiate between colors.

**EEO Information:** **Pima County Government is an Equal Employment Opportunity employer.** We are committed to an inclusive and diverse workforce and will not discriminate in employment opportunities or practices on the basis of race, color, religion, national origin, age, disability, gender, sexual orientation, kinship, political interest, or any other characteristic protected by law.

**Agency**

Pima County

**Address**

150 W. Congress - 4th Floor

Tucson, Arizona, 85701

**Phone**

520-724-8028

**Website**

<http://www.pima.gov/hr>





**Norm Farmer**

*Director of Operations*

2002 East Thirteenth Street, Tucson, AZ 85719

c: 520-429-5978

o: 520-791-0889

f: 520-791-0916

e: [normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)

w: <https://arcadia-landscape.com/>

**From:** Stacy Smith <[Stacy.Smith@pima.gov](mailto:Stacy.Smith@pima.gov)>

**Sent:** Wednesday, June 28, 2023 3:08 PM

**To:** Jonathan Goldey <[jgoldey@arcadia-landscape.com](mailto:jgoldey@arcadia-landscape.com)>; Norm Farmer <[normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)>; Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>

**Cc:** Robert LaBlue <[Robert.LaBlue@pima.gov](mailto:Robert.LaBlue@pima.gov)>; Jacob Vega <[Jacob.Vega@pima.gov](mailto:Jacob.Vega@pima.gov)>; Kelsey Braun-Shirley <[Kelsey.Braun-Shirley@pima.gov](mailto:Kelsey.Braun-Shirley@pima.gov)>; Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>

**Subject:** FW: Reminder: May Invoice Need Revision: 7218, 7219, and 7272

Good Afternoon

We are still wait for revised invoices May 2023. Please provide as soon as possible. We would like to process the invoices to minimize delay in payment.

Thank you

*Stacy Smith*

**Program Manager**

**Pima County Facilities Management: Contract Services**

**Office Phone (520) 724-8319**

**From:** Stacy Smith

**Sent:** Friday, June 23, 2023 4:15 PM

**To:** Jonathan Goldey <[jgoldey@arcadia-landscape.com](mailto:jgoldey@arcadia-landscape.com)>; Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>; Norm Farmer <[normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)>

**Cc:** Robert LaBlue <[Robert.LaBlue@pima.gov](mailto:Robert.LaBlue@pima.gov)>; Jacob Vega <[Jacob.Vega@pima.gov](mailto:Jacob.Vega@pima.gov)>; Kelsey Braun-Shirley <[Kelsey.Braun-Shirley@pima.gov](mailto:Kelsey.Braun-Shirley@pima.gov)>; Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>

**Subject:** Reminder: May Invoice Need Revision: 7218, 7219, and 7272

Good Afternoon

Please provide revisions to invoice 7218 and 7272. Tres Rios WRF did not meet contract standards for the month of May. The 48 hr. notice was provided during the month of May for the site and corrections were not completed. Please contact me if you have any other verifiable charges or if you have any questions. We can walk the site or have a meeting in my office to go over the photos of the site being out of compliance with the contract standards. We will need the revised invoice asap to minimize delay in the payment. Invoice 7272, PECOC tree removal, was under 8' ( photo attached) the cost of the tree removal according to the MA is not correct and will need to be revised as well.

48 hour notices:

**Program Manager**  
**Pima County Facilities Management: Contract Services**  
**Office Phone (520) 724-8319**

**From:** Stacy Smith  
**Sent:** Thursday, June 29, 2023 6:56 AM  
**To:** Norm Farmer <[normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)>; Jonathan Goldey <[jgoldey@arcadia-landscape.com](mailto:jgoldey@arcadia-landscape.com)>; Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>  
**Cc:** Robert LaBlue <[Robert.LaBlue@pima.gov](mailto:Robert.LaBlue@pima.gov)>; Jacob Vega <[Jacob.Vega@pima.gov](mailto:Jacob.Vega@pima.gov)>; Kelsey Braun-Shirley <[Kelsey.Braun-Shirley@pima.gov](mailto:Kelsey.Braun-Shirley@pima.gov)>; Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>  
**Subject:** RE: Reminder: May Invoice Need Revision: 7218, 7219, and 7272

Good Morning Norm

That is correct for May.

Thank you

*Stacy Smith*

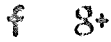
**Program Manager**  
**Pima County Facilities Management: Contract Services**  
**Office Phone (520) 724-8319**

**From:** Norm Farmer <[normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)>  
**Sent:** Thursday, June 29, 2023 6:25 AM  
**To:** Stacy Smith <[Stacy.Smith@pima.gov](mailto:Stacy.Smith@pima.gov)>; Jonathan Goldey <[jgoldey@arcadia-landscape.com](mailto:jgoldey@arcadia-landscape.com)>; Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>  
**Cc:** Robert LaBlue <[Robert.LaBlue@pima.gov](mailto:Robert.LaBlue@pima.gov)>; Jacob Vega <[Jacob.Vega@pima.gov](mailto:Jacob.Vega@pima.gov)>; Kelsey Braun-Shirley <[Kelsey.Braun-Shirley@pima.gov](mailto:Kelsey.Braun-Shirley@pima.gov)>; Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>  
**Subject:** RE: Reminder: May Invoice Need Revision: 7218, 7219, and 7272

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Stacey,

Just to be certain, Tres Rios and the Peacock Tree, nothing else for May?



**From:** Stacy Smith <[Stacy.Smith@pima.gov](mailto:Stacy.Smith@pima.gov)>  
**Sent:** Tuesday, July 25, 2023 7:08 AM  
**To:** Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>  
**Cc:** Robert LaBlue <[Robert.LaBlue@pima.gov](mailto:Robert.LaBlue@pima.gov)>; Jacob Vega <[Jacob.Vega@pima.gov](mailto:Jacob.Vega@pima.gov)>; Kelsey Braun-Shirley <[Kelsey.Braun-Shirley@pima.gov](mailto:Kelsey.Braun-Shirley@pima.gov)>  
**Subject:** RE: June Invoices Need Revisions: 7389, 7391, and 7392

Ron,

Not a problem. Does this include all correspondence? 48 hr. notices, irrigation issues, etc.? Just want to be sure this is protocol from now on.  
Also, please know we will only be sending one (1) request for issues related to invoices. We have previously sent a request for the verifiable labor and have yet to receive a response. We can't process the monthly invoice until have this information and/or a modified invoices.

Thank you

*Stacy Smith*

**Program Manager**  
**Pima County Facilities Management: Contract Services**  
**Office Phone (520) 724-8319**

**From:** Ron Kirk <[ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)>  
**Sent:** Monday, July 24, 2023 12:41 PM  
**To:** Stacy Smith <[Stacy.Smith@pima.gov](mailto:Stacy.Smith@pima.gov)>  
**Subject:** RE: June Invoices Need Revisions: 7389, 7391, and 7392

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Stacy, Please be aware of who you send emails to. My whole staff does not need to see all information coming from u. Send emails to Ron, Norm and AR.  
Thank you.

## Ron Kirk

---

**From:** Stacy Smith <Stacy.Smith@pima.gov>  
**Sent:** Tuesday, July 25, 2023 9:38 AM  
**To:** Ron Kirk  
**Cc:** Robert LaBlue; Jacob Vega; Kelsey Braun-Shirley; Pamela Franklin  
**Subject:** RE: June Invoices Need Revisions: 7389, 7391, and 7392

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Ron,

Revised invoices which is what we are requesting are required to have a current date. We are not requesting a date change for invoices that were already sent. What we are requesting is an adjusted invoice for the properties that were not in compliance with contract standards for June.

Thank you,

*Stacy Smith*

**Program Manager**  
**Pima County Facilities Management: Contract Services**  
**Office Phone (520) 724-8319**

**From:** Ron Kirk <ronkirk@arcadia-landscape.com>  
**Sent:** Tuesday, July 25, 2023 7:15 AM  
**To:** Stacy Smith <Stacy.Smith@pima.gov>  
**Subject:** RE: June Invoices Need Revisions: 7389, 7391, and 7392

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Laurel, Does our proposals and contracts amongst other things. She has nothing to do with the billing. We also will not change invoice dates because that is considered fraud. Just to let you know if you're looking for the old sign in sheets from Tres Rios, I have them. The security guard asked for me to take them with me because the binder was getting full.  
Thank you.



[arcadia-landscape.com](http://arcadia-landscape.com)

**Ron Kirk**  
*Owner/CEO*  
2002 East Thirteenth Street, Tucson, AZ 85719

office: 520-791-0889 | fax: 520-791-0916

email: [ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)

Tres Rios

Thank you

Stacy Smith

Program Manager

Pima County Facilities Management: Contract Services

Office Phone (520) 724-8319

## Ron Kirk

---

**From:** Norm Farmer  
**Sent:** Monday, August 7, 2023 10:38 AM  
**To:** Stacy Smith; Jonathan Goldey; Ron Kirk  
**Cc:** Robert LaBlue; Jacob Vega; Kelsey Braun-Shirley; Pamela Franklin  
**Subject:** RE: Reminder: May Invoice Need Revision: 7218 and 7272

Stacey,

I have located May's revised invoices. They are dated 5-31. You requested that the May invoice(s) be revised on the 23<sup>rd</sup> of June. What date do you consider a proper revised date? Is this still holding the payment up? Revising monthly dates on invoices do indeed alter our accounting accuracy and methods. Not to say that it is impossible, however. It would be much easier to revise them if required, upon our original invoice date. That would likely delay your invoice by several days or possibly longer, does that cause you any "bookkeeping" problems/issues. I appreciate your help in resolving this in a mutually beneficial manner.

I hope this finds you all well.

Thank you,



**Norm Farmer**

*Director of Operations*

2002 East Thirteenth Street, Tucson, AZ 85719

c: 520-429-5978

o: 520-791-0889

f: 520-791-0916

e: [normf@arcadia-landscape.com](mailto:normf@arcadia-landscape.com)

w: <https://arcadia-landscape.com/>

**From:** Stacy Smith <Stacy.Smith@pima.gov>  
**Sent:** Monday, July 3, 2023 11:21 AM  
**To:** Norm Farmer <normf@arcadia-landscape.com>; Jonathan Goldey <jgoldey@arcadia-landscape.com>; Ron Kirk <ronkirk@arcadia-landscape.com>  
**Cc:** Robert LaBlue <Robert.LaBlue@pima.gov>; Jacob Vega <Jacob.Vega@pima.gov>; Kelsey Braun-Shirley <Kelsey.Braun-Shirley@pima.gov>; Pamela Franklin <Pamela.Franklin@pima.gov>  
**Subject:** RE: Reminder: May Invoice Need Revision: 7218 and 7272  
**Importance:** High

Good afternoon Norm

I wasn't here on Friday 6/30, but I understand the 2 revised invoices were sent to us. Unfortunately, I am unable to approve them because they do not have the correct submit date on them. Could you please have them correct the date and resend them as soon as possible.

Thank you

Stacy Smith

The reason for including the number of visits, and the rate on the description is informational only to show what you would have been charged had there been a visit at that rate. If you add everything up in addition to the rate indicated, the total amount would have been more than it is. This is the same for every invoice I have sent you.

If you prefer, I can just remove the zero items to make it more clear for you?

**Maria Jaramillo**  
**Accounts Receivable**  
**Arcadia Landscape**  
2002 E. 13<sup>th</sup> St.  
Tucson, AZ 85719  
Tel: 520-791-0889  
Fax: 520-791-0916  
arcadia-landscape.com  
[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)

**From:** Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>  
**Sent:** Thursday, August 31, 2023 11:56 AM  
**To:** Accounts Receivable <[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)>  
**Cc:** Karrie Hixon <[Karrie.Hixon@pima.gov](mailto:Karrie.Hixon@pima.gov)>  
**Subject:** RE: Invoice 7697 from CDK Design LLC DBA Arcadia Landscape

Hello,

A quick review of this invoice indicates the following math errors:

Every zero dollar amount line still shows a number of visits (not zero) and a rate in the description. If the amount is zero, then the number of visits needs to be zero.

Please issue a corrected invoice.

Thank you,

Pamela Franklin, Program Manager Senior  
Pima County Facilities Management Department  
520-724-3612

**From:** Accounts Receivable <[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)>  
**Sent:** Thursday, August 31, 2023 11:41 AM  
**To:** Pamela Franklin <[Pamela.Franklin@pima.gov](mailto:Pamela.Franklin@pima.gov)>  
**Cc:** Karrie Hixon <[Karrie.Hixon@pima.gov](mailto:Karrie.Hixon@pima.gov)>  
**Subject:** Invoice 7697 from CDK Design LLC DBA Arcadia Landscape

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

## Ron Kirk

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**From:** Accounts Receivable  
**Sent:** Thursday, August 31, 2023 1:55 PM  
**To:** Norm Farmer; Ron Kirk  
**Subject:** FW: Invoice 7697 from CDK Design LLC DBA Arcadia Landscape

**Maria Jaramillo**  
**Accounts Receivable**  
**Arcadia Landscape**  
2002 E. 13<sup>th</sup> St.  
Tucson, AZ 85719  
Tel: 520-791-0889  
Fax: 520-791-0916  
arcadia-landscape.com  
[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)

**From:** Pamela Franklin <Pamela.Franklin@pima.gov>  
**Sent:** Thursday, August 31, 2023 1:54 PM  
**To:** Accounts Receivable <ar@arcadia-landscape.com>  
**Cc:** Stacy Smith <Stacy.Smith@pima.gov>; Robert LaBlue <Robert.LaBlue@pima.gov>  
**Subject:** RE: Invoice 7697 from CDK Design LLC DBA Arcadia Landscape

Our Accounts Payable department will look at this as what should be charged. It should just show the number of visits and rate per visit, please. You can either show them as zero visits or leave them off of the invoice entirely.

Thank you,

Pamela Franklin, Program Manager Senior  
Pima County Facilities Management Department  
520-724-3612

**From:** Accounts Receivable <[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)>  
**Sent:** Thursday, August 31, 2023 12:36 PM  
**To:** Pamela Franklin <Pamela.Franklin@pima.gov>  
**Subject:** RE: Invoice 7697 from CDK Design LLC DBA Arcadia Landscape

**CAUTION:** This message and sender come from outside Pima County. If you did not expect this message, proceed with caution. Verify the sender's identity before performing any action, such as clicking on a link or opening an attachment.

Hi Pamela,



**Invoice**    *Due: 09/30/2023*  
7697

Amount Due: **\$14,065.30**

Dear Pamela Franklin:

Your August prorated invoice 7697 for \$14,065.30 is attached. Please remit payment according to your payment terms.

If you prefer to pay with a credit or debit card, a 3% convenience fee will be charged.

Thank you for your business!

Sincerely,  
Maria Jaramillo  
Accounts Receivable

Arcadia Landscape  
2002 E. 13th Street  
Tucson, AZ 85719  
(520) 791-0889  
arcadia-landscape.com



2002 E. 13th Street  
 Tucson, AZ 85719  
 520-791-0889  
 ar@arcadia-landscape.com

ROC 331447 CR21

# Invoice

Date	Invoice #
8/31/2023	7697

Bill To
Pima County Facilities Management Karrie Hixon 150 W. Congress, 3rd Floor Tucson, Arizona 85701

Ship To
Various Locations

Master Agreement No.	DO No.	Terms	Monthly Billing	
20-008		Net 30	August	Amount
Description				
August Landscape Maintenance at new contracted rate 8/6 - 8/31				
Abrams Health Center - 4 visit(s) @ \$576.24/visit				2,304.96
Abrams Health Center Irrigation - 1 visit(s) @ \$450/visit				0.00
Animal Care Center - 4 visit(s) @ \$288.12/visit				1,152.48
Avra Valley Wastewater Facility - 1 visit(s) @ \$493.92/visit				493.92
Corona De Tucson Wastewater Facility - 1 visit(s) @ \$370.44/visit				370.44
East Health Clinic - 1 visit(s) @ \$164.64/visit				164.64
Forensics Science Building - 1 visit(s) @ \$215/visit				215.00
Green Valley Wastewater Facility - 2 visit(s) @ \$288.12/visit				576.24
Mt Lemmon Wastewater Facility - 1 visit(s) @ \$267.5/visit				267.50
Randolph Park Wastewater Facility - 1 visit(s) @ \$185.22/visit				185.22
Theresa Lee Health Center - 1 visit(s) @ \$102.90/visit				0.00
Tres Rios Wastewater Treatment Facility - 3 visit(s) @ \$1893.36/visit				5,680.08
Walter Rogers Health Clinic/Lot - 1 visit(s) @ \$174.93/visit				174.93
Water Campus (ROMP) - 4 visit(s) @ \$576.24/visit				2,304.96
WIC Romero Road - 1 visit(s) @ \$174.93/visit				174.93
Thank you for your business.				
A. Late Fee of 1 1/2% per month will be charged on the unpaid balance			<b>Total</b>	<b>\$14,065.30</b>

## Accounts Receivable

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**From:** Accounts Receivable  
**Sent:** Thursday, August 15, 2024 3:40 PM  
**To:** Jacob Vega; Ron Kirk  
**Cc:** Stacy Smith; Robert LaBlue; Ladd Lyons; Laurel Buzard  
**Subject:** RE: Invoice # 9177

Good afternoon, Jacob.

Regarding the invoice amount for Tres Rios Wastewater Treatment Facility, I will revise it to reflect 4 visits. I do apologize for the error. As far as Green Valley Wastewater Facility, site services are scheduled every other week on Monday, and not 1<sup>st</sup> and 3<sup>rd</sup> of the month. Therefore, in July there was 5 Mondays, and the site was serviced July 1<sup>st</sup>, July 15<sup>th</sup>, and July 29<sup>th</sup>. If we had not serviced on July 29<sup>th</sup>, that would have put the site 3 weeks without service. Please advise.

Thank you.

Respectfully,

**Maria Jaramillo**  
**Accounts Receivable**  
**Arcadia Landscape**  
2002 E. 13<sup>th</sup> St.  
Tucson, AZ 85719  
Tel: 520-791-0889  
Fax: 520-791-0916  
arcadia-landscape.com  
[ar@arcadia-landscape.com](mailto:ar@arcadia-landscape.com)

**From:** Jacob Vega <Jacob.Vega@pima.gov>  
**Sent:** Thursday, August 15, 2024 3:03 PM  
**To:** Accounts Receivable <ar@arcadia-landscape.com>; Ron Kirk <ronkirk@arcadia-landscape.com>  
**Cc:** Stacy Smith <Stacy.Smith@pima.gov>; Robert LaBlue <Robert.LaBlue@pima.gov>; Ladd Lyons <Ladd.Lyons@pima.gov>  
**Subject:** Invoice # 9177  
**Importance:** High

Good Afternoon,

Invoice #9177 needs revision for the following :

Green Valley Wastewater Facility – Site is serviced on the 1<sup>st</sup> and 3<sup>rd</sup> of the month. Invoice is billed for 3 visits for July.

Tres Rios Wastewater Treatment Facility – Site is serviced on Thursdays ( 4 Thursdays in July). Invoice is billed for 5 visits for July.

Please have revised invoice in by Monday 8/22/24 to process payment.

Thank you,

**Jacob Vega**  
*Landscape Supervisor*  
*Pima County Facilities Management*  
*(520) 312-7561 cell*



**PIMA COUNTY PROCUREMENT DEPARTMENT**

150 W. CONGRESS ST., 5<sup>TH</sup> FLOOR, TUCSON, AZ 85701-1207

PHONE: (520) 724-8161 FAX: (520) 222-1484

Terri Spencer

Procurement Director

Via Email: [ronkirk@arcadia-landscape.com](mailto:ronkirk@arcadia-landscape.com)

August 15, 2024

Mr. Ronald D. Kirk, Owner/CEO  
CDK Design, LLC dba Arcadia Landscape  
2002 E. 13<sup>th</sup> Street  
Tucson, AZ 85719

RE: Protest – Award for Solicitation No. RFP24000243 Landscape Maintenance Services and Repairs

Dear Mr. Kirk,

On August 8, 2024, the Pima County Procurement Department (“Procurement”) received a letter from CDK Design, LLC dba Arcadia Landscape (“Arcadia Landscape”) protesting the Notice of Recommendation for Award of Solicitation No. RFP-24000243 for Landscape Maintenance Services and Repairs (RFP) issued August 1, 2024, naming Underwood Brothers, Inc. dba AAA Landscape (“AAA”) as the Awardee for Group A and CDK Design, LLC (“Arcadia Landscape”) as the Awardee for Group B.

You assert the basis for your Protest is that Arcadia Landscape believes there is a discrepancy in the bid tabulation, inaccuracy in the evaluation's weight, and lack of transparency on the award of contract as further described below:

1. Discrepancy in Bid Tabulations:

Our combined bid for Group A and Group B Bids was the lowest responsible bid submitted. Specifically, Arcadia Landscape's bid was \$698,880.70 for Group A. Whereas AAA's bid for Group A was \$923,883.36, resulting in a substantial difference of \$225,002.66 in taxpayers' dollars. We do see that on this part of the award and bid we did score Group A -30 points and Group B 30 points. Furthermore, our total bid for both Group A and Group B was \$990,380.08, which is still lower than AAA's bid for Group A alone. Mr. Robert LaBlue of Pima County Facilities Management in a meeting in December of 2023 with Arcadia Landscape clearly stated that the point system did not "weigh as heavy" as the lowest responsible bidder. Given the bids and Mr. LaBlue's direct statement we feel Arcadia Landscape is the lowest responsible bidder and therefore, Arcadia Landscape is protesting the award based on the fact we are the lowest bidder and our years of performance working with Pima County.

2. Evaluations' Weight and Transparency on Award of Contract:

We telephoned and spoke with Ladd Lyon of Pima County regarding the evaluation, and he stated: "I am unfamiliar with the 'Heisman Ranking'". He also stated, "it did not really mean anything and was not important and you have no reason for concern." Arcadia Landscape has been performing this Contract for Pima County for eighteen (18+) plus years; of which, four (4) years has been under new ownership. Still and all we have performed for the County on time, in emergency on-site calls, with skilled labor and a management team with no written or verbal communication that we performed the Contract unsatisfactorily. We are at a loss of how Arcadia Landscape was "Evaluated" on the award of this project and/or contract since we have performed

our Contract with "Due Diligence." Our References scored Arcadia Landscape with "Exceptional Ranking" of 4 out of 5 references that shared their Ranking with us. So given the fact that we scored 30 on the Evaluation Criteria and 20 for References, Key Personnel we have Qualified Professional Staff with a combined experience in the Landscape Industry of at least 100 years between them. Our Contract Administrator, one of our Key Personnel, put together a pristine presentation for Pima County. We fail to see the evaluation criteria and deviations as marked on the award. We respectfully feel that we scored higher in the "Evaluation and/or Evaluator" on the Bid Award Tabulation.

The evaluation results, i.e. The spreadsheet provided with the scores of the bidders is very vague and does not label evaluation criteria with any factual results or instructions of how the rankings work, making it impossible for us to understand how the points were derived in each area. This lack of instruction in the evaluation leads to our lack of confidence in the fairness and accuracy of the evaluation process. Even Mr. Ladd Lyon of Pima County was unfamiliar with the "Heisman Ranking System."

Your requested relief is that County conducts a fair and unbiased reassessment to ensure that the contract is awarded based on merit, adherence, and to the stated criteria of the lowest responsible bidder.

1. This solicitation was processed by the County as Request for Proposal (RFP). The evaluation criteria were listed on Page 3 of 5 of Instructions to Proposers, 7. EVALUATION AND SELECTION CRITERIA (Table Below) and again in further detail in Exhibit C: Questionnaire.

EVALUATION CRITERIA		MAXIMUM POINTS
7.1	Cost ("Total Price Proposed")	30
7.2	Contractor Qualifications	30
7.3	Key Personnel	20
7.4	References	20
<b>Evaluation Total</b>		<b>100</b>

Per Instructions to Proposers in Section 11. Award, "if County makes an award, County will enter a contract with one or more Contractor(s) that submitted the **highest scoring proposal(s)** that County determined "Responsible" for providing the required goods or services."

Awards for RFPs are not determined by the lowest bids but rather by the highest-scoring proposals. On this RFP, the evaluation committee assessed points for evaluation criteria 7.2, 7.3, and 7.4 for each group while Procurement evaluated criteria 7.1 for each group. The resulting scores were combined to form a final score for each group. Determination of the award was based on the highest-scoring proposals per group.

A conversation with a Pima County employee (Mr. LaBlue) several months before the creation of the solicitation does not constitute a binding agreement for the evaluation of this RFP. The evaluation criteria were clearly stated in the RFP on Page 3 of 5 of Instructions to Proposers, 7. EVALUATION AND SELECTION CRITERIA and again in further detail in Exhibit C: Questionnaire. The protestant along with all other proposers was offered an opportunity during both the pre-proposal meeting and before submission of their proposal to make any objections to the format of the Solicitation regarding the use of an RFP process for this Solicitation, or weight for scoring. There were no such objections made by any parties.

2. The Heisman ranking merely summarizes each evaluation committee member's individual ranking of each respondent and is not a factor in the overall evaluation results. The Procurement Officer's understanding of the Heisman ranking also does not affect the evaluation committee scoring outcome. The Award is based on the highest scoring proposal. AAA Landscape had the highest scoring proposal for Group A, and Arcadia had the highest scoring proposal for Group B.). The following table summarizes the evaluation results, derived from the attached evaluation forms by each evaluator. All evaluations by the committee were done fairly for both parties and in accordance with Pima County Procurement Code.

<b>FINAL SCORE - GROUP A</b>	<b>TOTAL POINTS</b>	<b>RANK</b>
Underwood Brothers - AAA	80.0	1
CDK - Arcadia	74.3	2

<b>FINAL SCORE - GROUP B</b>	<b>TOTAL POINTS</b>	<b>RANK</b>
Underwood Brothers - AAA	71.9	2
CDK - Arcadia	74.3	1

After a thorough review of the evaluation process for the RFP, it has been confirmed that all proposals were assessed fairly and in accordance with the established evaluation criteria. Therefore, pursuant to Pima County Procurement Code 11.20.010(F), I have determined that your Protest does not state a valid basis for protest and is therefore dismissed.

This decision may be appealed 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,



Terri Spencer, C.P.M.  
Procurement Director

C: Tony Cisneros, Facilities Management Director  
Ana Wilber, Procurement Materials and Services Division Manager  
Ladd Lyons, Procurement Officer  
Interested Parties

Attachment: 24 pages

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 58 pts

Contractor Qualifications : 26 pts

Key Personnel : 16 pts

References : 16 pts

Evaluator

#1

<b>Contractor Qualifications</b>	<b>26 pts</b>	<b>Weight 30 pts</b>
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Provide Strengths, Weakness, Deficiency Comments.

- a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.
- b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.
- c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.
  - Safety training programs.
  - Employee training and performance evaluations.
  - Quality Assurance Programs.

26

30 pts

**Mandatory**

Background checks, drug screening processes. Utilization of many recruitment resources. Longtime AZ Contractor with large labor force. Large diversity in scope of projects. GPS based timekeeping. Dedicated crews to specific properties for consistency. Dedicated Supervisor for County to be a single point of contact. Site walks as needed.

Lacking information regarding attracting and maintaining a quality labor force. Quality assurance statement brief and lacking detail and depth. Responses to section C very brief, additional detail would be preferred.

No specific deficiencies noted in submittal

<b>Key Personnel</b>	<b>16 pts</b>	<b>Weight 20 pts</b>
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Provide Strengths, Weakness, Deficiency Comments

- a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.
- b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.
- c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.
- d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

16

20 pts



**Key Personnel**

16 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments

**Comment**

Years of experience of key personnel is a strength. Accounting/ Billing processes are clear and detailed. Current employment level of 661. Optimal crew size is determined based on the specific requirements of each property is very detailed and comprehensive.

"Possible Supervisor" provided as well as secondary Supervisor. Clear identification should have been included.

Director of Business Development missing training and certification information. Deficiency in submittal

**References**

16 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments.

- a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.
- b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

16

20 pts

**Comment**

Community involvement strong locally specifically with Educational involvement and many Chamber of Commerce memberships. Reference statements adequately demonstrate the ability of the Contractor to perform services as required.

Efforts with charitable organizations not specified. Unclear if any of the organizations noted are charitable.

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 53 pts

Contractor Qualifications : 20 pts

Key Personnel : 15 pts

References : 18 pts

Evaluator

#2

Contractor Qualifications	20 pts	Weight 30 pts
Provide Strengths, Weakness, Deficiency Comments.		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	20	30 pts
<p><b>Mandatory</b></p> <p>Pros</p> <p>a) The company uses different hiring platforms and from different regions. Examples are provided.</p> <p>b) the company is located locally, has been in business for several years and is has extensive experience with large projects including government contracts. Crews are assigned and supervised at designated area. There is one designated supervisor to communicate with the Pima County contact. Four examples of large contract jobs were provided. Timeframes for completion are set for all sites.</p> <p>c) Employee training includes safety issues, use of equipment, and response to special situations. Employees are annually evaluated and the company ensures certifications are up to date. Application reports are kept on file. The company promotes transparency.</p> <p>Cons</p> <p>a) The responses don't provide information on how the company develops and retains employees.</p>		

Key Personnel	15 pts	Weight 20 pts
Provide Strengths, Weakness, Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current</p>	15	20 pts

**Key Personnel**

15 pts

**Weight 20 pts**

Provide Strengths, Weakness, Deficiency Comments

accounting Manager and support staff and any specialized degrees or certifications they possess.  
 d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

**Comment**

Pros

a) Organizational chart with roles, years of experience and are certifications listed. A list of licensed applicators with names and application license numbers are noted.

b) Accounting/billing staff are noted including their qualifications.

c) Accounting procedure is thoroughly outlined. Company is experienced billing with Pima County

d)Crew requirements are explained. Worksites are evaluated to finalize crew requirements including supervisory members. Time accounting includes travel time

**References**

18 pts

**Weight 20 pts**

Provide Strengths, Weakness, Deficiency Comments.

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.

b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

18

**20 pts****Comment**

a) Three reference statements were submitted. The statements support successful completion and continued service for large properties including government contract properties.  
 Statements providing information about the tasks performed, the frequency and type of business and years of service were provided for 4 jobs within the questionnaire.

b) AAA is involved with local business chambers. The company supports the learning lab at the University of Arizona College of Architecture and Landscape Architecture.

Cons  
 Reference letters were not provided.

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 61 pts

Contractor Qualifications : 25 pts

Key Personnel : 18 pts

References : 18 pts

Evaluator

#3

<b>Contractor Qualifications</b>	<b>25 pts</b>	<b>Weight 30 pts</b>
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Provide Strengths, Weakness, Deficiency Comments.

- a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractor's method of attracting and hiring local personnel. Minimum of one example.
- b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.
- c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.
- Safety training programs.
  - Employee training and performance evaluations.
  - Quality Assurance Programs.

25

**30 pts**

**Mandatory**

- a. Respondent clearly identifies their recruitment avenues, development and Contractor's employment standards. Missing information about maintaining quality labor force.
- b. Response was complete with information that directly relates to the question. Provided a "Day in the life" example which was insightful.
- c. Concise summaries of specialized programs. Did not provide who reviews the QC reports or how improvement plans are derived from the QC reports and when are they implemented.

<b>Key Personnel</b>	<b>18 pts</b>	<b>Weight 20 pts</b>
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Provide Strengths, Weakness, Deficiency Comments

- a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.
- b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.
- c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.
- d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

18

**20 pts**

**Key Personnel**

18 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments

**Comment**

- a. Provided a detailed org chart and resume summary of key personnel. There is concern about the crew leads and laborer positions being all TBD, but am assuming those positions will be filled ASAP if awarded the contract. I assume Respondent would pull staff from other crews, however, I would have appreciated seeing a backup plan in case all three crews were not fully staffed within the first months of the contract.
- b-d. Respondent provided full and complete responses.

**References**

18 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments.

- a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.
- b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

18

20 pts

**Comment**

- a. Received three references providing the requested information.
- b. I appreciate the respondent being involved in local company organizations, but appear to be mostly for networking opportunities. I would have liked to hear more about volunteer work, sponsorships or donations given to local organizations or charities.

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 48 pts

Contractor Qualifications : 23 pts

Key Personnel : 15 pts

References : 10 pts

Evaluator

#1

Contractor Qualifications	23 pts	Weight 30 pts
Provide Strengths, Weakness, Deficiency Comments.		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	23	30 pts
<p><b>Mandatory</b></p> <p>Numerous recruitment strategies both in person event and through social media. Detailed assessment tools utilized for interviewees. Daily briefings along with safety training. Targeted training for employees and specialized training for specialized tasks and certifications. Quality control audits.</p> <p>Development and maintaining a quality labor force was brief and general in nature. Additional information and details of how this is achieved would have been preferable. A tailored maintenance plan is mentioned in submittal. Found little detail of what that plan consists of or how it is performed. The Approach to managing work locations appears to be copied directly from our scope of work, The Contractors own processes and methodology would have been preferred. Personal experience has shown inconsistency with services from time to time. A customer feedback mechanism is in place however the specs were not provided, our feedback is given by email and we generally receive a response of "received" . Would preferred to have seen some insight on how feedback from the County is used to improve the services and consistency.</p> <p>No deficiencies were noted in submittal.</p>		

Key Personnel	15 pts	Weight 20 pts
Provide Strengths, Weakness, Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline</p>	15	20 pts

**Key Personnel**

15 pts

**Weight 20 pts**

Provide Strengths, Weakness, Deficiency Comments

for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.  
 d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

**Comment**

Most key personnel possess extensive experience in the landscaping industry.

Key team members special training and certifications are limited. A few members are fairly new to the industry. Accounting/ Billing overview specifically mentions invoice dates. This has been an issue in the past. Pima County has waited for revised invoices much longer than 7 days. Additional detail of how they determined the estimated number of employees needed would be preferred.

No information provided regarding accounting Manager degrees or certifications.

**References**

10 pts

**Weight 20 pts**

Provide Strengths, Weakness, Deficiency Comments.

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.  
 b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

10

**20 pts****Comment**

Noted community and charitable involvement by the Contractor.

Found no reference letters.

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 35 pts

Contractor Qualifications : 15 pts

Key Personnel : 10 pts

References : 10 pts

Evaluator

#2

Contractor Qualifications	15 pts	Weight 30 pts
Provide Strengths, Weakness, Deficiency Comments.		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	15	30 pts
<b>Mandatory</b>		
Pros		
a) The company uses several platforms and social media to recruit. They also participate in job fairs to recruit. Examples of recruitment efforts were provided. The hiring process was described in detail.		
b) Specialized services include fertilization, pest control and foliage care.		
c) The company is able to describe how maintenance is done on foliage, watering parameters, fertilizing and weed control schedules. They also mention how the sites are cleaned up, trees are removed and irrigation repairs are done. Safety training is provided including how to operate equipment and response to emergencies. The company provides continued training on new techniques and equipment. Onsite evaluations are conducted per job and action plans are put in place to address issues.		
Cons		
a) There is not enough detail in the responses. The company does not provide specific timelines for events such as how often performance reviews are issued. There are no specifics mentioned on what type of experience or skills they require for the job.		
b) Arcadia does not state how they maintain compliance with AZ Pest Control for applications. No information is provided on the landscapers experience.		
c) There is no information provided to describe how crews are used for the various locations or how the company expects to keep up with the workload. No timeline is provided on the performance evaluations. Employees are not required to obtain certifications and are only encouraged to do so.		



Key Personnel	10 pts	Weight 20 pts
Provide Strengths, Weakness, Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.</p> <p>d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.</p>	10	20 pts
<p><b>Comment</b></p> <p>Pros</p> <p>a) Organizational chart is provided.</p> <p>b) Accounting personnel information provided.</p> <p>c) Accounting process provided in detail.</p> <p>d) The company has addressed the labor requirement for the scope of work.</p> <p>Cons</p> <p>a) The organizational chart omits certifications and/or specialized trainings.</p> <p>b) The company did not provide enough detail on how they plan on keeping an adequately staffed team.</p>		

References	10 pts	Weight 20 pts
Provide Strengths, Weakness, Deficiency Comments.		
<p>a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.</p> <p>b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.</p>	10	20 pts
<p><b>Comment</b></p> <p>Pros</p> <p>a) Three reference statements were submitted.</p> <p>b) Involved with charitable organizations. The company partners with schools and parks for workshops and support. They participate in clean up drives, tree planting and other environmental awareness activities.</p> <p>Cons</p> <p>a) The statements include details of services provided on a smaller scale such as private properties and HOA communities. References did not come from completing larger jobs.</p> <p>b) No reference letters were provided.</p>		

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP A - Qualifications/Personnel/References

Evaluation Score : 50 pts

Contractor Qualifications : 24 pts

Key Personnel : 13 pts

References : 13 pts

Evaluator

#3

<b>Contractor Qualifications</b>	<b>24 pts</b>	<b>Weight 30 pts</b>
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Provide Strengths, Weakness, Deficiency Comments.

- a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.  
 b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.  
 c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.
- Safety training programs.
  - Employee training and performance evaluations.
  - Quality Assurance Programs.

24

**30 pts**

**Mandatory**

- a. Respondent clearly identifies their recruitment methods. I appreciated detailing specific methods with examples of the approach, beyond the standard job posting sites.  
 b. Provided a response, however, the response was not detailed.  
 c. Provided a response, however, lacked detail. Did not provide specific information on what the formal system was what they used for reporting safety incidents. Did not provide how lessons learned are implemented. Did not provide what the structured feedback system was for customer feedback or if customers are invited to review action plans prior to implementation.

<b>Key Personnel</b>	<b>13 pts</b>	<b>Weight 20 pts</b>
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Provide Strengths, Weakness, Deficiency Comments

- a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.  
 b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.  
 c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.  
 d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

13

**20 pts**

**Key Personnel**

13 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments

**Comment**

- a. Provided detailed background information for key personnel and the value each employee provides.
- b. Response not included.
- c. Provided response but lacked details. Did not provide details on QC for ensuring work is completed to the expectation and satisfaction of the County and how that would translate to the invoice. Additionally, as the incumbent invoicing has been a problem in the past such as invoicing accuracy and issuance of "revised invoices" and calling those invoices late. There would need to be clearer expectations and understandings around this topic.

**References**

13 pts

Weight 20 pts

Provide Strengths, Weakness, Deficiency Comments.

- a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.
- b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

13

20 pts

**Comment**

- a. Received reference surveys however I didn't see three reference letters. Reference statements were a requirement.
- b. Respondent provided good examples of community involvement but I would've like to see how the Respondent participates and partners with these organizations. (ie. non-monetary donations/sponsorship, participation in the walk to raise money, strictly volunteer, combination of all).

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 57 pts

Contractor Qualifications : 26 pts

Key Personnel : 16 pts

References : 15 pts

Evaluator

#1

Contractor Qualifications	26 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	26	30 pts
<p><b>Comment</b></p> <p>Background checks, drug screening processes. Utilization of many recruitment resources. Longtime AZ Contractor with large labor force. Large diversity in scope of projects. GPS based timekeeping. Dedicated crews to specific properties for consistency. Dedicated Supervisor for County to be a single point of contact. Site walks as needed.</p> <p>Lacking information regarding attracting and maintaining a quality labor force. Quality assurance statement brief and lacking detail and depth. Responses to section C very brief, additional detail would be preferred.</p> <p>No specific deficiencies noted in submittal.</p>		

Key Personnel	16 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.</p> <p>d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.</p>	16	20 pts

**Key Personnel**

16 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

**Comment**

Years of experience of key personnel is a strength. Accounting/ Billing processes are clear and detailed. Current employment level of 661. Optimal crew size is determined based on the specific requirements of each property is very detailed and comprehensive.

"Possible Supervisor" provided as well as secondary Supervisor. Clear identification should have been included.

Director of Business Development missing training and certification information. Deficiency in submittal

**References**

15 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.

b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

15

20 pts

**Comment**

Community involvement strong locally specifically with Educational involvement and many Chamber of Commerce memberships. Reference statements adequately demonstrate the ability of the Contractor to perform services as required.

Efforts with charitable organizations not specified. Unclear if any of the organizations noted are charitable.

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 53 pts

Contractor Qualifications : 20 pts

Key Personnel : 15 pts

References : 18 pts

Evaluator

#2

Contractor Qualifications	20 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	20	30 pts
<p><b>Comment</b></p> <p>Pros</p> <p>a) The company uses different hiring platforms and from different regions. Examples are provided.</p> <p>b) the company is located locally, has been in business for several years and is has extensive experience with large projects including government contracts. Crews are assigned and supervised at designated area. There is one designated supervisor to communicate with the Pima County contact. Four examples of large contract jobs were provided. Timeframes for completion are set for all sites.</p> <p>c) Employee training includes safety issues, use of equipment, and response to special situations. Employees are annually evaluated and the company ensures certifications are up to date. Application reports are kept on file. The company promotes transparency.</p> <p>Cons</p> <p>a) The responses don't provide information on how the company develops and retains employees.</p>		

Key Personnel	15 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.</p> <p>d) Employment Level: Provide the total number of current employees AND the estimated number of</p>	15	20 pts

**Key Personnel**

15 pts

**Weight 20 pts**

## Strengths, Weakness, and Deficiency Comments

employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

**Comment**

- Pros
- a) Organizational chart with roles, years of experience and are certifications listed. A list of licensed applicators with names and application license numbers are noted.
  - b) Accounting/billing staff are noted including their qualifications.
  - c) Accounting procedure is thoroughly outlined. Company is experienced billing with Pima County
  - d)Crew requirements are explained. Worksites are evaluated to finalize crew requirements including supervisory members. Time accounting includes travel time

**References**

18 pts

**Weight 20 pts**

## Strengths, Weakness, and Deficiency Comments

- a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.
- b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

18

**20 pts****Comment**

- a) Three reference statements were submitted. The statements support successful completion and continued service for large properties including government contract properties.  
Statements providing information about the tasks performed, the frequency and type of business and years of service were provided for 4 jobs within the questionnaire.
  - b) AAA is involved with local business chambers. The company supports the learning lab at the University of Arizona College of Architecture and Landscape Architecture
- Cons  
Reference letters were not provided

RFP-24000243 - Evaluation Form

AAA Landscape (2593380) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 61 pts

Contractor Qualifications : 25 pts

Key Personnel : 18 pts

References : 18 pts

Evaluator

#3

Contractor Qualifications	25 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	25	30 pts
<p><b>Comment</b></p> <p>a. Respondent clearly identifies their recruitment avenues, development and Contractor's employment standards. Missing information about maintaining quality labor force.</p> <p>b. Response was complete with information that directly relates to the question. Provided a "Day in the life" example which was very helpful.</p> <p>c. Concise summaries of specialized programs. Did not provide who reviews the QC reports or how improvement plans are derived from the QC reports and when are they implemented.</p>		

Key Personnel	18 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.</p> <p>d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.</p>	18	20 pts



**Key Personnel**

18 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

**Comment**

a. Provided a detailed org chart and resume summary of key personnel. There is concern about the crew leads and laborer positions being all TBD, but am assuming those positions will be filled ASAP if awarded the contract. I assume Respondent would pull staff from other crews, however, I would have appreciated seeing a backup plan in case all three crews were not fully staffed within the first months of the contract.

b-d. Respondent provided full and complete responses.

**References**

18 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.

b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

18

20 pts

**Comment**

a. Received three references statements and reference surveys.

b. I appreciate the respondent being involved in local business organizations, but these appear to be mostly networking opportunities and not community involvement.

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 48 pts

Contractor Qualifications : 23 pts

Key Personnel : 15 pts

References : 10 pts

Evaluator

#1

Contractor Qualifications	23 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	23	30 pts
<p><b>Comment</b></p> <p>Numerous recruitment strategies both in person event and through social media. Detailed assessment tools utilized for interviewees. Daily briefings along with safety training. Targeted training for employees and specialized training for specialized tasks and certifications. Quality control audits.</p> <p>Development and maintaining a quality labor force was brief and general in nature. Additional information and details of how this is achieved would have been preferable. A tailored maintenance plan is mentioned in submittal. Found little detail of what that plan consists of or how it is performed. The Approach to managing work locations appears to be copied directly from our scope of work, The Contractors own processes and methodology would have been preferred. Personal experience has shown Contractor has difficulty maintaining weed control in the larger Wastewater Plants. We consistently have to provide requests for weed removal at the larger sites. A customer feedback mechanism is in place however the specifics were not provided, our feedback is given by email and we generally receive a response of "received" . Would preferred to have seen some insight on how feedback from the County is used to improve the services and consistency.</p> <p>No deficiencies were noted in submittal.</p>		

Key Personnel	15 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current</p>	15	20 pts

**Key Personnel**

15 pts

**Weight 20 pts**

## Strengths, Weakness, and Deficiency Comments

accounting Manager and support staff and any specialized degrees or certifications they possess.  
 d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

**Comment**

Most key personnel possess extensive experience in the landscaping industry.

Key team members special training and certifications are limited. A few members are fairly new to the industry. Accounting/ Billing overview specifically mentions invoice dates. This has been an issue in the past. Pima County has waited for revised invoices much longer than 7 days. Additional detail of how they determined the estimated number of employees needed would be preferred.

No information provided regarding accounting Manager degrees or certifications.

**References**

10 pts

**Weight 20 pts**

## Strengths, Weakness, and Deficiency Comments

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.  
 b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

10

**20 pts****Comment**

Noted significant community and charitable involvement by the Contractor.

Found no reference letters in the submittal.

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 35 pts

Contractor Qualifications : 15 pts

Key Personnel : 10 pts

References : 10 pts

Evaluator

#2

Contractor Qualifications	15 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	15	30 pts
<b>Comment</b>		
Pros		
a) The company uses several platforms and social media to recruit. They also participate in job fairs to recruit. Examples of recruitment efforts were provided. The hiring process was described in detail.		
b) Specialized services include fertilization, pest control and foliage care.		
c) The company is able to describe how maintenance is done on foliage, watering parameters, fertilizing and weed control schedules. They also mention how the sites are cleaned up, trees are removed and irrigation repairs are done. Safety training is provided including how to operate equipment and response to emergencies. The company provides continued training on new techniques and equipment. Onsite evaluations are conducted per job and action plans are put in place to address issues.		
Cons		
a) There is not enough detail in the responses. The company does not provide specific timelines for events such as how often performance reviews are issued. There are no specifics mentioned on what type of experience or skills they require for the job.		
b) Arcadia does not state how they maintain compliance with AZ Pest Control for applications. No information is provided on the landscapers experience.		
c) There is no information provided to describe how crews are used for the various locations or how the company expects to keep up with the workload. No timeline is provided on the performance evaluations. Employees are not required to obtain certifications and are only encouraged to do so.		
Key Personnel	10 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are	10	20 pts

**Key Personnel**

10 pts

Weight 20 pts

## Strengths, Weakness, and Deficiency Comments

applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.

b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.

c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.

d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.

**Comment**

## Pros

- a) Organizational chart is provided.
- b) Accounting personnel information provided.
- c) Accounting process provided in detail.
- d) The company has addressed the labor requirement for the scope of work.

## Cons

- a) The organizational chart omits certifications and/or specialized trainings.
- b) The company did not provide enough detail on how they plan on keeping an adequately staffed team.

**References**

10 pts

Weight 20 pts

## Strengths, Weakness, and Deficiency Comments

a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.

b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

10

20 pts

**Comment**

## Pros

- a) Three reference statements were submitted.
- b) Involved with charitable organizations. The company partners with schools and parks for workshops and support. They participate in clean up drives, tree planting and other environmental awareness activities.

## Cons

- a) The statements include details of services provided on a smaller scale such as private properties and HOA communities. References did not come from completing larger jobs.
- b) No reference letters were provided.

RFP-24000243 - Evaluation Form

Arcadia Landscape (2595030) - GROUP B - Qualifications/Personnel/References

Evaluation Score : 50 pts

Contractor Qualifications : 24 pts

Key Personnel : 13 pts

References : 13 pts

Evaluator

#3

Contractor Qualifications	24 pts	Weight 30 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Recruitment/ Development Efforts: Provide an overview of the Contractor's approach/methodology to hiring, developing, and maintaining a quality labor force. Provide example(s) of Contractors method of attracting and hiring local personnel. Minimum of one example.</p> <p>b) Unique Qualifications: Describe the Contractor's ability to provide services defined within the scope of work on a high-quality consistent basis. Describe your approach to how your firm would manage the various locations.</p> <p>c) Specialized Programs: Provide steps that will be taken to ensure all services are completed per the scope of services in a safe, timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Safety training programs.</li> <li>• Employee training and performance evaluations.</li> <li>• Quality Assurance Programs.</li> </ul>	24	30 pts
<p><b>Comment</b></p> <ol style="list-style-type: none"> <li>1. Respondent clearly identifies their recruitment methods. I appreciated detailing specific methods, beyond the standard job posting sites.</li> <li>2. Provided a response, however, the response was not detailed.</li> <li>3. Provided a response, however, lacked detail. Did not provide specific information on what the formal system was what they used for reporting safety incidents. Did not provide how lessons learned are implemented. Did not provide what the structured feedback system was for customer feedback or if customers are invited to review action plans prior to implementation.</li> </ol>		

Key Personnel	13 pts	Weight 20 pts
Strengths, Weakness, and Deficiency Comments		
<p>a) Organizational Chart: Provide details of key personnel and describe their individual roles. Identify each team member's years of experience and any special training or certifications that are applicable to services being provided. The contractor's organizational chart must include all the afore-mentioned information to be considered complete.</p> <p>b) Account Managers: Identify the primary and secondary Account Managers that will be working directly with Pima County.</p> <p>c) Accounting/Billing: Provide an overview of the firm's accounting processes including the timeline for both monthly invoicing and turnaround time for corrected invoices or credits. Identify the current accounting Manager and support staff and any specialized degrees or certifications they possess.</p> <p>d) Employment Level: Provide the total number of current employees AND the estimated number of employees that will be required to successfully execute this contract with an explanation of how you arrived at this number. This can be either essay, chart form or a combination of both.</p>	13	20 pts

**Key Personnel**

13 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

**Comment**

1. Provided detailed background information for key personnel and the value each employee provides.
2. Provided response.
3. Provided response but lacked details. Did not provide details on QC for ensuring work is completed to the expectation and satisfaction of the County and how that would translate to the invoice. Additionally, as the incumbent invoicing has been a problem in the past such as invoicing accuracy and issuance of "revised invoices" and calling those invoices late. There would need to be clearer expectations and understandings around this topic.

**References**

13 pts

Weight 20 pts

Strengths, Weakness, and Deficiency Comments

- a) Reference Statements: Provide three (3) reference letters demonstrating the Contractor's ability to provide services on a scale equal or greater to what is requested in the RFP for Pima County. Include definition of tasks performed, general frequency of tasks, type of business and total years providing landscape services to the selected references. Provide this information individually. Reference surveys as indicated in Exhibit D are still required but do not substitute as the response to this criterion.
- b) Community Involvement: Provide a statement addressing the Contractor's presence in the local area. Include Contractors past and current efforts with local charitable organization and/or community involvement.

13

20 pts

**Comment**

- a. Missing reference statements. Received reference surveys only.
- b. Respondent provided good examples of community involvement but I would've like to see how the Respondent participates and partners with these organizations. (ie. non-monetary donations/sponsorship, participation in the walk to raise money, strictly volunteer, combination of all).