

From: Knapp, Donna-Ann
Sent: Wednesday, July 26, 2017 4:02 PM
To: Cohen, Mitchell <MICOHEN@broward.org>
Cc: Castillo, Freddy <FCASTILLO@broward.org>; Mcdonald, Sandy-Michael <SMCDONALD@broward.org>; Vassello, Lori <LVASSELLO@broward.org>; Byrd, Carla <CBYRD@broward.org>
Subject: RE: Janitorial agenda item (2017-06-06_#30) - Bid C2113733B1

Good afternoon Mitch,

The following is my summary account of what transpired after the meeting referenced in your email below.

I requested a meeting with Mr. Juan Morejon (Vice President of Admire Cleaning Service Corp. – an SBE-certified vendor) and Ms. Lori Vassello (Senior Contract/Grant Administrator, BCAD Maintenance Division) on Thursday, July 13th to try to address a performance complaint that I had received from Ms. Vassello, the week prior, regarding Admire Cleaning. About thirty minutes into our meeting, while trying to address the issues that had been raised by Ms. Vassello and to determine if Admire Cleaning would be able to resolve the issues and perform the required services, Mr. Morejon stated that it seemed that the contract had gotten off on the wrong foot and that there would be no appeasing the situation. He then stated that he would continue working on the contract until Ms. Vassello found a replacement company. I advised him that the intent of the meeting was not to terminate his contract but rather to identify any performance issues, find a way to resolve them, and to help his company to move forward on the agreement. Mr. Morejon stated that his company had been in business for a very long time and had worked for large agencies but that it was the first time that his company had done business with Broward County and it seemed that they were not a good fit. I asked him if he was certain that this was the course of action that he wanted to take and that we could try to work through the issues. Ms. Vassello stated that she wanted to see his company succeed. He restated that he was certain. I informed Mr. Morejon that if this was in fact the course of action that he wanted to take, that I would need something in writing stating that his company no longer wanted to continue with the contract. Ms. Vassello informed Mr. Morejon that if he chose not to continue with his contract, as a matter of security, that he would need to return all the BCAD keys and Prox Cards in his company's possession by the end of the day. Mr. Morejon asked if Ms. Vassello meant that July 13th would be his last day and she confirmed that it did. Mr. Morejon asked how he would be paid for the work done thus far and Ms. Vassello said that the payment would be prorated from the date on which his contract had commenced through the date on which it ended. Ms. Vassello stated that Mr. Morejon would be allowed access to the various buildings in order to remove his equipment and supplies by the end of the day. Mr. Morejon stated that he would return the requested items and return for his equipment and supplies. The meeting then concluded.

Shortly thereafter, Ms. Vassello addressed an email summary of our meeting to me (on which you and a few others were copied). She also sent an email notification to the various BCAD Divisions that were being cleaned by Admire Cleaning to notify them that Admire had terminated their contract and that Sunshine Cleaning would be performing interim janitorial services.

Later that same day, I was copied on an email response from Ms. Vassello to the President of Admire Cleaning, Ms. Guadalupe Lorenzo. In her email to Ms. Vassello, Ms. Lorenzo stated that an Admire Cleaning employee had not been granted access to clean the BCAD Security Credential Office. (Ms. Lorenzo had attempted to include me in her email but had mistyped my email address.) Ms. Vassello's emailed response to Ms. Lorenzo was that Mr. Morejon had voluntarily terminated Admire Cleaning's contract with the County earlier that morning and that he had been informed that he needed to remove all supplies and return all keys and Prox cards. Ms. Vassello also stated that Mr. Morejon had been asked to submit a formal notification of his intent to terminate his contract, which was to be sent to my attention with a copy to her.

You are aware of what transpired next with regard to the correspondence that Mr. Morejon submitted in response to Ms. Vassello's email.

If you have any additional questions, please give me a call.

Regards,

Donna-Ann Knapp
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From: Cohen, Mitchell
Sent: Wednesday, July 26, 2017 11:58 AM
To: Knapp, Donna-Ann
Subject: RE: Janitorial agenda item (2017-06-06_#30)

Donna-Ann...can you confirm that after your Thursday meeting, it was clear that it was in the County's best interest, based on performance and the inability to meet the requirements of the bid(staffing requirements), to have Admire cease service and return their keys and security badging and remove all equipment...and that at that meeting, Admire agreed and complied....

Cohen, Mitchell

From: Guadalupe Lorenzo <admire@admirecleaningcorp.com>
Sent: Monday, July 17, 2017 12:48 PM
To: Knapp, Donna-Ann
Cc: Vassello, Lori
Subject: Admire Cleaning Service Corp

Good Morning:

In our Company we are deeply displeased and dissatisfied by what happened with the BCAD Contract.

We started the service on June 30 even though BCAD did not have the conditions prepared. We worked hard to solve all problems and others were in the process of being solved. We bought all the equipment and materials, at a cost of more \$ 4 500.00 . We also pay the backgrounds of all employees.

Why would we want to voluntary leave this contract?

This decision is not voluntary. I felt compelled to say that I was not following, due to the climate of intolerance, lack of understanding and treatment received from Contract/Grant Administrator Senior Lory Vassello. As well as of other executives and employees toward me and my employees. Situation that was reflected on the last day of work when events occurred that made us feel like vulgar criminals; reaffirming our criterion that with those attitudes towards our Company we would not have able to do our work in BCAD.

We have been in the market for 17 years serving mainly in government buildings and this never happened to us.

This situation also led us to reflect on the help that a small and disadvantaged business should receive in such situations.

Thank you ,

Juan Morejon, VP

From: [Vassello, Lori](#)
To: [Knapp, Donna-Ann](#)
Cc: [Waskiewicz, Richard](#); [Seibert, Stacy](#); [Castillo, Freddy](#); [Byrd, Carla](#); [Cohen, Mitchell](#)
Subject: Admire Cleaning - Termination of Contract #C2113733B1
Date: Thursday, July 13, 2017 1:02:17 PM
Attachments: [image.png](#)

Donna-Ann,

Per our meeting this morning with Juan Morejon, VP of Admire Cleaning Service Corp, Admire has voluntarily terminated their contract with Broward County for Administrative Office Janitorial Services – Group 2, Bid # C2113733B1, effective immediately. Admire will be paid ½ month per location per unit price for services rendered.

As you know, Dammel Cleaning Enterprise who was awarded Group 1 of Bid #C2113733B1 was the second lowest bidder for the above mentioned contract. David Melendez, President is willing and able to take on Group 2 with a commencement date of August 1st; Sunshine Cleaning will take on the gap in services. I will send a request to Purchasing for consideration to award an Emergency Interim contract with Dammel for Group 2 until it is confirmed by the appropriate award authority that Dammel can be approved for award Group 2's contract # C2113733B1.

Should you require anything else from me, please advise.

Thank you!



Lori Vassello

Contract/Grant Administrator Senior
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Cohen, Mitchell

From: Knapp, Donna-Ann
Sent: Wednesday, July 12, 2017 11:54 AM
To: Vassello, Lori
Cc: Gale, Mark; Nonnemacher, Michael; Waskiewicz, Richard; Seibert, Stacy; Byrd, Carla; Cohen, Mitchell; Castillo, Freddy
Subject: RE: Janitorial agenda item (2017-06-06_#30)
Importance: High

Good morning Lori,

I just met with Mr. Morejon of Admire Cleaning Services. He confirmed that the contract got off to a rocky start but is interested in continuing to perform the required janitorial services. I would like to meet with you and Mr. Morejon tomorrow morning to ensure that you are both on the same page in terms of his company being able to perform the stipulated contractual requirements. I'll be leaving for a conference on Friday morning and would like to see if a meeting can be scheduled with you both tomorrow morning, Thursday, July 13, 2017. Would you please let me know your availability?

Regards,

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From: Vassello, Lori
Sent: Friday, July 07, 2017 4:19 PM
To: Knapp, Donna-Ann
Cc: Gale, Mark ; Nonnemacher, Michael ; Waskiewicz, Richard ; Seibert, Stacy ; Byrd, Carla ; Cohen, Mitchell
Subject: RE: Janitorial agenda item (2017-06-06_#30)

Good afternoon Donna-Ann,

Pursuant to our discussion from yesterday, we've been experiencing many issues with Admire Cleaning Services since the start of their janitorial contract for Aviation administrative offices – Group 2, contract # C2113733B1. The contracts for Groups 1 and 2 were awarded by the Board on June 6, 2017, Item 30. On June 8th, I held a kick-off meeting with both vendors where I reviewed/reiterated the following topics and specifications:

Living Wage Requirements, PO's/Invoices/Payments, SSI, Badging, Holidays, Building Access, Personnel training, Security Requirements, Cleaning Specifications, Quality Control & Assurance, and Quality Conformance

On June 9th, I sent an email to all of the building contacts for each facility, see below sample which read:

The new janitorial contract for BCAD Administrative offices at 2200 SW 45 Street, Suite 101, Dania Beach has been awarded to Admire Cleaning Service, effective June 30, 2017. Juan Morejon is the vice president of the company and will be making a visit or two in the next couple of days (excluding weekends) to get ready to set up. Please escort him around until he is properly badged. In addition, please confirm daily cleaning is to commence after 4pm.

No communication was received from Admire until 6/27/15 where an inquiry was made on their badge applications. Apparently applications were submitted via email but went to SPAM.

The contract commenced on Friday, June 30th. This was the first day that Juan went to any of the facilities. He was not prepared with adequate staffing, paper products, cleaning products or equipment. Most of the facilities didn't receive any kind of service and were left with filled trash cans, absence of toilet tissue and hand towels and uncleaned restrooms. Although I spoke to Juan on Friday about these issues, Monday services did not improve and supplies were practically non-existent. I received complaints from every facility that he is contracted to clean. When I spoke to Juan by telephone on Monday, I needed someone to translate so I could be assured he understood the problems. I reminded him that staff needed to be able to understand and communicate in English (a Spanish speaking cleaner was told by Security Credentialing not to enter Badging because people were testing. The employee replied okay and went to Badging and started running a vacuum that was blowing out dust and dirt).

As Tuesday was a holiday, no complaints received.

On Wednesday, the same lack of services and supplies occurred. In addition, the Commerce building had a plumbing issue where water got onto the carpet. Although the Spanish speaking cleaner was on site, he could not understand what was needed and we had to find a BCAD employee who spoke Spanish to tell him. As it turned out, there was no equipment or supplies to deal with such. I called Juan to have it taken care of and we also agreed to have a meeting the following morning, (Thursday, July 7th).

Thursday morning I was informed by Commerce tenants that nothing was done by Admire to mitigate the water issue. This is when I called you to ask for OESBD's assistance and make an outreach appointment with Admire. When Juan arrived for our meeting, I asked him why he didn't take care of Commerce and he said that he went at 9pm but he couldn't access the facility. I reiterated information that was provided during the kick-off meeting concerning access to the various buildings and went on to explain that contractually he must be able to communicate and speak in English and the same for his cleaning crew (**CONTRACT SECTION 7. PERSONNEL REQUIREMENTS; 7.1. Minimum Staffing Requirements; 7.1.1. All managerial and supervisory personnel must speak, write, and communicate in English. Custodial workers must be able to communicate in English**). Since I was unsure if Juan understood everything I was saying and I was having a hard time understanding him, I brought in an interpreter. I asked the interpreter to reiterate that the lack of supplies, cleaning crew and equipment was unacceptable. It was almost a week into the contract and none of the facilities were properly stocked with product, cleaners or equipment. Through the interpreter, Juan asked that I give him time to get everything in place and get to know the different buildings. I responded that he was to do this before the effective date as explained in the kick-off meeting and the 6/9/17 email. Juan had a conversation with the interpreter and the following was translated to me:

Mr. Morejon apologized for the rough start he's had with this new contract and recognized that the language barrier was an issue. He stated that he knows Lori feels uncomfortable, but that if she is willing to give him some time, he will definitely resolve all the issues there have been up until now. Otherwise, he asked for her to let him know what she'd like to do. When I inquired what other option there was, he said that if Lori wanted to bring in another company instead of his, he would be ok with us moving on. He also added that his English was as good as it was going to get, but that as far as the actual work goes, he can get the job done as he has other contracts that are larger than ours.

After I heard this, I had the translator reaffirm that he wanted to cancel the contract and he said that at his age, his English would not get any better and he was not going to hire office personnel for translation purposes but he would hire cleaners who speak and understand English.

After the meeting ended, I placed my second call to you explaining the above. We accept a few hiccups in the beginning of a contract but the communication barrier is a huge hindrance. Please advise how OESBD would like BCAD Maintenance to proceed.

Thank you!

Lori Vassello

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From: Knapp, Donna-Ann
Sent: Thursday, July 06, 2017 2:59 PM
To: Vassello, Lori <LVASSELLO@broward.org>
Subject: RE: Janitorial agenda item (2017-06-06_#30)

Thanks, Lori. Please remember to send me the email that we discussed.

Regards,

Donna-Ann Knapp
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From: Vassello, Lori
Sent: Thursday, July 06, 2017 12:32 PM
To: Knapp, Donna-Ann <DKNAPP@broward.org>
Subject: Janitorial agenda item (2017-06-06_#30)