

Aviation Department - Fort Lauderdale-Hollywood International Airport

MAINTENANCE DIVISION

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DATE: July 17, 2017

TO: Carla Byrd, Purchasing Manager, Purchasing Division

FROM: Richard Waskiewicz, Enterprise Director of Facilities/Maintenance
Aviation Department

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Richard Waskiewicz
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SUBJECT: Janitorial Services for Aviation Administrative Offices – Group 2, Contract #C2113733B1_2: Request for Emergency Interim Contract; Request to Rescind Award to Admire Cleaning; and Request to Award to second bidder, Dammel Cleaning

On June 6, 2017 The Board awarded Janitorial Services for Aviation Administrative Offices, Contract # C2113733B1, for Group 1 and Group 2 to Dammel Cleaning Enterprise, Inc and Admire Cleaning Service Corp, respectively with an effective date of June 30, 2017.

On June 8th a kick-off meeting was held at BCAD Maintenance facility with both awarded bidders in attendance. The following topics and specifications were reiterated and reviewed: *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 an email was sent to each of the building contacts for the facilities covered under these contracts, 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."*

Although Dammel Cleaning initiated preparation almost immediately following the kick-off, Admire's first communication received by any BCAD personnel was from Mr. Juan Morejon on 6/27/17 where an inquiry was made on badge applications. Apparently applications were submitted via email but went to SPAM and he was waiting for a response, contrary to the directives given.

Friday, June 30th, Admire was not prepared to provide services to any of the facilities. This was the first visit by Mr. Morejon to any of the facilities since the pre-bid meeting held on February 15, 2017. He arrived with no supplies or equipment and had one non-English speaking cleaner who was not given any directives or cleaning supplies. 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 Lori Vassello, the Contract Administrator, reached out to Mr. Morejon on Friday about these issues, Monday services did not improve and supplies were practically non-existent. Complaints were received from every Admire assigned facility. Again, on Monday, Ms. Vassello reached out to Mr. Morejon, this time with a translator to be assured he understood the problems. He was reminded that staff needed to be able to understand and communicate in English since there was an incident that took place in the Security facility which disrupted a room full of employees testing for their badge.

As Tuesday was a holiday, no complaints received.

On Wednesday and Thursday, July 5th and 6th, since the same lack of services and supplies continued, Ms. Vassello spoke to Donna-Ann Knapp with OESBD to request that a reach-out call be made to Mr. Morejon to discuss the lack of services and their contractual obligations. Mr. Morejon met with Ms. Vassello Thursday morning before OESBD had an opportunity to contact Admire. During this meeting, a translator was brought in because it appeared Mr. Morejon was not grasping everything being conveyed to him. The translator cited **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.** Through the interpreter, Mr. Morejon expressed willingness 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. Mr. Morejon was told that we were looking for performance and not termination of the contract and that he needed to get all facilities properly stocked by the next day and to work on hiring staff.

A second call was made to OESBD to enlighten Ms. Knapp of the aforementioned meeting. OESBD held a meeting with Mr. Morejon on July 12th where it was agreed to set a meeting for July 13th with OESBD, Admire and the Contract Administrator. During this meeting it was explained to Mr. Morejon that the purpose of the meeting was to review his contractual obligations and to get him on track. Furthermore, the County wants him to succeed in this contract and did not want him to fail. In the course of the meeting, Mr. Morejon complained of the Airport security requirements "just to clean" offices (i.e. each badge application was \$58; in addition, each employee would be required to take a test). At this point of the meeting, Mr. Morejon voluntarily terminated his contract with Broward County for Administrative Office Janitorial Services – Group 2, Bid # C2113733B1. Ms. Knapp verified his request a few times and Mr. Morejon reaffirmed his wishes to terminate as soon as we could get a replacement. Ms. Knapp told Mr. Morejon that it was obvious the Airport contract was not a good fit for him but in no way would this preclude him from future County bids. Ms. Vassello also told him that another County janitorial bid was currently advertised and he should look into that. It was agreed that the contract would terminate effective immediately. Admire would be paid ½ month per location per unit price for services rendered.

In order to continue uninterrupted services for Group 2 tenants, Sunshine Cleaning was contacted to provide such services under their Airport contract # R1073611P1 for emergency services until an interim contract can be put in place.

Dammel Cleaning Enterprise who was awarded Group 1 of Bid #C2113733B1 was the second lowest bidder for the aforementioned contract. David Melendez, President is willing and able to take on an interim contract for Group 2 with a commencement date of August 1st.

Respectfully, a request to award Dammel an interim contract along with a Board action to rescind the contract with Admire Cleaning and award Group 2 for the duration of the term to Dammel Cleaning is being submitted through this memo.

cc: Mark Gale, CEO/Director of Aviation
Michael Nonnemacher, Acting Deputy Director, Aviation
Lori Vassello, Contract/Grant Administrator Senior, Facilities/Maintenance Division, Aviation
Donna-Ann Knapp, Small Business Development, Aviation
Glenn Marcos, Assistant Director, Purchasing