



TO: Netanya Hogu, Purchasing Agent
Purchasing Division
FROM: Richard Waskiewicz, Enterprise Director of Facilities Maintenance *RAW*
Aviation Department
SUBJECT: Solicitation No.: Z2114075B1
FLL Pressure Washing Services

Recommended Vendor: Evergreen Cleaning Service, Inc.
Recommended Group(s)/Line Item(s): All
Initial Award Amount: \$457,900 Potential Total Amount: \$1,373,700
Initial Contract Term: One Year Contract Term, including Renewals: Three Years

CONCURRENCE:

The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility. I
 have reviewed all documents including the Vendor Questionnaire and after careful evaluation, I concur with
recommendation for award to the Vendor.

FINANCIAL BACKGROUND/D & B REPORT: (check one)

I am satisfied with the Vendor's financial background and/or rating and payment performance.
 Not applicable Not needed for this solicitation

LITIGATION HISTORY: (check one)

I have reviewed the Litigation History Form and there is no issue of concern.
 Refer to additional information from the Office of the County Attorney to address an issue/concern.

PAST PERFORMANCE: (check all that apply)

I have reviewed the Vendor's past Performance Evaluations in Contracts Central and:
 Vendor received an overall rating ≥ 2.59 on all evaluations.
 No evaluations within the past three years contained any items rated a score of 2 or less.
 Vendor received a rating ≤ 2.59 on an evaluation(s). Refer to additional information.
 Vendor received a score of ≤ 2 on an individual item(s). Refer to additional information.
 Past evaluations are not relevant to the scope of this contract.
 No past Performance Evaluations exist in Contracts Central.

AND

Reference Verification Forms are attached.

OR

Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service
less than \$50,000 and the Vendor has a Performance Evaluation within the past three years.

NON-CONCURRENCE:

I do not concur. Detailed reason for non-concurrence is attached.

TYPED NAME OF SIGNER: Lori Vassello TITLE: Contract Grant Administrator Senior
(Individual authorized to administer the contract.)

SIGNATURE: *Lori Vassello* DATE: 07/31/2017



Vendor Reference Verification Form

Broward County Solicitation No. and Title: FLL Pressure Washing Services
 Reference for: (Name of Firm) Z2114075B1 - Evergreen Cleaning Services, Inc.
 Organization/Firm Name providing reference: Broward County Facilities Management Division
 Contact Name/Title: Ann Marie Rawlings and Lucinda Flemming
 Contact E-mail: ARAWLINGS@broward.org / LFLEMING@broward.org
 Contact Phone: 954 831 1410 and 954 831 6540
 Name of Referenced Project: Pressure/Chemical Cleaning at Bus Terminals
 Contract No. P1176405B1
 Contract Amount: \$226,064.00
 Date Services Provided: From 02/10/14 to 05/09/16

(list date range or date services began until "current")

Vendor's role in Project: Prime Vendor Sub-consultant/Sub-contractor
 Would you use this vendor again? Yes No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
Weekly Pressure/Chemical Cleaning of Downtown Ft. Lauderdale Bus Terminal at 101 NW 1st Ave. and
Weekly Pressure/Chemical Cleaning of Northeast Transit Center Bus Terminal at 304 Martin Luther King Blvd.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)
Please See Attached Sheet.

References Checked By
 Name: Lori Vassello Title: Contract/Grant Administrator Senior
 Division/Department: Maintenance/Aviation Date of Verification: 05/22/2017

Vendor Reference Verification Form (Continuation Sheet)

Broward County Solicitation No. and Title: FLL Pressure Washing Services

Reference for: (Name of Firm): Z2114075B1 - Evergreen Cleaning Services, Inc.

Organization/Firm Name providing reference: Broward County Facilities Management Division

This is a combined reference completed by Ann Marie Rawlings who is the Building Manager for the **Northeast Transit Center Bus Terminal** and Lucinda Fleming who was the Building Manger for the **Downtown Ft. Lauderdale Bus Terminal**.

Ann states: She had good service at the NE Transit Terminal when this vendor was under contract. Log books were always signed. Service was good and timely. Any discrepancies were quickly fixed. This vendor took over a new property and kept it in good condition. For questions 1 thru 3 Ann rates the Vendor as "Excellent". However as stated previously this was for a "New Facility"

Lucinda states: Because of the amount of traffic and public use of the facility. I felt this contractor was not equipped to meet the high demands of maintaining this facility. The appearance of bus lanes, pavers were deplorable, and instead of being proactive, this vendor was unproductive in keeping up with the quality/consistency of pressure washing surfaces. For questions 1 thru 3 Lucinda rates the Vendor as "Needs improvement", except for Professionalism which she gave them a "Satisfactory"



Vendor Reference Verification Form

Broward County Solicitation No. and Title: FLL Pressure Washing Services
 Reference for: (Name of Firm) Z2114075B1 - Evergreen Cleaning Services, Inc.
 Organization/Firm Name providing reference: Broward County Facilities Management Division
 Contact Name/Title:
 Contact E-mail:
 Contact Phone:
 Name of Referenced Project: Pressure/Chemical Cleaning at Bus Terminals
 Contract No. P1176405B1
 Contract Amount: **Initial Term Amount: \$31, 200 Total Contract Amount (3 Years): \$93,600**
 Date Services Provided: **2/10/14 - 5/9/16**
 (list date range or date services began until "current")

Vendor's role in Project: Prime Vendor Sub-consultant/Sub-contractor
 Would you use this vendor again? Yes No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
Pressure washing of Northeast Transit Terminal 304 Hammondville Roda Pompano.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)
 I had good service at the NE Transit Terminal when this vendor was under contract. Log books were always signed. Service was good and timely. Any discrepancies were quickly fixed. I did not enter anything in Contract Central. This vendor took over a new property and kept it in good condition.

References Checked By
 Name: Ann Marie Rawlings Title: Building Manager
 Division/Department: Public Works/Facilities Management Date of Verification: May 16, 2017



Vendor Reference Verification Form

Broward County Solicitation No. and Title: FLL Pressure Washing Services
 Reference for: (Name of Firm) Z2114075B1 - Evergreen Cleaning Services, Inc.
 Organization/Firm Name providing reference: Broward County Facilities Management Division
 Contact Name/Title:
 Contact E-mail:
 Contact Phone:
 Name of Referenced Project: Pressure/Chemical Cleaning at Bus Terminals
 Contract No. P1176405B1
 Contract Amount: \$226,064.00 (2 year contract)
 Date Services Provided: 2/2014 - 5/2016

(list date range or date services began until "current")

Vendor's role in Project: Prime Vendor Sub-consultant/Sub-contractor
 Would you use this vendor again? Yes No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
 Pressure washing of bus lanes, sidewalks, concrete pavement, brick paver's, concrete trash cans, benches, bridge over-pass, etc. at Downtown Mass Transit Terminal. Contract specifications included the removal of bird feces, gum, and any unsightly stain/mark from areas covered by the contract with pressure cleaning services.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)
 Because of the amount of traffic and public use of the facility. I felt this contractor was not equipped to meet the high demands of maintaining this facility. The appearance of bus lanes, pavers were deplorable, and instead of being proactive, this vendor was unproductive in keeping up with the quality/consistency of pressure washing surfaces.

References Checked By
 Name: Lucinda Fleming Title: Building Manager
 Division/Department: Public Works/Facilities Management Date of Verification: May 19, 2017



Vendor Reference Verification Form

Broward County Solicitation No. and Title: Z2114075B1 - FLL Pressure Washing Services
 Reference for: (Name of Firm) Evergreen Cleaning Service, Inc.
 Organization/Firm Name providing reference: Das Assets, Inc.
 Contact Name/Title: Andrew Jackson
 Contact E-mail: dasassets@aol.com
 Contact Phone: 305-528-2273
 Name of Referenced Project: Pressure Cleaning Services
 Contract No. N/A
 Contract Amount: \$50,000
 Date Services Provided: 01/2010-03/2017
 (list date range or date services began until "current")

Vendor's role in Project: Prime Vendor Sub-consultant/Sub-contractor
 Would you use this vendor again? Yes No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
 The vendor provided pressure cleaning services to our commercial buildings (exterior surfaces, parking lots, garage areas and sidewalks).

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)
 It has been a pleasure working with this company over the past few years, their staff was very professional and accommodating to our needs. They performed pressure cleaning services in high volume traffic areas while ensuring all the necessary safety measure were taken.

References Checked By
 Name: Andrew Jackson Title: President
 Division/Department: DAS Assets Inc. Date of Verification: 05/08/2017



Vendor Reference Verification Form

Broward County Solicitation No. and Title: Z2114075B1 - FLL Pressure Washing Services
 Reference for: (Name of Firm) Evergreen Cleaning Service, Inc.
 Organization/Firm Name providing reference: T&J Diversified Services
 Contact Name/Title: Torianto Thompson
 Contact E-mail: torianto@yahoo.com
 Contact Phone: 954-588-1539
 Name of Referenced Project: Pressure Washing
 Contract No. N/A
 Contract Amount: Varies based on current accounts at the time. \$45,000 to 85,000.
 Date Services Provided: Jan/Feb 2011 to current
 (list date range or date services began until "current")

Vendor's role in Project: Prime Vendor Sub-consultant/Sub-contractor
 Would you use this vendor again? Yes No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:
We do commercial cleaning work but just the basics - trash, vacuuming, dusting, etc. However many clients require things beyond the basics so Evergreen would come in and pressure clean the sidewalks, entrance ways, and periphery of the businesses.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Vendor's Organization				
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:				
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

References Checked By
 Name: Lori Vassello Title: Contract/Grant Administrator Senior
 Division/Department: Maintenance/Aviation Date of Verification: May 19, 2017

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

OPEN END CONTRACT - COMMODITY		
Agreement Nbr / Title P1176405B1 / Pressure/Chemical Cleaning at Bus Terminals		
Not To Exceed Amount \$226,064.00	Used Amount \$222,528.00	
EVALUATION SUMMARY		
EVERGREEN CLEANING SERVICE INC Is RECOMMENDED For Future Contracts Remarks:		Numerical Score 5.00
Overall Rating	EXCELLENT	
Unsatisfactory (1.0 - 1.8) Poor (1.81 - 2.59) Fair (2.60 - 3.19) Good (3.20 - 4.49) Excellent (4.50 - 5.00)		
COUNTY CONTACT INFORMATION		
Overseeing Division FACILITIES MANAGEMENT		
Contract Administrator Scott Campbell	Email: scampbell@broward.org	
APPROVED EVALUATION		
Rated By Ann Rawlings Date: 4/22/2016	Reviewed By Scott Campbell Date: 6/23/2017	

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

A) Quality		Section Score: 5.00
Evaluation Question		Rating
1. How responsive was the vendor to notification of an unauthorized substitution?		N/A
2. How close did the delivered product(s) or software perform to expectations?		5 - Excellent
3. How accurate and timely were any necessary repairs or reconfigurations?		5 - Excellent
4. How timely were necessary parts or software made available?		N/A
5. How appropriate were any vendor recommended repairs or upgrades?		N/A
6. How efficient and timely were product/software installations and training completed?		5 - Excellent
7. How complete and timely did the vendor submit warranties, manuals, etc.?		N/A
8. How well did the vendor performance meet agreement expectations?		5 - Excellent
Comments:		
B) Quantity		Section Score: N/A
Evaluation Question		Rating
1. How well did the amount of product shipped match the amount ordered?		N/A
2. How fast were partial deliveries or non-deliveries satisfied?		N/A
3. If there were backorders, how accurate were estimates of delivery times?		N/A
4. How accurate was the weight of the item received as compared to the weight listed on the invoice?		N/A
5. How accurate was the paperwork in the shipment?		N/A
6. How accurate were the licensing estimates for the software installation(s)?		N/A
Comments:		

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

C) Delivery		Section Score: 5.00
Evaluation Question	Rating	
1. How timely was the complete order received, based on industry standards?	5 - Excellent	
2. How well was the shipment protected against damage or loss?	N/A	
3. How responsive was the vendor to notice of damaged goods?	N/A	
4. How proactive was the vendor response to replacing damaged goods?	N/A	
5. How cooperative was the vendor in making the delivery at a satisfactory time?	5 - Excellent	
6. How accurate were the prices quoted to the invoiced price?	5 - Excellent	
7. How accurate were the documents provided at closeout, e.g. packing slips, invoices, technical manuals, etc. regarding the correct material codes and purchase order numbers?	N/A	
8. How accurate was the method of delivery?	N/A	
9. How correct was the delivery location?	N/A	
10. How visible were the required inspection stamps?	N/A	
11. How well did the vendor manage delivery of the product and/or service?	5 - Excellent	
12. How accurately were close-out procedures followed?	N/A	
Comments:		
D) Customer Service		Section Score: 5.00
Evaluation Question	Rating	
1. How knowledgeable was the vendor regarding the requested product and/or service?	5 - Excellent	
2. How timely were requests for information, proposals and quotes answered?	N/A	
3. How prompt were County staff communications returned or responded to?	5 - Excellent	
4. How proactive was the vendor in addressing County staff problems or concerns regarding the product or service?	5 - Excellent	
5. How courteous/professional was the vendor in dealing with the County, Sub-vendors, County Tenants/Customers?	5 - Excellent	
6. How sensitive/responsive was the vendor to working around County operational needs?	5 - Excellent	
7. How consistent and clear were the vendor communications with County staff?	5 - Excellent	
Comments:		

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

E) Support		Section Score: 5.00
Evaluation Question		Rating
1. How close was the level of vendor technical expertise to what was needed to support the product or service?		5 - Excellent
2. How appropriate was the contact information provided by the vendor for questions?		5 - Excellent
3. How well did the vendor respond to additional questions regarding the product or service?		N/A
4. How timely was the vendor response compared to the contract requirements?		N/A
5. How clear was the vendor information regarding the warranty or replacement policy?		N/A
6. How well did the vendor respond to warranty service requests?		N/A
7. How timely were repairs completed?		5 - Excellent
8. How well did the vendor coordinate any sub vendors?		N/A
9. How responsive and competent were vendor representatives?		5 - Excellent
Comments:		
F) Emergency Procurement		Section Score: N/A
Evaluation Question		Rating
1. How responsive was the vendor to providing after hours contact information?		N/A
2. How clear was the vendor regarding the local warehousing and availability of products in the event of an emergency?		N/A
3. How proactive was the vendor in providing emergency support for repair or replacement of a failed or unusable commodity?		N/A
4. How accessible was the vendor before, during and after the emergency?		N/A
5. How willing was the vendor to provide support services?		N/A
6. How cooperative was the vendor in demonstrating extra effort to meet County staff requirements in the emergency?		N/A
Comments:		

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

OPEN END CONTRACT - COMMODITY		
Agreement Nbr / Title P1176405B1 / Pressure/Chemical Cleaning at Bus Terminals		
Not To Exceed Amount \$226,064.00	Used Amount \$222,528.00	
EVALUATION SUMMARY		
EVERGREEN CLEANING SERVICE INC Is NOT RECOMMENDED For Future Contracts, due to the following. Remarks:		Numerical Score 1.81
Overall Rating	POOR	
Unsatisfactory (1.0 - 1.8) Poor (1.81 - 2.59) Fair (2.60 - 3.19) Good (3.20 - 4.49) Excellent (4.50 - 5.00)		
COUNTY CONTACT INFORMATION		
Overseeing Division FACILITIES MANAGEMENT		
Contract Administrator Scott Campbell	Email: scampbell@broward.org	
APPROVED EVALUATION		
Rated By Lucinda Fleming Date: 4/13/2016	Reviewed By Scott Campbell Date: 4/13/2016	

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

A) Quality		Section Score: 1.00
Evaluation Question		Rating
1. How responsive was the vendor to notification of an unauthorized substitution?		N/A
2. How close did the delivered product(s) or software perform to expectations?		N/A
3. How accurate and timely were any necessary repairs or reconfigurations?		N/A
4. How timely were necessary parts or software made available?		N/A
5. How appropriate were any vendor recommended repairs or upgrades?		N/A
6. How efficient and timely were product/software installations and training completed?		N/A
7. How complete and timely did the vendor submit warranties, manuals, etc.?		N/A
8. How well did the vendor performance meet agreement expectations?		1 - Unsatisfactory
Comments: Vendor satisfied the minimum criteria/specifications in order to receive payment.		
B) Quantity		Section Score: N/A
Evaluation Question		Rating
1. How well did the amount of product shipped match the amount ordered?		N/A
2. How fast were partial deliveries or non-deliveries satisfied?		N/A
3. If there were backorders, how accurate were estimates of delivery times?		N/A
4. How accurate was the weight of the item received as compared to the weight listed on the invoice?		N/A
5. How accurate was the paperwork in the shipment?		N/A
6. How accurate were the licensing estimates for the software installation(s)?		N/A
Comments:		

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

C) Delivery		Section Score: 2.00
Evaluation Question	Rating	
1. How timely was the complete order received, based on industry standards?	N/A	
2. How well was the shipment protected against damage or loss?	N/A	
3. How responsive was the vendor to notice of damaged goods?	N/A	
4. How proactive was the vendor response to replacing damaged goods?	N/A	
5. How cooperative was the vendor in making the delivery at a satisfactory time?	N/A	
6. How accurate were the prices quoted to the invoiced price?	N/A	
7. How accurate were the documents provided at closeout, e.g. packing slips, invoices, technical manuals, etc. regarding the correct material codes and purchase order numbers?	3 - Fair	
8. How accurate was the method of delivery?	N/A	
9. How correct was the delivery location?	N/A	
10. How visible were the required inspection stamps?	N/A	
11. How well did the vendor manage delivery of the product and/or service?	1 - Unsatisfactory	
12. How accurately were close-out procedures followed?	N/A	
Comments: There was no improvement in the appearance of areas vendor documented was cleaned the previous night.		
D) Customer Service		Section Score: 1.83
Evaluation Question	Rating	
1. How knowledgeable was the vendor regarding the requested product and/or service?	1 - Unsatisfactory	
2. How timely were requests for information, proposals and quotes answered?	N/A	
3. How prompt were County staff communications returned or responded to?	3 - Fair	
4. How proactive was the vendor in addressing County staff problems or concerns regarding the product or service?	1 - Unsatisfactory	
5. How courteous/professional was the vendor in dealing with the County, Sub-vendors, County Tenants/Customers?	2 - Poor	
6. How sensitive/responsive was the vendor to working around County operational needs?	1 - Unsatisfactory	
7. How consistent and clear were the vendor communications with County staff?	3 - Fair	
Comments: The vendor's performance was poor relating to job knowledge and the quality of cleaning in specified areas of cleaning. There was no improvement in the appearance of areas vendor documented was cleaned the previous night. Inspections were done immediately the following morning after areas were cleaned, and areas level of cleaning slightly improved. Vendor could have applied more chemical substance to remove stains and stayed on the job for longer periods of time to effectively clean lanes, sidewalks, trash cans, etc. Vendor's response was minimal at best, the vendor complained more than she would accommodate or effectively clean areas that needed additional cleaning. Vendor was for the most part defensive when it came to recommendations by the County and suggested that services will not be provided after the contract expires. As previously mentioned, Vendor was sensitive/defensive in their response to satisfy County's requests for improvements in cleaning.		

**BOARD OF COUNTY COMMISSIONERS, BROWARD COUNTY, FLORIDA
COMPLETED COMMODITY EVALUATION
OF PRIME VENDOR - EVERGREEN CLEANING SERVICE INC**

E) Support		Section Score: 2.00
Evaluation Question		Rating
1. How close was the level of vendor technical expertise to what was needed to support the product or service?		1 - Unsatisfactory
2. How appropriate was the contact information provided by the vendor for questions?		1 - Unsatisfactory
3. How well did the vendor respond to additional questions regarding the product or service?		1 - Unsatisfactory
4. How timely was the vendor response compared to the contract requirements?		3 - Fair
5. How clear was the vendor information regarding the warranty or replacement policy?		3 - Fair
6. How well did the vendor respond to warranty service requests?		N/A
7. How timely were repairs completed?		N/A
8. How well did the vendor coordinate any sub vendors?		N/A
9. How responsive and competent were vendor representatives?		3 - Fair
<p>Comments: Vendor's technical expertise was not valid or did not meet the requirements that is needed in a high traffic public facility. Contact information was through email, and the phone number provided--Vendor rarely answered the phone. Vendor only responded via email. Minimal response.</p>		
F) Emergency Procurement		Section Score: 1.00
Evaluation Question		Rating
1. How responsive was the vendor to providing after hours contact information?		1 - Unsatisfactory
2. How clear was the vendor regarding the local warehousing and availability of products in the event of an emergency?		N/A
3. How proactive was the vendor in providing emergency support for repair or replacement of a failed or unusable commodity?		N/A
4. How accessible was the vendor before, during and after the emergency?		N/A
5. How willing was the vendor to provide support services?		N/A
6. How cooperative was the vendor in demonstrating extra effort to meet County staff requirements in the emergency?		N/A
<p>Comments: Vendor provided phone number that was never answered...only email responses.</p>		