Three-Question Matrix and Reference Checks RFP: R2112705P1 Janitorial Services for Various Large County Facilities

Contract #4 - Broward County Main Library

Ranking (Not Alphabetical)	1	2	3	4	5	6	7
Firm Name	Triangle Services of Florida, Inc dba Triangle Services	Sunshine Cleaning Systems, Inc.	American Facility Services, Inc.	Owens, Renz & Lee Co., Inc. dba Owens Realty Services	Chi-Ada Corporation	United Services, Inc.	Able Business Services, Inc
Questions							
Have the vendors taken any exceptions to the County's Standard Terms and Conditions?	NO EXCEPTIONS	NO EXCEPTIONS	NO EXCEPTIONS	NO EXCEPTIONS	NO EXCEPTIONS	NO EXCEPTIONS	NO EXCEPTIONS
Do the vendors have comparable government experience?	Tampa InternationI Airport, Fort Myers International Airport - Lee County Aviation	Charlotte Douglas	Sarasota International Airport, Texas Facilities Commission, City of Atlanta		Miami-Dade Public Housing, Fulton County (Atlanta, GA), Town of Miami Lakes	City of Miami Beach	Miami-Dade Water and Sewer, City of Miami, City of South Miami, Miami-Dade County Transit
3. Have the vendors' references been checked?	YES (Attached)	YES (Attached)	YES (Attached)	YES (Attached)	YES (Attached)	YES (Attached)	YES (Attached)



	PP = = 11345 = =		ices ioi valio	ous Large County
Reference for: (Name of Firm) Able Bus	Facilities	no		
Organization/Firm Name providing refere	nce: Miami-Dad	o Water & Sew	er Departme	nt
Contact Name/Title: Cheryl Thomas-Hu			ei Departifie	III.
Contact E-mail: cthug01@miamidade.go		y Specialist		
Contact Phone: 786-552-8058	V			
Name of Referenced Project: Janitorial/	Custodial Service			
Contract No. 9562-5/22	Custodiai Service			
Contract Amount: \$92,792,000.00 (Cum	ulative Amount)	\$1 087 042	00 (\MASD's	Allocation)
	through Current		OU (VVASDS	Allocation)
	nge or date servi		"current")	
		oco bogan ana	· ourrein)	
Vendor's role in Project: Prime Ven	dor 🗌 Sub-c	onsultant/Sub-	contractor	
Would you use this vendor again? \boxtimes Ye	s 🗌 No If	No, please spe	cify in Addition	onal Comments (below).
Description of services provided by V	endor:			
The services provided are but not limit	ited to the follow	ving: general	office cleani	na. dustina. emptyina
floors, cleaning of windows (inside) a Quarterly and monthly services included burnishing. Also responsible for clea	de carpet sham	oooing/extract	tions and sp	ray buff and floor
				es, floors, bathrooms,
kitchen areas at the water & wastewat	er treatment pla			es, floors, bathrooms,
kitchen areas at the water & wastewate Please rate your experience with the	er treatment pla Needs			es, floors, bathrooms,
kitchen areas at the water & wastewate Please rate your experience with the referenced Vendor:	er treatment pla	ants and some	pump statio	es, floors, bathrooms, ons.
kitchen areas at the water & wastewate Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service	er treatment pla Needs	ants and some	Excellent	es, floors, bathrooms, ons.
Ritchen areas at the water & wastewater Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive	er treatment pla Needs	Satisfactory	pump statio	es, floors, bathrooms, ons.
Ritchen areas at the water & wastewater Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy	er treatment pla Needs	ants and some	Excellent	es, floors, bathrooms, ons.
Ritchen areas at the water & wastewater Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables	er treatment pla Needs	Satisfactory	Excellent	es, floors, bathrooms, ons.
kitchen areas at the water & wastewate Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization	er treatment pla Needs	Satisfactory	Excellent	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise	er treatment pla Needs	Satisfactory	Excellent Station	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism	er treatment pla Needs	Satisfactory	Excellent	es, floors, bathrooms, ons.
Ritchen areas at the water & wastewate Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	er treatment pla Needs	Satisfactory	Excellent Station	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of:	er treatment pla Needs	Satisfactory	Excellent Station	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project	er treatment pla Needs	Satisfactory	Excellent Excellent	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of:	er treatment pla Needs	Satisfactory	Excellent Color Color	es, floors, bathrooms, ons.
Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project	Needs Improvement	Satisfactory	Excellent Excellent	es, floors, bathrooms, ons.

by Mr. Berry's staff and it was not due to their error but the error of the end-user at the location that was being serviced (no access to locked office).

have received nothing but good reports from our users regarding this company. i would highly recommend them for consideration for services. Staff is very courteous and professional.

Reference Verification: R2112705P1 | Janitorial Services for Various Large County Facilities

Exhibit 9 Page 3 of 26

References Checked By

Name: Kevin Bellamy Title: Senior Cont

Title: Senior Contracts/Grants Admin.

Division/Department: Facilities Management Division Date of Verification:10/13/17



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County
Reference for: (Name of Firm) Able Busi	Facilities	Inc		
Organization/Firm Name providing refere				
Contact Name/Title: Mrs. Nichole Lastra				
Contact E-mail: Nichole.Lastra@jhsmiam		inities dervices)		
Contact Phone: 786-503-4071	ii.org			
Name of Referenced Project:				
Contract No.				
Contract Amount:				
Date Services Provided:				
(list date ran	ge or date ser	vices began unti	("current")	
Vendor's role in Project: ⊠ Prime Vendor Would you use this vendor again? ⊠ Yes	s 🗌 No I	-consultant/Sub- f No, please spe		onal Comments (below).
Description of services provided by Ve Janitorial Services and Landscaping S				
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service				
a. Responsive		\boxtimes		
b. Accuracy		\boxtimes		
c. Deliverables		\boxtimes		
2. Vendor's Organization				
a. Staff expertise		\boxtimes		
b. Professionalism		\boxtimes		
c. Turnover		\boxtimes		
3. Timeliness of:	_			
a. Project		Ц		
b. Deliverables				
Additional Comments: (provide on add	itional sheet i	if needed)		
References Checked By Name: Kevin Bellamy Division/Department: Facilities Management	ent Division		or Contracts, erification:10	/Grants Admin. 0/19/17



Vendor Reference Verification Form Broward County Solicitation No. and Title: R2112705P1 | Janitorial Services for Various Large County **Facilities** Reference for: (Name of Firm) Able Business Services, Inc. Organization/Firm Name providing reference: Jackson MEMORIAC HOSPITAL Contact Name/Title: Contact E-mail: Michael huches-condinsmiaminorg Contact Phone: 305- 5 Name of Referenced Project: ENVIRONMENTAL -LANDSCAPING. Contract No. Contract Amount: Date Services Provided: (list date range or date services began until "current") Prime Vendor Vendor's role in Project: Sub-consultant/Sub-contractor Would you use this vendor again? WYes No If No, please specify in Additional Comments (below). Description of services provided by Vendor: Please rate your experience with the Needs Satisfactory Excellent Not Applicable Improvement referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project b. Deliverables Additional Comments: (provide on additional sheet if needed) TENEED ADDITIONAL INFO, PLEASE CALL ME SINECTLY AT. 305-542-1905 References Checked By Name: Kevin Bellamy Title: Senior Contracts/Grants Admin.

Division/Department: Facilities Management Division

Date of Verification: 10/19/17



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County		
Facilities Reference for: (Name of Firm) American Facility Services, Inc.						
Organization/Firm Name providing reference	n Facility Service	es, Inc.				
		sank				
Contact Name/Title: Tim Akins / Procure Contact E-mail: timakins@synovus.com	ement wanager					
Contact Phone: 407-839-6208						
Name of Referenced Project: Janitorial	Samilage / 106 C	Lirrant Cynavilla	locations			
Contract No.	Services / 100 C	Jurient Synovus	locations			
Contract Amount:						
Date Services Provided: 10/2008 until o	current					
10,2000 411111	nge or date servi	ices began until	"current")			
(not date ra	rige of date servi	ices began and	carrent)			
Vendor's role in Project: ☐ Prime Ver		consultant/Sub-	contractor			
Would you use this vendor again? \boxtimes Ye	s 🗌 No If	No, please spe	cify in Additio	onal Comments (below).		
Description of services provided by V	endor:					
Daily janitorial services to 106 Synove		ns in Georgia,	Tennessee,	& Florida.		
		•	•			
Discourate vous experience with the	Noodo					
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable		
Vendor's Quality of Service	provomone					
a. Responsive			\boxtimes			
b. Accuracy						
c. Deliverables			\boxtimes			
Vendor's Organization						
a. Staff expertise			\boxtimes			
b. Professionalism						
c. Turnover						
3. Timeliness of:						
a. Project			\boxtimes			
b. Deliverables						
2. 200.0.00						
Additional Comments: (provide on ad	ditional sheet if	f needed)				
American Facility Services is our larg		•	r and they s	ervice about 40% of our		
locations. Their service has always b						
job of addressing any issues or conce						
References Checked By						
Name: Kevin Bellamy				s Administrator, Senior		
Division/Department: Facilities Manager	nent Division	Date of \	/erification: (October 17, 2017		



Broward County Solicitation No. and Titl		Janitorial Serv	ices for Vario	ous Large County
Reference for: (Name of Firm) American	Facilities	se Inc		
Organization/Firm Name providing refere	POCE: Children's	Sorvices Count	sil of Palm Ro	ach County
Contact Name/Title: Michael Modica / H	lead of Facilities	Services Courie	on or i anni be	Facil County
Contact E-mail: michael.modica@cscpb		<u>'</u>		
Contact Phone: 561-202-4445	0.019			
Name of Referenced Project:				
Contract No. NA				
Contract Amount: 60,000-75,000 / annu	ıal			
Date Services Provided: 1/1/2013 to pr	esent			
	nge or date serv	ices began unti	"current")	
Vendor's role in Project: ⊠ Prime Ver	ndor 🗌 Sub-o	consultant/Sub-	contractor	
Vendor's role in Project: ⊠ Prime Ver Would you use this vendor again? ⊠ Ye				onal Comments (below).
		no, piease spe	City in Addition	mai Comments (below).
Description of services provided by V	endor:			
Nightly custodial / janitorial				
Please rate your experience with the	Needs	Satisfactory	Excellent	Not Applicable
referenced Vendor:	Improvement	,		• •
Vendor's Quality of Service				
a. Responsive		\boxtimes		
b. Accuracy		\boxtimes		
c. Deliverables		\boxtimes		
2. Vendor's Organization				
a. Staff expertise			\boxtimes	
b. Professionalism			\boxtimes	
c. Turnover		\boxtimes		
3. Timeliness of:				
a. Project			\boxtimes	
b. Deliverables				
Additional Comments: (provide on ad	Iditional shoot is	f noodod)		
Additional Comments. (provide on ad	iditional sheet i	i ileeded)		
References Checked By				
Name: Kevin Bellamy		Title: Se	nior Contract	ts Grants Administrator
Division/Department: Facilities Manager	ment Division			October 11, 2017



Broward County Solicitation No. and Title		Janitorial Serv	rices for Vario	ous Large County
Deference for: (Name of Firm) A	Facilities			
Reference for: (Name of Firm) American	n Facility Service	es, Inc.		
Organization/Firm Name providing refere	erice. Sarasota (County Board of	County Com	nmissioners
Contact Name/Title: William Deller, Fac	ilities Supervisor	<u> </u>		
Contact Phonos and Transport				
Contact Phone: 941-716-1500				
Name of Referenced Project: Custodial	Services Contra	ıct		
Contract No. 2017-120				
Contract Amount: 2,450,000.00				
Date Services Provided: Oct 2016 to p				
(list date ra	nge or date serv	ices began unti	l "current")	
Vendor's role in Project: ☐ Prime Ver	ndor 🗌 Sub-o	consultant/Sub-	contractor	
Would you use this vendor again? ⊠ Ye				onal Comments (below).
			- In Addition	mai commente (solow).
Description of services provided by V				0
Custodial, cleaning, emergency bioha	•	•		-
court, law enforcement, medical (heal	tn department)	, industriai, iib	raries, and p	parks, facilities for
Sarasota County Government.				
Please rate your experience with the	Needs			
referenced Vendor:	Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive			\bowtie	
b. Accuracy		\boxtimes		
c. Deliverables		\boxtimes		П
2. Vendor's Organization				
a. Staff expertise				
b. Professionalism		\boxtimes		
c. Turnover		\boxtimes		
3. Timeliness of:				
a. Project		\boxtimes		П
b. Deliverables		\boxtimes		
S. Bonvorables				
Additional Comments: (provide on ad	ditional sheet i	f needed)		
As with all services of this nature turn		•	ave been str	ong in all of our
buildings, except the parks where the		•		•
willing to meet consistently with my s				
are being solved, again this comes ar		•	•	-
custodial services have improved wit				
rise, zone 1, and is also an excellent v	•		•	•
References Checked By				
Name: Kevin Bellamy				ts Administrator
Division/Department: Facilities Manager	nent Division	Date of \	Verification: (October 19, 2017



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County
Reference for: (Name of Firm) Chi-Ada	Facilities Corporation	-		
Organization/Firm Name providing refere	Corporation	de County Dent	of Transports	ation & Dublic Marks
Contact Name/Title: Maria E. Corzo, DT	DM Property M	anagement Sun	or Transport	ation & Public vvoiks
Contact E-mail: mecorzo@miamidade.go	nv	anagement oup	El VISUI	
Contact Phone: 305-889-6766	, v			
Name of Referenced Project: MDT Metr	orail Metromov	er Systems Rus	s Garanes la	nd Maintenance Bldgs
Contract No. RFQ9562-13MDT		or oyotomo, but	o dalagoo, a	na mamanana biago.
Contract Amount: \$477,900 + monthly	(00)		2	
Date Services Provided: May 13, 2013	to present	91		***
		rices began until	"current")	
Vendor's role in Project: ⊠ Prime Ven	dor 🗆 Sub-	consultant/Sub-	contractor	
Would you use this vendor again? ☐ Ye				onal Comments (below).
Description of services provided by V	endor:	=	**	NA.
Janitorial services to Metrorail and Me		ions (including	surface par	king lots and parking
garages), Rail & Mover Maintenance F	acilities, Bus C	Garages, Bus N	laintenance	
Facilities and Park and Ride Lots.				
				W-100
Please rate your experience with the	Needs	0-4-5-4	E	N - 1 A 1 1 -
referenced Vendor:	Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service				
a. Responsive			\boxtimes	
b. Accuracy		\boxtimes		
c. Deliverables		\boxtimes		
2. Vendor's Organization				
a. Staff expertise		\boxtimes		
b. Professionalism		\boxtimes		
c. Turnover		\boxtimes		
3. Timeliness of:				
a. Project			\boxtimes	
b. Deliverables			\boxtimes	
Additional Comments: (provide on ad	ditional sheet i	f peeded)	inter-o-	
Additional Comments. (provide on ad	altional Sheet i	i liceded)		
Hiring decisions are not made at the ι	ser's level. Th	ne hiring and a	warding pro	cess is handled by the
County's Procurement Department, th				
to be an approved/qualified vendor wi				
projects.				
				The state of the s
Vendor is responsive, flexible, and ac	commodating.			

Exhibit 9 Page 10 of 26

Reference Verification: R2112705P1 | Janitorial Services for Various Large County Facilities

References Checked By

Name: Kevin Bellamy Title: Senior Contracts/Grants Admin.

Division/Department: Facilities Management Division Date of Verification:10/12/17



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County	
Facilities Reference for: (Name of Firm) Chi-Ada Corporation Organization/Firm Name providing reference: Department of Real Estate and Asset Management					
Organization/Firm Name providing reference: Department of Real Estate and Asset Management Contact Name/Title: Jame M. Morehead					
Contact Name/Title: Jame M. Morobood	i Departmer	il oi Real Estate	e and Asset i	лападеттетт	
Contact E-mail: james.morehead@fultor					
Contact Phone: (404) 612-4446	icountyga.gov				
Name of Referenced Project: Janitorial	Sarvicas				
Contract No. 13ITB87106-MT	OCTVICCS				
Contract Amount: \$112,462.00					
Date Services Provided: 1 Jan 141 M	ar 16				
	nge or date serv	ices began until	"current")		
V 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
Vendor's role in Project: ☐ Prime Ven				10	,
Would you use this vendor again? ⊠ Ye		No, please spe	city in Additio	onal Comments (below	').
Description of services provided by V Provided Janitorial Services for various Fulton County.		d Water Resou	rces Faciliti	es located throughou	ıt
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable	
1. Vendor's Quality of Service					
a. Responsive			\bowtie		
b. Accuracy					
c. Deliverables			\bowtie		
2. Vendor's Organization					
a. Staff expertise			\boxtimes		
b. Professionalism			\boxtimes		
c. Turnover			\boxtimes		
3. Timeliness of:					
a. Project			\boxtimes		
b. Deliverables					
Additional Comments: (provide on ad Excellent CompanyIt was a pleasure	alitia malahaat it	(
you the same "Premium" service they	working with N	Mr. Okoro and I	his Staff. I'n	n sure they will provi	de
References Checked By	working with N	Mr. Okoro and lon County.		, , , , , , , , , , , , , , , , , , ,	
	working with Market Provided Fulto	Mr. Okoro and lon County. Title: Co	ontracts/Gran	ts Administrator, Senio	



	idor Reference V			
Broward County Solicitation No. and Titl	The state of the s	Janitorial Serv	ices for Vario	us Large County
Reference for: (Name of Firm) Owens,	Facilities	Inc. dha Owens	Realty Serv	ices
Organization/Firm Name providing referen	ence: City of Orla	ndo - Orlando	Venues	
Contact Name/Title: Allen Johnson, Exe	ecutive Director	nao onano	Tonicas	
Contact E-mail: allen.johnson@cityoforla				
Contact Phone: 407.849.2329 407				
Name of Referenced Project: Janitorial	Services for the (Orlando Venue	s - Amway Ce	enter - Camping World
Stadium -	Mennello Museu	m of American	Art - the Har	ry P. Lue Gardens
Wedding	& Conference Ce	nter - the Bluel	Print Office	
Contract No. RFP# 16-0037				
Contract Amount: \$2.5M				
Date Services Provided: 2010 - 2021				
(list date ra	nge or date servi	ces began until	"current")	
Vendor's role in Project: ☐ Prime Ver	ndor 🗌 Sub-c	onsultant/Sub-	contractor	
Would you use this vendor again? Ye	es 🗌 No If I	No, please spe	cify in Additio	nal Comments (below).
Description of services provided by V	endor:	No. of the last of		
Owens Realty Services provides com the 875,000 SF LEED Gold certified A				
provides change-over and conversion				
Additional facilities serviced under th				
World Stadium (formerly the Orlando				
American Art and the Harry P. Leu We	edding and Conf	erence Cente	r. In 2017, th	e NBA's Richey
Report, which is a study conducted e				
the quality of service at each patron t				
the highest of all the NBA venues at 1		aniiness Ratin	g services r	ating.
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
 Vendor's Quality of Service 				
a. Responsive			~	
b. Accuracy				
c. Deliverables			×	
2. Vendor's Organization				
a. Staff expertise				
the second control of the second			×	
 b. Professionalism 				
b. Professionalism c. Turnover				
			P	
c. Turnover			P	

erence Verification: R2112705P1 Janitorial Services for V	
Additional Comments: (provide on additional sheet if i	needed)
	What the ATT What I have no both the natural or a series of the series of
· · · · · · · · · · · · · · · · · · ·	4-
References Checked By Name: Kevin Bellamy	Title: Senior Contracts/Grants Admin.

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Broward County Solicitation No. and Titl	le: R2112705P1 Facilities	Janitorial Serv	ices for Vario	ous Large County	
Reference for: (Name of Firm) Owens,		Inc. dba Owen:	s Realty Serv	vices	
Organization/Firm Name providing refer	ence: City of Orla	ando - Orlando	City Hall		
Contact Name/Title: Laurie Botts, Real	Estate Division M	1anager	,		
Contact E-mail: laurie.botts@cityoforlan					
Contact Phone: 407.246.2653					
Name of Referenced Project: Property	Management Ser	vices for the O	rlando City H	all, Orlando, FL	
Contract No. RFP# 12-0371-DB					
Contract Amount: \$1.6M					
Date Services Provided: 2007 - 2018 v					
(list date ra	inge or date servi	ces began unti	l "current")		
Vendor's role in Project: ⊠ Prime Ver	ndor 🗌 Sub-c	consultant/Sub-	contractor		
Would you use this vendor again? \boxtimes Ye	es 🗌 No If I	No, please spe	cify in Additio	onal Comments (below	v).
Description of services provided by \	/endor:				
Owens Realty Services provides com services for the 250,000 city hall facil Low-Impact cleaning Equipment, Singuitizing LEED v4 standards. Owens F	gle Stream Recy	cling, High Pe	rformance C	Cleaning Program	s,
services for the 250,000 city hall facil	gle Stream Recy Realty Services of ce Building of th	cling, High Pe earned the Bu e Year Award	erformance (ilding Owner in 2012. Jud	Cleaning Program rs and Managers dge's comments	S,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Singutilizing LEED v4 standards. Owens F Association's - Orlando Region - Officincluded "multi corridors had exceexcellent." Please rate your experience with the	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award	erformance (ilding Owner in 2012. Jud	Cleaning Program rs and Managers dge's comments features [are]	S,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Singutilizing LEED v4 standards. Owens F Association's - Orlando Region - Officincluded "multi corridors had exceexcellent." Please rate your experience with the referenced Vendor:	gle Stream Recy Realty Services of ce Building of th llent maintenand	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Ju & life safety	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Singutilizing LEED v4 standards. Owens F Association's - Orlando Region - Officincluded "multi corridors had exceexcellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owne in 2012. Jud & life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens F Association's - Orlando Region - Offic included "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Jud & life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens F Association's - Orlando Region - Offic included "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Jud. Life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens F Association's - Orlando Region - Officincluded "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Jud & life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens I Association's - Orlando Region - Offic included "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Jud & life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
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services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens F Association's - Orlando Region - Officincluded "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Judge life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	s,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens I Association's - Orlando Region - Offic included "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Judge life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	S,
services for the 250,000 city hall facil Low-Impact cleaning Equipment, Sing utilizing LEED v4 standards. Owens R Association's - Orlando Region - Officincluded "multi corridors had exce excellent." Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	gle Stream Recy Realty Services on the Building of the Ilent maintenance Needs	cling, High Pe earned the Bu e Year Award ce security	erformance (ilding Owner in 2012. Judge life safety Excellent	Cleaning Program rs and Managers dge's comments features [are]	S,
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Owens provides professional management support for Orlando City Hall. We are completely happy with their services and extended their contract again for the maximum period allowed. I believe you will find them to be responsive to your requests and professionally manage all aspects of their contract. Please feel free to call if you need additional information. Laurie Botts 407-246-2653.

Reference Verification: R2112705P1 | Janitorial Services for Various Large County Facilities

Exhibit 9 Page 15 of 26

References Checked By

Name: Kevin Bellamy Title: Contracts Grants Administrator

Division/Department: Facilities Management Division Date of Verification: October 17, 2017



Broward County Solicitation No. and Title		01-01 I Janitoria	al Services fo	r Various Large Coun	ty
Facilities Reference for: (Name of Firm) Sunshine Cleaning Services Organization/Firm Name providing reference: CLT Airport					
Organization/Firm Name providing refere	ence: CLT Airpor	rt			
Contact Name/Title: Kevin Lynch/ Facili					
Contact E-mail: kmlynch@cltairport.com	ty Oct vices iviani	agei			
Contact Phone: 704-359-1905					
Name of Referenced Project: Janitoral and Terrazzo Maintenance					
Contract No. 201500116/ 1301017					
Contract Amount: \$9,700,000/ \$520,000) per year				
Date Services Provided: 2009- current	. ,				
(list date rai	nge or date serv	ices began until	"current")		
Vendor's role in Project: ☐ Prime Ven	dor Sub-d	consultant/Sub-	contractor		
Would you use this vendor again?⊠ Ye		No, please spe	cify in Additio	onal Comments (below	v).
Description of services provided by V	endor:				
Janitorial and Terrazzo Maintenance S	Services.				
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable	
1. Vendor's Quality of Service					
a. Responsive			\boxtimes		
b. Accuracy					
c. Deliverables			\boxtimes		
2. Vendor's Organization					
a. Staff expertise					
b. Professionalism			\boxtimes		
c. Turnover			\boxtimes		
3. Timeliness of:					
a. Project			\boxtimes		
b. Deliverables					
Additional Comments: (provide on ad	ditional sheet it	f needed)			
Very pleased with all aspects	annonai onoot ii	. noodod,			
, produces man an approve					
References Checked By					
					
Name: Kevin Bellamy Division/Department: Facilities Manager	10:::			ts Grants Administrato September 29, 2017	or



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County	
Reference for: (Name of Firm) Sunshine	Facilities Cleaning Systems	ms Inc			
Organization/Firm Name providing refere	ence: Palm Bear	ch International	Airport		
Organization/Firm Name providing reference: Palm Beach International Airport Contact Name/Title: Richard A. Roberts C.E.H. Contract Coordinator					
Contact E-mail: rick.roberts@pbia.org	O.L.II. Oomiac	Coordinator			
Contact Phone: 561-471-7465					
Name of Referenced Project: Janitorial	Services at PBI	Δ			
Contract No. 11/052/LM	00111000 at 1 Bii	`			
Contract Amount: 2.9 million a year					
Date Services Provided: 11-1-11 thru 0	9-30-17				
	nge or date serv	ices began until	"current")		
Vendor's role in Project: ⊠ Prime Ver	ndor 🗌 Sub-	consultant/Sub-	contractor		
Would you use this vendor again? ⊠ Ye				onal Comments (below).	
Description of services provided by V	endor:				
Provided complete custodial services		and parking ga	arages.		
	To the disposit	and parining g			
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable	
Vendor's Quality of Service	mprovement				
a. Responsive			\boxtimes		
b. Accuracy			_		
c. Deliverables			\boxtimes		
Vendor's Organization					
a. Staff expertise			\square		
b. Professionalism			\boxtimes		
c. Turnover					
3. Timeliness of:					
a. Project			\boxtimes		
b. Deliverables					
b. Beliverables					
Additional Comments: (provide on ad	ditional sheet i	f needed)			
Sunshine worked here for 6 years and		,	ing the Palm	Beach International	
Airport to our high standards over the		•	_		
cleaning work you need done and do	•			, , ,	
References Checked Ry					
References Checked By Name: Kevin Bellamy Title: Contracts Grants Administrator					
Division/Department: Facilities Manager	ment Division			October 12, 2017	



Broward County Solicitation No. and Title		01-01 I Janitoria	al Services fo	r Various Large County		
Reference for: (Name of Firm) Triangle Services of Florida, Inc.						
Organization/Firm Name providing reference: Lee County Port Authority / Southwest FL International Airport						
Contact Name/Title: Jeffrey C. Gray, A.A.E., Director of Contracts						
Contact E-mail: jcgray@flylcpa.com	A.L., Director or	Contracts				
Contact Phone: 239-590-4705						
Name of Referenced Project: Janitorial	Routine and Pro	iect Services fo	r the Lee Coi	Inty Port Authority		
Contract No. LCPA Contract #6467	rtoutine and rife	jedi del vides id	1 1110 200 000	arity i oft / tatriority		
Contract Amount: \$6,237,999 for FY17/	18 approximatel	ly \$30 Million ov	er the five (5) vear contract term		
Date Services Provided: October 1, 20						
	nge or date servi					
· · · · · · · · · · · · · · · · · · ·		1				
·	ndor					
Would you use this vendor again? ⊠ Ye		No, please spe	city in Additio	onal Comments (below).		
Description of services provided by V						
Triangle Services furnishes comprehe						
Airport in Fort Myers, FL, on a 24/7/36	•		_	•		
cleaning and maintenance services to				•		
area cleaning. They also furnish clea	ning/project ser	vices at the ba	ase Operation	ons FBO at Fage Field.		
Please rate your experience with the	Needs					
referenced Vendor:	Improvement	Satisfactory	Excellent	Not Applicable		
Vendor's Quality of Service						
			\boxtimes			
Vendor's Quality of Service a. Responsive			\boxtimes			
1. Vendor's Quality of Service						
Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables						
Vendor's Quality of Service a. Responsive b. Accuracy						
Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization						
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise 						
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism 						
Nendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover						
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: 						
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables 						
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad	ditional sheet if	-				
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel 	ditional sheet if	y janitorial rou		•		
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel years for the LCPA, and we have found 	ditional sheet if iable, exemplar	y janitorial rou sponsive, high	ine and properties	and professional.		
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel years for the LCPA, and we have found they have an excellent organizational 	ditional sheet if iable, exemplary id them to be re	y janitorial rou sponsive, high omotes a team	tine and properties oriented er	, and professional. vironment for their		
 Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel years for the LCPA, and we have found 	ditional sheet if iable, exemplary id them to be re	y janitorial rou sponsive, high omotes a team	tine and properties oriented er	, and professional. vironment for their		
1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel years for the LCPA, and we have four They have an excellent organizational cleaning operation at our airports, and	ditional sheet if iable, exemplary id them to be re	y janitorial rou sponsive, high omotes a team	tine and properties oriented er	, and professional. vironment for their		
1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, relyears for the LCPA, and we have foun They have an excellent organizational cleaning operation at our airports, and References Checked By	ditional sheet if iable, exemplary id them to be re	y janitorial rou esponsive, high omotes a team heir services a	tine and property qualified erect your facility	, and professional. vironment for their y. See attached letter.		
1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of: a. Project b. Deliverables Additional Comments: (provide on ad Triangle has furnished consistent, rel years for the LCPA, and we have four They have an excellent organizational cleaning operation at our airports, and	ditional sheet if iable, exemplar to them to be reduction to the commend the discommend the commend th	y janitorial rou esponsive, high omotes a team heir services a Title: Se	tine and property qualified eriented er tyour facilitation	, and professional. vironment for their		



Broward County Solicitation No. and Title		Janitorial Serv	ices for Vario	ous Large County
Facilities Performed for: (Name of Firm) Triangle Opering of Florida Inc. 18 Triangle Opering				
Reference for: (Name of Firm) Triangle Services of Florida, Inc dba Triangle Services				
Organization/Firm Name providing reference: Brooklyn Law School				
Contact Name/Title: Salvatore S. DeCandia, Facilities Manager				
Contact Phone: (740) 700, 0077	okiaw.edu			
Contact Phone: (718) 780-0677 Name of Referenced Project: Brooklyn	Law Cahaal			
Contract No.	Law School			
Contract Amount:				
Date Services Provided:				
	nge or date serv	ices began until	("current")	
<u>_</u> `	_	· ·	•	
Vendor's role in Project: Prime Ver		consultant/Sub-		
Would you use this vendor again? ⊠ Ye	s U No If	No, please spe	cify in Additio	onal Comments (below).
Description of services provided by V	endor:			
Responsible for daily cleaning of enti	re school buildi	ing, including a	all classroor	ms, restrooms, public
hallways, elevators, lobbies, staircase	es, main lobby.			
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	•			
a. Responsive				
b. Accuracy				
c. Deliverables				П
2. Vendor's Organization				
a. Staff expertise				
b. Professionalism				$\overline{\Box}$
c. Turnover			\boxtimes	
3. Timeliness of:	_			_
a. Project			\boxtimes	
b. Deliverables			\boxtimes	
Additional Comments: (provide on ad	ditional sheet if	f needed)		
Peteroneen Charlest Dy				
References Checked By Name: Kevin Bellamy		Title: Co	intracts Gran	ts Administrator
Division/Department: Facilities Manager	nent Division			October 16, 2017
2	5.1101011	2410 01	· cimoanon. (00.0001 10, 2011



Broward County Solicitation No. and Title	e: R2112705P1 Facilities	Janitorial Serv	ices for vario	ao Largo County	
Reference for: (Name of Firm) Triangle		da, Inc dba Tria	ingle Service	 S	
Organization/Firm Name providing refere	ence: Metropolita	an State Univers	sity		_
Contact Name/Title: Chris Maas / Direct	tor of Facilities		-		
Contact E-mail: christopher.maas@metr	ostate.edu				
Contact Phone: 651-793-1711					
Name of Referenced Project: Metropolit	an State Univers	sity Janitorial Se	ervices contra	act	
Contract No.					
Contract Amount: \$1,760,682.05					
Date Services Provided: July 1st, 2017	- June 30th, 202	20			
(list date rai	nge or date servi	ces began until	"current")		
Vendor's role in Project: ⊠ Prime Ven	ndor 🗌 Sub-c	consultant/Sub-	contractor		
Would you use this vendor again? ⊠ Ye				onal Comments (below)	
Description of services provided by V Triangle Services provides Janitorial		ent services f	or Metropoli	tan State University S	it.
	Services and ever mately 800,000 provides day p	square feet an orter services	d operates 7	days a week from	
Triangle Services provides Janitorial Paul Campus. The campus is approxing 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take Please rate your experience with the referenced Vendor:	Services and ever mately 800,000 provides day p	square feet an orter services	d operates 7	7 days a week from ervices and also daily	
Triangle Services provides Janitorial 9 Paul Campus. The campus is approxion 6:00 am to 11:00 pm. Triangle Services event set-ups and take downs that take Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	d operates 7, janitorial so	7 days a week from ervices and also daily	
Triangle Services provides Janitorial Paul Campus. The campus is approxis 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	d operates 7, janitorial so	7 days a week from ervices and also daily	
Triangle Services provides Janitorial and Campus. The campus is approximated a services and take downs that take the set-ups and take downs that take the set-ups and take downs that take the set-ups are experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
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Triangle Services provides Janitorial and Campus. The campus is approximated 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
Triangle Services provides Janitorial (Paul Campus. The campus is approxing 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
Triangle Services provides Janitorial Paul Campus. The campus is approxis 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
Triangle Services provides Janitorial Paul Campus. The campus is approxis 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
Triangle Services provides Janitorial and Campus. The campus is approxifus 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of:	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	
Triangle Services provides Janitorial Paul Campus. The campus is approxis 6:00am to 11:00pm. Triangle Services event set-ups and take downs that take. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	Services and everately 800,000 provides day pose place on came	square feet an orter services ipus.	Excellent	7 days a week from ervices and also daily	

Reference Verification: R2112705P1 | Janitorial Services for Various Large County Facilities

Exhibit 9 Page 21 of 26

Additional Comments: (provide on additional sheet if needed)

Triangle Services has been the primary janitorial services vendor for the campus for approximately 20 years. Not only has Triangle been able to perform quality services for that many years but has also been able to retain many of the same employees in which provides a continuity of operations that is second to none.

Metropolitan State is located within the Dayton's Bluff community and serves a very diverse population. Triangle Services staff is always very kind, polite, detail oriented, professional and provides prompt response to any issue that may come up day or night.

Triangle Services management is also very customer focused and pro-active in providing daily and weekly account updates and providing value added solutions. Metropolitan State University values its relationships with all vendors and would highly recommend Triangle Services as being a long term partner.

References Checked By

Name: Kevin Bellamy Title: Contracts Grants Administrator

Division/Department: Facilities Management Division Date of Verification: October 19, 2017



Broward County Solicitation No. and I	itle: R2112705P1-01-01 I Facilities	Janitorial Services	for Various Large County
Reference for: (Name of Firm) United			
Organization/Firm Name providing refe			
Contact Name/Title: Charles Nieves D	Director of Facilities Service	ces	
Contact E-mail: Charlie.nieves@njit.ed			
Contact Phone: (973) 596-5721			
Name of Referenced Project:			
Contract No.			
Contract Amount: In excess of one mi	llion dollars per fiscal yea	ır.	
Date Services Provided: Services be	gan in 2000 and continue	s to this date.	
(list date	ange or date services be	gan until "current")	
Vendor's role in Project: ⊠ Prime V	endor Sub-consulta	ant/Sub-contractor	
Would you use this vendor again? ⊠			litional Comments (below).
Description of services provided by United Services provides building n provides specialized floor care, resi	naintenance services to dence hall cleaning, wir	ndow cleaning, lo	ading dock sanitizing,
United Services provides building n	naintenance services to dence hall cleaning, wir	ndow cleaning, lo	ading dock sanitizing,
United Services provides building m provides specialized floor care, resi pressure washing sidewalks, parkin	naintenance services to dence hall cleaning, wir g lots and garages, con	ndow cleaning, lo	ading dock sanitizing, equipment cleaning, event
United Services provides building me provides specialized floor care, resistance washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	ndow cleaning, lo nmercial kitchen d	ading dock sanitizing, equipment cleaning, event
United Services provides building no provides specialized floor care, resipressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor:	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	ndow cleaning, lo nmercial kitchen d	ading dock sanitizing, equipment cleaning, event
United Services provides building me provides specialized floor care, resistant pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	ndow cleaning, loonmercial kitchen o	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	ndow cleaning, loonmercial kitchen of actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover 3. Timeliness of:	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event
United Services provides building in provides specialized floor care, resi pressure washing sidewalks, parking set ups, emergency clean up. Please rate your experience with the referenced Vendor: 1. Vendor's Quality of Service a. Responsive b. Accuracy c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover	naintenance services to dence hall cleaning, wir g lots and garages, con e Needs	actory Exceller	ading dock sanitizing, equipment cleaning, event

Additional Comments: (provide on additional sheet if needed)

United Services has become a part of the NJIT TEAM. While they're a third party vendor they have become part of our TEAM. I can call on their services at anytime and know I can rely on them to deliver a high level of response. I have used them during Hurricane Sandy emergency clean up and for post construction clean up of ALL new buildings and athletic facilities. In my role I don't have the time to bring vendors in more than once to complete a job, so I need vendors that understand my level of expectation, and can accomplish all work to meet those standards. Working at a university has become a very competitive business, so we need our facilities to look their best at all times.

Reference Verification: R2112705P1-01-01 I Janitorial Services for Various Large County Facilities Exhibit 9 age 23 of 26

References Checked By

Name: Kevin Bellamy Title: Senior Contracts Grants Administrator

Division/Department: Facilities Management Division Date of Verification: September 26, 2017



Broward County Solicitation No. and Title		-01-01 Janitoria	al Services fo	or Various Large County	
Potoronco for: (Namo of Firm) United C	Facilities				_
Reference for: (Name of Firm) United Services Inc Organization/Firm Name providing reference: Coccia Realty					
Contact Name/Title: Jan Kwapniewski					
					_
Contact E-mail: john@mycoccia.com Contact Phone: 201-997-7000					_
	مناطنه م ۹ ۱۸ باختما	المصمر المسرميط	مراام انبيط سمطهم	•	_
Name of Referenced Project: Class A B Contract No. n/a	bullaing & Multip	ie anciliary and o	other building	js	_
Contract Amount: \$900,000 annually					_
Date Services Provided: from February	2012 to proces	4			_
	nge or date serv		"current")		_
(not date ra	rige of date serv	nees began until	current)		
Vendor's role in Project: ⊠ Prime Ver	ndor 🗌 Sub-	consultant/Sub-	contractor		
Would you use this vendor again? ⊠ Ye	es 🗌 No If	No, please spe	cify in Additio	onal Comments (below).	
Description of services provided by V	endor:				٦
Complete janitorial services, inside a	nd out. In addit	ion: Snow rem	oval, de icin	g, power washing,	
window cleaning, Air Duct cleaning, r				O	
consumables.					
Please rate your experience with the	Needs	Catiofactomy	Cycellent	Not Applicable	
referenced Vendor:	Improvement	Satisfactory	Excellent	Not Applicable	
1. Vendor's Quality of Service					
a. Responsive			\bowtie		
b. Accuracy			\boxtimes		
c. Deliverables			\boxtimes		
2. Vendor's Organization			2		
a. Staff expertise			\boxtimes		
b. Professionalism			\boxtimes		
c. Turnover					
3. Timeliness of:					
a. Project			\boxtimes		
b. Deliverables		Ī	\boxtimes	Π	
Additional Comments: (provide on ad	ditional sheet i	f needed)			_
I fully recommend Ray Pardo and his	team at United	Services.			
					_
References Checked By					
Name: Kevin Bellamy Division/Department: Facilities Manager	nont Division		nior Contract	ts Grants Administrator	_
TUMSION/DENATIONEDE FACILIDES MIGNAMAN	HEALTHAINISIAN	DAID OF V	vernicality, (4-///	



Vendor Reference Verification Form Broward County Solicitation No. and Title: R2112705P1-01-01 | Janitorial Services for Various Large County Reference for: (Name of Firm) United Services Organization/Firm Name providing reference: City of Miami Beach Contact Name/Title: Adrian Morales, Property Management Director Contact E-mail: AdrianMorales@miamibeachfl.gov Contact Phone: 305-673-7000 x. 2932 Name of Referenced Project: Citywide Janitorial Services Contract No. 13-269-ME Contract Amount: Date Services Provided: 2013 - Present (list date range or date services began until "current") ▼ Prime Vendor □ Sub-consultant/Sub-contractor Vendor's role in Project: No. If No. please specify in Additional Comments (below). Would you use this vendor again?

Yes Description of services provided by Vendor: Citywide janitorial services to all City-owned buildings; including beach front restrooms and spaces leased to City. Please rate your experience with the Needs Excellent Not Applicable Satisfactory Improvement referenced Vendor: 1. Vendor's Quality of Service a. Responsive × b. Accuracy × c. Deliverables 2. Vendor's Organization a. Staff expertise b. Professionalism c. Turnover Timeliness of: a. Project b. Deliverables Additional Comments: (provide on additional sheet if needed) Level of service is not satisfactory and needs constant monitoring. Basic janitorial services are not performed correctly (i.e. cleaning of floors before waxing and striping). Senior Contracts/Grants Admin. Title:

References Checked By Name: Kevin Bellamy

Division/Department: Facilities Management Division

Date of Verification:



Broward County Solicitation No. and Title		01-01 Janitoria	al Services fo	r Various Large County	
Reference for: (Name of Firm) United Services					
Organization/Firm Name providing reference: Miami Design District Associates					
Contact Name/Title: Christian Nanoliello Assistant Control Manager					
Contact Name/Title: Christina Napoliello - Assistant General Manager Contact E-mail: Christina@designdistrict.net					
Contact Phone: 305-722-7100	.1161				
Name of Referenced Project: Miami De	sian District				
Contract No.	sign District				
Contract Amount: \$40,000/Week					
Date Services Provided: Current					
	nge or date serv	ices began until	"current")		
Vandaria rala in Draigati	مادي 🗆 سمام	a a m a v lta mt/C v lb			
Vendor's role in Project: Prime Ven				anal Commonto (halaw)	
Would you use this vendor again? ⊠ Ye		ino, piease spe	city in Additio	onal Comments (below).	
Description of services provided by V					
USI provides janitorial services to our					
commercial buildings. They clean inte	erior and exterio	or as well as pi	ressure was	h and work events as	
needed.					
Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable	
1. Vendor's Quality of Service					
a. Responsive					
b. Accuracy			\boxtimes		
c. Deliverables			\boxtimes		
2. Vendor's Organization	_			_	
a. Staff expertise			\boxtimes		
b. Professionalism			\boxtimes		
c. Turnover			\boxtimes		
3. Timeliness of:					
a. Project			\boxtimes		
b. Deliverables			\boxtimes		
Additional Comments: (provide on ad		f needed)			
I would recommend USI to Broward C	ounty.				
Defendance Oh a distribution					
References Checked By Name: Kevin Bellamy		Title	ior Contracts/	Grants Admin.	
Division/Department:Facilities Managemen	nt Division				
- DIVISION/DEDALUNENL.FAUNUES MANAEMEN	IL DIVISION	Date of \	/erification:9,	/ / ////	