

GROUND TRANSPORTATION MANAGEMENT SERVICES FOR THE FORT LAUDERDALE-HOLLYWOOD INTERNATIONAL AIRPORT
RFP NUMBER NO. 2018-06-05-0-AV-01 MATRIX 1 of 1

<i>Evaluation Criteria</i>	<i>ABM</i>	<i>SP Plus Curbside Management Joint Venture</i>
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	<i>Company Profile</i>		
1.	<p>Supply legal firm name, headquarters address, local office addresses, state of incorporation, and key firm contact names with their phone numbers and e-mail addresses.</p>	<p>Name: ABM Aviation, Inc</p> <p>Address: 4151 Ashford Dunwoody Rd, STE 600, Atlanta GA 30319</p> <p>Local Office Address: 200 Terminal Drive (Terminal 3), Fort Lauderdale FL 33315</p> <p>State of Incorporation: Georgia</p> <p>Key Firm Contacts: Scott Hutchison, VP Global Accounts, Scott.Hutchison@abm.com, 801.419.1812 Steve Wragg, RVP Operations Florida, Steve.Wragg@abm.com, 703.231.7311 ABMAviation Business Development Team, ABMAviationBD@abm.com, 770.953.5000</p>	<p>SP Plus Curbside Management Joint Venture Joint Venture Partners:</p> <ul style="list-style-type: none"> • SP+ Transportation, an operating division of SP Plus Corporation • B&L Service, Inc. <p>Headquarters Address: SP+ Transportation 1301 East 9th Street, Suite 1050 Cleveland, OH 44114</p> <p>B&L Service, Inc. 221 West Oakland Park Boulevard Fort Lauderdale, FL 33311</p> <p>Local Address: 3550 SW 2nd Avenue Building7 Fort Lauderdale, FL 33315</p> <p>State of Incorporation:</p> <ul style="list-style-type: none"> • SP Plus Corporation – Delaware • B&L Service, Inc. – Florida <p>Key Contact Names: Rick Kreiter, Managing Director SP Plus Curbside Management Joint Venture</p>

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		847.363.0321 rkreiter@spplus.com Jack Ricchiuto, Executive Vice President SP Plus Corporation 216.522.0700 jricchiuto@spplus.com John Camillo, President B&L Service, Inc. 954.565.8900 jcamillo@blserviceinc.com
2. Supply the interested firm’s federal ID number and Dun and Bradstreet number.	FEIN: 58-2654157 D&B#: 00-691-1622	SP Plus Corporation Federal ID Number: 16-1171179 Dunn and Bradstreet Number: 020645206 B&L Service, Inc. Federal ID Number: 59-0909335 Dunn and Bradstreet Number: 007776602
3. Is the interested firm legally authorized, pursuant to the requirements of the Florida Statutes, to do business in the State of Florida?	Respondent reported “Yes”. Respondent submitted a copy of State of Florida qualification document page 335 on CD and page 60 in first section of Respondents binder.	Respondent reported “Yes”. Respondent submitted copies of State of Florida qualification documents for each Joint Venture Partner reference SP Plus Curbside Management Joint Venture binder Exhibit A.
4. All firms are required to provide Broward County the firm's financial statements at the time of submittal in order to demonstrate the firm's financial capabilities. Failure to provide this information at the time of submittal may result in a recommendation that the response is non-responsive. Each firm shall submit its most recent two (2) years of financial statements for review. The financial statements are not required to be audited financial statements. With respect to the	Respondent submitted financials. For verbatim Aviation Financial Material Review reference tab O of the Evaluation Committee binder.	SP Plus Corporation’s: Respondent submitted Audited Financial Statements for years 2017 and 2016. B&L Service, Inc: Respondent submitted Financial Statements for years 2017 and 2016. For verbatim Aviation Financial Material Review reference tab O of the Evaluation Committee binder.

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number of years of financial statements required by this RFP, the firm must fully disclose the information for all years available; provided, however, that if the firm has been in business for less than the required number of years, then the firm must disclose for all years of the required period that the firm has been in business, including any partial year-to-date financial statements. The County may consider the unavailability of the most recent year's financial statements and whether the firm acted in good faith in disclosing the financial documents in its evaluation.

Any claim of confidentiality on financial statements should be asserted at the time of submittal. (see below)

*******ONLY "IF" claiming Confidentiality*******

The financial statements should be submitted in a separate bound document labeled "Name of Firm, Attachment to Proposal Package, RFP# - Confidential Matter". The firm must identify the specific statute that authorizes the exemption from the Public Records Law. CD or DVD discs included in the submittal must also comply with this requirement and separate any materials claimed to be confidential.

Failure to provide this information at the time of submittal and in the manner required above may result in a recommendation by the Director of

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<p><u>Purchasing that the response is non-responsive. Furthermore, Proposer's failure to provide the information as instructed may lead to the information becoming public.</u></p> <p>Please note that the financial statement exemption provided for in Section 119.071(1) c, Florida Statutes only applies to submittals in response to a solicitation for a "public works" project.</p> <p>*Question was revised in Addendum No. 3</p>		
<p>5. Litigation History Requirement: The County will consider a vendor's litigation history information in its review and determination of responsibility. All vendors are required to disclose to the County all "material" cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the vendor, any parent or subsidiary of the vendor, or any predecessor organization. If the vendor is a joint venture, the information provided should encompass the joint venture (if it is not newly-formed for purposes of responding to the solicitation) and each of the entities forming the joint venture. For purpose of this disclosure requirement, a "case" includes lawsuits, administrative hearings and arbitrations. A case is considered to be "material" if it relates, in whole or in part, to any of the following:</p>	<p>Respondent reported "ABM is currently involved in several litigations and arbitrations throughout the country, dealing primarily with billing or employment issues and is involved in dozens, if not hundreds, of matters that are submitted to and investigated by federal, state and local regulatory agencies. These matters are handled in the normal course of business by legal and risk management professionals employed by ABM and the vast majority of these matters are resolved without incident or settled. None of these matters are significant enough to have any impact on ABM's ability to provide timely services to any of its customers. Should you require further information, ABM will certainly provide more detailed information upon request."</p> <p>Reference the County Attorney's Memo tab N in the Evaluation Committee binder.</p>	<p>Respondent provided 11 cases for SP Plus Corporation and 6 cases for B&L Service, Inc.</p> <p>Reference the County Attorney's Memo tab N in the Evaluation Committee binder.</p>

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<p>1. A similar type of work that the vendor is seeking to perform for the County under the current solicitation;</p> <p>2. An allegation of negligence, error or omissions, or malpractice against the vendor or any of its principals or agents who would be performing work under the current solicitation;</p> <p>3. A vendor's default, termination, suspension, failure to perform, or improper performance in connection with any contract;</p> <p>4. The financial condition of the vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or</p> <p>5. A criminal proceeding or hearing concerning business-related offenses in which the vendor or its principals (including officers) were/are defendants.</p> <p>Notwithstanding the descriptions listed in paragraphs 1 – 5 above, a case is not considered to be "material" if the claims raised in the case involve only garnishment, auto negligence, personal injury, workers' compensation, foreclosure or a proof of claim filed by the Proposer.</p> <p>For each material case, the Proposer is required to provide all information identified, on the attached "Litigation History" form. (Attachment E)</p> <p>A Vendor is also required to disclose to the County any</p>		

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<p>and all case(s) that exist between the County and any of the vendor's subcontractors/subconsultants proposed to work on this project.</p> <p>Failure to disclose any material case, or to provide all requested information in connection with each such case, may result in the vendor being deemed non-responsive. Prior to making such determination, the vendor will have the ability to clarify the submittal and to explain why an undisclosed case is not material.</p>		
<p>6. Has the interested firm, its principals, officers, or predecessor organization(s) been debarred or suspended from bidding by any government during the last three (5) years? If yes, provide details.</p>	<p>Respondent reported "No".</p>	<p>Respondent reported "No" for SP Plus Corporation and B&L Service, Inc.</p>
<p>7. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the Proposer, its parent or subsidiaries, predecessor organization(s), or any wholly-owned subsidiary during the past three (3) years. Include in the description the disposition of each such petition.</p>	<p>Respondent reported "N/A".</p>	<p>Respondent reported "None" for SP Plus Corporation and B&L Service, Inc.</p>
<p>8. List all business related claims, arbitrations, administrative hearings, and lawsuits that are pending or were filed during the last three (3) years brought by or against the firm, its predecessor organization(s), or any wholly-owned subsidiary including but not limited to those claims, arbitrations, administrative hearings and lawsuits that allege negligence, error, or omission, or default, termination, suspension, failure to perform, or improper performance of an obligations of a</p>	<p>Respondent reported "ABM Industries Incorporated and its divisions employ over 130,000 employees across the U.S., U.K., Canada and Puerto Rico. As such, at any given time, ABM is involved in dozens, if not hundreds, of litigation matters. These claims are handled in the normal course of business by legal and risk management professionals employed by the company. Even large litigation matters involving millions of dollars would not have any impact on ABM's ability to provide timely services to any of its customers. Should you require</p>	<p>Respondent provided 11 cases for SP Plus Corporation and 6 cases for B&L Service, Inc.</p> <p>Reference the County Attorney's Memo tab N in the Evaluation Committee binder.</p>

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<p>contract or a legal duty related to the contract. This list should include all case names; case, arbitration, or hearing identification numbers; identification of the project involved in the dispute; a description of the subject matter of the dispute; and the final outcome or current status if the matter has not become final.</p>	<p>further information, ABM will certainly provide more detailed information upon request.”</p> <p>Reference the County Attorney’s Memo tab N in the Evaluation Committee binder.</p>		
<p>9.</p>	<p>List and describe all criminal proceedings or hearings concerning business related offenses in which the interested firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.</p>	<p>Respondent reported “In the ordinary course of business, ABM has, on occasion, various claims and lawsuits against third parties, primarily related to collection of monies owed. The amount of information regarding these matters is voluminous and, therefore, such information has not been included herein. Information about specific matters is available upon request.”</p> <p>Reference the County Attorney’s Memo tab N in the Evaluation Committee binder.</p>	<p>Respondent reported “None” for SP Plus Corporation and B&L Service, Inc.</p>

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<p>10. Insurance Requirements: Attached (Attachment F) is a sample Certificate of Insurance. It reflects the insurance requirements deemed necessary for this project. It is not necessary to have this level of insurance in effect at the time of submittal but it is necessary to submit certificates indicating that the firm currently carries the type of insurance specified; or, if the Proposer does not currently carry the required limits, then the Proposer shall submit a letter from their carrier indicating that such coverage can be obtained and/or limits can be upgraded if such insurance is currently carried but at a lesser level. The first ranked firm will be required to have the insurance in-place prior to the initial Sunshine contract negotiation session.</p>	<p>Respondent submitted Certificate of Liability Insurance.</p> <p>Reference the Risk Management Memorandum tab M in the Evaluation Committee binder.</p>	<p>Respondent submitted letter from Aon Risk Services.</p> <p>Reference the Risk Management Memorandum tab M in the Evaluation Committee binder.</p>
<p>Legal Requirements</p>		
<p>1. Draft Agreement Language: Identify any terms and conditions with which the interested firm cannot agree. The terms and conditions for the resulting contract can be located in Attachment "U" to this RFP.</p> <p>If you do not have computer access to the internet, call the Project Manager for this RFP to arrange for mailing, pick up, or facsimile transmission.</p>	<p>Respondent reported "The parties agree that Contractor's compensation will be adjusted due to factors beyond its reasonable control, including but not limited to increases to minimum, prevailing or living wages, increases required by collective bargaining agreements, and increases occasioned by government mandates including the Federal Affordable Care Act."</p>	<p>Respondent report "Yes".</p>

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<p>2. Cone of Silence: This County’s ordinance prohibits certain communications among vendors, county staff, and Evaluation Committee members. Identify any violations of this ordinance by any members of the responding firm or its joint ventures. The firm(s) submitting is expected to sign and notarize the Cone of Silence Certification (Attachment G).</p>	<p>The executed Cone of Silence Certification form is submitted in the ABM binder.</p>	<p>The executed Cone of Silence Certification form is submitted as Attachment G in the SP Plus Curbside Management Joint Venture binder.</p>
<p>3. Public Entity Crimes Statement: A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit an offer to perform work as a consultant or contract with a public entity, and may not transact business with Broward County for a period of 36 months from the date of being placed on the convicted vendor list. Submit a statement fully describing any violations of this statute by members of the interested firm or its joint ventures.</p>	<p>Respondent reported “ABM has not violated this statute.”</p>	<p>Respondent reported “None” for SP Plus Corporation and B&L Service, Inc.</p>
<p>4. No Contingency Fees: By responding to this solicitation, each firm warrants that it has not and will not pay a contingency fee to any company or person, other than a bona fide employee working solely for the firm, to secure an agreement pursuant to this solicitation. For Breach or violation of this provision, County shall have the right to reject the firm’s response or terminate any agreement awarded without liability at its discretion, or to deduct from the agreement price or otherwise recover the full amount of such fee, commission, percentage, gift, or consideration. Submit an attesting statement warranting that the Responder has not and will not pay a contingency fee to any company or person, other than a bona fide employee working solely for</p>	<p>Respondent reported “ABM confirms that it will not pay any contingency fees.”</p>	<p>Respondent reported “SP Plus Curbside Management Joint Venture hereby warrants that it has not and will not pay a contingency fee to any company or person to secure an Agreement pursuant to this solicitation.”</p> <p>Respondent submitted an executed Statement warranting SP Plus Curbside Management Joint Venture’s commitment and compliance reference Respondent’s binder Exhibit D.</p>

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<p>the firm, to secure an agreement pursuant to this solicitation.</p>		
<p>5. Non-Collusion Statement: By responding to this solicitation, the vendor certifies that this offer is made independently and free from collusion. Vendor shall disclose on the attached “Non-Collusion Statement Form” (Attachment I) to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135(1) (c), Florida Statutes (1989), who is an officer or director of, or had a material interest in, the vendor’s business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. For purposes hereof,</p> <p>A person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor. Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.</p>	<p>Respondent reported “ABM agrees to the non-collusion statement.”</p> <p>The executed Non-Collusion Statement Form is attached as page 59 on CD and in Tab 5 of the Respondents binder.</p>	<p>Respondent reported “SP Plus Curbside Management Joint Venture hereby certifies that this offer is made independently and free from collusion. The executed Non-Collusion Statement Form is attached as Attachment I in the Respondents binder.”</p>

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<p>6.</p> <p>Scrutinized Companies List Certification: Any company, principals, or owners on the Scrutinized Companies with Activities in Sudan List or on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List is prohibited from submitting a bid, proposal or response to a Broward County solicitation for goods or services in an amount equal to or greater than \$1 million. The certification form is referenced as “Scrutinized Companies List Certification” (Attachment J) and should be completed and submitted with your proposal but must be completed and submitted prior to award.</p>	<p>Respondent reported “N/A”.</p> <p>Respondent submitted an executed Scrutinized Companies List Certification in Tab 5 of Respondents binder and page 60 on CD.</p>	<p>Respondent submitted an executed Scrutinized Companies List Certification as Attachment J in the Respondents binder.</p>
<p>7.</p> <p>The Broward County Living Wage Ordinance 2008-45, as amended, applies to the contract. In accordance with the living wage ordinance, certain employers who do business with the County shall pay a living wage to its employees who work on service contracts providing covered services identified under the living wage ordinance (Attachment S).</p>	<p>Respondent reported “ABM agrees to the Broward County living wage ordinance and has signed attachment S.”</p> <p>Respondent submitted Broward County – Living Wage Ordinance Compliance Affidavit Exhibit 2 and tab S in EC binder.</p> <p>Staff Comments: Attachment S is AVI specifications.</p>	<p>Respondent reported “Yes” and submitted and executed Broward County – Living Wage Ordinance Compliance Affidavit Exhibit 1 as Attachment T in Respondents binder.</p>

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	<i>Project-Specific Criteria</i>		
1.	<p>Describe the qualifications and relevant experience of the proposed Project Manager and all key personnel that will be assigned to this project. The assigned Project Manager must have verifiable experience staffing, supervising and managing personnel performing the services contemplated in this procurement. Include resumes for the Project Manager and all key personnel.</p>	<p>Respondent submitted 1 resume.</p> <p>Below describes the resume</p> <p>Project Manager: Thomas Merli, PMP. 2016-2018. Assistant Manager, Landside Operations LaGuardia Airport. Responsibilities include day-to-day landside operations and customer service, developing landside unit's annual budget, tracks/monitors units monthly expenditures, works closely with traffic engineering team to develop traffic mitigations, commissioned new \$200 Terminal B Parking Garage. Supervise a team of contract administrators responsible for large landside operational service contracts.</p> <p>Staff Comments: Respondent did not provided other key personnel information for this project.</p> <p>For verbatim resume reference ABM binder pages 16-19.</p>	<p>Respondent submitted 2 resumes and further key personnel and staff information provided.</p> <p>Below describes the 2 resumes</p> <p>Project Manager: Chet Greco. 2013-Present; General Manager, Fort Lauderdale-Hollywood International Airport. Responsibilities include administration of Ground Transportation Programs, monitoring of Transportation Network Companies (TNCs vehicles, employee shuttles, cruise ship charter buses, etc). Responsible for managing and maintain staffing levels for a large hub curbside management operation, compilation and reporting of critical data associated with commercial vehicle operations, customer service and relationships with prime ACDBE subcontractor. Oversees utilization of Automated Vehicle Identification (AVI) System to assure maximum capture of trip data and corresponding revenue.</p> <p>Assistant Project Manager: Raul Lopez. 2013-Present; Assistant Project Manager, Fort Lauderdale-Hollywood International Airport. Experience managing Airport taxicab operations and commercial vehicle curbside management, knowledge of commercial vehicles permitting, rules and regulations. Experienced in working with AVI System.</p> <p>For verbatim resumes and further staff information reference SP Plus Curbside Management Joint Venture binder page 14 and Exhibit E.</p>

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<p>2. Provide experience, including verifiable references on projects of similar nature, scope, in third party dispatching of taxicabs and other commercial vehicles at airports or similar passenger terminal facilities and cashiering services in airport ground transportation or parking operations including credit card acceptance and processing and duration along with evidence of satisfactory completion, both on time and within budget.</p>	<p>ABM provide aviation services, commercial cleaning and maintenance, facility engineering, energy efficiency, and parking and transportation for sites of all sizes in the United States and abroad. With revenues of \$5.5B nearly 140,000 and 300+ office locations, we build value for our clients with our stand-alone and integrated service solutions.</p> <p>References provided on projects of similar nature and scope.</p> <p>References are located in tab R of the in the Evaluation Committee binder.</p>	<p>SP Plus Corporation provides services at 73 airports and 3,900 parking facilities in hundreds of cities across North America. Provides ground transportation curbside management services at 12 U.S. airports.</p> <p>References provided on projects of similar nature and scope.</p> <p>References are located in tab R of the in the Evaluation Committee binder.</p> <p>For verbatim Ground Transportation experience reference <i>Qualifications and Experience</i>, pages 15 through 21 and Exhibit F of the Respondents binder.</p> <p>For verbatim <i>Cashiering and Funds Transfers</i> experience reference page 23 and Exhibit G of the Respondents binder.</p>
<p>3. Provide a project specific, detailed organization chart identifying team members, firm name and project responsibilities. Do not submit a corporate organizational chart.</p>	<p>Respondent submitted a project specific, detailed organization chart.</p> <p>For verbatim organization chart reference page 24 in the Respondents binder.</p>	<p>Respondent submitted a project specific, detailed organization chart.</p> <p>For verbatim organization chart reference Exhibit H in the Respondents binder.</p>
<p>4. The successful proposer shall recommend a credit card acceptance program including equipment that enables the County to achieve its goal of having all authorized taxicabs accept major credit cards. The credit card acceptance program shall be instituted at no cost to the public and a reasonable cost to the taxicab operator. Please describe how you propose to meet</p>	<p>Respondent reported "ABM has extensive experience recommending and implimenting credit card acceptance programs. ABM is recommending the County implement the use of a TSYS Ingenico wireless credit card system. ABM is experinced with this system at HNL. Working with TSYS, ABM has robust audit programs to ensure collection is accurate and all stake holders are held accountable."</p>	<p>Respondent reported "Since 2012, SP Plus Curbside Management Joint Venture has ensured that all taxicabs operating at Fort Lauderdale-Hollywood International Airport have a PCI-DSS compliant rear-seat credit card processing system. SP Plus is knowledgeable of various systems that meet County requirements and has recommended such systems to taxicab operators desirous of operating at the Airport. Currently, the prevalent system in the market is some variant of the Curb (formerly Verifone) System.</p>

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this requirement.	<p>For verbatim credit card program recommendations reference Respondents binder page 25.</p>	<p>However, there are other systems being used. Before operating at FLL, each taxicab must be equipped with an approved system inspected by SP Plus; only after passing such inspection will the taxicab be issued a FLL transponder. Each approved system must obtain fare data from the taxicab’s approved meter and cannot require the taxicab driver to input the fare. During the permitting inspection, an SP Plus employee requires the taxicab to “hire” the meter in order to ensure that the metered fare is accurately displayed on the rear-seat equipment. No personal information is stored by the taxicab driver or taxicab operator. The system provides uniform credit card acceptance at no charge to the passenger beyond the meter rate. Taxicab operators are provided a menu of options, with a monthly communication fee for data transfer and charges ranging from a low fixed transaction fee to a low percentage of credit card charges.”</p>
<p>5. Describe your relevant experience meeting Payment Card Industry Data Security Standards (PCI-DSS) in similar environments.</p>	<p>Respondent reported “ABM is the only Parking company in US that holds a Level 1 Attestation of Compliance (AOC) Merchant standing, which carries the highest reporting requirements. ABM Aviation support in PCI compliance will be particularly valuable as PCI compliance continues to grow in complexity. ABM manages revenue capture for more than 40 airport parking and transportation operations across the country at some of the busiest airports in the U.S.”</p> <p>For verbatim PCI-DSS experience reference page 26 in Respondents binder.</p>	<p>Respondent report “SP+ has adopted a comprehensive policy to ensure company-wide compliance with all 12 requirements of the PCI-DSS. SP+’s Internal Audit Department has created specific policies and procedures related to PCI Compliance. SP+ will verify all security controls for vendor’s payment applications and database servers, storing, processing and/or transmitting cardholder information. To achieve this mandate, SP+ created a comprehensive PCI-DSS Compliance site checklist that must be performed by authorized Revenue Control technicians whose signature attests to full compliance.”</p> <p>For verbatim PCI-DSS experience reference pages 24 -25 and Exhibit I in the Respondents binder.</p>

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<p>6. Demonstrate how your company is going to provide cashing and funds transfers associated with clearing house functions/services in ground transportation operations.</p>	<p>Respondent reported "ABM is a Level 1 Merchant with a passing Report on Compliance completed by an independent QSA. All employees are trained on the PCI requirements to ensure the security of our clients customers cardholder data. As a result of our long term relationship with the card brands and our acquirer, ABM has the ability to have all funds deposited directly into our customer's bank account."</p>	<p>Respondent report " SP+ proprietary Client View® software provides clients with secure, around-the-clock, online access to financial statements and detailed back-up. Since all reports and supporting documentation are electronically stored, clients need only print materials they need for specific purposes. SP+ tracks credit card deposits electronically through our TRECS credit card reconciliation program. Credit card deposits are matched daily with revenue information reported by our facility personnel. Any discrepancies are tagged immediately and notifications are sent automatically via email to appropriate accounting and operations personnel. SP+ enjoys a national account agreement with Heartland Payment Systems (Heartland),... Please be aware that, although we can deposit credit card revenues directly into the airport's bank account at SP+'s reduced rate through Heartland, we are open to utilizing any other credit card processing agent or banking institute that FLL may choose. SP+ can accept and process all major credit cards."</p> <p>For verbatim cashing and fund transfers experience reference page 23 in the Respondents binder.</p>
<p>7. Provide with proposal a Management and Operating Plan as outlined in RFP and Draft Agreement.</p>	<p>Respondent reported "ABM understands that due to the unique curbside dynmics of each aierport requires a venue specific Management and Operating plan. Plans are developed prior to start-up in concert with the County."</p> <p>ABM provided examples of how they manage taxi and TNC Management at San Francisco International Airport (SFO) and an Operations Procedures Manual for PANYNJ Airports. This information is prior to tab 1 in the Respondents binder.</p> <p>The above did not contain information related to information booth procedures, revenue control and software Cloud Technology.</p>	<p>Respondent submitted a Management and Operating Plan.</p> <p>Management and Operating Plan did not contain revenue control and software Cloud Technology.</p> <p>For verbatim Management and Operating Plan reference Exhibit J in the Respondents binder.</p>

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RFP NUMBER NO. 2018-06-05-0-AV-01 MATRIX 1 of 1

<i>Evaluation Criteria</i>	<i>ABM</i>	<i>SP Plus Curbside Management Joint Venture</i>	
		<p>For verbatim overview of additional information reference pages 28 -34 in the Respondents binder.</p>	
<p>8.</p>	<p>Provide with proposal a minimal staffing schedule.</p>	<p>Respondent submitted minimal staffing schedule.</p> <p>Respondent reported “ABM’s proposed schedule provides leadership coverage 24/7/365 along with the necessary support start to run a safety, customer centric, transportation management operation.”</p> <p>For verbatim current staffing schedule reference pages 35-37 in the Respondents binder.</p>	<p>Respondent submitted minimal staffing schedule.</p> <p>Respondent reported “We are mindful that the Staffing Schedule must be dynamic and fluid in order to account for seasonality, Airport and roadway construction, shifts in commercial ground transportation needs, etc.”</p> <p>For verbatim current staffing schedule reference Exhibit K in the Respondents binder.</p>
<p>9.</p>	<p>List and describe specific customer service initiatives and/or operational programs your firm has implemented at other airports and describe any innovative improvements you recommend to improve ground transportation services at FLL.</p>	<p>Respondent reported “ABM’s mission is “To Make a Difference, Every Person. Everyday”, which is paramount to a strong customer service program.”</p> <p>Customer service initiations:</p> <p>Meet/greet customers with a smile.</p> <p>Demonstrate concern for wellbeing by effectively assisting customers.</p> <p>Provide the public with accurate information regarding FL and surrounding areas.</p> <p>ABM has recommended a credit card system, a video-based pedestrian analytics for taxi passenger queues lines, curbing and taxi signage rebranding.</p> <p>For verbatim customer service, operations initiatives and</p>	<p>Customer service initiations:</p> <p>At Fort Lauderdale-Hollywood International: Initiated and implemented Taxicab and Commercial Vehicles Management and Operating Plan, including individualized Programs for separate classes.</p> <p>At O’Hare International: Initiated comprehensive Concierge Service inside Terminals to provide real-time travel information, orderly queuing and personalized customer service to ORD Taxicab patrons</p> <p>SP+ has recommended procurement and implementation of the dispatch module under the AVI system.</p> <p>For verbatim customer service, operations initiatives and recommendation reference pages 25-27 in the Respondents binder.</p>

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<i>Evaluation Criteria</i>	<i>ABM</i>	<i>SP Plus Curbside Management Joint Venture</i>	
		<p>recommendations reference pages 38 and tab 5 in the Respondents binder.</p>	
<p>10.</p>	<p>Provide your firm’s safety record related to the performance of the service contemplated in this procurement. Please list and describe any accidents and/or injury which have occurred in conjunction with the performance of service contemplated in this procurement regardless of fault and provide the current status.</p>	<p>Respondent reported “ABM has not had any major accidents associated with transportation management accounts. A detailed summary of our safety program is included on page 39. A link to ABM’s ThinkSafe program is included here - https://www.abm.com/thinksafe/.”</p> <p>For verbatim safety record related performance reference page 15, question #10 in the Respondents binder.</p>	<p>Respondent report”... Since 2015, we have had only four total incidents, three of which were workers’ compensation matters (finger laceration, foot injury and upper body contact with a vehicle mirror), all of which have been closed, and one, a “trip and fall” claim/litigation which is pending.”</p> <p>For verbatim safety record related performance reference page 12, question #10 in the Respondents binder.</p>
<p>11.</p>	<p>Provide the point of contact for all correspondence related to this RFP. Point of contact information shall include full name, address, phone number (3), fax number, and e-mail address.</p>	<p>Full Name Scott Hutchison Address 4151 Ashford Dunwoody Rd, STE 600, Atlanta GA 30319 Phone Number: 801.419.1812 Fax Number: 404.252.4056 Email Address: Scott.Hutchison@abm.com</p>	<p>Rick Kreiter, Managing Director 1301 East Ninth Street, Suite 1050 Cleveland, OH 44114 847.363.0321 312.640.8240 (fax) rkreiter@spplus.com</p>

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<i>Evaluation Criteria</i>	<i>ABM</i>	<i>SP Plus Curbside Management Joint Venture</i>
<p>12. List all contracts, including contracts with Broward County during the past five (5) years-completed and active.</p>	<p>Respondent reported</p> <p>Denver Curbside Management: 2017 – Present</p> <p>Port Authority NY NJ (JFK, LGA, EWR) Taxi dispatcher: 2015 – Present</p> <p>Atlanta Parking Management: 2017 - Present</p>	<p>Respondent reported</p> <p>Ground Transportation Management Services – RFP# R0924308P1 / Broward County and SP Plus Curbside Management Joint Venture</p> <p>Parking Management Services for Various Broward County Agencies – RFP# 1138035P1 / Broward County and SP Plus Corporation</p> <p>Parking Management Services for Port Everglades Department – RFP# R1174806P1/Broward County and SP Plus Corporation</p>
<p>TIE-BREAKER INFORMATION</p>		
<p>29. A re-vote of only the tied Proposers by the EC.</p> <p>*Question revised with Addendum No. 2</p>		
<p>30. Preference to Proposer receiving a majority of the total first-place votes on the re-vote by the EC. First place votes are determined by the highest score given by each EC member so, by way of example, if two EC members give the highest score to Company A (two first place votes) and one EC member gives the highest score to Company B (one first place vote), Company A</p>		

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<i>Evaluation Criteria</i>	<i>ABM</i>	<i>SP Plus Curbside Management Joint Venture</i>
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	would be the winner based on this tie-breaker criteria. *Question revised with Addendum No. 2		
31.	If items 1-2 do not break the tie vote, the Proposer shall be selected by the Board of County Commissioners. *Question revised with Addendum No. 2		