

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 Graded Items</i> | <i>ABM</i> | <i>SP Plus Curbside Management Joint Venture</i> |
|--|---|--|
| <i>Company Profile</i> | | |
| <p>Overall Experience, Qualifications and Performances on Previous Similar Projects</p> <ul style="list-style-type: none"> Firm experience of similar scope of service | <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, however, no references returned to BCAD completed.</p> <p>References are located in tab R 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 in the Evaluation Committee binder with one reference returned to BCAD completed.</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>Organizational Structure/Resumes of Key Personnel</p> <ul style="list-style-type: none"> Project Specific Organizational Chart | <p>Respondent submitted a project specific, detailed organization chart.</p> | <p>Respondent submitted a project specific, detailed organization chart.</p> <p>For verbatim organization chart reference Exhibit H in the</p> |

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| Qualifications of Project Manager and Key Personnel | For verbatim organization chart reference page 24 in the Respondents binder. | Respondents binder. |
| <p>Management and Operating Plan The Management and Operating Plan must include detailed information addressing the following:</p> <ul style="list-style-type: none"> • Uniform application of all policies and procedures to all commercial vehicle operators; • Procedures and operational activities for taxicab dispatch, taxicab passenger loading, taxicab service interruptions, information booth, hold lot(s) use; • Commercial vehicle operator rules and enforcement procedures, driver and staff disciplinary policy and procedures; • Operations and procedures relating to customer service including response procedures relating to complaints; • Emergency preparedness procedures and incident and safety management; • Training procedures and schedules; • Response procedures relating to disruptions in operations utilizing organized teams and operational business resumption and contingency plans to maintain essential business services during an included or emergency. | <p>Respondent reported “ABM understands that due to the unique curbside dynamics of each airport 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>For verbatim overview of additional information reference pages 28 -34 in the Respondents binder.</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> |
| Customer Service Initiatives and/or Operational Programs | Respondent reported “ABM’s mission is “To Make a Difference, Every Person. Everyday”, which is paramount to a strong customer service program.” | At Fort Lauderdale-Hollywood International: Initiated and implemented Taxicab and Commercial Vehicles Management and Operating Plan, including individualized Programs |

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| | <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 recommendations reference pages 38 and tab 5 in the Respondents binder.</p> | <p>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> |
| <p>Safety Record</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 overview of ThinkSafe reference, page 39, tab 3, 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> |

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| <p>6. <u>Cost-Price Proposal*</u></p> | <p>Reference tab G of the EC binder.</p> | <p>Reference tab G of the EC binder.</p> |
| <p><u>Note that prices may be negotiated in the best interest of the County after the scoring is completed.</u></p> <p>* Total points awarded for price will be determined by applying the following formula: (Lowest Proposed Price/Proposer's Price) x 35 = Price Score</p> | | |

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