

Date: 5/23/14

To: Bill Wheelock, Procurement Services

From: Martyn Moss / Janitorial RFP Committee

Re: Janitorial RFP 040414BW

The RFP janitorial committee which was made up of Martyn Moss Manager of Building Services, Danny O'Connell, Director of Support Services, Vince Sacco, Director of Facilities, Carla Cox, Housekeeping Manager 2, and Tiffany Buck, Custodial Work Supervisor has collectively decided to award the janitorial contract for Zone 2 and 3. The Zone 2 contract will be awarded to ISS and the Zone 3 will be awarded to the Turn Around Group Inc.

The factors that we looked at were the hours allocated per day, staffing model, equipment plan, ability to perform to contract specifications and price per square foot. We interviewed 5 of the 14 companies that replied to the RFP. We arrived at 1 separate company for each zone.

The reasons why the committee chose ISS for zone 2:

- a. The number of hours that were provided in the bid were adequate to perform the contract.
- b. All the day porters will be provided communication devices.
- c. The compensation package offered to their employees was geared toward employee retention.
- d. The committee preferred the staffing coverage of the buildings and supervision.
- e. We are able to interview the prospective site manager that would be in charge of the operations at Youngstown State if they were awarded the contract.
- f. They are going to provide all new equipment for the contract and they have a local mechanic to service the equipment.
- g. The references for ISS provided us with very positive feedback.
- h. The committee was impressed with their inspection program and processes that they provided us.
- i. The cost per square foot fell within the budget allowance of the janitorial department.

The Reasons why the committee chose Turn Around Group for Zone 3:

- a. The number of hours that were provided in the bid were adequate to perform the contract.
- b. The compensation package offered to their employees was geared toward employee retention.
- c. The committee preferred the staffing coverage of the buildings and supervision.
- d. All the day porters are going to be cross trained for the different day areas.
- e. We are able to interview the prospective site manager that would be in charge of the operations at Youngstown State if they were awarded the contract. The prospective site manager had over 8 years' experience on a university campus in janitorial.

- f. They will provide all new equipment for the contract and they have a full time local mechanic to service the equipment.
- g. They have a large local employee pool that they can rapidly fill call offs.
- h. They have a very long customer retention rate which exceeds ten years.
- i. The cost per square foot fell within the budget allowance of the janitorial department.

We are confident in our choice of companies for both zones. We are looking forward to working with ISS and Turn Around Group.