

**Oklahoma School of Science and Mathematics
Campus Janitorial Contract Invitation to Bid
Beginning FY08**

***Campus Janitorial Contract FY08 – Evaluation Criteria:
(Based on 1000 point scale)***

- 1) Pricing structure. 350 points.
 - a) Based on formula set by Central Purchasing Office.

- 2) Past Performance. 450 points.
 - a) Reference checks. 225 points
 - b) Contracts of similar scope and size. 225 points

- 3) Willingness and ability to meet OSSM needs. 200 points.
 - a) Personnel Evaluation. 50 points,
 - b) Industry Experience. 50 Points.
 - c) Review of Practices and Procedures. 100 Points.

Point Evaluation

VENDOR	<u>Pricing</u>	<u>Past Performance</u>		<u>Willingness to Meet Needs</u>	<u>Total</u>	<u>Rank</u>
	<i>Based on formula low bid based 350 available</i>	<i>Reference Checks 225 available</i>	<i>Similar Scope & Size 225 available</i>	<i>Personnel, Hiring, Scheduling & Experience 200 available</i>		
ABM Janitorial	350	190	180	175	895	1
Bonus Building Care	160	170	80	150	560	12
Chalet Cleaning Service	236	195	120	140	691	5
Danley Building Service LLC	259	120	45	145	569	11
Jani-King of OKC	263	215	120	165	763	4
JK Janitorial Services	305	200	100	190	795	2
OKAY LLC / Anago of Tulsa	286	115	60	150	611	9
Oklahoma Building Service	213	180	80	140	613	8
One Touch Maintenance	215	119	105	120	559	13
Rudy's Janitorial Services Inc	269	194	60	85	608	10
SourceOne Management Services	347	190	110	145	792	3
T.L.B. Services LLC	306	157	70	not provided	533	14
UCI Services Group	169	185	140	180	674	6
Universal Management & Maint	294	195	40	95	624	7
Pricing only Vendors:						
First Star Inc	289	not provided	not provided	not provided	289	15
Prestige Maintenance Inc	258	not provided	not provided	not provided	258	16
Trueservice inc	255	not provided	not provided	not provided	255	17
Handicapped Future	179	not provided	not provided	not provided	479	18
Did not attend Mandatory site visit						
OJS System Inc	Disqualified					

→ Handicapped Future

Pricing Evaluation

350 points.

	FY08	FY09	FY10	Total	Ranking	Pts Awarded
ABM Janitorial	114,528	114,528	114,528	343,584	1	350
SourceOne Management Services	113,940	115,608	117,444	346,992	2	347
T.L.B. Services LLC	130,800	130,800	130,800	392,400	3	306
JK Janitorial Services	129,840	129,840	135,240	394,920	4	305
Universal Management & Maint	133,140	136,020	139,500	408,660	5	294
First Star Inc	138,889	138,889	138,889	416,667	6	289
OKAY LLC / Anago of Tulsa	139,980	139,980	139,980	419,940	7	286
Rudy's Janitorial Services Inc	147,120	147,120	152,400	446,640	8	269
Jani-King of OKC	152,252	152,252	152,252	456,756	9	263
Danley Building Service LLC	155,028	155,028	155,028	465,084	10	259
Presitge Maintenance Inc	153,118	155,415	157,746	466,280	11	258
Trueservice inc	157,500	157,500	157,500	472,500	12	255
Chalet Cleaning Service	165,360	169,860	174,720	509,940	13	236
One Touch Maintenance	184,620	185,220	189,780	559,620	14	215
Oklahoma Building Service	181,500	187,613	194,428	563,540	15	213
UCI Services Group	237,643	237,643	237,643	712,929	16	169
Bonus Building Care	234,948	250,188	266,472	751,608	17	160
Handicapped Future	336,000	336,000	no bid	672,000	18	138

Only bid on Dorm and Acad Center 77% of current K

Not eligible
SM.

Pricing formula complies with the formula given to OSSM by the Central Purchasing Division.

$$\frac{\text{Base (low) bid}}{\text{Vendor bid}} \times \text{Points Available} = 350 \text{ Points}$$

Past Performance References
Based on reference list submitted by vendors

Vendor	Compliance with ITB Request 50 pts	Current K References (3) 150	Past Contract Reference (1) 25 pts	Total Possible Points 225 Points
ABM Janitorial	50	140	0	190
Bonus Building Care	50	120	0	170
Chalet Cleaning Service	50	120	25	195
Danley Building Service LLC	40	80	not provided	120
Jani-King of OKC	50	140	25	215
JK Janitorial Services	50	125	25	200
OKAY LLC / Anago of Tulsa	50	55	10	115
Oklahoma Building Service	45	110	25	180
One Touch Maintenance	34	85	0	119
Rudy's Janitorial Services Inc	34	135	25	194
SourceOne Management Services	50	115	25	190
T.L.B. Services LLC	27	130	not provided	157
UCI Services Group	50	135	0	185
Universal Management & Maint	50	145	0	195

Scoring Explanations (all based on client lists submitted in proposal).

Compliance

Did the vendor supply the requested references, 5 current and 2 past
8 points for current and 5 for past

Current Contract Reference checks

3 current references contacted worth 50 points each

Question 1 - 10 pts available

0 pts for less than one year, 5pts for 1-2 years, 10 pts more than 2 years

Question 3 - 15 points available

0-5 pts unfavorable, 10 pts satisfactory, 15pts favorable or good reference

Question 4 - 10 points available

0 pts continuous problems and not resolved, 5 pts some problems not addressed properly 10 pts no problems or problems that are minor and immediately addressed

Question 5 - 10 points available

0 -10 pts depending on the problem(s) and resolution

Question 7 - 5 points available

0 pts after hrs cleaning, 5 pts if cleaning performed around personnel, clients, etc

Questions 2 & 6 - 0 points

Used to determine similar scope and size of other contracts

Past/lost Contract Reference check

1 past reference contacted

Question 1 - 10 points available

0 pts if unfavorable reference, cancelled or did not renew because of problems
10 pts if favorable reference, lost contract because of bid process or financial reasons (i.e., reference could not afford)

Question 2 - 5 points available

0 pts unfavorable 5 pts favorable

Question 3 - 5 points available

0 pts experience problems, 5 pts no particular problems

Question 4 - 5 points available

0 pts would not ask them to bid, 5 pts would ask to bid

*****See Vendor Scoring on following page*****

VENDOR SCORING

ABM Scoring

Compliance

Current References

Past References

5 Current and two past references

Good, positive references. One concern regarding supervisor

One no one available to respond, Other no response

Bonus Building Care

Compliance

Current References

Past References

Provided five current and two prior.

Good references-one "somewhat satisfied"

Not favorable, would not recommend or rehire.

Chalet Cleaning Service

Compliance

Current References

Past References

Five current and two prior references

two good, one had some problems

Favorable reference

Danley Building Service LLC

Compliance

Current References

Past References

Provided four current references did not provide ceased accounts

One said they lost K 2 yrs ago (0 pts) other 2 good references but one w/ high Turnover

Not provided

Jani-King of OKC

Compliance

Current References

Past References

Five current and two ceased accounts

Good references. Score of 140.

Good reference lost K because of cost.

JK Janitorial Services

Compliance

Current References

Past References

5 current and 3 prior reference

2 good references(90 pts), One average w/ residential concerns(35 pts)

Good reference

OKAY LLC / Anago of Tulsa

Compliance

Current References

Past References

5 current and 2 prior accounts provided

One poor reference (0 Pts) one no response (0 pts), one good ref (45 pts)

No one there to respond to questions, brought in house (10 pts)

Oklahoma Building Service

Compliance

Current References

Past References

5 current and 2 prior references provided, however one current was a landscape contract (3/8 points)

Overall good . 2 noted restocking bathrooms and 1 keeping bathrooms clean sometimes a problem

Good reference

One Touch Maintenance

Compliance

Current References

Past References

Three current and two past references provided

Only two were able to be reached Favorable refs from both

Non responsive-2nd account not contacted because it was out of state and would not be relevant

Rudy's Janitorial Services Inc

Compliance

Current References

Past References

Three current and two ceased

Good references

Good reference



SourceOne Management Services

<i>Compliance</i>	Provided five current and two prior accounts
<i>Current References</i>	Good references but recent contracts and after hours cleaning
<i>Past References</i>	Good references

TLB Services LLC

<i>Compliance</i>	Provided 5 reference letters from four accounts one provided did not have contact information or appear to be from the person responsible for the K. 8 pts for 3 vendors and 3 pts for the 4th vendor.
<i>Current References</i>	Good references. One was lost in Feb and not noted.
<i>Past References</i>	not provided

UCI Services Group

<i>Compliance</i>	14 Current, 4 ceased
<i>Current References</i>	all good references all clean after hours
<i>Past References</i>	Unfavorable reference

Universal Management & Maint

<i>Compliance</i>	5 current and 2 prior full 50 points
<i>Current References</i>	Good references.
<i>Past References</i>	Unfavorable reference

CURRENT CONTRACTS

Contractor: Universal Management & Maintenance

Reference: Covington Schools

Contact: Mr. Sharp 580-864-7482

Spoke to: Superintendent, Mr. Sharp

Date: 5/16/2007

1. How long has the contract with the vendor been in place?
4-5 years.
2. What is the square footage of the facility/facilities that the contractor cleans?
Approximately 70,000 sq feet.
3. What is your overall impression and experience with the vendor?
Really good experience, had in-house before and it is an improvement
4. Have you had any particular problems with the vendor? If so, how has the problem(s) been handled and communicated?
Not really, other than when there is new personnel the "retraining" may take a little while. Problems or special issues would be addressed with the supervisor who comes in twice a week or with the long-time employee.
5. Any problem with supervisors? Employees? Turnover?
The first three years there was quite a bit of turnover but it has stabilized. One person has been there since the beginning of the contract.
6. What type of clientele and employees does your organization service? Patients, students, retail customers, residential, etc?
Public school. Students, faculty and staff.
7. What are the particular circumstances of your contract? For example, does the vendor clean when clients, customers, employees are present or do they clean after hours?
One person on campus during the day and two other crew members come in from 2 pm to about 9 pm for the general cleaning of the school. Contract runs only through the school year on school days.

Similar Scope and Size
Based on reference list submitted by vendors

225 points.

Vendor	Residential 25 each reference 75 max	Educational 25 each reference 75 max	State/Govt Agency 10 each reference 30 max	Local Office 25 points	Similar size (\$ or sq ft) 20 points	Total Possible Points 225 Points
ABM Janitorial	50	75	10	25	20	180
Bonus Building Care	0	25	10	25	20	80
Chalet Cleaning Service	0	75	0	25	20	120
Danley Building Service LLC	0	0	30	15	0	45
Jani-King of OKC	0	75	0	25	20	120
JK Janitorial Services	25	0	30	25	20	100
OKAY LLC / Anago of Tulsa	0	25	0	15	20	60
Oklahoma Building Service	0	25	20	15	20	80
One Touch Maintenance	50	0	20	25	10	105
Rudy's Janitorial Services Inc	0	25	10	25	0	60
SourceOne Management Services	0	75	0	15	20	110
T.L.B. Services LLC	0	25	20	25	0	70
UCI Services Group	50	25	30	15	20	140
Universal Management & Maint	0	25	0	15	0	40

Scoring Explanations (all based on client lists submitted in proposal).

- Residential Looking for vendors that service residential sites, preferably where students live, in particular, high school students
25 points per reference given that fits this description with a max of 75 points (up to three references).
- Educational Looking for educational institutions, school environments preferable campus-like facilities.
- Govt Agencies Looking for vendors who service government facilities and have government contracts.
10 points per reference given that fits this description with a max of 30 points (up to three references).
- Local Office Does the vendor have a local office and clients in Oklahoma City (25 pts) in-State (15 pts)
- Similar Size Looking for contracts similar in size whether it be \$ amount or size. OSSM's current contract is approximately
\$139,000 (current contract does not include gym) and square footage is approximately 175,000. Used the
the dollar range from \$100k to \$250k and/or square footage of 87,500 (1/2 OSSM) 350,000 (2xOSSM)
At least two references of similar size

*****See Vendor Scoring on following page*****

VENDOR SCORING

ABM Scoring

Residential OSSM & OCU
Educational Five
Govt Agencies One
Local Office yes
Similar size 2 campus's of similar scope and size others significantly larger

Bonus Building Care

Residential None
Educational One school in Tulsa
Govt Agencies One County Health
Local Office Yes
Similar size Yes, four building campus and Waste Management should fall in range though specific sq footage not available.

Chalet Cleaning Service

Residential None
Educational Six Schools
Govt Agencies None
Local Office Yes
Similar size Yes, several of the school references would be in the size range

Danley Building Service LLC

Residential None
Educational None
Govt Agencies Three
Local Office Lawton, OK
Similar size Not apparent in bid, references not in range

Jani-King of OKC

Residential Included several universities, however, none local so did not give points
Educational Three local educational institutions included
Govt Agencies None
Local Office Yes
Similar size Yukon Mid high and Edmond High campuses

JK Janitorial Services

Residential Mental Hospital
Educational None
Govt Agencies Three Two included in larger office buildings
Local Office Yes
Similar size Yes

OKAY LLC / Anago of Tulsa

Residential none
Educational One school
Govt Agencies none
Local Office office in Tulsa
Similar size yes, two fall within similar size range

Oklahoma Building Service

Residential none
Educational One School District
Govt Agencies Two Govt agencies
Local Office yes
Similar size yes, all of the schools within the OKC School district

One Touch Maintenance

Residential DHS Shelter
Educational None
Govt Agencies Two (DHS)
Local Office Yes
Similar size One DHS appears to be in size range

Rudy's Janitorial Services Inc

Residential no
Educational One Private School
Govt Agencies One, OSF
Local Office yes
Similar size Not apparent in bid and 2 of 3 refs don't appear to be in range

SourceOne Management Services

Residential Gave them credit for residential with the Hospital
Educational Three school system accounts referenced
Govt Agencies No Govt Agencies
Local Office Office in Tulsa
Similar size

TLB Services LLC

Residential No Residential Accounts listed
Educational One School System
Govt Agencies Two Govt agencies
Local Office Yes
Similar size Not apparent in bid, references not in range

UCI Services Group

Residential

Two. Hospital and Barracks

Educational

One , daycare counted

Govt Agencies

Two. City and Barracks and Natl Cemetery

Local Office

Yes, Lawton headquarters

Similar size

Three references in dollar range

Universal Management & Maint

Residential

no Residential

Educational

One School campus

Govt Agencies

No Govt Agencies

Local Office

Office in Enid OK

Similar size

Not apparent

**Willingness & Ability to meet OSSM needs
200 Points**

Vendor	Personnel Evaluation 50 Points	Industry Experience 50 points	Practice & Procedure Review 100 Points	Total Possible Points 225 Points
ABM Janitorial	40	35	100	175
Bonus Building Care	40	25	85	150
Chalet Cleaning Service	40	50	50	140
Danley Building Service LLC	25	50	70	145
Jani-King of OKC	25	40	100	165
JK Janitorial Services	50	50	90	190
OKAY LLC / Anago of Tulsa	25	40	85	150
Oklahoma Building Service	40	50	50	140
One Touch Maintenance	20	50	50	120
Rudy's Janitorial Services Inc	10	50	25	85
SourceOne Management Services	45	25	75	145
T.L.B. Services LLC	0	0	0	0
UCI Services Group	50	50	80	180
Universal Management & Maint	30	40	25	95

Scoring Explanations (all based on client lists submitted in proposal).

Personnel Evaluation	<p>15 pts available for OSSM staffing 25 pts for evidence and demonstration that the vendor will provide experienced and competent personnel and supervisors for the OSSM contract 10 pts provided requested resumes of key personnel</p>
Industry Experience	<p>Looking for information such as number of years the vendor has been providing janitorial service, services provided by the bidding company's employees, is the company a franchise?, is the company financially stable and capable of uninterrupted operations? Would like at ten years of company experience but will also consider key personnel experience</p>
Overall review of company's Policies and Procedures	<p>25 points available for a complete Company description and or overview 75 points available for policies and procedures with particular emphasis on hiring, training and expected employee conduct issues.</p>

*****See Vendor Scoring on following pages*****

ABM Janitorial Services (ABM)

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 175 points based on a review of their proposal.**

Personnel Evaluation – 40 Points

Included names and contact information as well as organizational chart, however, no personal resumes or backgrounds (-10 points). Staffing by building for OSSM contract provided.

Industry Experience – 35 points

Nothing provided in proposal indicating when ABM was established, when they began doing business in Oklahoma, etc. or how long the local personnel had been in the business (-15 years). Industry experience was established through contract references, several long term contracts including OCU, 19 years. Also, website research indicates that ABM was established in 1909 and ABM is a nationally known company.

Practice and Procedures Review – 100 Points

Company overview specific to how ABM operates more so than company history and therefore, more related to how they would serve OSSM. (25 points). Practices and procedures in proposal including: Employee Handbook with conditions of employment, extensive training and safety information, tools and equipment list, commitment to customer information, contact and how to reach information, Certificate of Liability Insurance included. (75 Points).

Bonus Building Care

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 150 points based on a review of their proposal.**

Personnel Evaluation – 40 Points

Included how OSSM would be staffed and included autobiographies (resumes) for all key personnel. The autobiographies are not clear as to the actual janitorial expertise that these key personnel would bring (-10 points). The VP and Operations manager of BBC OKC are new to the industry and the Essential 8 Franchise President that would be responsible for OSSM has 25 years of management experience though it is not clear if this is in the janitorial industry. The Operations Manager of the Essential 8 franchise has been with Bonus since March 2006 and has project management experience though it is unclear if his expertise is in the janitorial area.

Industry Experience – 25 points

Bonus Building Care was started over ten years ago in 1996, however, this is a franchise business (-10 points). Based on the autobiographies for the owners and key personnel and the fact that all referenced contracts began in 2007 all indications are that this is a new franchise. (-15 points).

Practice and Procedure Review – 85 points

No solid company overview. Most company information came from the key personnel autobiographies (-15 points). Full set of practice and procedures including hiring and new member orientation, staff retention, rules and regulations, Business Operations Handbook Training Guidelines, Emergency Contact information and the Certificate of Liability Insurance (75 points awarded).

Chalet Cleaning Service

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 140 points based on a review of their proposal.**

Personnel Evaluation – 40 points

Contact information includes some personnel and staffing information with years of experience but no dates or references. Does include Owner-Operator profile and a brief OSSM staffing statement. -10 points due to limited information.

Industry Experience – 50 points

Company established in 1985, owned by current owner since 1993. Site supervisor over ten years of experience.

Practice and Procedures Review – 50 points.

Mission Statement, Company Philosophy and Chalet at a Glance document combined for the company overview (25 points). Only practices and procedures were a one page training and a one page hiring practices (awarded 25 points).

Danley Building Service LLC

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Bonus received 145 points based on a review of their proposal.**

Personnel Evaluation – 25 points

Key personnel and years of experience only, no formal resumes (-10 points). No proposed OSSM staffing (-15 points). Key personnel 10-26 years of experience.

Industry Experience – 50 points

Doing business for seven years, key personnel from 10 to 26 years in the industry. Is not a franchise.

Practice and Procedures Evaluation - 70 Points

Very brief but useful information in the company overview (-5 points). Complete employee handbook and Personnel Policy Manual included, however, these are more specific to actual employees to how these policies benefit OSSM (-25 points).

Jani-King of OKC

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 165 points based on a review of their proposal.**

Personnel Evaluation – 25 points

Brief overview of management. Franchise unassigned so no resumes (-10 points) or OSSSM staffing was provided (-15 points).

Industry Experience – 40 Points

Founded in 1969, Jani-King is an International company, however, they are franchisees (-10 points).

Practices and Procedures Evaluation - 100 Points

Complete company overview, including specific Introduction and Technical Approach Document specific to Jani-King of OKC. Complete procedures including, hiring, training and personnel.

JK Janitorial Services

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 190 points based on a review of their proposal.**

Personnel Evaluation – 50 points

Provided organizational chart, provided resumes for key personnel, all have custodial experience and provided a specific staffing plan for OSSM.

Industry Experience – 50 points

20 years in Janitorial Service Business, 19 under current owner who has 23 years of experience. Company is not a franchise.

Practice and Procedures Evaluation – 90 points

Vendor Qualification Statement serves as a company overview (25 points), included practices and procedures and in the Custodial Service Plan. They did a good job in the plan making it specific to OSSM. Plan included such areas as staffing, supervision, communication, quality control, job descriptions, and training. Did not include hiring practices (-10 points).

OKAY LLC / Anago of Tulsa

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 150 points based on a review of their proposal.**

Personnel Evaluation – 25 points

Organizational chart, brief overview of franchise owners. No OSSM staffing proposed (-15 points) and no resumes for key personnel (-10 points).

Industry Evaluation – 40 Points

Franchisor has been owner for 12 years and the local franchise owner has 27 years of experience. -10 points for franchise operations.

Practice and Procedures – 85 points

Organizational chart and relevant but limited company profile (-5 points). Policies and procedures are inclusive of hiring, training, etc, for the overall Anago Organization (Franchisor) but nothing specific as to local franchisor, OKAY LLC, and how they would service the OSSM account (-10 points).

Oklahoma Building Service

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 140 points based on a review of their proposal.**

Personnel Evaluation – 40 points

Gave specific OSSM staffing and Work Plan, owner experience and background included however, no other resumes or specific backgrounds of other personnel that would be assigned was given (-10 points). Name of project manager and explanation of supervisors and that experienced, existing employees would be promoted from within to staff the OSSM contract.

Industry Experience – 50 points

OBS has been in business for 14 years and the CEO has over 24 years of experience in the business.

Practices and Procedures – 50 Points

Company overview included (25 points). Practices and procedures limited (25 points). One paragraph on hiring practices (EEO compliant, and perform OSBI background checks) and Work Plan specific to OSSM (more staffing related than procedural), contact / how to reach information provided.

One Touch Maintenance

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 120 points based on a review of their proposal.**

Personnel Evaluation – 20 Points

No OSSM staffing given. No resumes, however a list of employees and supervisors, contact numbers and years of experience were included. All had a minimum of three years experience. Received 20 points for the information provided.

Industry Experience – 50 Points

Over twenty years of experience in the industry. Family owned. Owner has 27 years of experience. Full points given.

Practice and Procedures – 50 Points

20 points for company overview, gave basic information but not extensive. Gave 30 points for limited General Procedures (one page) that covers Supervision, Wages, Security Procedures and very limited hiring procedures. Do require three years of experience before hiring. No training information.

Rudy's Janitorial Services Inc

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 85 points based on a review of their proposal.**

Personnel Evaluation – 10 points

No specific personnel or supervision specifics. No resumes provided. Awarded 10 points for the brief staffing statement stating that six personnel and at least one owner would be assigned to the contract.

Industry Experience – 50 Points

Rudy's Janitorial has been in business for 27 years. Incorporated in 1985. Has successfully completed hundreds of contracts of various sized in the 27 years. Company is not a franchise.

Practice & Procedure Review – 25 points

Awarded 10 points for brief company overview. Awarded 15 points for including one page Company Policy.

SourceOne management Services

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 145 points based on a review of their proposal.**

Personnel Evaluation – 45 points

Awarded 15 points for Crew Composition (staffing) for the OSSM contract. Included complete management and supervisory overviews and backgrounds, however, counted off five points because the janitorial expertise or specific experience was not apparent in many of the backgrounds. Backgrounds were good, but would have been more complete with actual resumes with dates.

Industry Experience – 25 points

Could not tell from the information how long the company had been in business. References provided were mainly a year or less (-25 points). Gave 10 points because company is not a franchise and 15 points because backgrounds on several the Project Manager and President have 22 and 15 years of experience in the industry.

Practice and Procedure Review – 75 points

While company and procedural information was brief and limited (-10 points for overview) the information did include a promotional-type document that indicated the types of contracts and services the company handles, a mission statement with a paragraph about the training of employees, a complete organizational chart specific to OSSM, a supplies and equipment list, a one page General Procedures document that covered some personnel issues such as supervision, security procedures and wage scale and a copy of their Certificate of Liability Insurance (-15 points for procedures and practices).

T.L.B. Services LLC

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 0 points based on a review of their proposal.**

Information not provided.

UCI Services Group

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 180 points based on a review of their proposal.**

Personnel Evaluation - 50 points

Proposal included key personnel resumes, discussion of OSSM staffing including an organization chart, a solid Technical and Management statement discussing staffing and personnel specific to OSSM.

Industry Experience – 50 Points

Have been in the business for eleven years in Oklahoma and surrounding states. Owner has been in industry since 1986.

Practice and Procedures – 80 points

Company overview provided in Technical and Management document. Included complete employee handbook including hiring, employment information and expectations, Technical and Management document talks specifically about procedures and supervision of the OSSM contract. No specific training information (-10 points) and hiring information geared to the employee (employee handbook) not the client as to background checks or the requirements for employment (-10 points).

Universal Management & Maintenance

Willingness and Ability to Meet OSSM Needs (200 points available)

➤ **Received 95 points based on a review of their proposal.**

Personnel Evaluation – 30 points

No specific OSSM staffing provided however, did provide overall information as to how the company is staffed and that telephones are answered 24 hours a day. Did provide contact information a brief overview of key personnel (supervisors) that appear would be assigned to OSSM. Key personnel seem to have industry experience though formal resumes with dates were not provided. Key personnel all have cell phones so that they can be reached when needed.

Industry Experience – 50 Points

In business since 1964. All contract references from 4-15 years. Is not a franchise.

Practices & Procedures Evaluation - 25 points

Brief company overview awarded (-10 points). Only procedures and practices were a paragraph on hiring practices and one on training (10 points out of 75 awarded).