

February 13, 2018

TO: IRC Purchasing Dept.

REF: Protest regarding RFP 2018018
Bidding Selections

ATTN: Jennifer Hyde, Purchasing Manager

I am writing in reference to the process in which companies are chosen to clean Groups 1 -5.

The information regarding the mandatory meeting, specifically states that "anyone who does not attend the meeting or submits late proposals will not be accepted or considered".

Apparently, K's Commercial Cleaning did not attend the initial meeting. They had the excuse that they received the wrong information. And due to that, a subsequent meeting was held so that they could attend. This is business, and as such, it is incumbent upon each company to make sure they are receiving the right information and to check and recheck, if necessary. This is not school, where they get to do a make-up test.

The process is very clear and all companies participating should be held to the same standards.

It is also stated that anyone awarded Group 4 should also be awarded Group 5, as these two separately are very small.

All I am asking is that everyone be held to the same rules and guidelines. This is the only way it is fair for everyone.

My Company, CER Signature Cleaning has been cleaning Group 2 for 3 years. We have done an exemplary job and have received high praise on numerous occasions. We would like to stay with this Group, as I see no reason for it to be changed. I was awarded group 4, but not group 5. This seems to be grossly unfair, given the RFP recommended to the Board, that the award of Group 4 and 5 be given to a single firm.

My preference is to remain with Group 2 or in the alternative, since I was issued Group 4 to also be given Group 5.

Thanking you in advance for maintaining the same standards for all and taking my request under advisement. I await to hear from you at your earliest convenience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Charles Ross", with a large, sweeping flourish at the end.

Charles Ross, owner
CER Signature Cleaning
772-244-7907