



March 3, 2025

Via E-Mail

Santa Clara Stadium Authority
1500 Warburton Avenue
Santa Clara, CA 95050
Attn: Jōvan D. Grogan, Executive Director
e-mail: Manager@santaclaraca.gov

Ms. Jenti Vandertuig
Director, Procurement
Forty Niners Stadium Management Company
4949 Marie P. DeBartolo Way
Santa Clara, CA 95054
e-mail: Jenti.Vandertuig@49ers-smc.com

**RE: Bid Protest; Request For Proposals for Janitorial Services at Levi's Stadium
(RFP Number FY24-0062 dated May 6, 2025)**

Dear Mr. Grogan & Ms. Vandertuig:

Our C&W Services team is in receipt of the Notice of Intended Award, dated February 25, 2025 (the "Notice") for the Request For Proposals for Janitorial Services at Levi's Stadium (RFP Number FY24-0062 dated May 6, 2025) (the "RFP"). In accordance with Santa Clara City Code ("Code") Chapter 17.30, et seq., specifically §17.30.140 (bid contest procedures), we are hereby protesting the award RFP award on the grounds set forth below.

As we reviewed the Notice, we noticed that "Cost," which has the highest potential award points of all the evaluation criteria (60), is not included in the Notice's Evaluation Criteria scoring calculation, and "Methodology to Provide Required Services (30 points)" is indicated twice, which are both inconsistent with the Evaluation Criteria provided in the RFP. In the RFP, Section 15.6 Evaluation Criteria, Phase 2 has a Cost component (pasted below) that is not reflected in the Notice.

For reference, I have pasted the Evaluation Criteria from the RFP:

15.6 EVALUATION CRITERIA

Phase One Evaluation Criteria	Points
Proposal Responsiveness	Pass/Fail
Corporate Strength, Experience, References, and Reputation of the Proposer	30
Qualifications, Management and Administrative Capabilities	40
Methodology to Provide Required Services	30
Total	100
Proposers within the competitive range in Phase One will proceed to Phase Two.	
Phase Two Evaluation Criteria	Points
Interview and Presentations	40
Cost	60
Total	100

In the portion of the Notice where bid respondents would expect to see the tabulation of Cost points awarded, "Methodology to Provide Required Services (30 points)" is indicated.

For reference, I have pasted the table from Notice below:

Evaluation Criteria - Phase One	Aramark	Pritchard	ABM	C&W
Proposal Responsiveness	Pass	Pass	Pass	Pass
Corporate Strength, Experience, References, and Reputation of Proposer (30 points)	26.70	27.00	27.60	26.40
Qualifications, Management and Administrative Capabilities (40 points)	35.60	36.00	36.80	35.60
Methodology to Provide Required Services (30 points)	21.00	27.00	26.70	27.00
Total	83.30	90.00	91.10	89.00

4900 Marie P. DeBartolo Way | Santa Clara, CA 95054

Evaluation Criteria - Phase Two	Aramark	Pritchard	ABM	C&W
Interview and Presentations (40 points)	34.00	36.00	36.00	34.00
Methodology to Provide Required Services (30 points)	51.00	43.20	49.80	39.00
Total	85.00	79.20	85.80	73.00

Total Combined Phase One and Phase Two Score	168.30	169.20	176.90	162.00
---	---------------	---------------	---------------	---------------

C&W Facility Services Inc (“C&W Services” or “We”) are concerned with the inconsistency, as well as the potential for other errors and inconsistencies with respect to the RFP process and as such, we hereby protest the RFP award and Notice.

As the entire schedule that was outlined in the RFP was significantly delayed, which we can understand happens in some cases, we also want to point out that since the oral presentations in July 2024, C&W Services continually checked the Bonfire Portal and followed protocol for communication via email, all but one of which were completely ignored.

C&W Services understands and respects the need for confidentiality during a public RFP process, but we are sure you can appreciate that after enormous amounts of time, effort and travel costs, our expectation was, and remains, that there is some level of partnership in simply responding with a status update.

C&W Services looks forward to your response to our bid protest and to getting a better understanding of the inconsistencies in the RFP Evaluation Criteria methodology and Notice point award and tabulation.

Sincerely,



Charlotte Jensen
Senior Vice President, West Region
C&W Services, Inc.
charlotte.jensen@cwservices.com | (760) 410-7123