



## FORTY NINERS STADIUM MANAGEMENT COMPANY

Date: February 24, 2025

To: Jovan Grogan  
Executive Director  
Santa Clara Stadium Authority

From: Jenti Vandertuig  
Procurement Director  
Forty Niners Stadium Management Company LLC

Subject: Recommendation for Award for Janitorial Services at Levi's Stadium

### **Recommendation**

Recommend approval and award an agreement to ABM Industry Groups, LLC to provide janitorial services at Levi's Stadium for a multi-year term, commencing April 1, 2025 through March 31, 2028, with an option to extend the agreement for two additional one-year periods.

### **RFP Process**

Forty Niners Stadium Management Company LLC (Stadium Manager) provides management services for Levi's Stadium (Stadium) on a continual, year-round basis, including overseeing the day-to-day operations and maintenance of the Stadium. Janitorial services are provided on a contractual basis to support Stadium Manager deliver the following services:

- a. Year-Round Maintenance: Continuously provide janitorial services throughout the Stadium.
- b. Event Cleaning: Comprehensive cleaning services, including football games, soccer matches, concerts, and special events. This involves pre-event, event, and post-event cleaning, ensuring the stadium is meticulously maintained.
- c. Special Event Support: Cleaning assistance for special (catered) events organized by the Special Events team, such as proms, parties, and receptions. This includes pre-event, event, and post-event cleaning services.
- d. Ancillary Services: Additional cleaning tasks as required, such as window washing, parking lot cleaning, concert floor set-up and strike as needed, clean and wash public safety vehicles, and confetti clean up as needed.
- e. Quarterly, biannual, and annual deep cleaning services are also part of the solution.

On May 6, 2024, Stadium Manager issued Request for Proposals (RFP) to select a qualified firm for janitorial services at Levi's Stadium. Stadium Manager published the RFP on Bonfire Interactive, Stadium Manager's eProcurement portal <https://49ers.bonfirehub.com/portal/>. In addition to inviting a list of firms on our established supplier list, Stadium Manager also invited suppliers registered on the portal with specific commodity codes offering such services. The RFP stipulated a minimum requirement stating that proposer must demonstrate that it possesses, within the last five years, experience as a prime contractor providing full-service janitorial services at no less than two professional or major sports facilities with a minimum seating capacity of 40,000 spectators, preferably at least two large sporting venues to include NFL and MLB venues.

On May 16, 2024, Stadium Manager conducted a mandatory Pre-Proposal Conference and site visit at the Stadium. Stadium Manager provided an overview of the requirements, housekeeping guidelines, and conducted a comprehensive site visit and provided clarifications to questions from proposers.

On May 24, 2024, Addendum #1 to the RFP was issued providing answers to questions from proposers, provided additional Stadium details such as square footage, parking lot maps and digital floor maps, and a copy of the sign-in sheet for the mandatory pre-proposal conference and site visit. On June 3, 2024, Stadium Manager issued Addendum #2 which included additional cleaning services details and cost proposal information. Addendum #3 was issued on June 6, 2024 to issue the revised Cost Proposal spreadsheet. The RFP closed on June 12, 2024 at 3:00 p.m. (PT).

Four proposals were received from the following firms on or before the RFP due date and time:

1. ABM Industry Groups, LLC (ABM)
2. Aramark Services, Inc. (Aramark)
3. C&W Services – A subsidiary of Cushman & Wakefield (C&W)
4. Pritchard Sports & Entertainment Group (Pritchard)

### **Evaluation Process**

An evaluation committee (EC) consisting of subject matter experts from Stadium Manager was formed. An Evaluators' Guide outlining the roles and responsibilities of the EC was provided to each EC member to review and execute the following forms to ensure that there was no conflict of interest in evaluating the proposals:

- Proposal Evaluator Guidelines
- Confidentiality Agreement
- Conflict of Interest Disclosure Form

The evaluation of proposals consisted of a two-step process as referenced below. Proposers within the competitive range in phase one proceeded to phase two which included interviews and presentations, and cost evaluations. The EC evaluated the proposals utilizing the evaluation criteria for phase one as outlined in the RFP. On July 3, 2024, the Procurement Lead held the EC meeting to document the scores and notes provided by the committee:

<b>Evaluation Criteria - Phase One</b>	<b>Aramark</b>	<b>Pritchard</b>	<b>ABM</b>	<b>C&amp;W</b>
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
<b>Total</b>	<b>83.30</b>	<b>90.00</b>	<b>91.10</b>	<b>89.00</b>

The EC determined all four firms to be within the competitive range to proceed with phase two of the evaluation process, which was to conduct interviews and presentations, and evaluate cost. Interviews and presentations were held at the Stadium in July and August 2024 and the following scores were tabulated. To ensure a fair comparison of the cost to evaluate cost, the cost proposals for daily cleaning services, full event (pre, event and post event) and full parking lot cleaning for 12 ticketed events, and equipment cost were used to evaluate and score.

<b>Evaluation Criteria - Phase Two</b>	<b>Aramark</b>	<b>Pritchard</b>	<b>ABM</b>	<b>C&amp;W</b>
Interview and Presentations (40 points)	34.00	36.00	36.00	34.00
Cost (60 points)	51.00	43.20	49.80	39.00
<b>Total</b>	<b>85.00</b>	<b>79.20</b>	<b>85.80</b>	<b>73.00</b>

<b>Total Combined Phase One and Phase Two Score</b>	<b>168.30</b>	<b>169.20</b>	<b>176.90</b>	<b>162.00</b>
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Pursuant to phase two scoring, the EC determined that it was in our best interest to invite Aramark, Pritchard and C&W onsite and facilitate another walk through of the Stadium and validate their understanding of the various services levels including daily and event services. ABM is an incumbent service provider and has sufficient knowledge of our operations and therefore was not included in this step of the process. The three firms were asked to review their cost proposals and make the necessary adjustments based on their deeper understanding of the Stadium Manager's expectations. C&W did not provide any changes, but Aramark and Pritchard provided changes to their initial proposed daily services and associated costs.

The EC decided to move Aramark, Pritchard, and ABM forward for further business, legal and cost discussions and negotiations. Based on the proposal responses, each of the three proposers were provided specific topics to address related to business, legal and cost. The following points were addressed with each of the proposers, as applicable:

- Legal terms and conditions, if any firm took exception to our terms and conditions.

Aramark took exceptions to our terms and later agreed to accept all our terms and conditions as required by Stadium Manager.

- Aramark and Pritchard were provided with the City of Santa Clara Worker Ordinance requirements to ensure that they would be able to adhere to the requirements if selected as the firm to contract with. Both firms confirmed compliance with the requirements.
- Cost clarification related to daily, event, parking, and equipment with a focus on overhead charges and labor cost increases in years two and three. While Aramark and ABM were able to provide specific details of increase in labor rates, Pritchard provided a non-committal response that their increase will be based on related federal, state and local labor laws.
- Meeting with the company senior executives to ensure commitment and alignment for the services offered in the proposal responses, interviews and presentations. ABM provided assurance for effective leadership and account management. Aramark and Pritchard focused on their presence in California and how they would transition services. Aramark's proposed solution was to subcontract with firm(s) with a local presence and demonstrated the number of firms they provided custodial services to in the area. Pritchard's commitment was that they would expand their presence as they had established a foundation with the Warriors and had experience with the transition.

Based on the information, the EC selected ABM as the finalist and asked the Procurement Lead to conduct the final negotiations with ABM. Final negotiations were conducted by the Procurement Lead related to cost, account management, workforce technologies, reduced labor cost and efficiency, detailed cost breakdown of "other costs", equipment costs and amortization, resource allocation for parking cleaning services, and performance metrics and accountability. Pursuant to addressing the items, Stadium Manager was able to negotiate cost down by approximately 20% of the initial RFP cost proposal provided by ABM. Stadium Manager concluded the business, legal and cost negotiations with ABM in February 2025.

### **Notice of Intended Award**

A notice of intended award (NOIA) was issued on February 24, 2025 announcing Stadium Manager's recommended firm. The RFP process includes a seven-day protest period, which commenced with the issuance of the NOIA. This recommendation is submitted concurrently to facilitate the lead time required to submit our recommendation to the Santa Clara Stadium Authority (SCSA). In the event there is a protest, the recommendation will be withdrawn, and the protest addressed.


### **Submission of Post-Award Submittals**

Once Stadium Manager receives approval from the SCSA Board, the agreement will be executed by both parties and a copy forwarded to the Board. Supporting documentation has been provided for review and approval.

### **Fiscal Impact**

The cost for the daily, select ancillary services, deep cleaning services and equipment is covered in the FY25/26 SCSA Budget, Engineering Department budget, as a shared expense. The janitorial

services including any respective ancillary services for NFL and Non-NFL events (ticketed and non-ticketed special events) are charged directly to the events.

Submitted By:  Date: 3/1/2025  
Jenti Vandertuig, Procurement Director