

CITY OF HOLLYWOOD, FLORIDA
PUBLIC WORKS DEPARTMENT
Environmental Services, Fleet Management
Grounds Maintenance and Beach Maintenance
INTER-OFFICE MEMORANDUM

DATE: June 25, 2015

FILE: PW-15-063

TO: Joel Wasserman, Director
Office of Budget and Procurement Services

VIA: Sylvia Glazer, Director
Public Works Department

FROM: Charles W. Lassiter, Environmental Services Supervisor
Public Works Department

SUBJECT: Lawn Wizard USA, Inc. Failure to Perform – Termination of Contract
Recommendation

ISSUE:

Termination of Landscape Maintenance Contract due to continued service failures of Bid Number F-4400-14-RD; Grounds Maintenance Zones 4, 4A, 6 & 10.

EXPLANATION:

Lawn Wizard has been awarded Bid Number F-4400-14-RD Grounds Maintenance Zones 4, 4A, 6 & 10 to complete landscape maintenance on a routine scheduled basis. Since the award of this contract, Public Works staff has been in constant communication with this vendor regarding the timeliness of their service delivery. Service delivery issues initially began with Zone 10, quarterly hedge and sea-grape trimming at various locations throughout the City. Subsequently, the fourth quarter service of September 2014 and the second quarter service of March 2015 were missed and then cancelled due to Lawn Wizard not adhering to the maintenance schedule. Deficiency notifications were sent to your office on October 27, 2014 and on May 21, 2015, regarding this issue and the vendor has been notified by your department as well, see attached letter from Procurement to Lawn Wizard.

We have also experienced service delivery issues in landscape maintenance zones 4, 4A, & 6. Deficiency notifications have been submitted to your office and the following services and areas have been missed; March 27, 2015 service for Zone 4 & 6, May 13, 2015 service for Zone 4, and May 28, 2015 service for Zone 6, see the attached vendor deficiency forms. Currently, the vendor is behind schedule in these remaining zones again.

Many calls to the vendor are left un-returned for days; no presence has been witnessed in the City by our Contract Compliance Coordinator. On Friday, June 19, 2015, an e-mail was received from Lawn Wizard's project coordinator requesting permission to provide a partial service to Zone 4A, see the attached e-mail.

This request is unacceptable and the Public Works Department recommends termination of all contracts held with Lawn Wizard and recommends award to next lowest, responsible, responsive bidder, with the exception of Contract 10. The department does not wish to be re-bid this contract at this time and will obtain quotes for future services.

The next lowest, responsible, responsive bidder for Contract 6 is Nice & Smooth; this vendor has agreed to honor their original bid pricing of \$19,205.00, and the department recommends award to this vendor.

The next lowest, responsible, responsive bidder for Contract 4 & 4A, which are to be awarded together, was Superior Lawn Service in the amount of \$30,168.45. This vendor has been contacted and has advised they cannot honor this original bid pricing. The next lowest bidder was Garden of Beauty in the amount of \$32,930.00; however, our department has concerns with their job performance, job responsiveness and their ability to stay on schedule. Three service cycles have been cancelled on their existing contracts this year already and as recently as April 2015. Their poor performance and responsiveness has been thoroughly documented to your office via several vendor performance forms. Your office has also officially provided this vendor a final warning regarding their responsiveness and performance on May 22, 2015.

It is our recommendation to award to the next lowest, responsible, responsive bidder, Weed-A-Way in the amount of \$45,284.55 for Contract 4 & 4A. This offer has been extended to Weed-A-Way and they have agreed to honor this original bid pricing.

RECOMMENDATION:

Please terminate Lawn Wizard contracts 4, 4A, 6 & 10 and award to the next lowest bidder as follows:

- Contract 4 & 4A = Weed-A-Way, in the amount of \$45,284.55 (Lawn Wizard bid was \$24,635.00). This would be an annual increase of \$20,649.55.
- Contract 6 = Nice & Smooth, in the amount of \$19,205.00 (Lawn Wizard bid was \$17,066.00). This would be an annual increase of \$2,139.00.
- Contract 10 = Cancel, no award. Quotes for future service will be obtained.

Cc: Denise Manos, Assistant City Attorney
Karen Arndt, Assistant Director of Public Works
Xavier Leal, Contract Compliance Coordinator

Attachments



CITY OF HOLLYWOOD, FLORIDA

PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

Date: 10/27/14	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Charles Lassiter	Title: Environmental Services Supervisor
Contact phone number: (954) 967-4207	Contact Email classiter@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Lawn Wizard	Contact Person: Maryann Chalkley
Contact phone number: (954) 946-5223	Contact Email: maryann@lawnwizardusa.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|--|
| <input type="checkbox"/> Late Delivery
<input type="checkbox"/> Unauthorized Substitution
<input type="checkbox"/> Poor Quality of Goods
<input type="checkbox"/> Failure to Respond to Letter or Return Call
<input type="checkbox"/> Poor Service
<input type="checkbox"/> Failure to Respond to Service Call
<input type="checkbox"/> Failure to Respond in Timely Manner to Service Call
<input type="checkbox"/> Failure to Meet Specifications
<input type="checkbox"/> Poor Workmanship | <input type="checkbox"/> Shipment Made Collect
<input type="checkbox"/> Failure to Furnish Price List/Catalog
<input type="checkbox"/> Failure to Replace Damaged Goods
<input type="checkbox"/> Repair Parts Not Available

<input type="checkbox"/> Shipment of Damaged Goods
<input type="checkbox"/> Shipment of Used Goods
<input type="checkbox"/> Failure to Provide Warranty
<input type="checkbox"/> Overshipment or Undershipment of Goods
<input type="checkbox"/> Incorrect Invoice (s)
<input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule
<input type="checkbox"/> Other, Specify: |
|--|--|

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.

City-Wide Grounds Maintenance Contract F-4400-14-RD awarded Zone 10, quarterly hedge trimming at six locations. Trimming schedule was provided to vendor on July 1, 2014. First scheduled hedge trimming date was to begin on September 1, 2014. On September 8, 2014, e-mail was sent asking for an update on this quarterly service, no response was received. A second request for this information was made on September 22, 2014 and on September 22, 2014, we were advised service started on September 5, 2014 and location #2 was completed. Upon inspection of this line it was noted that this location was incomplete, some trimming was evident to the front of the hedge but nothing else was done; information signs were left obstructed, etc. This was reflected in an e-mail to the vendor on September 23, 2014 (attached). Vendor was again asked to complete this zone as it was past due. On October 2, 2014 another e-mail was sent advising the vendor of the areas becoming unsightly and hazardous, we demanded immediate attention and plan of action to bring the other zones into compliance, no response was received. Phone calls were made and excuses were given. On October 8 an e-mail was sent advising the contractor this contract was in jeopardy of being terminated a response was provided by the contractor immediately advising they would have a crew on site the next day. To date, the only action taken on this zone would be location #5, which you completed in August, per my request. No other locations have been completed and no action plan has been presented.

It is the Department's recommendation to terminate vendor services of this zone immediately and award to next lowest vendor.

Complainant's Signature:	Title: Environmental Services Supervisor
Date: 10/27/14	Phone: (954) 967-4207
Indicate whether complaint was resolved to your satisfaction: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Action taken by reporting Department/Office (Specify):

Vendor Notified: 9/8/14, 9/22/14, 9/23/14, 10/8/14

Vendor Meeting:



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

2600 Hollywood Blvd. • Room 303 • P. O. Box 229045 • Hollywood, Florida 33022-9045
Phone (954)921-3299 • Fax (954)921-3086

November 14, 2014

Lawn Wizard USA, Inc.
Attn: John Longo
4406 NE 6th Ave
Oakland Park, Florida 33334

Dear Mr. Longo:

The City of Hollywood's Public Works Department staff has notified Procurement Services of their continuing concern regarding your company's ongoing unsatisfactory performance and ability to perform the required services.

Public Works staff has sent numerous email documents stating the City's concerns to Lawn Wizard USA, Inc. since the award of the contract. The issues continue to be job performance and job responsiveness, which the City staff reviewed with you at various meetings.

The established Blanket Purchase Order Contract Number B002621 is based upon the City of Hollywood Bid Number F-4400-14-RD, which states the required and expected level of services to be provided to the City of Hollywood.

This letter is to notify Lawn Wizard USA, Inc. of the ongoing situation and remind you that your company's responsiveness and performance is required to ensure that the required contract services are provided in a satisfactory manner. Otherwise the City will be forced to execute its contractual rights specified in the bid and this letter is your final warning.

I am requesting that you contact the Public Works Department at 954-967-4526 immediately to identify, schedule and complete all incomplete work orders including all required documentation, and to schedule a meeting to review and discuss the issues and contractual requirements.

Please contact me at 954-921-3223 if you have any questions.

Sincerely,

Ralph Dierks, Procurement Manager
Procurement Services

RD/ls

c : Karen Arndt, Assistant Director, Public Works
Charles Lassiter, Environmental Services Supervisor

Lawn Wizard Zone 4 3127 CxL
Zone 6



CITY OF HOLLYWOOD, FLORIDA

PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

4/07/15	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email Xleal@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Lawn Wizard	Contact Person: John Longo
Contact phone number: (954) 993-6163	Contact Email: john@waterwizard.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|--|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input type="checkbox"/> Incorrect Invoice (s) |
| | <input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.

Grounds Maintenance has to cancel this vendor's 3/27/15 service cycle on B002621-- Zone 4, Zone 6. Service cycle 3/9/15 was completed on 4/9/15 making it impossible to perform this service before the next service date of 4/13/15. Falling behind service adversely affects the appearance of the City and leads to numerous complaints from residents, staff, and elected officials. A lack of sufficient resources and/or poor schedule management contributes to their inability to stay on schedule.

It is the Department's recommendation to terminate services of this vendor unless immediate improvement is made.

Complainant's Signature:	Title: Contract Compliance Coordinator
Date 4/07/15	Phone: (954) 967-4526
Indicate whether complaint was resolved to your satisfaction: Yes xNo	

Action taken by reporting Department/Office (Specify):

Vendor Notified: 4/07/15

Resolved: ☐ Yes ☒ No

Action Taken: Cancelled Service Cycles for 3/27/15

Action taken by Procurement Services (if applicable):

Vendor Notified: / /

Vendor Meeting: / /

Resolved: ☐ Yes ☐ No

Action Taken:



CITY OF HOLLYWOOD, FLORIDA
PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

Date: 5/21/2015	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email: classiter@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Lawn Wizard	Contact Person: Dwayne Allen
Contact phone number: (954) 946-5223	Contact Email: Dwayne@lawnwizardusa.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|--|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input type="checkbox"/> Incorrect Invoice (s) |
| | <input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.
 City-Wide Grounds Maintenance Contract F-4400-14-RD awarded Zone 10, quarterly hedge trimming at six locations. Trimming schedule was provided to vendor on July 1, 2014. The September 1st, 2014 service was cancelled due to not adhering to the maintenance schedule. December 1st service was completed before the following quarterly service of March 1st and services were paid for. We are now a little over a week away from the June 1st quarterly service and nothing have been received by the Department showing completion of any of the six line items on zone 10 for the March 1st quarterly service. The crew was seen by Xavier Leal working on line item 5 in May but only half was completed and they have not returned to complete this location. Xavier Leal spoke with Mr. Dwayne Allen, Project Manager for Lawn Wizard about this issue via land line. Mr. Allen advised Xavier that the tree trimming crew was behind and he would see what he could do. With only 9 days left in the March service cycle it is impossible for this service to be completed. Making this the second cycle out of three cancelled for not Adhering to maintenance schedule. Because of this the City is recommending immediate termination of the vendor services of this Zone 10.

Complainant's Signature:	Title: Contract Compliance Coordinator
Date: 5/21/2015	Phone: (954) 967-4526
Indicate whether complaint was resolved to your satisfaction: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Action taken by reporting Department/Office (Specify):

Vendor Notified:
 Vendor Meeting:

Resolved: ☐ Yes ☒ No

Action Taken:



CITY OF HOLLYWOOD, FLORIDA

PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

6/2/15	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email Xleal@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Lawn Wizard	Contact Person: John Longo
Contact phone number: (954) 993-6163	Contact Email: john@waterwizard.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|--|
| <input type="checkbox"/> Late Delivery
<input type="checkbox"/> Unauthorized Substitution
<input type="checkbox"/> Poor Quality of Goods
<input type="checkbox"/> Failure to Respond to Letter or Return Call
<input type="checkbox"/> Poor Service
<input type="checkbox"/> Failure to Respond to Service Call
<input type="checkbox"/> Failure to Respond in Timely Manner to Service Call
<input type="checkbox"/> Failure to Meet Specifications
<input type="checkbox"/> Poor Workmanship | <input type="checkbox"/> Shipment Made Collect
<input type="checkbox"/> Failure to Furnish Price List/Catalog
<input type="checkbox"/> Failure to Replace Damaged Goods
<input type="checkbox"/> Repair Parts Not Available

<input type="checkbox"/> Shipment of Damaged Goods
<input type="checkbox"/> Shipment of Used Goods
<input type="checkbox"/> Failure to Provide Warranty
<input type="checkbox"/> Overshipment or Undershipment of Goods
<input type="checkbox"/> Incorrect Invoice (s)
<input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule
<input type="checkbox"/> Other, Specify: |
|--|--|

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.

Grounds Maintenance has to cancel this vendor's 5/13/15 service cycle on B002621-- Zone 4. The May 13th service has not been started and we are 7 days into the May 28th service cycle. Falling behind service adversely affects the appearance of the City and leads to numerous complaints from residents, staff, and elected officials. A lack of sufficient resources and/or poor schedule management contributes to their inability to stay on schedule. This is the second time in less than 2 months that Grounds Maintenance has had to cancel services.

It is the Department's recommendation to terminate services of this vendor unless immediate improvement is made.

Complainant's Signature: <i>Xavier Leal</i>	Title: Contract Compliance Coordinator
Date 6/4/15	Phone: (954) 967-4526
Indicate whether complaint was resolved to your satisfaction: Yes xNo	

Action taken by reporting Department/Office (Specify):

Vendor Notified: 6/3/15

Resolved: ☐ Yes ☒ No

Action Taken: Cancelled Service Cycles for 5/13/15

Action taken by Procurement Services (if applicable):

Vendor Notified: / /

Vendor Meeting: / /

Resolved: ☐ Yes ☐ No



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

2600 Hollywood Blvd. • Room 303 • P. O. Box 229045 • Hollywood, Florida 33022-9045
Phone (954)921-3299 • Fax (954)921-3086

June 9, 2015

Lawn Wizard USA, Inc.
Attn: John Longo
4406 NE 6th Ave
Oakland Park, Florida 33334

Dear Mr. Longo:

The City of Hollywood's Public Works Department has notified Procurement Services of their continuing concern regarding your company's ongoing unsatisfactory performance, ability to perform the required services, and staying on schedule in certain grounds maintenance zones.

Public Works staff has notified and met with the Lawn Wizard staff, sent emails and documents to Procurement Services stating their concerns regarding Lawn Wizard USA, Inc. since the award of the contract, and most recently on the grounds maintenance contract for Zone #4 awarded via Bid Number F-4400-14-RD. As stated above, the issues continue to be job performance, job responsiveness and staying on schedule, which the City staff reviewed with you at various meetings.

The established Blanket Purchase Order Contract Number B002621 is based upon the City of Hollywood Bid Number F-4400-14-RD, which states the required and expected level of services to be provided to the City of Hollywood.

This letter is to notify Lawn Wizard USA, Inc. of the ongoing situation and remind you that your company's responsiveness and performance is required to ensure that the required contract services are provided in a satisfactory manner. Otherwise the City will be forced to execute its contractual rights specified in the bid and this letter is your final warning.

I am requesting that you contact the Public Works Department at 954-967-4526 immediately to identify, schedule and complete all incomplete work orders including all required documentation, and to schedule a meeting to review and discuss the issues and contractual requirements.

Please contact me at 954-921-3223 if you have any questions.

Sincerely,



Ralph Dierks, Procurement Manager
Procurement Services

RD/ls

c : Karen Arndt, Assistant Director, Public Works
Charles Lassiter, Environmental Services Supervisor
Xavier Leal, Contract Compliance Coordinator



CITY OF HOLLYWOOD, FLORIDA
PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

6/15/15	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email: Xleal@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Lawn Wizard	Contact Person: John Longo
Contact phone number: (954) 993-6163	Contact Email: john@waterwizard.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|--|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input checked="" type="checkbox"/> Incorrect Invoice (s) |
| | <input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.
 Grounds Maintenance has to cancel this vendor's 5/28/15 service cycle on B002621-- Zone 6. The May 28th service is now 3 days into the June 12th cycle and was last serviced 24 days ago, service cycle is every 15 days. Falling behind service adversely affects the appearance of the City and leads to numerous complaints from residents, staff, and elected officials. A lack of sufficient resources and/or poor schedule management contributes to their inability to stay on schedule. This is the third time in less 2 months that Grounds Maintenance has had to cancel services.

It is the Department's recommendation to terminate services of this vendor due to the continue failure to Adhere to the maintenance schedule of their contracted Zones.

Complainant's Signature:	Title: Contract Compliance Coordinator
Date 6/15/15	Phone: (954) 967-4526
Indicate whether complaint was resolved to your satisfaction: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

Action taken by reporting Department/Office (Specify):

Vendor Notified: 6/15/15

Resolved: ☐ Yes ☒ No

Action Taken: Cancelled Service Cycle for 5/28/15 Zone 6

Action taken by Procurement Services (if applicable):

Vendor Notified: / /

Vendor Meeting: / /

Resolved: ☐ Yes ☐ No



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

2600 Hollywood Blvd. • Room 303 • P. O. Box 229045 • Hollywood, Florida 33022-9045
Phone (954)921-3299 • Fax (954)921-3086

June 17, 2015

Lawn Wizard USA, Inc.
Attn: John Longo
4406 NE 6th Ave
Oakland Park, Florida 33334

Dear Mr. Longo:

The City of Hollywood's Public Works Department has notified Procurement Services of their continuing concern regarding your company's ongoing unsatisfactory performance, ability to perform the required services, and staying on schedule in certain grounds maintenance zones.

Public Works staff has notified and met with the Lawn Wizard staff, sent emails and documents to Procurement Services stating their concerns regarding Lawn Wizard USA, Inc. since the award of the contract, and most recently on the grounds maintenance contract for Zone #6 awarded via Bid Number F-4400-14-RD. As stated above, the issues continue to be job performance, job responsiveness and staying on schedule, which the City staff reviewed with you at various meetings.

The established Blanket Purchase Order Contract Number B002621 is based upon the City of Hollywood Bid Number F-4400-14-RD, which states the required and expected level of services to be provided to the City of Hollywood.

This letter is to notify Lawn Wizard USA, Inc. of the ongoing situation and remind you that your company's responsiveness and performance is required to ensure that the required contract services are provided in a satisfactory manner. Otherwise the City will be forced to execute its contractual rights specified in the bid and this letter is your final warning.

I am requesting that you contact the Public Works Department at 954-967-4526 immediately to identify, schedule and complete all incomplete work orders including all required documentation, and to schedule a meeting to review and discuss the issues and contractual requirements.

Please contact me at 954-921-3223 if you have any questions.

Sincerely,

Ralph Dierks, Procurement Manager
Procurement Services

RD/lis

c : Karen Arndt, Assistant Director, Public Works
Charles Lassiter, Environmental Services Supervisor
Xavier Leal, Contract Compliance Coordinator

Xavier Leal

From: Xavier Leal
Sent: Friday, June 19, 2015 8:44 AM
To: 'Wizard Services'
Cc: john@waterwizardusa.com; Karen Arndt; Charles Lassiter; Ralph Dierks; Linda Silvey
Subject: RE: Condition of sites Zone 6

Good Morning,

While I sympathize with the problems with your equipment, we must adhere to the terms and conditions of the contract. Pursuant to the terms and conditions of this contract, maintenance is defined as delittering, mowing, edging, hedge trimming, selective tree trimming, raking, sweeping, weeding, weedeating, herbiciding and other related duties. Anything less would not be considered a complete service and therefore would not pass inspection.

Currently you are 12 days behind your 15 day service cycle (Service should have began on/around June 8). I would encourage you to attempt to resolve these issues, as failure to perform proper work as required would constitute non-performance and will result in non-payment until work has been performed per the bid specification. Continued poor performance may result in termination of contract.

If you have any questions, please feel free to contact our offices.

Regards,

Xavier Leal
Contract Compliance Coordinator
Public Works Department

-----Original Message-----

From: Wizard Services [<mailto:projectmanager@lawnwizardusa.com>]
Sent: Friday, June 19, 2015 8:04 AM
To: Xavier Leal
Cc: john@waterwizardusa.com
Subject: RE: Condition of sites Zone 6

Good Morning Xavier,

I am sorry that we have not been keep on schedule but we have been have problems with equipment. Tomorrow we are schedule for city hall unfortunately we do not have any trimmers would you like for use to come and still services without trimmers.

-----Original Message-----

From: Xavier Leal [<mailto:XLEAL@hollywoodfl.org>]
Sent: Tuesday, June 16, 2015 11:00 AM
To: Wizard Services; john@waterwizardusa.com
Cc: Charles Lassiter; Ralph Dierks; Linda Silvey



City of Hollywood, Florida

2600 HOLLYWOOD BLVD. • P.O. Box 229045 • ZIP 33022-9045

DATE: **August 27, 2014**

RE: **BLANKET ORDER # B002621**

PRODUCT/SERVICE: **Grounds Maintenance –
ZONES 4, 4A, 6 & 10 (Revised)**

**Lawn Wizard USA, Inc.
Attn: Maria Longo
4406 NE 6th Avenue
Oakland Park, FL 33334**

**Telephone Contact: 954-968-0013 Fax: 954-946-4769
Email: Isabel@waterwizardusa.com**

Dear Vendor:

This is to inform you that the City of Hollywood, Florida is entering into a Blanket Order with your Company based on one of the following:

- | | | |
|-------------------------------------|---|--------|
| <input checked="" type="checkbox"/> | FORMAL BID # F-4400-14-RD OPEN MARKET BID | |
| <input type="checkbox"/> | INFORMAL BID # | DATED: |
| <input type="checkbox"/> | RENEWAL OF FORMAL BID # | DATED: |
| <input type="checkbox"/> | EXTENSION OF FORMAL BID/RFP# | DATED: |
| <input type="checkbox"/> | WRITTEN QUOTATION # | DATED: |
| <input type="checkbox"/> | VERBAL QUOTATION PER | DATED: |
| <input type="checkbox"/> | STATE OF FLORIDA CONTRACT # | DATED: |
| <input type="checkbox"/> | BROWARD COUNTY BID # | |
| <input type="checkbox"/> | OTHER: Initial three (3) year bid award term | |

The term of this order is **07/01/2014** through **06/30/2017**

The estimated dollar value is **\$185,000.00 annually**.

The obligations of the City of Hollywood under this order are subject to the availability of funds lawfully appropriated for its purpose by the City Commission and are subject to the terms and conditions contained on the Purchase Order form.

Prior to commencement of any work on City property, vendor must provide the City of Hollywood with current certificates of insurance meeting the requirements of the Risk Manager, and naming the City of Hollywood as additional insured.

The City of Hollywood Departments will issue hard copy orders against this Blanket Order as your authorization to deliver. All invoices must reference each unique document number.

If you have any questions, please contact **Ralph Dierks** at (954) 921-3223.

c: **Public Works
Finance**

CITY OF HOLLYWOOD
BLANKET PURCHASE ORDERS
07/01/14 - 06/30/17

[illegible]

CITY OF HOLLYWOOD
BLANKET PURCHASE ORDERS
07/01/14 - 06/30/17

BPO DESCRIPTION:	FERTILIZATION/PER BAG APPLIED				
BPO DESCRIPTION:	GROUNDS MAINTENANCE SERVICE				
BPO DESCRIPTION:	PER BID F-4400-14-RD SPECIFICATIONS				
6	35141	0	MULCH	N 259500027613 CY	00000001.0000 00000010.0000 35.00000 00000000.0000
	LAWN WIZARD USA, INC.		988/36		
BPO DESCRIPTION:	ADDITIONAL SERVICES				
BPO DESCRIPTION:	MULCHING/PER CUBIC YARD APPLIED				
BPO DESCRIPTION:	GROUNDS MAINTENANCE SERVICE				
BPO DESCRIPTION:	PER BID F-4400-14-RD SPECIFICATIONS				
7	35141	0	SQUARE FOOT	N 259500027614 SF	00000001.0000 00001000.0000 1.50000 00000000.0000
	LAWN WIZARD USA, INC.		988/36		
BPO DESCRIPTION:	ADDITIONAL SERVICES				
BPO DESCRIPTION:	SQUARE FOOT RATE				
BPO DESCRIPTION:	GROUNDS MAINTENANCE SERVICE				
BPO DESCRIPTION:	PER BID F-4400-14-RD SPECIFICATIONS				
8	35141	0	TRIMMING	N 259500027615 LF	00000001.0000 00000100.0000 1.50000 00000000.0000
	LAWN WIZARD USA, INC.		988/36		
BPO DESCRIPTION:	ADDITIONAL SERVICES				
BPO DESCRIPTION:	TRIMMING/PER LINEAR FOOT				
BPO DESCRIPTION:	GROUNDS MAINTENANCE SERVICE				
BPO DESCRIPTION:	PER BID F-4400-14-RD SPECIFICATIONS				
9	35141	0	SERVICE	N 259500027616 HR	00000001.0000 00000010.0000 1.50000 00000000.0000
	LAWN WIZARD USA, INC.		988/36		
BPO DESCRIPTION:	ADDITIONAL SERVICES				
BPO DESCRIPTION:	ADDITIONAL SERVICE/PER HOUR				
BPO DESCRIPTION:	GROUNDS MAINTENANCE SERVICE				
BPO DESCRIPTION:	PER BID F-4400-14-RD SPECIFICATIONS				
BPO DESCRIPTION:	R-2014-169 APPROVED 6/18/14				

BPO # B002621

Ralph Dierks

From: Xavier Leal
Sent: Tuesday, August 26, 2014 1:40 PM
To: Ralph Dierks
Cc: Linda Silvey; Charles Lassiter
Subject: Zone Completion Form Open Market.xlsx
Attachments: Zone Completion Form Open Market.xlsx

Good afternoon Ralph,

Please add item 14 to zone 6 (open market) at \$50 per service
South 9th Ave and North Southlake drive
Swale/public space

Zone 6 total price will change from \$742 to \$792 per service

Thank you,

*Xavier Leal,
Contract Compliance Coordinator
Public Works Department*

Zone 6 Completion Form

CONTRACTOR: Lawn Wizard USA, Inc.

Maintenance Schedule Date: _____

SITE	SERVICE LOCATION	SQ.FT	TYPE	BAGS	DATE SERVICED	Sites were inspected and ready for City's evaluation
						OFFICER SIGNATURE
1	Rose's Garden, 24th Ave and Monroe Street	45,000	Park			
2	24th Ave - Jackson Monroe, Madison, Adams Streets	640	Street Ends			
3	917 S. 29th Avenue, East side	5,688	Lot			
4	23rd Ave & Rodman Street, north side of Rodman Street	5,056	Lot			
5	S. 29th Terrace from Van buren to Monroe Street, N & W swale across from Church & I-95 fence; S. 29th Ave from Madison Street to Fletcher Street, street ends	13,892	Swale/Street Ends			
6	S. 29th Ave at Madison Street and S. 28th Ct at Monroe Street, round street end median	6,005	Circle			
7	S. 26th Ave at Pembroke Road neighborhood entrance	7,454	Swale			
8	Fletcher Street from S. 22nd Ave to S. 25th Ave south wall grass and landscape; 2020 Fletcher Street alley dead end	18,490	Swale/Street Ends			
9	2717 Van Buren Street	15,000	Lot			
10	N. Northlake Drive & S. Southlake Drive keyholes, N. 12th and S 12th Ave and Lake Drive	42,699	Swale			
11	Dewey Street from S. 13th to S. 14 Ave; Rodman Street at 13th Ave.	19,244	Median/Swale/ Circle			
12	Harrison Street, S. 13th, 14th, 15th, and 16th Ave; 700 Harrison Street	1,338	Median/Circle/ Street Ends			
13	Jefferson Park, 1501 Jefferson Street	151,017	Park			
14	South 9th Ave and North southlake drive	3,000	Swale/public space			

City to Complete Items Below This Line:

Date of Inspection _____

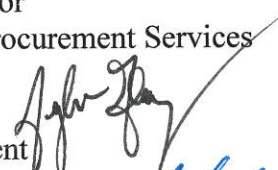
Location of any deficiencies by site number: _____


CITY OF HOLLYWOOD, FLORIDA
PUBLIC WORKS DEPARTMENT
Environmental Services, Fleet Management
Grounds Maintenance and Beach Maintenance
INTER-OFFICE MEMORANDUM

CITY OF HOLLYWOOD
PROCUREMENT SERVICES
DIVISION
2015 JUL 10 PM 2:51

DATE: July 9, 2015 **FILE:** PW-15-069

TO: Joel Wasserman, Director
Office of Budget and Procurement Services

VIA: Sylvia Glazer, Director 
Public Works Department

FROM: Charles W. Lassiter, Environmental Services Supervisor
Public Works Department 

SUBJECT: Garden Of Beauty, Inc. Failure to Perform – Termination of Contract Recommendation

ISSUE:

Termination of Landscape Maintenance Contract due to continued service failures of Bid Number F-4400-14-RD; Grounds Maintenance Zone 7.

EXPLANATION:

Garden Of Beauty, Inc. has been awarded Bid Number F-4400-14-RD Grounds Maintenance Zone 7 to complete landscape maintenance on a routine scheduled basis. Since the award of this contract in July 2014, Public Works staff communicated numerous concerns to your office with regard to this vendor's poor service, failure to return phone calls and timeliness of service delivery for all their contracts. Service delivery issues began within three months, when the October 8, 2014 service cycle was not completed. In the addition to no service on this date for Zone 7; Zones 3, 5 & 6 were also missed, see the attached vendor performance form.

Missed services for these zones continued as the March 27, 2015, and April 28, 2015 cycles were also not completed. Missed service cycles adversely affect how the City parks and medians look to our residents and visitors to our community. A meeting was held on May 13, 2015 to discuss the issues of falling behind service, not returning phone calls, completion sheets being turned in for untouched areas, and Mr. Taylor indicated that the lack of payments contributed to the lack of personnel, but indicated that it would not happen again, see the attached vendor performance form. A letter from your office was also sent to Mr. Taylor on May 22, 2015, recognizing this meeting and the concerns of the Public Works Department, see the attached.

This problem has again occurred with a missed June 27, 2015 service cycle for Zone 7 and for Zones 3, 5 & 6 as well. Xavier Leal spoke with Mr. Taylor on July 1, 2015 and was advised that a management change was taking place; however on July 7, 2015, Mr. Leal received a phone call from the *new* crew leader advising that he was no longer working with the company.

At this time the Department of Public Works feels that with this vendor does not have sufficient resources to fulfill their contractual obligations to the City, as such, we are requesting termination of B002620, Grounds Maintenance Zone 7 and recommend award to next lowest, responsible, responsive bidder

The next lowest, responsible, responsive bidder for Zone 7 is Nice & Smooth; this vendor has agreed to honor their original bid pricing of \$50,140.00, and the department recommends award to this vendor.

RECOMMENDATION:

Please terminate Garden Of Beauty, Inc. Zone 7 and award to the next lowest bidder, Nice & Smooth in the amount of \$50,140.00, this would be an annual increase of \$161.00. A request for an emergency purchase order to perform this work is also being requested until such time as a new PO can be established.

Cc: Debra Reese, Assistant City Attorney
Karen Arndt, Assistant Director of Public Works
Xavier Leal, Contract Compliance Coordinator

Attachments



CITY OF HOLLYWOOD, FLORIDA
PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

10/28/14	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Charles Lassiter	Title: Environmental Service Supervisor
Contact phone number: (954) 967-4207	Contact Email: classiter@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Garden of Beauty	Contact Person: Al Taylor
Contact phone number: (954) 483-1825	Contact Email: gardenofbeauty302@hotmail.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

Place an "X" in each box that applies

- | | |
|--|---|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input checked="" type="checkbox"/> Incorrect Invoice (s) |
| | <input type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.
Grounds Maintenance has to cancel this vendor's 10/8/14 service cycle on B002616-- Zone 3, Zone 5, Zone 6 and B002620--Zone 7. This adversely affects the appearance of the City, leads to numerous complaints from residents, staff, and elected officials. A lack of sufficient resources contributes to their inability to stay on schedule..

It is the Department's recommendation to terminate services of this vendor unless immediate improvement is made.

Complainant's Signature: _____ Title: Contract Compliance Coordinator

Date 10/28/14 _____ Phone: (954) 967-4526

Indicate whether complaint was resolved to your satisfaction: Yes ☐ No ☒

Action taken by reporting Department/Office (Specify):

Vendor Notified: 10/21/14

Resolved: ☐ Yes ☒ No

Action Taken: Cancelled Service Cycles for 10/8/14

Action taken by Procurement Services (if applicable):

Vendor Notified: / /

Vendor Meeting: / /

Resolved: ☐ Yes ☐ No

Action Taken:



CITY OF HOLLYWOOD, FLORIDA
PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

4/07/15	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email Xleal@hollywoodfl.org
Purchase Order/Blanket Purchase Order #:	
Vendor: Garden of Beauty	Contact Person: Al Taylor
Contact phone number: (954) 483-1825	Contact Email: gardenofbeauty302@hotmail.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

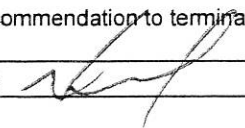
Place an "X" in each box that applies

- | | |
|--|---|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input checked="" type="checkbox"/> Incorrect Invoice (s) |
| | <input type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.

Grounds Maintenance has to cancel this vendor's 3/27/15 service cycle on B002616—Zone 3, Zone 5, Zone 6 and B002620—Zone 7. Service cycle 3/9/15 was completed on 4/13/15 making impossible to perform this service before the next service date of 4/13/15. Falling behind service adversely affects the appearance of the City and leads to numerous complaints from residents, staff, and elected officials. A lack of sufficient resources contributes to their inability to stay on schedule..

It is the Department's recommendation to terminate services of this vendor unless immediate improvement is made.

Complainant's Signature:  Title: Contract Compliance Coordinator

Date 4/07/15 Phone: (954) 967-4526

Indicate whether complaint was resolved to your satisfaction: Yes xNo

Action taken by reporting Department/Office (Specify):

Vendor Notified: 4/07/15

Resolved: ☐ Yes ☒ No

Action Taken: Cancelled Service Cycles for 3/27/15

Action taken by Procurement Services (if applicable):

Vendor Notified: / /

Vendor Meeting: / /

Resolved: ☐ Yes ☐ No

Action Taken:



CITY OF HOLLYWOOD, FLORIDA
PROCUREMENT SERVICES DIVISION

Vendor Performance Form

Use this form to report vendor performance that does not conform to the terms of the contract or indicates corrective action is required by Procurement Services Division.

5/13/15	
Department/Office: Public Works	Division/Area: 5171
Contact Person: Xavier Leal	Title: Contract Compliance Coordinator
Contact phone number: (954) 967-4526	Contact Email Xleal@hollywoodfl.org
Purchase Order/Blanket Purchase Order #: B002616 & B002620	
Vendor: Garden of Beauty	Contact Person: Al Taylor
Contact phone number: (954) 483-1825	Contact Email: gardenofbeauty302@hotmail.com
Good/Service: Grounds Maintenance	Solicitation #:

NATURE OF COMPLAINT

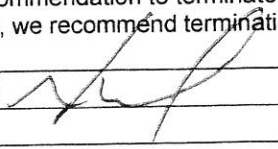
Place an "X" in each box that applies

- | | |
|---|--|
| <input type="checkbox"/> Late Delivery | <input type="checkbox"/> Shipment Made Collect |
| <input type="checkbox"/> Unauthorized Substitution | <input type="checkbox"/> Failure to Furnish Price List/Catalog |
| <input type="checkbox"/> Poor Quality of Goods | <input type="checkbox"/> Failure to Replace Damaged Goods |
| <input checked="" type="checkbox"/> Failure to Respond to Letter or Return Call | <input type="checkbox"/> Repair Parts Not Available |
| <input checked="" type="checkbox"/> Poor Service | <input type="checkbox"/> Shipment of Damaged Goods |
| <input type="checkbox"/> Failure to Respond to Service Call | <input type="checkbox"/> Shipment of Used Goods |
| <input type="checkbox"/> Failure to Respond in Timely Manner to Service Call | <input type="checkbox"/> Failure to Provide Warranty |
| <input type="checkbox"/> Failure to Meet Specifications | <input type="checkbox"/> Overshipment or Undershipment of Goods |
| <input type="checkbox"/> Poor Workmanship | <input checked="" type="checkbox"/> Incorrect Invoice (s) |
| | <input checked="" type="checkbox"/> Other, Specify: Not adhering to maintenance schedule |
| | <input type="checkbox"/> Other, Specify: |

Details of complaint or nonperformance: Specify in detail. Attach a second page if necessary.
Grounds Maintenance Division has to cancel this vendor's 4/28/15 service cycle on B002616--Zone 3, Zone 5, Zone 6 and B002620--Zone 7. Service cycle 4/13/15 was completed on 5/7/15 making it impossible to perform these service cycles again before the next service date of 5/13/15. Due to this being the 3rd cancelation of service during this contract year, the Department believes the work load is too heavy for this vendor; therefore the Department is recommending removal of B002620--Zone 7 from Garden of Beauty's contractual obligations immediately.

A meeting was held on 5/13/15 to discuss the issue of falling behind service again, failing to return telephone calls (14 calls were unanswered) and why completion sheets were submitted for areas not completed or untouched. Mr. Kevin Taylor indicated some miscommunication between his new crew leader and himself. Mr. Taylor indicated these incidents will not happen again and the lack of timely payments from the City also contributes to his inability to keep personnel; however, we explained that payments are approved after Zones have been completed and inspected; falling behind completion and not adhering to contract specifications contributes to the lack of timely payments. It was further explained to Mr. Taylor that falling behind service adversely affects the appearance of the City and leads to numerous complaints from residents, staff, and elected officials. A lack of oversight contributes to Garden of Beauty's inability to stay on schedule and complete zones in a timely manner and to the contract specifications.

It is the Department's recommendation to terminate services of this vendor's contract Zone 7 and if improvement is not made, we recommend terminating all remaining grounds maintenance contracts held with this vendor.

Complainant's Signature: 	Title: Contract Compliance Coordinator
Date 5/13/15	Phone: (954) 967-4526
Indicate whether complaint was resolved to your satisfaction: Yes xNo	



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

2600 Hollywood Blvd. • Room 303 • P. O. Box 229045 • Hollywood, Florida 33022-9045
Phone (954)921-3299 • Fax (954)921-3086

May 22, 2015

Garden of Beauty, Inc.
Attn: Al Taylor
5888 Johnson Street, Unit B
Hollywood, Florida 33021

Dear Mr. Taylor:

The City of Hollywood's Public Works Department has notified Procurement Services of their continuing concern regarding your company's ongoing unsatisfactory performance, ability to perform the required services, and staying on schedule.

Public Works staff has notified and met with Mr. Kevin Taylor from Garden of Beauty, Inc., sent numerous emails and documents to Procurement Services stating their concerns regarding Garden of Beauty, Inc. since the award of the contract, and most recently on the grounds maintenance contract for Zone #7 awarded via Bid Number F-4400-14-RD. As stated above, the issues continue to be job performance, job responsiveness and staying on schedule, which the City staff reviewed with you at various meetings.

The established Blanket Purchase Order Contract Number B002620 is based upon the City of Hollywood Bid Number F-4400-14-RD, which states the required and expected level of services to be provided to the City of Hollywood.

This letter is to notify Garden of Beauty, Inc. of the ongoing situation and remind you that your company's responsiveness and performance is required to ensure that the required contract services are provided in a satisfactory manner. Otherwise the City will be forced to execute its contractual rights specified in the bid and this letter is your final warning.

I am requesting that you contact the Public Works Department at 954-967-4526 immediately to identify, schedule and complete all incomplete work orders including all required documentation, and to schedule a meeting to review and discuss the issues and contractual requirements.

Please contact me at 954-921-3223 if you have any questions.

Sincerely,

Ralph Dierks, Procurement Manager
Procurement Services

RD/ls

c : Karen Arndt, Assistant Director, Public Works
Charles Lassiter, Environmental Services Supervisor
Xavier Leal, Contract Compliance Coordinator

Ralph Dierks

From: Sylvia Glazer
Sent: Monday, July 06, 2015 3:03 PM
To: Wazir Ishmael; Gus Zambrano; Peter Bober; Patricia Asseff; Traci Callari; Peter Hernandez; Linda Sherwood; Kevin Biederman; Richard Blattner; George Keller; Mel Standley; Albert Margerum; Matthew Lalla; Jeffrey Sheffel
Cc: Joel Wasserman; Ralph Dierks; Karen Arndt; Gregory Gibson; Jonathan Vogt; Dave McNulty; Charles Lassiter; Joseph Cruz; Everett Lawson; Lori Underwood; Beverly Walker; Alice D'Emilio; Xavier Leal; Patricia Cerny; Linda D'Arpino-Vazquez; Jeane Carver-St. Luce; Judith Whittingham; Mary Johns; Dina Bertrand; Lisa Smith; Cheryl Lahoud; Catherine Albert; Alejandro Araya; Chuck Ellis; David Vazquez; Jaye Epstein; Mike Kersten; Barbara Ebanks; Mabel Cardoso
Subject: FW: Failure to Perform of Landscaping Contractor -Lawn Wizard & Emergency Purchase Order for Landscaping Services
Importance: High

To all;

We have experienced ongoing failures on the part of one of the City's landscaping contractors, Lawn Wizard, and as a result, we are in the process of terminating their respective contract with the City. The areas of the City which they were responsible for are listed in the email below from Assistant Public Works Director, Karen Arndt, which includes such areas as parts of Hollywood Blvd, Roses Garden Park, Jefferson Park, City Hall, among other locations. As a result of their failures several of these locations on the list below are looking very overgrown, with weeds and overgrown grass, shrubs, etc. and we have had to obtain an emergency Purchase Order in order to provide temporary services, until we have the new contractors on board and we will be proceeding with the alternative contractors via the Emergency P.O. beginning this week to begin this emergency maintenance work.

Additionally, at City Hall we have also experienced some irrigation valve problems which we are presently working on, so you will see some dry spots and some dead areas of shrubs that we are replacing with new. We will also be doing a comprehensive City Hall campus clean up with tree pruning, new mulch and plantings, weed removal, removing of stains on sidewalks, and replacement of any dead areas and installation of new irrigation as needed etc.

Sylvia Glazer
Public Works Director

From: Karen Arndt
Sent: Monday, July 06, 2015 1:34 PM
To: Sylvia Glazer
Cc: Xavier Leal; Charles Lassiter
Subject: landscaping contractors

Sylvia – We have had a landscape vendor, Lawn Wizard fail to perform on their contract resulting in services being unfinished for several areas in the City. Public Works has been working closely with the Procurement Department to terminate the contract with Lawn Wizard so we may move to the alternative vendor. In the meantime, an emergency PO was just approved to provide temporary services. Public Works staff are working diligently with the new vendor to schedule them asap to get the sites completed.

The following areas are currently behind schedule and are experiencing landscape deficiencies:

Zone 6

- Roses Garden
- 24th Ave – Jackson Monroe, Madison, Adams Streets
- 917 S 29th Ave, east side
- 23rd Ave and Rodman street, North side of Rodman
- S 29th Terrace from Van Buren to Monroe St, N & W swale across from Church and I95 fence, S 29th ave from Madison St to Fletcher Street, street ends
- S 29th Ave at Madison St and S 28th Ct at Monroe St, round street end median
- S 26th Ave at Pembroke Road neighborhood entrance
- Fletcher street from S 22nd Ave to S 25th Ave South wall grass and landscape, 2020 Fletcher street alley dead end
- 2717 Van Buren Street
- N Northlake Drive and S Southlake Drive keyholes, N 12th and S 12th Ave and Lake Drive
- Dewey St from S 13th to S 14th Ave, Rodman Street at 13th ave
- Harrison St, S 13th, 14th, 15th, and 16th ave, 700 Harrison St
- Jefferson Park
- South 9th Ave and North Southlake Drive

An emergency PO has been approved and the new vendor is beginning services tomorrow (7/7/15).

Zone 4 and 4A

- City Hall
- Hollywood Blvd from SR 7 West to Turnpike medians and City boundary and 8' wall
- Hollywood Blvd from City Hall west to Presidential Circle, including NW corner electrical box grass at 26th Ave
- Glenn and Columbus Pkwy landscape circles and medians, Johnson Street at 56th Ave SW corner

An emergency PO has been approved the new vendor will be able to begin services Saturday (7/11/15).

Ralph Dierks

From: Karen Arndt
Sent: Tuesday, July 14, 2015 9:15 AM
To: Wazir Ishmael; Gus Zambrano; Peter Bober; Patricia Asseff; Traci Callari; Peter Hernandez; Linda Sherwood; Kevin Biederman; Richard Blattner; George Keller; Mel Standley; Albert Margerum; Matthew Lalla; Jeffrey Sheffel
Cc: Joel Wasserman; Ralph Dierks; Karen Arndt; Gregory Gibson; Jonathan Vogt; Dave McNulty; Charles Lassiter; Joseph Cruz; Everett Lawson; Lori Underwood; Beverly Walker; Alice D'Emilio; Xavier Leal; Patricia Cerny; Linda D'Arpino-Vazquez; Jeane Carver-St. Luce; Judith Whittingham; Mary Johns; Dina Bertrand; Lisa Smith; Cheryl Lahoud; Catherine Albert; Alejandro Araya; Chuck Ellis; David Vazquez; Jaye Epstein; Mike Kersten; Barbara Ebanks; Mabel Cardoso
Subject: Failure to Perform - landscape contractors
Importance: High

Public Works has experienced failures from two contracted landscapers for the below areas. Public Works has worked closely with the Procurement Department to obtain vendors to provide temporary services. Staff are working diligently with the new vendors to get the areas serviced. For your information, the below information in RED summarizes the status of the landscaping services for these areas:

Zone 6

- Roses Garden
- 24th Ave – Jackson Monroe, Madison, Adams Streets
- 917 S 29th Ave, east side
- 23rd Ave and Rodman street, North side of Rodman
- S 29th Terrace from Van Buren to Monroe St, N & W swale across from Church and I95 fence, S 29th ave from Madison St to Fletcher Street, street ends
- S 29th Ave at Madison St and S 28th Ct at Monroe St, round street end median
- S 26th Ave at Pembroke Road neighborhood entrance
- Fletcher street from S 22nd Ave to S 25th Ave South wall grass and landscape, 2020 Fletcher street alley dead end
- 2717 Van Buren Street
- N Northlake Drive and S Southlake Drive keyholes, N 12th and S 12th Ave and Lake Drive
- Dewey St from S 13th to S 14th Ave, Rodman Street at 13th ave
- Harrison St, S 13th, 14th, 15th, and 16th ave, 700 Harrison St
- Jefferson Park
- South 9th Ave and North Southlake Drive

The new vendor has serviced these areas and they are now complete.

Zone 4 and 4A

- City Hall – The new vendor has serviced this area.
- Hollywood Blvd from SR 7 West to Turnpike medians and City boundary and 8' wall
- Hollywood Blvd from City Hall west to Presidential Circle, including NW corner electrical box grass at 26th Ave
- Glenn and Columbus Pkwy landscape circles and medians, Johnson Street at 56th Ave SW corner

The new vendor is beginning these areas starting today and should have them caught up shortly.

Zone 7

- John Williams Park
- Seminole Park, Charleston St. and 64th Ave including south wall swale between 64th and 65th Ave
- Bicentennial Park
- Driftwood Community Center
- RV lot
- Linear Park
- Citizens Service Center
- Carlton Montayne Park
- Montella Park, Boys and Girls Club
- Fire Station 45 and Maintenance Garage
- 70 Terrace, Taft St to Mosely St
- 62 Ave and Johnson St turnpike underpass
- 66th Ave & Taft St and 68th Ave just north of Taft St
- NE corner on Roosevelt St at 66th Ave
- Boulevard Heights Community Center, 6770 Garfield Street Parks lots, building and playground

The new vendor is beginning these areas starting today and should have them caught up shortly.

From: Karen Arndt
Sent: Monday, July 06, 2015 1:34 PM
To: Sylvia Glazer
Cc: Xavier Leal; Charles Lassiter
Subject: landscaping contractors

Sylvia – We have had a landscape vendor, Lawn Wizard fail to perform on their contract resulting in services being unfinished for several areas in the City. Public Works has been working closely with the Procurement Department to terminate the contract with Lawn Wizard so we may move to the alternative vendor. In the meantime, an emergency PO was just approved to provide temporary services. Public Works staff are working diligently with the new vendor to schedule them asap to get the sites completed.

The following areas are currently behind schedule and are experiencing landscape deficiencies:

Zone 6

- Roses Garden
- 24th Ave – Jackson Monroe, Madison, Adams Streets
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- 2717 Van Buren Street
- N Northlake Drive and S Southlake Drive keyholes, N 12th and S 12th Ave and Lake Drive
- Dewey St from S 13th to S 14th Ave, Rodman Street at 13th ave
- Harrison St, S 13th, 14th, 15th, and 16th ave, 700 Harrison St

- Jefferson Park
- South 9th Ave and North Southlake Drive

An emergency PO has been approved and the new vendor is beginning services tomorrow (7/7/15).

Zone 4 and 4A

- City Hall
- Hollywood Blvd from SR 7 West to Turnpike medians and City boundary and 8' wall
- Hollywood Blvd from City Hall west to Presidential Circle, including NW corner electrical box grass at 26th Ave
- Glenn and Columbus Pkwy landscape circles and medians, Johnson Street at 56th Ave SW corner

An emergency PO has been approved the new vendor will be able to begin services Saturday (7/11/15).