



Venice of America

CITY OF
FORT LAUDERDALE

PERFORMANCE EVALUATION

Contract Number: 343-11406 Contractor Name: AJ Panzarella LLC

Evaluation Period: June 3, 2014 to September 2, 2014

E = Excellent: Far Exceeds Requirements
G = Good: Exceeds Requirements
F = Fair: Just Meets Requirements
P = Poor: Does Not Meet All Requirements Subject to Penalty
NC= Non-Compliance: Continued Poor Performance Subject to Default

Part I Contractor Performance

Rating

- | | |
|---|----------|
| 1) Supervisory Relations --attention to detail, availability, dependability, initiative to prevent or solve problems, responsiveness. | <u>E</u> |
| 2) Cooperation; the Contractor's willingness to work together resulting in a successful program. | <u>E</u> |
| 3) Organization of Work -- provides sufficient resources to successfully complete work as contracted. | <u>G</u> |
| 4) Quality of Work -- dependable, on time service, courteous and neat, care & placement of Rolloff containers. | <u>G</u> |
| 5) Customer Service/Satisfaction -- compliments/complaints, follow up | <u>E</u> |
| 6) Contract Compliance -- Were all contracting requirements met? | <u>E</u> |

Comments: List any discrepancies, recommend improvements, special recognition.

Successes: Contractor has provided quick responses to all contacts by City staff including emergency deliveries and service requests to accommodate City internal needs. All contact with Contractor's staff has been professional and courteous with promised responses all met. Containers are delivered in great shape, representing a clean image for both the Contractor and the City. Drivers have been professional and courteous.

PUBLIC WORKS DEPARTMENT
100 N. ANDREWS AVENUE, FORT LAUDERDALE, FLORIDA 33301
TELEPHONE: 954.828.5772, FAX: 954.828.5074
www.fortlauderdale.gov



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Opportunities: Rolloff containers placed at the transfer station at Snyder Park are challenging to service. Issues with City staff overloading the containers have presented challenges for the Contractor's drivers, who have handled the issue proactively by alerting the City Contract Administrator. These issues were quickly remedied by the Contractor's operations team.

Follow Up: Contractor has exhibited excellent service performance. There are no further performance evaluations scheduled.

Name of Evaluator Melissa Doyle Signature Melissa Doyle
Title Solid Waste & Recycling Program Manager Phone (954) 828-6111

Part II Contractor's Review

I have reviewed the performance evaluation and I do concur I do not concur
(Attach explanation on additional sheet if necessary; Be sure to include contact information)

IMPROVES COOPERATION IN LOADING EQUIPMENT PROPERLY BY CITY STAFF WOULD HELP IN THE PERFORMANCE OF OUR SERVICES

Name of Reviewer: ALBERT PAVANZARUKA Signature [Signature]
Title Pres. Date 10/22/14

Return this form within (10) days to:

City of Fort Lauderdale
Public Works- Sustainability Division
101 NE 3rd Avenue, Suite 1400
Fort Lauderdale, FL 33301

PUBLIC WORKS DEPARTMENT
100 N. ANDREWS AVENUE, FORT LAUDERDALE, FLORIDA 33301
TELEPHONE: 954.828.5772, FAX: 954.828.5074
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Subject: FW: City of Hollywood - Reference Check - A.J. Panzarella, LLC DBA Panzarella Waste & Recycling Services
From: Melissa Doyle <MDoyle@fortlauderdale.gov>
Date: Thu, Oct 20, 2016 10:19 am
To: "Al Panzarella (apanzarella@panzarellawaste.com)" <apanzarella@panzarellawaste.com>
Attach: image001.png
image002.png
image003.png

From: Melissa Doyle
Sent: Thursday, October 20, 2016 10:19 AM
To: Robert Lowery
Cc: Melissa Doyle
Subject: RE: City of Hollywood - Reference Check - A.J. Panzarella, LLC DBA Panzarella Waste & Recycling Services

Good morning, Robert-

Panzarella Waste and Recycling Services provides Rolloff Collections services (Contract 343-11406) for the City of Fort Lauderdale. Panzarella was awarded a 3-year contract with 2 annual renewals, with an estimated three-year value of \$197,185.14. His first 3-year contract was effective June 3, 2014, expiring June 2, 2017. The City's intent is to extend the first of two extension offers to Panzarella.

During the term of this agreement, we have found Panzarella to be responsive, to have met the terms of their agreement with the City in full and to provide invoicing in a timely and accurate manner. From a service perspective, our experience with Panzarella Waste & Recycling has been a positive one. Service requests are provided in a timely manner, equipment provided is of a high quality and their staff is accommodating and responsive.

Please let me know if you have any further questions or if I can provide you additional information.



Melissa Doyle | Program Manager- Solid Waste and Recycling | Sustainability Division
City of Fort Lauderdale
o: 954.828.6111
c: 941.628.4403
e: mdoyle@fortlauderdale.gov



 Think before you print

From: Robert Lowery [mailto:RLOWERY@hollywoodfl.org]
Sent: Wednesday, October 19, 2016 5:04 PM
To: Melissa Doyle
Subject: City of Hollywood - Reference Check - A.J. Panzarella, LLC DBA Panzarella Waste & Recycling Services

Good Evening Melissa,

My name is Rob Lowery and I am a Procurement Contracts Officer at the City of Hollywood. I just got off the phone with Stephanie and she told me the easiest way to get in contact with you was by email.

We recently advertised a bid for Screenings and Shop Waste Disposal and the apparent low bidder listed you as a reference. The vendor has stated that they have provided you a similar service as our bid required. If this is correct, please answer the following questions:

- Type of contract: _____
- Length of contract: _____
- Cost of contract: \$ _____
- Did vendor provide satisfactory service? _____

Additional Comments: _____

Thanks in advance for your time!

Rob Lowery, *MPA, CPPB*
Procurement Contracts Officer



City of Hollywood
Department of Financial Services, Procurement Services Division
2600 Hollywood Boulevard, Room 303
Hollywood, FL 33020
Phone: 954-921-3552
Fax: 954-921-3086
Email: rlowery@hollywoodfl.org

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REFERENCE FORM

REFERENCE FORM - To be completed by Proposer's Client, not the Proposer

PROPOSER'S COMPANY NAME: Panzarella Waste & Recycling Services

Name of Reference Agency: DRM Waste Management

Address of Reference: P.O. Box 659, Forked River, NJ 08731

Contact Information of Reference: Cathy Jerold cjerold@doitdrm.com
Phone # **E-Mail Address**

- Reference Company
 - Type of Business Waste/Recycling Broker
 - Estimated # of employees 48
- Contract term - begin/end dates that Proposer has provided Services to you.
 (If there were any breaks in services, please state reason and duration of the break): _____
1/2002 and there have been no breaks in service
- Is Proposer still providing services to your agency? If not, please elaborate: _____
yes
- Is your agency satisfied with the level of service and staffing provided by Proposer? Please elaborate. Absolutely, Panzarella is DRM preferred vendor in this area.
- When a problem is encountered is the Proposer responsive to your Agency's concerns? ___
Any issue is resolved quickly and to our customers satisfaction
 What is response time for addressing concerns? if not immediate, 24 hours
- Would you recommend Proposer for Services for BSO? Absolutely
- Please share any information that may be helpful through your experience with your agency's experience regarding the services provided by the Proposer.
DRM has been working with Panzarella for a very long time with no issues or problems and our customers are extremely satisfied with their services.

Cathy Jerold
Digitally signed by Cathy Jerold
 DN: cn=Cathy Jerold, o=DRM Waste Mgt,
 ou,email=cjerold@doitdrm.com,c=US
 Date: 2018.08.28 16:04:23 -04'00'
Name & Signature of Agency Representative

Director of Vendor Relations
Title

8/28/18
Date

REFERENCE FORM

REFERENCE FORM - To be completed by Proposer's Client, not the Proposer

PROPOSER'S COMPANY NAME: Panzarella Waste & Recycling Services

Name of Reference Agency: City of Hollywood, FL. Public Utilities - Wastewater Plant

Address of Reference: 1621 N. 14th Ave Hollywood FL 33022

Contact Information of Reference: 954-921-3288 Cmathis@hollywoodfl.org
Phone # E-Mail Address

1. Reference Company a. Type of Business Wastewater / water utilities
b. Estimated # of employees 50

2. Contract term - begin/end dates that Proposer has provided Services to you.
(If there were any breaks in services, please state reason and duration of the break): _____
Begin: 1/1/17 End: 12/31/22

3. Is Proposer still providing services to your agency? If not, please elaborate: Yes

4. Is your agency satisfied with the level of service and staffing provided by Proposer? Please elaborate. Yes, very satisfied.

5. When a problem is encountered is the Proposer responsive to your Agency's concerns? Yes
What is response time for addressing concerns? Immediate

6. Would you recommend Proposer for Services for BSO? Yes

7. Please share any information that may be helpful through your experience with your agency's experience regarding the services provided by the Proposer.

Cory Mathis Cory Mathis
Name & Signature of Agency Representative

Public Utilities Manager
Title

8/29/18
Date