



**PROCUREMENT MANAGEMENT DIVISION**

Via: email & certified mail #7015-0640-0004-4973-2879  
May 2, 2025

Mr. Philip Miceli  
General Building Maintenance of Florida, LLC  
d/b/a Pritchard Industries  
150 East 42 Street, 7<sup>th</sup> Floor  
New York, NY 10017  
Email: [pmiceli@pritchardindustries.com](mailto:pmiceli@pritchardindustries.com)

Subject: Contract #20240066 ("Contract") – Janitorial Services – Notice of Default

Dear Mr. Miceli:

This letter serves as a notice of default to General Building Maintenance of Florida, LLC d/b/a Pritchard Industries ("Pritchard") under the Contract. Pursuant to the Contract, Section XX – Termination, Delays, and Liquidated Damages:

**Notice of Default** - If there is a default event caused by the Contractor, the City shall provide written notice to the Contractor requesting that the breach or noncompliance be remedied within the period of time specified in the City's written notice to the Contractor. If the breach or noncompliance is not remedied within the period of time specified in the written notice, the City may:

- I. Immediately terminate the Contract without additional written notice(s); and/or
- II. Enforce the terms and conditions of the Contract and seek any legal or reasonable remedies; and/or
- III. Procure substitute services from another source and charge the difference between the Contract and the substitute contract to the defaulting Contractor. Such a charge, in the City's option, may be invoiced to the Contractor and/or may be deducted from payments due to the Contractor. Deductions thus made will not excuse the Contractor from other penalties and conditions contained in the Contract.

See Attachment 1 – Contract 20240066 PSL Janitorial Services. The City outlined the ongoing issues with Pritchard's services under the Contract in its notice of defective work letter sent on February 19, 2025, attached hereto as Attachment 2 - February 19, 2025 Notice of Defective Work Letter. The City incorporates the background and issues outlined in that letter into this one. Additionally, since the date of the notice of defective work letter, there have been additional discussions and concerns.

- On February 21, 2025, City staff at Thornhill reported that Pritchard was delivering cleaning supplies at the front door of the administrative building, without ensuring someone received the supplies. The supplies were left unattended with the assumption that City staff would secure them once they "stumbled" on the supplies. Three days later, on February 24<sup>th</sup>, City staff at Thornhill reported that hand soap in the bathrooms appeared to be diluted. See Attachment 3 – Thornhill Building supplies and bathroom 02.21.25.
- On March 4, 2025, City staff at the Community Center reported discoloration of tile floors and grout shortly after a deep cleaning was performed. The tinted grout occurred as a result of Pritchard staff using dirty water to mop the floors. City staff requested Pritchard deep clean the grout lines to restore a clean appearance. Greg Betancourt, Regional Manager for Pritchard, agreed to re-scrub the grout lines. See Attachment 4 – Community Center tile floors and grout 03.04.25.
- On March 11, 2025, City representatives (Ms. Caroline Sturgis, Mr. Curtis Boxill, and Mr. Bryan Hirsh) met with Pritchard's representative (Mr. Betancourt) at one of the City's Utility locations (Prineville) to inspect the cleanliness of the restrooms. See Attachment 5 – Utility Location Prineville Site Visit 03.11.25.
  - During our visit, we verified the condition of both the men's and women's restrooms were uncleared and had dust build-up for what appears to have accumulated over months. The floors throughout the building were dirty and dusty. Likewise for the stairwell areas.
  - Mr. Betancourt assured City staff that the concerns would be addressed immediately.
- On March 12, 2025, Mr. Betancourt emailed an update of cleaning efforts at the Prineville location following the prior day's site visit. See Attachment 6 – Prineville March 11 cleaning 03.12.25.
- On March 13, 2025, the cleaning staff left garbage bags on an office chair within an assistant director's office. See Attachment 7 – Thornhill garbage in Assistant Director office 03.13.25.
- On March 14, 2025, City staff at the Traffic Operations Compound reported that there had been no cleaning during the week and trash was not emptied.

Staff also expressed the need for paper towels and toilet paper. See Attachment 8 – PW Traffic Operations no cleaning no supplies 03.14.25.

- On March 20, 2025, City staff at the Prineville Administration building reported no paper towels in the men's bathroom for two (2) days in a row. See Attachment 9 – Prineville men's bathroom no paper towels 03.20.25.
- On March 24, 2025, City staff at Prineville reported cleaning deficiencies. See Attachment 10 - Prineville cleaning deficiencies 03.24.25.
- On March 25, 2025, City staff at Prineville sent a thank you email to Mr. Betancourt for the cleaning of building H. See Attachment 11 – Prineville building H cleaning 03.25.25.
- On March 25, 2025, City staff reported a maintenance office at Prineville had not been cleaned. Pritchard's staff responded they did not have access to the office area. City staff reviewed fob access and confirmed that the individual Mr. Betancourt identified as needing access already had access to the area in question, and that the Pritchard staff member claiming lack of access had never even attempted to scan into the area doors. See Attachment 12 - Prineville fob access discrepancy 03.25.25.
- On March 27, 2025, staff at Thornhill Building 2 reported no soap in the men's bathroom. See Attachment 13 – Thornhill bathroom no soap 03.27.25.
- On March 27, 2025, City staff at Prineville reported cleaning supplies left on top of an ice machine. A leakage would have contaminated the ice. Furthermore, the stairwells were not cleaned as promised from the walkthrough meeting of March 11, 2025. See Attachment 14 – Prineville ice machine and stairwell 03.27.25.
- On April 1, 2025, City staff from Prineville captured photos of the facility the morning after cleaning. The floors did not appear to be cleaned. See Attachment 15 - Prineville photos of cleaning deficiencies 04.01.25.
- On April 3, 2025, City staff from Prineville captured additional photos of the facility. The floors were in the same unclean condition as two days prior. See Attachment 16 - Prineville photos of cleaning deficiencies 04.03.25.
- On April 8, 2025, City representatives (Ms. Sturgis, Mr. Boxill, Captain Michelle Steele, Lieutenant John Dellacroce, Ms. Emily Burgos, and Ms. India Barr) met with Pritchard's representatives (Mr. Betancourt, Mr. Rolando Perez, and Mr. Mike Woodson) at City Hall to discuss cleaning deficiencies at the Police headquarters and satellite locations. See Attachment 17 – Pritchard and PSLPD meeting 04.08.25. Some of the issues that were discussed at that meeting were:
  - Not enough supplies (paper towels, toilet paper, soap, etc.) were delivered to offsite locations.
  - Police's main building community room was not being cleaned on a regular basis.
  - Overall cleaning frequency of City buildings was not keeping up with

usage of facilities.

- City's clinic facility depleted its toilet paper inventory the week prior.
- City has multiple types of paper dispensers and should consolidate into a single style. The City has ordered standard paper towel and toilet paper dispensers, and soap dispensers. To date, the City has replaced 16 dispensers, and 6 units are pending replacements. The remaining units are on backorder and will be installed upon receipt, which the City anticipates occurring during the month of May.
- Pritchard representatives assured City staff that improvements were happening, including the change of cleaning staff at Prineville, and more changes would be forthcoming to improve service.
- On April 9, 2025, City staff at Thornhill reported that Pritchard cleaning staff were not wearing uniforms and were sharing fobs for access into the building. In the same communication, City staff reported the warehouse door was left open (overnight) a few weeks prior. See Attachments 18a and 18b – Thornhill concerns uniform fob access 04.09.25.
- On April 10 and 14, 2025, Mr. Betancourt emailed photos of complete cleanings conducted at the Police's main building. See Attachment 19a – Police Main Building Cleaning 04.10.25 and Attachment 19b – Police Main Building Cleaning 04.14.25.
- On April 15, 2025, staff at the Utility Department contacted Mr. Betancourt regarding office garbage cans remaining full for several weeks. See Attachment 20 – Prineville Garbage Cans 04.15.25.
- On April 17, 2025, City staff at the Prineville Maintenance building reported the bathrooms were not being cleaned. See Attachment 21 – Prineville Maintenance building bathrooms 04.17.25.
- On April 23, 2025, City staff from the Building Department reported that the bathroom in the Licensing area had not been cleaned, and this was a pattern over the past several weeks. See Attachment 22 – Building Department restroom 04.23.25.
- On April 24, 2025, City staff from Public Works (working in the Building Department) reported that Pritchard cleaning staff were not replacing paper towels in the kitchen. City staff had been refilling the dispensers with paper towels left on the counter by cleaning staff. See Attachment 23 – Building Department kitchen 04.24.25.

Under Section XX of the Contract, the City requests that the foregoing breaches and/or items of noncompliance be remedied within fourteen (14) days of the date of this letter. If Pritchard fails to comply, the City reserves the right to take any and all actions permitted under the Contract and/or under Florida law.

The City looks forward to Pritchard resolving these concerns as outlined herein and through numerous communications. Please feel free to contact me if you have any questions.

Sincerely,

India Barr  
Procurement Agent I

C: Caroline Sturgis, Acting Facilities Maintenance Director  
Curtis Boxill, Facilities Maintenance Supervisor  
Nathaniel Rubel, Procurement Assistant Director  
Alyssa Lunin, Senior Deputy City Attorney

Attachments:

- 1) Contract 20240066 PSL Janitorial Services
- 2) February 19, 2025 Notice of Defective Work Letter
- 3) Thornhill Building supplies and bathroom 02.21.25
- 4) Community Center tile floors and grout 03.04.25
- 5) Utility Location Prineville Site Visit 03.11.25
- 6) Prineville March 11 cleaning 03.12.25
- 7) Thornhill garbage in Assistant Director office 03.13.25
- 8) PW Traffic Operations no cleaning no supplies 03.14.25
- 9) Prineville men's bathroom no paper towels 03.20.25
- 10) Prineville cleaning deficiencies 03.24.25
- 11) Prineville building H cleaning 03.25.25
- 12) Prineville fob access discrepancy 03.25.25
- 13) Thornhill Building 2 bathroom no soap 03.27.25
- 14) Prineville ice machine and stairwell 03.27.25
- 15) Prineville photos of cleaning deficiencies 04.01.25
- 16) Prineville photos of cleaning deficiencies 04.03.25
- 17) Pritchard and PSLPD meeting 04.08.25
- 18) a) and b) Thornhill concerns uniform fob access 04.09.25
- 19) a) and b) Police Main Building Cleaning 04.10.25 and 04.14.25
- 20) Prineville Garbage Cans 04.15.25
- 21) Prineville Maintenance building bathrooms 04.17.25
- 22) Building Department restroom 04.23.25
- 23) Building Department kitchen 04.24.25