



Fulton County Board of Commissioners
Agenda Item Summary

19-0965

BOC Meeting Date
 11/20/2019

Requesting Agency

Senior Services

Commission Districts Affected

All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval of statewide contract – Department of Senior Services, SWC99999-SPD0000136-0003, Temporary Staffing Services with Happy Faces Personnel Group, Inc. (Tucker, GA) in the amount of \$481,160.00, to provide staffing services to support the operation of the Department of Senior Services facilities. Effective January 1, 2020 through December 31, 2020.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-459, requests for approval of statewide contracts of more than \$49,999.99 shall be forwarded to the Board of Commissioners for approval.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes All People are self-sufficient

Is this a purchasing item?

Yes

Summary & Background

(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)

Scope of Work: The Department of Senior Services is requesting approval of a contract with Happy Faces Personnel Group, Inc. to provide staffing support at senior facilities. Staff includes administrative, culinary, and instructional staff support.

Community Impact:

- A quicker response time in filling specialty positions, such as, fitness, aquatic, and computer instructors.
- The availability of temporary placements for full-time positions during recruitment, extended illness or other extended leave.
- The vendor can backfill vacancies within 24-hours.
- The vendor performs pre-employment testing requirements, background screening and drug screens in accordance with the County policies (The related cost are included in the fee.)
- The vendor performs reference checks (personal and business).

Department Recommendation: Approval.

Project Implications: Future budgetary implications that may result include the possibility of requesting an increase in spending authority, which will be dependent upon the number of staff in the affected positions that may resign within the contract term. Funding for these requests will be

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

available through the un-funding of the affected positions as they are vacated

Community Issues/Concerns: There are no community issues/concerns.

Department Issues/Concerns: The Department must be able to re-appropriate personnel expenses to operational expenses, as affected positions are vacated and then filled through the staffing agency.

History of BOC Agenda Item: This is a new request for FY2020.

Contract & Compliance Information *(Provide Contractor and Subcontractor details.)*

Contract Value: \$481,160.00

Prime Vendor: **Happy Faces Personnel Group, Inc**
Prime Status: **African American Female Business Enterprise Non-Certified**
Location: Tucker, GA
County: DeKalb County
Prime Value: \$481,160.00 or 100.00%

Total Contract Value: \$481,160.00 or 100.00%
Total M/FBE Value: \$481,160.00 or 100.00%

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				

Total Contract Value	\$481,160.00 or 100.00%
Total M/FBE Values	\$481,160.00 or 100.00%
Total Prime Value	\$481,160.00 or 100.00%

Fiscal Impact / Funding Source *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*

- 100-183-1830-1160 General Funds, Senior Services – Professional Services - \$49,884.00
- 100-183-183O-1160 General Funds, Senior Services – Professional Services – \$2,000.00
- 100-183-183P-1160 General Funds, Senior Services – Professional Services – \$3,000.00
- 100-183-183Q-1160 General Funds, Senior Services – Professional Services - \$3,000.00
- 100-183-183R-1160 General Funds, Senior Services – Professional Services - \$3,000.00
- 100-183-183S-1160 General Funds, Senior Services – Professional Services - \$124,094.00
- 100-183-183T-1160 General Funds, Senior Services – Professional Services - \$116,848.00
- 100-183-183U-1160 General Funds, Senior Services – Professional Services - \$112,973.00
- 100-183-183V-1160 General Funds, Senior Services – Professional Services - \$71,361.00

Exhibits Attached *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*

- Exhibit 1: Contractor Performance Report
- Exhibit 2: Cooperative Purchasing – Statewide Use Form
- Exhibit 3: Happy Faces Statewide Information Sheet

Source of Additional Information *(Type Name, Title, Agency and Phone)*

Ladisa Onyiliogwu, Director, Senior Services Department, 404-612-9558

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Procurement

Contract Attached: No	Previous Contracts: Yes		
Solicitation Number: SWC99999- SPD0000136-0003	Submitting Agency: Senior Services.	Staff Contact: Ladisa Onyiliogwu	Contact Phone: 404-612-9558

Description: Temporary Staffing Services

FINANCIAL SUMMARY

Total Contract Value:	MBE/FBE Participation:
Original Approved Amount: .	Amount: . %: .
Previous Adjustments: .	Amount: . %: .
This Request: \$486,160.00	Amount: \$486,160.00 or 100%
TOTAL: \$486,160.00	Click here to enter text.
	Amount: . %: .

Grant Information Summary:

Amount Requested: .	<input type="checkbox"/> Cash
Match Required: .	<input type="checkbox"/> In-Kind
Start Date: .	<input type="checkbox"/> Approval to Award
End Date: .	<input type="checkbox"/> Apply & Accept
Match Account \$: .	

Funding Line 1: 100-183-1830-1160; \$49,884.00	Funding Line 2: 100-183-183O-1160; \$2,000.00	Funding Line 3: 100-183-183P-1160; \$3,000.00	Funding Line 4: 100-183-183Q-1160; \$3,000.00
Funding Line 5: 100-183-183R-1160; \$3,000.00	Funding Line 6: 100-183-183S-1160; \$124,094.00	Funding Line 7: 100-183-183T-1160; \$116,848.00	Funding Line 8: 100-183-183U-1160 \$112,973.00
Funding Line 9: 100-183-183V-1160; \$71,361.00	Click here to enter text.		

KEY CONTRACT TERMS

Start Date: 1/1/2020	End Date: 12/31/2020
Cost Adjustment: .	Renewal/Extension Terms: .

ROUTING & APPROVALS
(Do not edit below this line)

X	Originating Department:	Vanhoose, Kenn	Date: 10/7/2019
X	County Attorney:	Stewart, Derval	Date: 11/14/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 11/14/2019
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 10/11/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 11/14/2019

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
6/3/2019	8/30/2019	1/1/2020	12/31/2020
PO Number			PO Date
Department	Aging and Youth Services		
Bid Number	SWC80781		
Service Commodity	Staff Services		
Contractor	Happy Faces Personnel Group, Inc.		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
= Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0

1

2

3

4

The administrative staff that we received are good. However, there has been a slight challenge in finding qualified instructors (Land, Water, Computer and Visual/Performing Arts) to teach classes in our Senior Facilities.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0

1

2

3

4

Happy Faces have been good in their responsiveness to our Department.

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0

1

Overall good and willing to work with us to resolve any problems.

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4

. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

0

1

2

3

4

Comments:

Excellent. Whenever there was a problem with the invoicing, they are quick to resolve it.

. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

0

1

2

3

4

Comments:

Good. No real problems reaching key staff.

Overall Performance Rating: 3.2

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

Andre.Gregory

Department Head Name	Department Head Signature	Date
		10/3/2019

Statewide Information Sheet

Statewide Contract Number	99999- SPD0000136- 0003	NIGP Code	96269 (Please see additional NIGP Codes referenced)
Name of Contract	Temporary Staffing Services		
Effective Date	July 01, 2017	Expiration Date	June 30, 2020
Contract Table of Contents			
Vendors Awarded	9	Contract Information	MANDATORY CONTRACT
Contract Information for Vendor		Page Number	
Happy Faces Personnel Group, Inc.		2	
Regional Map		3-4	
Contract Renewals/Extensions/Changes		5	
Contact Information		6	

Contract Information	
Statewide Contract Number	99999-SPD0000136-0003
PeopleSoft Vendor Number	0000306386
Vendor Name & Address	
Happy Faces Personnel Group, Inc. 4333 Lynburn Drive Tucker, GA 30084	
Contract Administrator	
Edwina Berry (Primary Contact) edwina@happyfaces.net Telephone: 770-414-9071 Mobile: 770-815-7754 Fax: 770-414-9072 http://www.happyfaces.net/	<u>Secondary Contact</u> Lenard Hairston Lhairston@happyfaces.net Telephone: 770-414-9071 Fax: 770-414-9072
Contact Details	
Ordering Information	E-mail, Fax or Phone to Contract Administrator or Local Representatives
Remitting Information	4333 Lynburn Drive Tucker, GA 30084
Delivery Days	N/A
Discounts	N/A
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Vendor will accept Purchase Orders and the Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.



Regional Map

Regional Map - SWC Temporary Staffing Services - Administrative, Professional, Light Industrial & Healthcare





Region 1: 25 Counties / 8,261 Square Miles - Bartow (459.5), Butts (184.4), Carroll (499.1), Catoosa (162.2), Chattooga (313.3), Coweta (440.9), Dade(174.0), Fannin (389.7), Floyd (509.9), Gilmer (426.5), Gordon (355.8), Haralson (282.2), Heard (296.0), Lamar (183.5), Meriwether (501.2), Murray (344.5), Paulding (312.2), Pickens (232.1), Pike (216.1), Polk (310.3), Spalding (196.5), Troup (414.0), Upson (323.4), Walker (446.4), Whitfield (290.5)

Region 2: 39 Counties / 14,005 Square Miles - Banks (232.1), Barrow (160.3), Burke (827.0), Clarke (119.2), Columbia (290.1), Dawson (210.8), Elbert (351.1), Forsyth (224.0), Franklin (261.5), Glascock (143.7), Greene (387.4), Habersham (276.7), Hall (392.8), Hancock (471.8), Hart (232.4), Jackson (339.7), Jasper (368.2), Jefferson (526.5), Jenkins (347.3), Lincoln (210.4), Lumpkin (282.9), Madison (282.3), McDuffie (257.5), Morgan (347.4), Newton (272.2), Oconee (184.3), Oglethorpe (439.0), Rabun (370.0), Richmond (324.3), Screven (645.1), Stephens (179.1), Taliaferro (194.6), Towns (166.6), Union (321.9), Walton (325.7), Warren (284.3), Washington (678), White (241.3), Wilkes (447)

Region 3: 10 Counties / 2,974 Square Miles - Cherokee (421.7), Clayton (141.6), Cobb (339.6), DeKalb (267.6), Douglas (200.1), Fayette (194.3), Fulton (526.6), Gwinnett (430.4), Henry (322.1), Rockdale (129.8)

Region 4: 41 Counties / 14,664 Square Miles - Baker (341.9), Baldwin (257.8), Bibb (249.8), Calhoun (280.4), Chattahoochee (248.7), Clay (195.4), Colquitt (544.2), Crawford (324.9), Crisp (272.6), Decatur (597.1), Dooly (391.9), Dougherty (328.7), Early (512.6), Grady (454.5), Harris (463.9), Houston (375.5), Jones (393.9), Lee (355.8), Macon (400.6), Marion (366.0), Miller (282.4), Mitchell (512.1), Monroe (395.7), Muscogee (216.4), Peach (150.3), Pulaski (249.0), Putnam (344.6), Quitman (151.2), Randolph (428.2), Schley (166.9), Seminole (235.2), Stewart (458.7), Sumter (482.7), Talbot (391.4), Taylor (376.7), Terrell (335.4), Thomas (544.6), Twiggs (358.4), Webster (209.1), Wilkinson (447.3), Worth (570.7)

Region 5: 44 Counties / 18,976 Square Miles – Appling (507.1), Atkinson (339.4), Bacon (258.6), Ben Hill (250.1), Berrien (451.9), Bleckley (215.9), Brantley (442.4), Brooks (493.1), Bryan (436.0), Bulloch (672.8), Camden (613.0), Candler (243.0), Charlton (773.6), Chatham (426.4), Clinch (800.2), Coffee (575.1), Cook (227.2), Dodge (495.9), Echols (414.9), Effingham (447.7), Emanuel (680.6), Evans (182.9), Glynn (419.8), Irwin (354.3), Jeff Davis (330.7), Johnson (303.0), Lanier (185.3), Laurens (807.3), Liberty (489.8), Long (400.3), Lowndes (496.1), McIntosh (424.3), Montgomery (239.5), Pierce (316.5), Tattnall (479.4), Telfair (437.3), Tift (258.9), Toombs (364.0), Treutlen (199.4), Turner (285.4), Ware (892.5), Wayne (641.8), Wheeler (295.5), Wilcox (377.7)



Changes/Renewals/Extensions

Initial Term

Initial term of contract is July 1, 2017 to June 30, 2019 with three (3) one (1) year renewal options.

Renewals

Renewal #1 July 1, 2019 to June 30, 2020.

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*** See Team Georgia Marketplace (Click Open Summary) for current Contract Management Specialist contact information.**

COOPERATIVE PURCHASING/STATEWIDE/GSA

USE JUSTIFICATION FORM

Department Name: Senior Services

Contract # and Title: SWC99999-SPD0000136-0003 Temporary Staffing Services

Date: November 7, 2018

In order to utilize the use of cooperative purchasing, statewide or a GSA contract the User Department is responsible for providing the following justification information:

- 1. Provide justification for the use of the cooperative purchasing/statewide/GSA contract your department would like to utilize:

The current contractor's home office is located locally in the neighboring county of Dekalb. Due to the location and this year's reduction in administrative costs this contractor has decreased their cost and maintained a high quality of service.

- 2. Attach a copy of the cooperative purchasing/statewide/GSA contract document or the contract information.
- 3. Provide an explanation regarding the cost analysis conducted and why utilizing this contract is best value. Costs must be analyzed to ensure that the use is best value for the County. (check all appropriate)
 - leveraging benefits of volume purchasing
 - volume discounts
 - service delivery requirement advantages
 - reduction of cycle times
 - enhanced service specification

Additional information: