

BOC Meeting Date
12/18/2019**Requesting Agency**

Real Estate and Asset Management

Commission Districts Affected

All Districts

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

Request approval of the lowest responsible bidder- Department of Real Estate and Asset Management, Bid#19ITB121190C-GS, Medical/Clinical General Cleaning Services in the amount of \$346,160 with Olde Maid Services (Columbia, SC), to provide the highest quality medical and clinical general cleaning services for selected Fulton County Health facilities: Adamsville Regional Health Center, Center for Rehabilitation, Fulton County Public Health at 10 Park Place, Oakhill Child, Adolescent and Family Center and College Park Regional Health Center. Effective dates: January 1, 2020 through December 31, 2020, with two renewal options.

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

In accordance with Purchasing Code Section 102-373, all competitive sealed bids 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 trust government is efficient, effective, and fiscally sound

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: To provide all materials, labor, tools, equipment and appurtenances necessary for the highest quality medical and clinical general cleaning services at selected Fulton County Health facilities:

1. Adamsville Regional Health Center with a total cleanable sq. ft. of 25,200
2. Center for Rehabilitation with a total cleanable sq. ft. of 44,520
3. Fulton County Public Health at 10 Park Place with a total cleanable sq. ft. of 40,221
4. Oakhill Child, Adolescent and Family Center with a total cleanable sq. ft. of 30,576
5. College Park Regional Health Center with a total cleanable sq. ft. of 35,280

Community Impact: The overall community impact is to provide clean and sanitary facilities for the selected health facilities.

Department Recommendation: The Department of Real Estate and Asset Management recommends approval of the lowest responsible bidder to provide the highest quality medical and clinical general cleaning services for the selected Fulton County Health facilities for fiscal year 2020.

Agency Director Approval**County Manager's Approval**

Typed Name and Title

Felicia Strong-Whitaker, Director

Phone

(404) 612-5800

Signature

Date

1. Procedure for Recommendation:

The recommendation was based the bidders' ability to calculate the cost per cleanable square footage for each facility to include day porter services for monthly and annually; and totally up all costs from the five (5) health facilities for a total Base Bid Amount to determine the lowest responsible and responsive bidder complying with the provisions of this ITB.

We also considered the experience with previous cleaning contracts and consultations with other organizations within the cleaning industry. The goal of this process is to award County cleaning contract to reliable and responsible company that is financially sound, with sufficient management expertise and cleaning experience to provide excellent quality service in return for the County funds expended.

2. Evaluation Process:

The County received and evaluated 18 bid responses to the solicitation. The apparent two lowest bidders; All Bright Janitorial and Property Choice Realty, Inc. were not considered because of their total base bid amount (\$228,608.00 and \$291,453.39) are too low to maintain a consistent high level of quality cleaning in these facilities and therefore being disqualify for submitting an unbalanced bid, in which their prices quoted are substantially too low in comparison with the current cost (\$327,505.12) in maintaining these facilities (Referenced Section 1, Instructions to Bidders, 15. d, DISQUALIFICATION OF BIDDERS). Property Choice Realty, Inc. also performed marginal in their job performances from pervious Fulton County janitorial contract and therefore was placed on Performance Improvement Plans on two different occasions (see PIPs and CPR).

Although, the apparent 3rd lowest bidder, Advanced Building Group, LLC submitted a responsible base bid amount of \$330,948.00, but was also not considered due to poor job performances from a previous Fulton County janitorial contract. Their inability to maintain quality cleaning for multiple facilities was inconsistent with an average rating of 1.6, which cause them to be placed on a Performance Improvement Plan (see PIP and CPRs). The forth lowest bidder, Seabrum Hospitality Service was deemed non-responsive because they did not submit the required bid submittal documents mentioned in the Check List with their bid such as: Contract Compliance Requirements, Proof of Insurance, Current Business License and References. The fifth lowest bidder, Olde Maid Services submitted the most responsible and responsive bid with a base bid amount of \$346,160.00.

3. Conclusion:

After determining these factors, we recommend the awarding of this contract to Olde Maid Services to provide medical and clinical general cleaning services for the selected Fulton County Health facilities: Adamsville Regional Health Center, Center for Rehabilitation, Fulton County Public Health at 10 Park Place, Oakhill Child, Adolescent and Family Center and College Park Regional Health Center for fiscal year 2020.

This is a time and material contract. The total spending authority in the amount of \$346,160.00 covers the cost for materials, cleaning supplies and labor hours to maintain the required cleaning services

Historical Expenditures:

- FY2019: The County expenditures as of 11/6/2019, \$235,494.72
- FY2018: The County spent \$307,418.95
- FY2017: Do not resume responsibilities until 2018

Project Implications: This contract is design to provide and maintain sustainable clean and sanitary County facilities. The effective cleaning program is critical component to keeping a healthy and productive environment.

Community Issues/Concerns: None that the Department is aware of.

Department Issues/Concerns: If this contract is not approved, the Department will not be able to provide medical and clinical cleaning services for selected health facilities

History of BOC Agenda Item: No, this is a new procurement.

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
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Contract Value: \$346,160.00

Prime Vendor: Olde Maid Services
Prime Status: African American Female Business Enterprise Non-Certified
Location: Columbia, SC
County: Richland County
Prime Value: \$346,160.00 or 100.00%
Subcontractor: None

Total Contract Value: \$346,160.00 or 100.00%

Total M/FBE Value: \$346,160.00 or 100.00%

19-1138

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	15	26	25	66
No. Bids Received:	6	6	6	18

Total Contract Value	\$346,160.00 or 100.00%
Total M/FBE Values	\$346,160.00 or 100.00%.
Total Prime Value	\$346,160.00 or 100.00%.

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

100-520-5212-1176: General, Real Estate and Asset Management, Cleaning Services- \$200,000

100-520-5221-1176: General, Real Estate and Asset Management, Cleaning Services- \$146,160

"Subject to availability of funding adopted for FY2020 by BOC"

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

Exhibit 1: Bid Tabulation Sheet

Exhibit 2: Contractor's Performance Report

Exhibit 3: Department Recommendation Memo

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

Joseph N. Davis, Director, Department of Real Estate and Asset Management, (404) 612-3772

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)

Continued

Procurement**Contract Attached:**
No**Previous Contracts:**
No**Solicitation Number:**
19ITB121190C-GS**Submitting Agency:**
Department of Real
Estate and Asset
Management**Staff Contact:**
Harry Jordan**Contact Phone:**
(404) 612-5933**Description:** Approval of lowest bidder to provide medical and clinical general cleaning services for the selected Fulton County Health facilities for fiscal year 2020.**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount: .
 Previous Adjustments: .
 This Request: \$346,160.00
 TOTAL: \$346,160.00

MBE/FBE Participation:

Amount: . %: .
 Amount: . %: .
 Amount: \$346,160.00 or 100.00%. [Click here to enter text.](#)
 Amount: . %: .

Grant Information Summary:

Amount Requested: . ☐ Cash
 Match Required: . ☐ In-Kind
 Start Date: . ☐ Approval to Award
 End Date: . ☐ Apply & Accept
 Match Account \$: .

Funding Line 1:

100-520-5212-1176:
 \$200,000.00 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC"

Funding Line 2:

100-520-5221-1176:
 \$146,160.00 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC."

Funding Line 3:

.

Funding Line 4:

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KEY CONTRACT TERMS**Start Date:**
1/1/2020**End Date:**
12/31/2020**Cost Adjustment:**
.**Renewal/Extension Terms:**
Two one-year renewal options.**ROUTING & APPROVALS**

(Do not edit below this line)

X	Originating Department:	Davis, Joseph	Date: 12/3/2019
X	County Attorney:	Stewart, Denval	Date: 12/11/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 12/3/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019

BID TABULATION SHEET																										
BID NUMBER# 19ITB121190C-GS																							Page #		2 of 3	
BID DESCRIPTION: Medical and Clinical General Cleaning Services																										
REQUESTING DEPARTMENT: Real Estate and Asset Management																										
No	CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT	
	VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE	
	VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME	
	DREAM Team, Inc.		Express Pressure Washing, LLC		Golden Building Maintenance, Inc.		LB Luxury Cleaning Services		Mason's Professional Cleaning		NTG, LLC		Old Maid Services													
	ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS	
	110 Habersham Dr. Fayetteville, GA 30214		1815 Meredith Park Dr., McDonough, GA 30253		730 Peachtree Street, NE Atlanta, GA 30308		1115 Mount Zion, STE 1 Morrow, GA 30260		260 Peachtree Street, NW, STE 2200 Atlanta, GA 30303		2700 Braselton Hwy Dacula, GA 30019		745 Old Clemson Road Columbia, SC 29229													
	TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE	
(678) 688-4450		(678) 258-0670		(800) 878-1356		(678) 422-9610		(404) 889-7502		() -		(803) 220-0063														
CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		
Tona Byrd		David Blunt		Kevin Smith		Joanesa Barnes		Dorothy Mason		Jose Fernandez		Rena Robinson														
1 Adamsville Health Center Original Term 2020																										
	General Cleaning (Original Term 2020)	Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	
			25,200	12	\$ 2.66	\$5,586.00	\$67,032.00	\$ 0.07	\$1,769.00	\$21,168.00	\$ 0.1071	\$2,700.00	\$32,400.00	\$ 0.94	\$8,190.16	\$23,688.00	\$ 2.10	\$4,410.00	\$52,920.00	\$ 0.09	\$2,268.00	\$27,216.00	\$ 0.110	\$2,780.00	\$33,360.00	
	Day Porters(Original Term 2020)	Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year	
		8	247	1,976		\$ 14.00	\$ 27,664.00		\$ 18.00	\$ 35,568.00		\$ 15.00	\$ 29,650.00		\$ 28.50	\$ 56,316.00		\$ 20.00	\$ 39,520.00		\$ 20.00	\$ 39,520.00		\$ 10.00	\$ 19,760.00	
	Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)						\$94,696.00			\$56,736.00			\$62,040.00			\$98,280.00			\$92,440.00			\$66,736.00			\$53,120.00	
2 Center for Rehabilitation (CHR) Original Term 2020																										
	General Cleaning (Original Term 2020)	Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	
			44,520	12	\$ 1.55	\$5,750.50	\$69,006.00	\$ 0.06	\$2,671.20	\$32,054.40	\$ 0.1071	\$ 3,100.00	\$37,200.00	\$ 0.84	\$4,639.56	\$55,674.80	\$ 2.10	\$7,791.00	\$93,492.00	\$ 0.09	\$ 4,006.80	\$48,081.60	\$ 0.088	\$3,920.00	\$47,040.00	
	Day Porters(Original Term 2020)	Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year	
		8	247	1,976		\$ 14.00	\$ 27,664.00		\$ 18.00	\$ 35,568.00		\$ 15.00	\$ 29,640.00		\$ 19.50	\$38,532.00		\$ 20.00	\$ 39,520.00		\$ 20.00	\$ 39,520.00		\$ 10.00	\$ 19,760.00	
	Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)						\$96,370.00			\$67,622.40			\$66,840.00			\$94,206.80			\$133,012.00			\$87,601.60			\$66,800.00	
3 Fulton County Public Health at 10 Park Place Original Term 2020																										
	General Cleaning (Original Term 2020)	Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	
			40,221	12	\$ 1.81	\$6,066.66	\$72,800.01	\$ 0.05	\$2,011.55	\$24,138.60	\$ 0.667	\$3,100.00	\$32,200.00	\$ 0.1078	\$4,338.63	\$52,063.64	\$ 2.10	\$7,038.68	\$84,464.16	\$ 0.09	\$3,619.89	\$43,438.68	\$ 0.097	\$3,920.00	\$47,040.00	
	Day Porters(Original Term 2020)	Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year	
		24	247	5,928		\$ 14.00	\$ 82,992.00		\$27.00	\$ 160,056.00		\$ 15.00	\$ 88,000.00		\$ 19.50	\$ 115,596.00		\$ 20.00	\$ 118,580.00		\$ 20.00	\$ 118,560.00		\$ 10.00	\$ 59,280.00	
	Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)						\$155,792.01			\$184,194.60			\$121,120.00			\$167,659.64			\$203,024.16			\$161,998.68			\$106,320.00	
4 Oakhill Child, Adolescecent and Family Center Original Term 2020																										
	General Cleaning (Original Term 2020)	Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	
			30,576	12	\$ 2.38	\$6,064.24	\$72,770.88	\$ 0.05	\$15,288.00	\$18,345.60	\$ 0.1071	\$2,700.00	\$32,400.00	\$ 1.14	\$9,120.88	\$53,185	\$ 2.10	\$5,350.80	\$64,209.60	\$ 0.09	\$2,751.84	\$33,022.08	\$ 0.090	\$2,780.00	\$ 33,360.00	
	Day Porters(Original Term 2020)	Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year	
		8	247	1,976		\$ 14.00	27,664.00		\$ 18.00	\$ 35,568.00		\$ 15.00	\$ 29,640.00		\$ 28.50	\$ 56,316.00		\$ 20.00	\$ 39,520.00		\$ 20.00	\$ 39,520.00		\$ 10.00	\$ 19,760.00	
	Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)						\$100,434.88			\$53,913.60			\$62,040.00			\$109,450.64			\$103,729.60			\$72,542.08			\$53,120.00	
5 College Park Regional Health Center Original Term 2020																										
	General Cleaning (Original Term 2020)	Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	
			35,280	12	\$ 1.95	\$5,733.00	\$68,796.00	\$ 0.06	\$2,116.80	\$25,401.60	\$ 0.997	\$3,100.00	\$ 37,200.00	\$ 0.94	\$8,979.66	\$ 51,440.00	\$ 2.10	\$6,174.00	\$74,088.00	\$ 0.09	\$3,175.20	\$ 38,102.40	\$ 0.11	\$3,920.00	\$ 47,040.00	
	Day Porters(Original Term 2020)	Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year	
		8	247	1,976		\$ 14.00	27,664.00		\$ 18.00	\$ 35,568.00		\$ 15.00	\$ 29,640.00		\$ 28.50	\$ 56,316.00		\$ 20.00	\$ 39,520.00		\$ 20.00	\$ 39,520.00		\$ 10.00	\$ 19,760.00	
	Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)						\$96,460.00			\$60,969.60			\$66,840.00			\$107,756.00			\$113,608.00			\$77,622.40			\$66,800.00	
	TOTAL BASE BID AMOUNT 1 Thru 5:						\$544,052.89			\$423,436.20			\$378,880.00			\$577,353.08			\$645,813.76			\$466,500.76			\$346,160.00	
	BIDS MAILED						NO RESPONSE:																			
	BIDS RECEIVED:	18					NO-BIDS:	CONTACT: Gertis Strozier, APA, Team C																		

NON RESPONSE VENDORS AND OTHER INFORMATION

BID TABULATION SHEET																												
BID NUMBER# 19ITB121190C-GS																								Page #		3 of 3		
BID DESCRIPTION: Medical and Clinical General Cleaning Services																												
REQUESTING DEPARTMENT: Real Estate and Asset Management																												
	CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT		CONTACT			
	VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE		VENDOR CODE			
	VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME		VENDOR NAME			
	Property Choice Realty, Inc.		Rising Star Resource Development Corp		Seabrum Hospitality Service		T & L Commercial Residential Cleaning, LLC																					
	ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS		ADDRESS			
	2870 Peachtree Road, #214 Atlanta, GA 30305		4308 Bryan St. Dallas, TX 75204		357 Wilson Mill Road, SW Atlanta, GA 30331		8966 Crestview Circle Union City, GA 30291																					
	TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE		TELEPHONE			
	(678) 758-1983		(972) 905-1279		(678) 793-6796		(678) 598-8819																					
	CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:		CONTACT:			
Regina Gurtis		Dennis D. Edwards, Sr.		Sammuel Harris		Yatehisa Nelloms																						
1 Adamsville Health Center Original Term 2020																												
General Cleaning (Original Term 2020)		Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost
			25,200	12	\$ 0.87	\$1,827.00	\$21,924.00	\$ 0.20	\$4,985.00	\$59,824.00	\$ 0.05	\$3,150.00	\$37,800.00	\$ 0.23	\$5,796.00	\$ 69,552.00												
Day Ports(Original Term 2020)		Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year
		8	247	1,976		\$ 10.00	\$19,760.00		\$ 17.51	\$ 34,605.00		\$ 10.00	\$ 19,760.00		\$ 13.00	\$ 25,688.00												
Total Annual Cost for Adamsville Health Center (General Cleaning & Porter)							\$41,684.00			\$94,429.00			\$57,560.00			\$95,240.00												
2 Center for Rehabilitation (CHR) Original Term 2020																												
General Cleaning (Original Term 2020)		Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost
			44,520	12	\$ 0.87	\$3,227.70	\$38,732.40	\$ 0.16	\$7,011.00	\$ 84,131.00	\$ 0.02	\$2,226.00	\$ 26,712.00	\$ 0.26	\$11,572.20	\$ 138,902.40												
Day Porters(Original Term 2020)		Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year
		8	247	1,976		\$ 10.00	\$19,760.00		\$ 17.51	\$ 34,605.00		\$ 10.00	\$ 19,760.00		\$ 13.00	\$ 25,688.00												
Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)							\$58,492.40			\$118,736.00			\$46,472.00			\$164,590.40												
3 Fulton County Public Health at 10 Park Place Original Term 2020																												
General Cleaning (Original Term 2020)		Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost
			40,221	12	\$ 0.87	\$2,916.02	\$34,992.27	\$ 0.07	\$2,642.00	\$ 31,704.00	\$ 0.05	\$5,027.63	\$60,331.56	\$ 0.28	\$11,261.88	\$ 135,142.56												
Day Porters(Original Term 2020)		Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year
		24	247	5,928		\$ 10.00	\$ 59,280.00		\$ 22.35	\$ 132,510.00		\$ 10.00	\$ 59,280.00		\$ 13.50	\$ 80,028.00												
Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)							\$94,272.27			\$164,214.00			\$119,611.56			\$215,170.56												
4 Oakhill Child, Adolescent and Family Center Original Term 2020																												
General Cleaning (Original Term 2020)		Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost
			30,576	12	\$ 0.87	\$2,216.76	\$26,601.12	\$ 0.15	\$4,659.00	\$ 55,911.00	\$ 0.05	\$3,822.00	\$45,864.00	\$ 0.31	\$9,172.80	\$ 110,073.60												
Day Porters(Original Term 2020)		Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year
		8	247	1,976		\$ 10.00	\$ 19,760.00		\$ 17.51	\$ 34,605.00		\$ 10.00	\$ 19,760.00		\$ 13.50	\$ 26,676.00												
Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)							\$46,361.12			\$90,516.00			\$65,624.00			\$136,749.60												
5 College Park Regional Health Center Original 2020																												
General Cleaning (Original Term 2020)		Total Sq.ft	Cleaning Sq. Ft	Term-12 months	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost	Sq. Ft. Cost	Monthly Cost	Annual Cost
			35,280	12	\$ 0.87	\$2,557.80	\$30,693.60	\$ 0.17	\$5,828.00	\$69,937.00	\$ 0.03	\$2,646.00	\$ 31,752.00	\$ 0.27	\$9,525.60	\$ 114,307.20												
Day Porters(Original Term 2020)		Daily Hours	Days per Year	Hours per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year		Cost Per Hour	Cost per Year
		8	247	1,976		\$ 10.00	\$ 19,760.00		\$ 17.51	\$ 34,605.00		\$ 10.00	\$ 19,760.00		\$ 13.50	\$ 26,676.00												
Total Annual Cost for Adamsville Health Center (General Cleaning & Day Porter)							\$50,453.60			\$104,542.00			\$51,512.00			\$140,983.20												
BASE BID AMOUNT:					\$291,263.39			\$572,437.00			\$340,779.56			\$752,733.76														
BIDS MAILED		NO RESPONSE:																										
BIDS RECEIVED: 18				NO-BIDS:			CONTACT: Gertis Strozier, APA, Team C																					

NON RESPONSIVE VENDORS AND OTHER INFORMATION

**INTEROFFICE MEMORANDUM**

TO: Felicia Strong-Whitaker, Director, Purchasing and Contract Compliance

FROM: Joseph Davis, Director, DREAM 

DATE: November 18, 2019

SUBJECT: Contractor's Performance Report – Olde Maid Services

The Contractor listed below to our knowledge has never provided any professional goods or services to Fulton County's Department of Real Estate and Asset Management:

PROJECT: Medical and Clinical General Cleaning Services

PROJECT NO.: 19ITB121190C-GS

CONTRACTOR: Olde Maid Services
745 Old Clemson Road
Columbia, SC 29229

POC: Ms. Rena Robinson, President

PHONE: (803) 220-0063

EMAIL: oldmaidservices@gmail.com

If you have any questions, please contact Harry Jordan at (404) 612-5933

JD/MR/RC/haj


C: Michael Ross, Administrator, DREAM
Richie Cater, Facilities Building Services, DREAM



INTEROFFICE MEMORANDUM

Joseph N. Davis, Director
Department of Real Estate and Asset Management
Phone: (404) 612-3772
Fax: (404) 612-1002

TO: Felicia Strong-Whitaker, Director, Purchasing & Contract Compliance

FROM: Joseph N. Davis, Director 

DATE: November 18, 2019

SUBJECT: Award Recommendation – ITB #19ITB121190C-GS, Medical and Clinical General Cleaning Services- FY2020

RECOMMENDATION: We are recommending approval of the lowest bidder for Medical and Clinical General Cleaning Services, in the amount of \$346,160 with Olde Maid Services (Columbia, SC) to furnish all materials, labor tools, equipment and appurtenances necessary to provide the highest quality medical and clinical general cleaning for selected Fulton County Health facilities. Effective dates: January 1, 2020 through December 31, 2020, with two renewal options.

DISCUSSION: The recommendation was based the bidders' ability to calculate the cost per cleanable square footage for each facility to include day porter services for monthly and annually; and totally up all costs from all five (5) facilities for total Base Bid Amount to determine the lowest responsible and responsive bidder complying with the provisions of this ITB.

18 bids were received and evaluated. The apparent two lowest bidders; All Bright Janitorial and Property Choice Realty, Inc. we're not considered because of their total base bid amount (\$228,608.00 and \$291,453.39) are too low to maintain a consistent high level of quality cleaning in these facilities; and Property Choice Realty, Inc. had performed marginal in their job performances from pervious Fulton County janitorial contract and therefore was placed on Performance Improvement Plans two different occasions (see attached PIP and CPR).

Although, the apparent 3rd lowest bidder, Advanced Building Group, LLC submitted a responsible base bid amount of \$330,948, but was also not considered due to poor job performances from a previous Fulton County janitorial contract. Their inability to maintain quality cleaning for multiple facilities was inconsistent with an average rating of

1.6, which cause them to be placed on a Performance Improvement Plan (see attached PIP and CPRs). The forth lowest bidder, Seabrum Hospitality Service was deemed non-responsive because they did not submit the required bid submittal documents mentioned in the Check List with their bid such as: Contract Compliance Requirements, Proof of Insurance, Current Business License and References. The fifth lowest bidder, Olde Maid Services submitted the most responsible and responsive bid with a base bid amount of \$346,160.

	Top 5 Lowest Bidders	Base Bid Amount	Recommendation
1	All Bright Janitorial	\$228,608.00	Non-Responsive- Base Bid too low to maintain sustainable cleaning
2	Property Choice Realty. Inc.	\$291,453.39	Non-Responsive- Base Bid too low and marginal job performances from past contracts
3	Advanced Building Group, LLC	\$330,948.00	Non-Responsive- Poor job performances from past contract
4	Seabrum Hospitality Service	\$340,787.56	Non-Responsive- Failed to submit required documents from check list
5	Olde Maid Services	\$346,160.00	Most Responsive and Responsible

After determining these factors, we recommend the awarding of this contract to Olde Maid Services to provide medical and clinical general cleaning services for the selected Fulton County Health facilities: Adamsville Regional Health Center, Center for Rehabilitation, Fulton County Public Health at 10 Park Place, Oakhill Child, Adolescent and Family Center and College Park Regional Health Center for fiscal year 2020.

Subject to availability of funds adopted for FY2020 by BOC for account line #100-520-5212-1176 in the amount of \$346,160.00.

If you require additional information, contact Harry Jordan at (404) 612-5933.

Attachments:

1. Bid Evaluation Form
2. Bid Tabulation Sheet- 19ITB121190C-GS
3. Performance Improvement Plans/CPRs for Property Choice
4. Performance Improvement Plans/CPRs for Advanced Building Group, LLC

C: Michael Ross, Administrator, DREAM
Richie Carter, Facilities Building Services, DREAM
Harry Jordan, Contract Management Administrator, Purchasing/DREAM
Mark Hawks, CAPA, C Team, Purchasing & Contract Compliance
Gertis Strozier, APA, Team C, Purchasing & Contract Compliance
Florene Thornton, Financial Administrator, DREAM



INTEROFFICE MEMORANDUM

Joseph N. Davis, Director
Department of Real Estate and Asset Management
Phone: (404) 612-3772
Fax: (404) 612-1002

TO: Joseph N. Davis, Director *JN Davis*
THROUGH: Michael Ross, Administrator, DREAM
FROM: Richie Carter, Facilities Building Services Manager, DREAM
DATE: November 4, 2019
SUBJECT: Medical and Clinical General Cleaning Services, ITB #19ITB121190C-GS

The above mentioned ITB are being submitted for your evaluation. Please reviews attached Bid Responses and make your recommendation for award. Annotate your recommendation below:

Total Award Authority Requested: \$ 346,160.00 (FY2020)

Funding Line(s): 100-520-5212-1176

RECOMMENDATION/JUSTIFICATION:

Recommended Bidder	Award Amount	Notes
Old Maid Services	\$346,160.00	Most responsible and responsive bidder
Total Amount	\$346,160.00	

Department Approval Authorization:

Authorized Signature: *Therese Thornton*

(DREAM Financial Administrator)

Date: 11/19/19

Authorized Signature: _____

JOSEPH M. DAVIS
(By Director/Deputy Director)

Date: 11/18/19

Attachments:

1. Tab Sheet #19ITB1201190C-GG
2. Bid Responses: 18

C: Harry Jordan, Contract Management Administrator, Purchasing/DREAM
Sang Gon Kim, Contracting Officer, Purchasing/DREAM
Gertis Strozier, APA, C Team, Purchasing & Contract Compliance
Florene Thornton, Financial Administrator, DREAM
Precious Davis, Administrative Secretary, DREAM

Jordan, Harry

From: Davis, Precious
Sent: Wednesday, November 06, 2019 8:42 AM
To: Ross, Michael
Cc: Jordan, Harry
Subject: FW: Recommendation Form-Medical Cleaning
Attachments: Choose Vendor Form- 19ITB121190C-GS - 2020-New Vendor.docx

Good morning, I do apologize for the confusion I typed up the information and I thought I hit sent on the email but I guess I didn't. The lowest bidder was not selected due to the contractor not being in line with BOMA standards. BOMA lowest square footage cost starts at .10sqft and the lowest bidder presented .4sqft per cleanable square footage. Due to this after looking at all of the lowest bidders we choose this company to be lowest responsible bidder. Thank you.

From: Davis, Precious
Sent: Tuesday, November 05, 2019 4:50 PM
To: Ross, Michael <Michael.Ross@fultoncountyga.gov>
Subject: Recommendation Form-Medical Cleaning

Correct form. See attached. Thanks

Precious Davis
Building Services Supervisor
Facilities Division
(ofc)404-613-1245
(fax) 404-612-0377

"Love more.....Hate less"

*at budget \$327,506.
Requested
for 2020 funds.
11/19/19
Contract came in higher.*

Department of Real Estate and Asset Management
Operations Division
Operations Support

2018 Janitorial Contract Meeting – 26 October, 2018
Property Choice Agenda

□ Welcome, Opening Remarks & Introductions

□ Discussion of General Concerns

- * ● Contract Execution—please remember, inconsistent cleaning & inconsistent floor work is the quickest way to receive a poor Contractor Performance Report (CPR). You must be more consistent in the cleaning of all your facilities, especially the night cleaning.
- * ● Make sure you are properly training your Staff. Also, make sure you are utilizing proper, approved, commercial grade cleaning products in your assigned Facilities. A * recent site visit revealed that the cleaning at Bowden is still not up to contract standards. You must address this immediately, especially the floors and the Staff Restroom near the Kitchen.
- Please advise your On-Site Supervisors and Staff that the County Staff can make on-site corrections and recommendations to improve the cleaning of the Facilities. All interaction should be professional and courteous.
- Please remember that unauthorized personnel are not allowed to clean County Facilities. Any future violation of this rule will result in a recommendation of your termination from this contract.
- * ● Still need to focus on NIGHT cleaning. Deep cleaning should be done at night (scrubbing out bathrooms, floor/carpet work, high dusting, etc.). Inform the Day Porters to monitor the Dining Area more frequently during the Lunch Period.
- * * ● Be advised, you are in the 2nd Renewal of your Contract; —all excuses for non-performance is unacceptable. By now, all adjustments to staffing and equipment required to meet standards, should be in place and operating efficiently. An adverse CPR may prevent you from receiving a second renewal and also impact your selection for future Janitorial Contracts. It's in your best interest to Stay Focused & Perform Well! Remember, you must achieve a 2.5 or higher to be competitive.

- Remember, lack of personnel and supervision during night cleaning is a recipe for disaster. In some instances, you are not providing the proper amount of night cleaning. Increase the total number of personnel you are using to clean at night. It will help resolve some of the cleaning issues that were mentioned above. Also, ensure you are providing the proper amount (hours) of Day Porter coverage in all your Facilities on a daily basis. For guidance, please refer to the previous Work Plans that were established to assist you in improving your performance.
- Preparation for Special Events—be proactive—don't wait until the last minute to prepare.
- All special cleaning, by request, must be approved by me. Funding for the remainder of the year is extremely sparse. If you perform a task without permission, I will not compensate you for that task. If approved by me, you must **VERIFY** and **ITEMIZE** your work before submitting to me for payment
- Cleaners must present a professional appearance at all times (i.e. no sagging, no earphones in their ear while cleaning, talking on phone, etc.). They must wear uniforms—No Exceptions!!!

□ Access Requirements

- ✓ Background Checks (No unauthorized personnel in any County Facility). Effective immediately, all applicants must be accompanied by Ms. Curtis when obtaining a badge. Once the appointment date for badging is established, no additional names can be added on the Badge List on the appointment date. Violators of the Badge instructions will be banned from working in County Facilities along with their Supervisors. Unauthorized personnel in a Facility may result in your termination.
- ✓ Are all of your Badges renewed? Please maintain an updated Personnel Roster of your Employees. If new Background Checks or Badges are required, let me know and I will notify you with the date and time of the appointment to get the new badge.
- ✓ Property Choice, Subcontractors, or Janitorial Staff are not authorized to use the Washer and Dryer located in the Senior Centers or other County Facilities to clean your rags, mop heads, clothing, janitorial supplies, or other items. Violators may be terminated.
- ✓ Identification Cards (Must be worn at all times—if someone is terminated or resigns, you must return their Badge to me within 48 hours). The Badge is the property of Fulton County.

October 26, 2018

Department of Real Estate and Asset Management – Building Operations-South Zone

Cleaning related Concerns for Property Choice – October, 2018

- 1) Quality Control Checking; 2) Floor Cleaning (Bowden Multi purpose room floor); 3) Day and night cleaning issues; 4) Proper staffing; Periodic Schedule

Bowden Multi purpose Facility – continues to need work being performed being done consistently. Deficiency score at facility cannot improve until work being done is consistently maintained to include floor work. Bowden Floor Cleaning – multi purpose room floor – there is no improvement in the multi purpose room floor at the Bowden facility. For the past 4 months, for certain, we have requested that this floor be properly done, however, there has been absolutely no improvement.

Periodic Schedule – Requested periodic schedule has not been forthcoming. Previous one submitted was incomplete. Pls submit periodic schedule for all county facilities under your contract.

Sign in/out sheets for all facilities – a requirement. Please make sure all facilities have them and that your employees are properly signing in upon arrival and signing out upon departure. There continues to be a concern about day porter hours worked at Bowden because the record keeping is confusing. The employees at this location do not always follow established protocol.

Safety – properly train your day porters to follow established safety procedures. We are approaching the in climate weather season so be sure they are aware that they must put out and remove the caution signs as needed. The signs are also needed during rainy weather.

Quality Control Checking and Closing out of Floors –needs to be done by your supervisory staff at all locations, particularly at the Bowden and Quality Living Services facilities.

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2018	6/30/2018	1/1/2018	12/31/2018
PO Number			PO Date
130918-0400			3/9/2018
Department	Real Estate and Asset Management		
Id Number	16ITB98998C-DR		
Service Commodity	Janitorial Services (Group G - South Senior Centers)		
Contractor	Property Choice		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
= Poor	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.
= Satisfactory	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.
= Good	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.
= Excellent	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.

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

0	Comments:
1	Property Choice has delivered adequate service in most of the smaller senior centers, though somewhat inconsistently. However, after having been placed on two separate performance improvement plans, Property Choice continues to struggle with adequately meeting the technical requirements of the contract at the HJC Bowden Multipurpose center. They still need to increase the amount of thorough NIGHT CLEANING in order to improve their service in ALL facilities. Cleaning frequencies as required by the contract are not being met on a consistent basis. There have been instances where there was concern about the proper amount of day porter coverage and night cleaning according to the contract. While the cleaning at the Bowden Center is still somewhat below standard and inconsistent, the service at the smaller centers has lead to the overall "satisfactory" rating in this category.
2	
3	
4	

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

0	Comments:
1	This contractor will make corrections when requested, but they are not always carried out in a timely manner. At times, there is some hesitation to properly recognize the requirements of the contract. There seems to be some lack of the required Quality Control plan and its execution. Additional Quality control is needed and could possibly improve the overall outcome. Property Choice could also improve by adding additional staff/coverage in the areas of night cleaning and quality control. Responses to deficiency notices are not often received within the designated time period.
2	
3	
4	

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

0	Comments:
1	

defensive when approached about deficiencies. While they will normally try to respond to inquiries concerning service, there is often an excuse given for the deficiency. Responses could be handled in a more timely manner.

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

Comments:

Reports and feedback from Managers in the Bowden Center facility have been negative overall during this grading period and previous ones. Feedback from the smaller centers is more positive. However, as this review period falls within the contractor's second renewal, the expectation is that the standard response from customers overall would be more positive. Overall, there have still been too many complaints, especially from the Bowden Center. Invoicing is always submitted properly from Property Choice.

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

Comments:

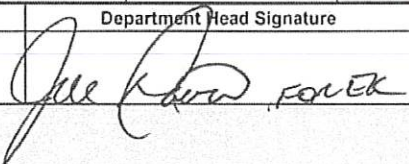
Key personnel with Property Choice are personable and have shown a willingness to communicate and respond when contacted. Overall, there seems to be a lack of experience in the area of Janitorial Service / Management.

Overall Performance Rating: 2.2

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

☐ Yes ☐ No

Rating completed by: darwin.white

Department Head Name	Department Head Signature	Date
Ellis Kirby		7/20/2018

Ms. Regina Curtis
Property Choice

August 21, 2017

Re: 30 Day Work Plan— All Facilities/Senior Centers

Dear Ms. Curtis:

The purpose of this correspondence is to again raise your awareness to areas of your contractual performance that require your immediate attention. This is a Deficiency Notice in accordance with your existing contract.

Based on observations of the Building Services Supervisor and the Custodial Inspector, as well as site visits conducted by the Building Services Manager, you are specifically deficient in the area of NIGHT CLEANING and the consistency of floor care work as required by the contract. This is an attempt to prevent deficiencies that could result in a deduction deficiency package, or loss of contract.

During several previous Janitorial Contract Meetings you have been advised of the importance of the proper staffing for night cleaning and the consistency of floor work at all of the Fulton County facilities you serve. It has also been emphasized that the lack of proper supervision during night cleaning is a cause for concern.

As a result of on-going cleaning issues largely resulting from the lack of sufficient night cleaning and inconsistent floor work in the County facilities for which you provide cleaning service, we are placing you on the following "Work Plan" for thirty days to assist you with reaching the required cleaning standards and complying with the contract. The work plan will begin effective August 21, 2017. Any deviation from this plan must be approved by the Fulton County Building Services Manager. Please note that the requirements for this work plan period include the requirements of your previous work plan of January 13, 2017, but also place additional emphasis on proper night cleaning as follows:

- **MUST HAVE SUFFICIENT NUMBER OF EMPLOYEES TO CONDUCT DEEP CLEANING AT NIGHT AT EACH FACILITY.**
- **MUST HAVE NIGHT CLEANING EMPLOYEES AND DAY PORTERS SIGN IN AND OUT AT THE BEGINNING AND END OF EACH DAY, AND SIGN IN MUST BE FORWARDED AND AVAILABLE TO THE BUILDING SERVICES SUPERVISOR AND INSPECTOR**
- **Night cleaning (deep cleaning) must be accomplished after the Senior Center has closed.**
- **Must provide the proper number of hours of day porter coverage at each facility as specified in the contract documents.**
- **Employees MUST wear badges when on site, and need to wear uniform shirts so that they are easily identified.**

- If an employee (Day Porter or Night Custodian) is not able to make it, you must have replacement within one hour and thirty minutes to cover.
- Must maintain restrooms (including scrubbing out) and stocking as required by contract.
- Must give attention to all floor work (including spotting carpet, mopping, etc.)
- Must comply with the Cleaning Schedule as listed in the contract document.
- Must respond in writing (e-mail is acceptable) to all deficiency notices within 48 hours and include the plan to resolve the deficiencies.
- Must inform the Building Services Supervisor and Building Inspector of any staffing shortages or problems in a timely manner.

Please be aware that any deviation from the above referenced Work Plan without prior approval from the Fulton County Building Services Manager could result in payment deductions, or the loss of contract.

It is our intent to assist you with improving your performance. Please contact us any time you have issues or concerns.

Regina Curtis 8/18/17
Darwin White 8/18/17

Ms. Regina Curtis
Property Choice

January 13, 2017

Re: Work Plan—Bowden Senior Center

Dear Ms. Curtis:

The purpose of this correspondence is to raise your awareness to areas of your contractual performance that requires your immediate attention. This is a Deficiency Notice in accordance with your existing contract.

Based on the qualitative and quantitative nature of the deficiencies noted, I would strongly recommend that a thorough Quality Assurance Review be conducted on all remaining areas of the building to remedy current, and any future, shortfalls in cleaning services. This is an attempt to prevent repeated deficiencies of this magnitude that could result in a deduction deficiency package. The deficiency items involved both daily and periodic task as defined by your contract.

On or about Friday, November 4, 2016, a meeting was held at the HJC Bowden Senior Multi-Purpose Facility to discuss and resolve issues concerning the quality of cleaning at the center. The meeting included attendees from your company, the Bowden Center staff, and management from the County's Department of Real Estate and Asset Management. Discussions were held concerning the quality of cleaning, staffing, etc. During the meeting, specific suggestions were made to help improve the cleaning at the center.

As a result of on-going cleaning issues at the center, we are placing you on the following "Work Plan" for ninety days to assist you with reaching the required cleaning standards and complying with the contract. Any deviation from this plan must be approved by the Fulton County Building Services Manager. The requirements are as follows:

- Must provide 16 hours of Day Porter service. (Hours agreed to at Nov. 4 meeting: first Day Porter 7:00am – 3:30pm, second Day Porter 10:00am – 6:30pm)
- Must provide a minimum of two employees to conduct night cleaning (deep cleaning must be accomplished at night)
- Must have all employees sign in and out at the beginning and end of each day (including night employees).
- Night cleaning (deep cleaning) must be accomplished after the Senior Center has closed.
- Employees MUST wear badges when on site, and need to wear uniform shirts so that they are easily identified.
- If an employee (Day Porter or Night Custodian) is not able to make it, you must have replacement within one hour and thirty minutes to cover.
- Must maintain restrooms (including scrubbing out) and stocking as required by contract.

- Must give attention to all floor work (including spotting carpet, mopping, etc.)
- Must comply with the Cleaning Schedule as listed in the contract document.
- Must respond in writing (e-mail is acceptable) to all deficiency notices within 48 hours and include the plan to resolve the deficiencies.
- Must inform the Building Services Supervisor and Building Inspector of any staffing shortages or problems in a timely manner.

Please be aware that any deviation from the above referenced Work Plan without prior approval from the Fulton County Building Services Manager could result in payment deductions, or the loss of contract.

It is our intent to assist you with improving your performance. Please contact us any time you have issues or concerns.

Regina Curtis 1/13/2017

Ms. Patricia Mongue and Mr. Frederic Mongue
September 28, 2018
ABG contractor

Re: Work Plan, (Performance Improvement Plan)—South and North Annex Buildings

Dear Patricia and Frederic:

The purpose of this correspondence is to raise your awareness to areas of your contractual performance that require your immediate attention. (PIP)- Performance Improvement Plan. This is a Deficiency Notice in accordance with your existing contract.

Based on the qualitative and quantitative nature of the deficiencies noted for both sites, Management would strongly recommend that a thorough Quality Assurance Review be conducted on all remaining areas of the buildings to remedy current, and any future shortfalls in cleaning services. This is an attempt to prevent repeated deficiencies of these magnitudes that could result in a deduction deficiency package. The deficiency items involved both daily and periodic tasks as defined by your contract.

On or about Monday August 13, 2018, a meeting was held at the North Service Center Facility to discuss and resolve issues concerning the quality of cleaning at the center. The meeting included attendees from your company, Grady Medical Center, and Management from the County's Department of Real Estate and Asset Management. Discussions were held concerning the quality of cleaning, staffing, etc. During the meeting, specific suggestions were made to help improve the cleaning at the North facility. This letter will also serve notice for the South Annex as well.

As a result of on-going cleaning issues at the South and North Annex, we are placing you on the following "Work Plan" for Sixty days to assist you with reaching the required cleaning standards and complying with the contract. Any deviation from this plan must be approved by the Fulton County Building Services Manager. The requirements are as follows:

- **Must provide 16 hours of Day Porter service. It is essential to have day porters on-site from beginning until close of business.**
- **Must provide a minimum of two employees to conduct night cleaning (deep cleaning must be accomplished at night)**
- **Must have all employees sign in and out at the beginning and end of each day (including night employees).**
- **Night cleaning (deep cleaning) must be accomplished after the South and North annex have closed.**
- **Employees MUST wear badges when on site, and need to wear uniform shirts so that they are easily identified.**
- **If an employee (Day Porter or Night Custodian) is not able to make it, you must have replacement within one hour and thirty minutes to cover.**

- **Must maintain restrooms (including scrubbing out) and stocking as required by contract.**
- **Must give attention to all floor work (including spotting carpet, mopping, etc.)**
- **Must comply with the Cleaning Schedule as listed in the contract document.**
- **Must respond in writing (e-mail is acceptable) to all deficiency notices within 48 hours and include the plan to resolve the deficiencies.**
- **Must inform the Building Services Supervisor and Building Inspector/Inspector Supervisor of any staffing shortages or problems in a timely manner.**

Please be aware that any deviation from the above referenced Work Plan without prior approval from the Fulton County Building Services Manager could result in payment deductions, or the loss of contract.

It is our intent to assist you with improving your performance. Please contact us any time you have issues or concerns.

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
6/1/2018	9/30/2018	1/2/2018	12/31/2018
PO Number			PO Date
PO/DO 030918-0401			9/17/2018
Department	Real Estate and Asset Management		
Bid Number	161TB98998C-DR		
Service Commodity	Janitorial Service(Group I North & South Service Center)		
Contractor	Advanced Building Group		

= 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)

☐ 0

☒ 1

☐ 2

☐ 3

☐ 4

Comments:

Advanced Building Group is still underperforming in their contract responsibilities. ABG has repeatedly received less than a 50% rating by the inspectors and Management. ABG continues to utilize a non-reactive approach to cleaning the South and North Buildings. There is a lack of good Quality Controls for employees to practice, which has led to ABG's falter in maintaining a strong cleaning standard and meeting the periodic duties of the contract. Their floor work and general house keeping cleaning standards are well below average standards. When assessing the overall performance of ABG, there still remain a lot of challenges with qualified cleaners, clocking in procedures, floor work and general building cleaning practice. ABG has no drive initiative to complete projects according to their contractual obligations.

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

☐ 0

☒ 1

☐ 2

☐ 3

☐ 4

Comments:

Advanced Building Group is less than reliable and mostly non-responsive when given information to upper management about certain cleaning task that have not been performed. Their night supervisor has a combative approach to any and all questions asked of him in performing cleaning task. Management is constantly questioning and does not address the presented issues or concerns in a timely manner. They strongly deny the concerns presented as if they don't even exist, especially as it relates to the nightly cleaning crew. Their timeliness of performing periodic cleaning is nonexistence. Management reacts strongly after monthly meeting have been held, then falls back into non-existence mold.

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

☐ 0

☒ 1

Comments:

- ☐ 2
☐ 3
☐ 4

Advanced Building Group has a decent management team. There appears to be no upper management visiting the locations during the day, but at night Owners will respond to questions presented to them and instruct their new Quality Control personnel to address any concerns presented to them. ABG cleaning problems consist of the Q. C / Supervisor not knowing or understanding the details outlined in the responsibilities of the contract or unc of maintaining a good working relationship with the County staff. The South Service Center has not met or interacted with the Q C personnel at all.

19-1138

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

- ☐ 0
☒ 1
☐ 2
☐ 3
☐ 4

Comments:

Customer satisfaction continues to be less than acceptable for a three year contractor in facilitating a County contract. There submittal of invoicing is up to date. from a contractual standpoint. ABG also have a lack of personnel and equipment that have contributed to this survey score not meeting the standards.

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

- ☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:


Advance Building Group has provided one constant day porter that has performed greatly for the North Service center. Contract requires they maintain two day porters for the North Service Center. The second day porter may come some days and some days no show. The South Service Center seems to have been staff correctly during the daytime. The staff is familiar with some cleaning standards, but both falter in others. There has been no evidence of any ongoing training documentation presented, or any training in hazard cleaning acknowledged to the County. The staff that cleans both locations are hardworking personnel that seem to have very little guidance from management.

Overall Performance Rating: 1.2

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

☐ Yes ☒ No

Rating completed by: carlos.gordon

Department Head Name	Department Head Signature	Date
JOSEPH M. DAVIS		10/11/2018

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/1/2018	5/31/2018	1/2/2018	12/31/2018
PO Number			PO Date
PO/DO 030918-0401			5/31/2018
Department	Real Estate and Asset Management		
Bid Number	161TB98998C-DR		
Service Commodity	Janitorial Service (Group I North & South Service Centers)		
Contractor	Advanced Building Group		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.
= Poor	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.
= Satisfactory	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.
= Good	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.
= Excellent	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.

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

☒ 0
☐ 1
☐ 2
☐ 3
☐ 4

Comments:

Advanced Building Group has been noted as underperforming in their contract responsibilities. ABG has received less than a 50% rating by the inspectors and Management. ABG continues to utilize a non-reactive approach to cleaning the South and North Buildings. There is a lack of good Quality Controls for employees to practice, which has led to ABG's falter in maintaining a strong cleaning standard and meeting the periodic duties of the contract.

When assessing the overall performance of ABG, there still remain a lot of challenges with qualified cleaners, clocking in procedures, floor work and general building cleaning practice.

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

☐ 0
☒ 1
☐ 2
☐ 3
☐ 4

Comments:

Advanced Building Group is less than reliable and mostly non-responsive when given information to upper management about certain cleaning task that have not been performed.

Management is constantly questioning and does not address the presented issues or concerns in a timely manner. They strongly deny the concerns presented as if they don't even exist, especially as it relates to the nightly cleaning crew. There timeliness of performing periodic cleaning is nonexistence.

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

☐ 0
☐ 1

Comments:

- ☒ 2
- ☐ 3
- ☐ 4

Advanced Building Group has a decent management team. Owners will respond to questions presented to them and instruct their new Quality Control personnel to address any concerns presented to them. The problems normally consist of the Q. C / Supervisor not knowing or understanding the details outlined in the responsibilities of the contract or understanding for maintaining a good working relationship with the County staff.

19-1138

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

- ☒ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4

Comments:

Customer satisfaction is less than acceptable for a three year contractor in facilitating a County contract. There submittal of invoicing is up to date. Contractual wise; there are too many nonperformance task being omitted. They also have a lack of personnel and equipment that has contributed to this survey as well.

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

- ☐ 0
- ☒ 1
- ☐ 2
- ☐ 3
- ☐ 4

Comments:

Advance Building Group has provided one constant day porter that has performed greatly for the North Service center. Contract requires they maintain two day porters. The South Service Center seems to have been staff correctly during the day. The staff is familiar with some cleaning standards, but both falter in others. There has been no evidence of any ongoing training documentation presented, or any training in hazard cleaning acknowledged to the County. The staff that cleans both locations are hardworking personnel that seem to have very little guidance from management.

Overall Performance Rating: 0.8

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

- ☐ Yes
- ☒ No

Rating completed by: carlos.gordon

Department Head Name	Department Head Signature	Date
Joseph W. Davis	Ray [Signature]	6/25/2018



Department of Purchasing & Contract Compliance

Felicia Strong-Whitaker, CPPO
Director

Suite 1168
130 Peachtree Street, S.W.
Atlanta, GA 30303
www.fultoncountyga.gov

Main: (404) 612-5800

November 19, 2019

Email: samuelhrvy@yahoo.com

Seabrum Hospitality Services
Samuel Harvey
357 Wilson Mill Road
Atlanta, GA 30331

Re: 19ITB121190C-GS, Medical and Clinical General Cleaning Services

This letter serves as notification of the County's determination that your bid submitted on Thursday, October 3, 2019 for the above-referenced project has been deemed non-responsive because of the following reason(s):

Pursuant to Section 1 Instruction to Bidders item #14 Award Criteria. Failure to submit the required documents as follows:

- **References**
- **Proof of Insurance Coverage**
- **Acknowledgement of Addendum (1, 2, 3 and 4)**
- **Office of Contract Compliance Requirements**

If you have any questions, please contact Gertis Strozier, Assistant Purchasing Agent at (404) 612-7916 or email gertis.strozier@fultoncountyga.gov.

Thank you for your interest in doing business with Fulton County Government.

Sincerely,

A handwritten signature in black ink, appearing to read 'Felicia Strong-Whitaker', written over a horizontal line.

Felicia Strong-Whitaker
Director

cc: Rickie Carter, Facilities Building Service
Harry Jordan, Contract Management Administrator
Joseph Davis, Deputy Director
File

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