



Fulton County Board of Commissioners
Agenda Item Summary

17-0505

BOC Meeting Date
6/21/2017

Requesting Agency

Aging and Youth Services

Commission Districts Affected

All Districts

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

Request ratification of emergency purchase orders - Aging and Youth Services, Bid#11RFP79965A-CC, Aging Services in the total amount of \$3,256,625.00 with the (A) Fulton County Senior Collaborative, LLC (Atlanta, GA) in the amount of \$1,548,790.00, (B) Senior Services North Fulton, Inc. (Alpharetta, GA) in the amount of \$825,328.00, and (C) South Fulton Senior Services, Inc. in the amount of \$882,537.00 to provide Aging Services.

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

In accordance with Purchasing Code Section 102-385, when the County Manager has approved an emergency procurement, the item shall be forwarded to the Board of Commissioners for ratification.

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 establishment of these emergency purchase orders will provide the continuation of Senior Center Management, Case Management, Delivery of Home Delivered Meals, and Volunteer Services for Fulton County residents age 60 and above until such time as the procurement process of these can be completed. The RFP was released on March 29, 2017, and the Evaluation Committee reviewed the proposals. Based on the submitted proposals and increase in proposed costs, the Department has recommended that the solicitation be canceled and re-released. The Department will review the scope of work to determine areas that can be adjusted in an effort to reduce the costs.

Community Impact: The Emergency Purchase order will allow continuation of services for 2,086 senior during the completion of the procurement process. Services include Congregate Meals (Neighborhood Senior Centers, Delivery of Home Delivered Meals, Case Management, and Volunteer Services.

Department Recommendation: Approval

Project Implications: Ratification of the emergency purchase order will allow the continuation of services without interruption through the procurement process.

Community Issues/Concerns: There are no community concerns related to this request.

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

Department Issues/Concerns: The request for emergency purchase orders is the result of a delay in the development of the specifications for the RFP resulting from changes made in service standards on the State level. Staff has been coordinating with ARC staff to review and interpret the changes to insure that the specifications of the RFP appropriately addressed them. Due to several questions regarding how the changes would impact our service delivery system and significant staff turnover at ARC, the review and specifications development took longer than expected. The Purchasing and Contract Compliance Department is coordinating with Aging and Youth Services Department to expedite the procurement process. The Department is now reviewing the scope of work in an effort to reduce the proposed increases in service costs.

History of BOC Agenda Item:

Fulton County Senior Collaborative, LLC

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	11-1080	12/7/2011	\$1,548,760.00
1 st Renewal	12-0806	9/19/2012	\$1,548,760.00
2 nd Renewal	13-1187	12/18/2013	\$1,548,760.00
3 rd Renewal	14-0904	11/5/2014	\$1,548,760.00
Amendment No. 1	15-1195	12/18/2015	\$ 774,380.00
Amendment No. 2	16-0508	6/15/2016	\$ 387,192.00
Amendment No. 3	16-1110	12/7/2016	\$ 387,192.00
This Request		6/21/2017	\$ 1,548,760.00
Total			\$9,292,564.00

Senior Services North Fulton, Inc.

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	11-1080	12/7/2011	\$ 719,951.40
1 st Renewal	12-0806	9/19/2012	\$ 719,951.40
Amendment No. 1	13-0341	5/1/2013	\$ 105,376.00
2 nd Renewal	13-1187	12/18/2013	\$ 825,327.40
3 rd Renewal	14-0904	11/5/2014	\$ 825,327.40
Amendment No. 2	15-1195	12/18/2015	\$ 412,664.00
Amendment No. 3	16-0508	6/15/2016	\$ 206,334.00
Amendment No. 4	16-1110	12/7/2016	\$ 206,334.00
This Request		6/21/2017	\$ 825,328.00
Total			\$4,846,593.60

South Fulton Senior Services, Inc.

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	11-1080	12/7/2011	\$ 882,536.03
1 st Renewal	12-0806	9/19/2012	\$ 882,536.03
2 nd Renewal	13-1187	12/18/2013	\$ 882,536.03
3 rd Renewal	14-0904	11/5/2014	\$ 882,536.03
Amendment No. 1	15-1195	12/18/2015	\$ 441,269.00
Amendment No. 2	16-0508	6/15/2016	\$ 220,635.00
Amendment No. 3	16-1110	12/7/2016	\$ 220,635.00
This Request		6/21/2017	\$ 882,537.00
Total			\$5,295,220.12

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

Click here to enter text.

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)

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				
Total Contract Value	.			
Total M/FBE Values	.			
Total Prime Value	.			
Fiscal Impact / Funding Source <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i> 100-183-183Y-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$1,083,165 100-183-183Z-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$938,189 100-183-18HM-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$294,422 100-183-183X-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$234,593 461-183-AR18-1160 – ARC Grant, Aging and Youth Services, Professional Services: \$706,256* *(Contingent upon BOC approval of the AR18 Aging Grant.)				
Exhibits Attached <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i> Exhibit-1 Contractor Performance Report				
Source of Additional Information <i>(Type Name, Title, Agency and Phone)</i> Dr. Pamela Roshell, Director, Aging and Youth Services, 404-612-1243				

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: .	Previous Contracts: .		
Solicitation Number: .	Submitting Agency: Aging and Youth Services	Staff Contact: Dr. Pamela Roshell	Contact Phone: 404-612-1243

Description:.**FINANCIAL SUMMARY**

Total Contract Value:		MBE/FBE Participation:	
Original Approved Amount:	\$3,151,247.43	Amount: .	%: .
Previous Adjustments:	\$13,026,505.2	Amount: .	%: .
	9	Amount: .	%: .
This Request:	\$3,256,625.00	Amount: .	%: .
TOTAL:	\$19,434,377.7		
	2		

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: 100-183-183Y-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$1,083,165	Funding Line 2: 100-183-183Z-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$938,189	Funding Line 3: 100-183-18HM-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$294,422	Funding Line 4: 100-183-183X-1192 – General, Aging and Youth Services, Aging Grant Supplemental: \$234,593
Funding Line 5: 461-183-AR18-1160 – ARC Grant, Aging and Youth Services, Professional Services: \$706,256* *(Contingent upon BOC approval of the AR18 Aging Grant.)			

KEY CONTRACT TERMS

Start Date: 1/1/2017	End Date: 12/31/2017
Cost Adjustment: .	Renewal/Extension Terms: .

ROUTING & APPROVALS

(Do not edit below this line)

Continued

X	Originating Department:	Vanhoose, Kenn	Date: 6/14/2017
.	County Attorney:	.	Date: .
.	Purchasing/Contract Compliance:	.	Date: .
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 6/14/2017
.	Grants Management:	.	Date: .
.	County Manager:	.	Date: .

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE				
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES				
Report Period Start	Report Period End		Contract Period Start	Contract Period End
10/1/2016	12/31/2016		1/1/2016	12/31/2016
PO Number				PO Date
Department	Aging and Youth Services			
Bid Number	11RFP79965A-CC			
Service Commodity	Aging Services			
Contractor	Fulton County Senior Collaborative			

- 0 = Unsatisfactory *Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.*
- 1 = 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.*
- 2 = 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.*
- 3 = 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.*
- 4 = 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.*

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Comments:

Provider delivers quality services.
Provider takes advantage of community resources which assist in the provision of quality services.

2.

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:

Provider provides services within the scope of the requirements of the agreement.
Provider is quick to respond to directions and/or change.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

The provider is quick to respond to inquiries and notifies us of issues.
The provider has also made themselves available to discuss service improvements in relation to services provided by other vendors in a collaborative effort.
The provider has gone above the requirements of the contract to insure continuity of services.

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

- ☐ 0

Comments:

☐ 1
☐ 2
☒ 3
☐ 4

Customers indicate that they are satisfied with the level of services provided. Provider submits invoices and performs within budget.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
 Key personnel are properly credentialed and experienced. Personnel are available as needed.

Overall Performance Rating:	3.2		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:	Kenn.Vanhooose
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Department Head Name	Department Head Signature		Date
			5/23/2017

--

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE				
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES				
Report Period Start	Report Period End		Contract Period Start	Contract Period End
10/1/2016	12/31/2016		1/1/2016	12/31/2016
PO Number				PO Date
Department	Aging and Youth Services			
Bid Number	11RFP79965A-CC			
Service Commodity	Aging Services			
Contractor	Senior Services North Fulton			

- 0 = Unsatisfactory *Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.*
- 1 = 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.*
- 2 = 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.*
- 3 = 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.*
- 4 = 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.*

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

Comments:

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Provider delivers the specified services compliant with the agreement.
 Provider has personnel that are qualified and experienced in the provision of services in the in the contract.

2. 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

Provider's performance per agreement is completed in a timely manner and is responsive to change and/or directions.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Provider promptly notifies the Office of Aging of any perceived problems and submits responses to inquiries promptly.
 The provider has provided additional information requested on a monthly basis in a timely manner.
 The provider has assisted staff in outreach to underserved areas.

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

Comments:

☐ 0

17-0505

☐ 1
☐ 2
☒ 3
☐ 4

Performance evidence indicates that the provider has met the quality expectations and operates within the budget and submits invoices that are error free.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
Provider has engaged experienced and credentialed key personnel. management and supervision are available as needed.

Overall Performance Rating:	3.2		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:	Kenn.Vanhooose
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Department Head Name	Department Head Signature		Date
			5/23/2017

--

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE				
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES				
Report Period Start	Report Period End		Contract Period Start	Contract Period End
10/1/2016	12/31/2016		1/1/2016	12/31/2016
PO Number				PO Date
Department	Aging and Youth Services			
Bld Number	11RFP79965A-CC			
Service Commodity	Aging Services			
Contractor	SOUTH FULTON SENIOR SERVICES			

- 0 = Unsatisfactory
Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
- 1 = 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.
- 2 = 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.
- 3 = 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.
- 4 = 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.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Comments:

Provision of services are compliant with contractual specifications.
Reports are submitted in correct and timely manner.
Provider has personnel that are qualified per agreement.

2. 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:

Provider's service delivery are in line with expectations of the agreement.
Responds to directions and/or change in a timely manner as required by contract.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

Provider responds promptly to inquiries and quickly notifies the Office of Aging of any perceived problems.
The provider is providing additional information on a monthly basis in a timely manner.

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

- ☐ 0

Comments:

17-0505

- ☐ 1
☐ 2
☒ 3
☐ 4

Provider delivers services that meet specifications of agreement and are in line with the budgetary requirements.
 Invoices are properly submitted according to the timeframe identified by the Office of Aging.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Provider's key personnel are properly licensed and credentialed. Management is available as needed.

Overall Performance Rating:	3.4		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:	Kenn.Vanhoose
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Department Head Name	Department Head Signature		Date
			5/23/2017

--