

**Agenda Item Summary**

19-1147

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 to the statewide contract - Department of Real Estate and Asset Management, SWC99999-001-SPD0000154-0001, Facility Maintenance Services for the State of Georgia Department of Human Services (DHS) in the amount of \$205,000.00 with CGL Facility Management, LLC (Fayetteville, GA) to provide preventive and corrective maintenance services for the County-owned facility currently leased to the State of Georgia Department of Human Services, located at 5710 Stonewall Tell Road, College Park, GA 30349. Effective dates: 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 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 preventive and corrective maintenance services for the County-owned facility currently leased to the State of Georgia Department of Human Services located at the 5710 Stonewall Tell Road, College Park, GA 30349.

The Statewide Contractor (facility maintenance) will operate, maintain, monitor, and adjust the day-to-day operations of all mechanical, electrical, and building systems. The contractor shall be fully responsible for providing customer service, quality control and all other services.

Basic services shall include:

- Facility Management: day-to-day management
- Landscaping/Grounds
- Electrical Systems
- Security Systems including but not limited to; audio systems, video systems, CCTV and cable TV
- Lighting: Preventive maintenance on all interior and exterior lighting
- Heating Ventilation and Air Conditioning Equipment including but not limited to; direct exchange

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

Typed Name and Title

Felicia Strong-Whitaker, Director

Phone

(404) 612-5800

Signature

Date

- cooling units, heat pumps, air handling units, roof tops, exhaust fans coils and refrigerant piping
- Fire Alarm including but not limited to; fire suppression system, fire sprinklers, fire extinguishers and fire panels.
- Fire Sprinkler Systems
- Plumbing and Sewer including but not limited to; pipes, service pipes, drains, sumps, backflow prevention devices, sewage grinders, septic tanks, pumps, water heaters, sinks, showers, toilets, faucets, water purifiers, garbage disposals, washer lines, floor drains, and leak detection.

Services not included:

- Site Utilities
- Janitorial Services
- Roofing Services and Waterproofing Systems
- Asphalt/Concrete Repair
- Card Access System
- IT Maintenance

However, if there is any interruption in the supply of any/all of the above utilities, the Contractor will coordinate with the respective utility vendors and ensure early resumption of utilities.

Community Impact: None that the Department is aware of.

Department Recommendation: The Department of Real Estate and Asset Management recommends approval to utilize statewide contract to provide preventive and corrective facility maintenance services for the State of Georgia Department of Human Services (DHS) located at 5710 Stonewall Tell Road, College Park, GA 30349, for fiscal year 2020.

12 Months Base Contract(PM/maintenance staff/operations/w/o start-up): \$205,000.00

Historical Expenditures:

- FY2019: The County expenditure as of 10/31/2019, \$52,431.92

- FY2018: The County spent \$175,360.44

Note: The Statewide Contract #90806 was approved by the BOC on 7/11/2018, as Item #18-0477 in the amount of \$406,133.70, through 5/31/2019 (9-month service).

Project Implications: Failure to approve this item will result in not being able to maintain the facility as is necessary to ensure the optimum operation performance of the facility.

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

Department Issues/Concerns: If this contract is not approved, DREAM does not have the internal resources necessary to render adequate and timely maintenance service to the facility.

History of BOC Agenda Item: No, new procurement.

Contract & Compliance Information	(Provide Contractor and Subcontractor details.)
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Not Applicable.

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

Total Contract Value	Click here to enter text.
Total M/FBE Values	Click here to enter text.
Total Prime Value	Click here to enter text.

Fiscal Impact / Funding Source	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>
100-520-5220-1116: General, Real Estate and Asset Management, Building Maintenance- \$205,000 "Subject to availability of funding adopted for FY2020 by BOC"	

Exhibits Attached	<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>
Exhibit 1: SWC Benefits Sheet Exhibit 2: SWC#99999-001-SPD0000154-0001 Exhibit 3: Contractor Performance Report Exhibit 4: Justification of Use Form for Statewide Contract	

Source of Additional Information	<i>(Type Name, Title, Agency and Phone)</i>
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)

Procurement**Contract Attached:**
Yes**Previous Contracts:**
Yes**Solicitation Number:**
SWC99999-001-
SPD0000154-0001**Submitting Agency:**
Department of Real
Estate and Asset
Management**Staff Contact:**
Harry Jordan**Contact Phone:**
(404) 612-5933**Description:** Approval of statewide contract to provide for preventive and corrective facility maintenance services for the State of Georgia Department of Human Services (DHS) FY2020.**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount: .
 Previous Adjustments: .
 This Request: \$205,000.00
 TOTAL: \$205,000.00

MBE/FBE Participation:

Amount: . %: .
 Amount: . %: .
 Amount: . %: .
 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:

100-520-5220-1116:
 \$205,000.00 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC"

Funding Line 2:

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Funding Line 3:

.

Funding Line 4:

.

KEY CONTRACT TERMS**Start Date:**

1/1/2020

End Date:

12/31/2020

Cost Adjustment:

.

Renewal/Extension Terms:

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ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Davis, Joseph	Date: 11/4/2019
X	County Attorney:	Stewart, Derval	Date: 12/11/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 11/7/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019



Nathan Deal
Governor

Shawn Ryan
Commissioner

COMMUNICATIONS ALERT

August 6, 2018

The Georgia Department of Administrative Services, State Purchasing Division, has established a Statewide Contract for **Facility Maintenance Services** with **CGL Facility Management LLC**.

This is a **CONVENIENCE CONTRACT** available for use by all State, City & County public entities within the State of Georgia.

The purpose of this contract is to provide a single source for preventive/scheduled and corrective/unscheduled maintenance services for customers responsible for occupying/managing locations that consist with multiple facilities/buildings and is available for all locations throughout the state. The scope of services includes all the labor and material to perform on-site preventive maintenance services including work on building envelope and structure; site utilities and distribution systems; central utility plants; hot and chilled water systems; natural gas, LP distribution and combustion systems; plumbing, sewer and water control systems; electrical systems and lighting; heating ventilation and air conditioning (HVAC); uninterruptible power supply (UPS) systems; emergency generators; security and alarm systems; fire alarm, fire sprinkler, and fire suppression systems; water towers; kitchen and laundry equipment; pest control services; swimming pools; grounds/landscape and fume hoods.

Key benefits of the contract include:

- Two options exist for the performance of Unscheduled/Corrective Maintenance which can be used independently or mixed and matched for ultimate flexibility & efficiency
 - ✓ Fixed labor rates for skilled maintenance technicians (non-resident, all trades) available for unscheduled maintenance (normal duty hours, after hours and emergency) at rates 11% (on avg) below industry benchmarks (labor only, materials additional)
 - ✓ Customize a permanent resident maintenance staff (skill types and quantities of maintenance personnel at your discretion) to perform unscheduled/corrective maintenance during normal operating hours for an average price **2¢/sqft/tech** (labor only, materials additional)
- Low markup on materials used for corrective maintenance repairs
- Improved facility life and operational performance through a staff dedicated to meeting the preventive maintenance needs of all facility equipment; thereby reducing equipment failures and facility operational downtime.
- On-site facility staff and managers supported by regional managers and technicians for fast, complete service and dedicated response to facility requests and emergencies
24/7 response to maintenance issues within each facility to protect life, safety and building operation
- Program includes Computer Maintenance Management System (CMMS) which provides the ability to predict, define, track and categorize maintenance cost for easier budget analysis and improved facility life cycle management

Note: actual prices for preventive maintenance and permanent resident staff may differ per location, average prices based on the weighted avg price/sqft for all facilities currently on contract



Nathan Deal
Governor

Shawn Ryan
Commissioner

QUESTIONS: If you have any questions, please contact the contract administrator:

Dr. Carl Hall, J.D., C.P.M.

Contract Management Manager
Strategic Sourcing - State Purchasing
Phone: (404) 656-4254
Email: carl.hall@doas.ga.gov

For Team Georgia Marketplace™ question(s), please contact the help desk:

Procurement Help Desk

Phone: (404) 657-6000
Fax: (404) 657-8444
Email: procurementhelp@doas.ga.gov

Statewide Information Sheet

Statewide Contract Number	99999-001-SPD0000154-0001	NIGP Code	91001, 91060, 93625, 94155
Name of Contract	Facility Maintenance Solutions		
Effective Date	August 15, 2018	Expiration Date	July 14, 2021
Contract Table of Contents			
Suppliers Awarded	1	Contract Information:	Convenience Contract
Contract Information for Supplier			Page Number
<u>CGL Facility Management LLC</u>			2
Additional Contract Information			
<u>Contract Renewals/ Extensions/ Changes</u>			3
<u>General Contract Information/Ordering Instructions</u>			4
<u>Scope of Services</u>			5
<u>Rates for Technicians and Materials</u>			6
<u>DOAS Contact Information</u>			7

Vendor Name: CGL Facility Management, LLC

Contract Information			
Statewide Contract Number	Facility Maintenance Solutions		
Contract Name	99999-001- SPD0000154-0001		
PeopleSoft Vendor Number	0000176490	Location Code	000001
Vendor Name & Address			
CGL Facility Management, LLC 1903 Phoenix Blvd, Suite 250 Atlanta, GA 30349 TIN: 26-795410			
Contract Administrator			
Name: Greg Westbrook Telephone: 678-381-6583 Email: gwestbrook@cglcompanies.com Web Links cglcompanies.com cglgastatewide.com			
Contract Details			
1. Orders to be mailed to	See Contract Ordering Instructions		
2. Payments to be mailed to	1903 Phoenix Blvd, Suite 250 Atlanta, GA 30349		
3. Shipping Information	NA		
4. Discounts	NA		
5. Payment Terms	Net 30 Days		
6. Acceptable Payment method	Purchase Order		

Contract Renewals/Extensions/Amendments

Contract Ordering Instructions

Step 1: Agency should contact CGL to schedule a site visit.

Step 2: CGL will engage with Agency personnel to perform walkthroughs of facilities and obtain the required information from which to develop solution and a cost proposal. Typical information obtained during the site visits starts with an understanding of the desired services such as HVAC, plumbing, electrical, fire life safety equipment, elevators, pest control, landscaping, etc. Once this is understood, specific information will be obtained through request or during a visual inspection on the walkthrough.

Step 3: Within 7 to 14 days after completion of the site assessment visit, CGL will prepare and submit a fixed priced cost proposal using the information obtained during the site visit. The cost proposal will include cost for Facility Management, all Preventive/Scheduled Maintenance and resident staff that will be available to perform Corrective/Unscheduled Maintenance per the terms of the statewide contract. If a Computerized Maintenance Management System implementation is desired, a onetime start-up cost will be presented for this system.

Step 4: The Agency will reach final agreement on cost, terms, timeframe of any transition period and any other additional Agency Terms and Conditions through negotiations with CGL.

Step 5: Agency will submit a Purchase Order/Contract to CGL based on the agreed upon terms and conditions as a result of negotiations. CGL will create the Amendment documentation for the Statewide Contract and submit to the Agency for signature.

Scope of Services

This is the State-Wide Contract (SWC) for preventive and corrective maintenance services to state agencies and other eligible contract users. Any contract established pursuant to this solicitation shall be for the convenience of state agencies, the University System of Georgia, city and county governments and local school systems and shall not be considered a mandatory source for such services. CGL Facility Management LLC is the supplier for this contract. For more details, see the contract details/attachments. This is a non-catalog form contract.

For the full Scope of Services, click link below:

[Statewide Contract Scope of Services](#)

Rates for Technicians and Materials

Category: Corrective/Unscheduled Maintenance			
SubCategory: Corrective/Unscheduled Maintenance - Normal Duty Hours			
Line Item	Maintenance Labor Category	Unit of Measure	Unit Price
1	Chief Engineer	Hour	\$72.00
2	HVAC Technician	Hour	\$93.50
3	Electrical Technician	Hour	\$60.00
4	Electronics Technician	Hour	\$90.61
5	Fire Alarm Technician	Hour	\$90.61
6	Plumbing Technician	Hour	\$89.50
7	General Maintenance Tradesman	Hour	\$39.95
8	Generator Technician	Hour	\$95.00
9	Locksmith - Electronic	Hour	\$90.61
10	Locksmith - Mechanical	Hour	\$60.00
11	Welder	Hour	\$62.00
12	Fencing Technician	Hour	\$65.00
13	Specialty Kitchen Equipment	Hour	\$95.00
14	Groundskeeper/Landscaper	Hour	\$32.00
SubCategory: Corrective/Unscheduled Maintenance - After Hours and Emergency			
Line Item	Maintenance Labor Category	Unit of Measure	Unit Price
15	Chief Engineer	Hour	\$108.00
16	HVAC Technician	Hour	\$140.25
17	Electrical Technician	Hour	\$90.00
18	Electronics Technician	Hour	\$135.92
19	Fire Alarm Technician	Hour	\$135.92
20	Plumbing Technician	Hour	\$134.25
21	General Maintenance Tradesman	Hour	\$59.93
22	Generator Technician	Hour	\$142.50
23	Locksmith - Electronic	Hour	\$135.92
24	Locksmith - Mechanical	Hour	\$90.00
25	Welder	Hour	\$93.00
26	Fencing Technician	Hour	\$97.50
27	Specialty Kitchen Equipment	Hour	\$142.50
28	Groundskeeper/Landscaper	Hour	\$48.00
SubCategory: Materials			
Line Item	Description of Supply/Service	Unit of Measure	Markup (%)
29	Corrective Maintenance Material Cost	Dollar	9.6%

DOAS Contact Information

Mrs. Bennetta Daniels

Contract Management Specialist

Bennetta.daniels@doas.ga.gov

404-656-1786

For Team Georgia Marketplace question(s)

Procurement Help Desk

Telephone: (404) 657-6000

Fax: (404) 657-8444

Email: procurementhelp@doas.ga.gov

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2019	9/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
19SC120917C-GS			8/15/2019
Department	Real Estate and Asset Management		
Bid Number	SWC #99999-SPD0000154-0001		
Service Commodity	Facility Maintenance Services for State of Georgia Dept. of Human Services		
Contractor	CGL FACILITY MANAGEMENT, LLC		

= 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:

During this review period CGL FACILITY MANAGEMENT, fully complied with the work plan. Their technicians are very knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered. CGL FACILITY MANAGEMENT continues to go above and beyond in delivering their services to Fulton County.

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

Comments:

CGL FACILITY MANAGEMENT on a whole has met key milestones per the contract and has proven to be reliable. There were numerous occasions in which CGL FACILITY MANAGEMENT were called upon for their services and they delivered them within the contractual response timetable and delivered a resolution. Field reports continue to be on-time, accurate and have stayed on schedule.

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

Comments:

19-1147

CGL FACILITY MANAGEMENT's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received with a when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.

☒ 4

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

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Comments:

Overall, when CGL FACILITY MANAGEMENT completed their contractual agreement we were satisfied. CGL FACILITY MANAGEMENT staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way to ensure that DREAM's key personnel were updated on their progress reports.

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

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Comments:

CGL FACILITY MANAGEMENT's key field technicians continue to demonstrate a high degree of experience and expertise in this review period, their technicians have experience in the Facility Management industry. They independently manage their contract with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner.

Overall Performance Rating: 3.4

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

☒ Yes ☐ No

Rating completed by:

LaKeshia.Brackett

Department Head Name

Department Head Signature

Date

Joseph N. Davis



10/16/2019

COOPERATIVE PURCHASING/STATEWIDE/GSA**USE JUSTIFICATION FORM**

Department Name: Department of Real Estate and Asset Management

Contract # and Title: Facility Maintenance – State of Georgia Dept. of Human Svcs

Date: October 31, 2019

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 purpose of this contract is to provide a single source for preventive/scheduled and corrective/unscheduled maintenance services for customers responsible for occupying/managing locations that consist with multiple facilities/buildings and is available for all locations throughout the state. The scope of services includes all the labor and material to perform on-site preventive maintenance services including work on building envelope and structure; site utilities and distribution systems; central utility plants; hot and chilled water systems; natural gas, LP distribution and combustion systems; plumbing, sewer and water control systems; electrical systems and lighting; heating ventilation and air conditioning (HVAC); uninterruptible power supply (UPS) systems; emergency generators; security and alarm systems; fire alarm, fire sprinkler, and fire suppression systems; water towers; kitchen and laundry equipment; pest control services; swimming pools; grounds/landscape and fume hoods.

The benefits of this contract are as follows:

- Saves approximately \$0.87/sq. ft. over historical/projected cost for current contract participants
- The average price for Scheduled/Preventive Maintenance (including cost of materials) is only \$1.00/sq. ft.
- Two (2) options exist for the performance of Unscheduled/Corrective Maintenance which can be used independently or mixed and matched for ultimate flexibility & efficiency }

- Fixed labor rates for skilled maintenance technicians (non-resident, all trades) available for unscheduled maintenance (normal duty hours, after hours and emergency) at rates 11% (on avg.) below industry benchmarks (labor only, materials additional)
 - Customize a permanent resident maintenance staff (skill types and quantities of maintenance personnel at your discretion) to perform unscheduled/corrective maintenance during normal operating hours for an average price 2¢/sq. ft./tech (labor only, materials additional)
 - Low markup on materials used for corrective maintenance repairs
 - Improved facility life and operational performance through a staff dedicated to meeting the preventive maintenance needs of all facility equipment; thereby reducing equipment failures and facility operational downtime.
 - On-site facility staff and managers supported by regional managers and technicians for fast, complete service and dedicated response to facility requests and emergencies 24/7 response to maintenance issues within each facility to protect life, safety and building operation
 - Program includes Computer Maintenance Management System (CMMS) which provides the ability to predict, define, track and categorize maintenance cost for easier budget analysis and improved facility life cycle management Note: actual prices for preventive maintenance and permanent resident staff may differ per location, average prices based on the weighted avg. price/sq. ft. for all facilities currently on contract
2. Attach a copy of the cooperative purchasing/statewide/GSA contract document or the contract information.

See Attached

COOPERATIVE PURCHASING/STATEWIDE/GSA**USE JUSTIFICATION FORM**

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

X service delivery requirement advantages

X reduction of cycle times

X enhanced service specification

Additional information: