



Fulton County Board of Commissioners
Agenda Item Summary

19-1151

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 a recommended proposals - Department of Real Estate and Asset Management, RFP# 19RFP120741C-GS, Janitorial Services for Fulton County's Government Center Complex (Group A) and Justice Center Facilities (Group B) in the total amount of \$2,041,915 with: (A) ABM Industry Groups, LLC (Atlanta, GA) in the amount of \$802,077; and (B) American Facility Services, Inc. (Alpharetta, GA) in the amount of \$1,239,838, to provide the highest quality janitorial services for Government Center Complex and Justice Center Facilities for Fulton County. 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 102-374, all competitive sealed proposals 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: This contract provides general cleaning for Government Center Complex (Group A) and Justice Center Facilities (Group B) for the Department of Real Estate and Asset Management (DREAM). Janitorial contractors shall furnish all labor, materials, cleaning supplies, restroom supplies (including feminine products, soap, toilet seat covers, toilet tissue, paper towels, and other required supplies) and equipment necessary to provide the highest quality of janitorial services at these facilities.

ABM Industry Groups, LLC: Is responsible for the Fulton County Government Center Complex (Group A) which consists of; three (3) facilities: The Government Center; the Public Safety Building and Health and Human Services building a total of 656,424 sq. ft./551,397 cleanable sq. ft..

American Facility Services, Inc.: Is responsible for the Justice Center Facilities (Group B) which consists of; five (5) facilities: Justice Center Tower; Carnes Justice Center Building; Lewis Slaton Fulton County Court House; Judge Romae T. Powell Juvenile Justice Center; and the State of Georgia Department of a Human Services (DHS) for a total of 1,288,524 sq. ft./1,082,361 cleanable sq. ft..

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)

These two (2) groups comprise the largest square footage of all County properties a total of 1,944,948.

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

Department Recommendation: The Department of Real Estate and Asset Management recommends approval of the proposals to provide the highest quality of general cleaning services for Government Center Complex (Group A) and Justice Center Facilities (Group B) for the Department of Real Estate and Asset Management (DREAM) for fiscal year 2020.

The Department has redefined the scope of work for Government Center Complex (Group A) and Justice Center Facilities (Group B) with the primary objective being to obtain the best qualified janitorial contractors who can provide the necessary resources to cover these large square footage.

This is a time and material contract. The total spending authority in the amount of \$2,041,915 which is sufficient to cover the cost for cleaning materials, janitorial supplies, labor hours to include day porters; and additional events and unanticipated emergencies that may require additional janitorial support to maintain the required cleaning in these facilities for FY2020.

Historical Expenditures:

- FY2019: The County expenditure as of 11/27/2019, \$1,557,179.41
- FY2018: The County spent \$1,899,822.80
- FY2017: The County spent \$1,801,135.00
- FY2016: The County spent \$1,486,102.35

Project Implications: These contracts are 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 these contracts are not approved, the Department will not be able to provide janitorial services for these County facilities.

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

Contract & Compliance Information

(Provide Contractor and Subcontractor details.)

Total Contract Value: \$2,041,915.00

(A.)

Contract Value: \$802,077.00
Prime Vendor: ABM Industry Groups, LLC
Prime Status: Non-Minority
Location: Atlanta, GA
County: Fulton County
Prime Value: \$802,077.00 or 100.00%

Total Contract Value: \$802,077.00 or 100.00%
Total M/FBE Value: \$-0-

(B.)

Contract Value: \$1,239,838.00
Prime Vendor: American Facility Services, Inc.
Prime Status: Non-Minority
Location: Alpharetta, GA
County: Fulton County
Prime Value: \$1,115,854.20 or 90.00%

Subcontractor: Simplee Clean LLC
Subcontractor Status: African American Female Business Enterprise Non-Certified
Location: Atlanta, GA
County: Fulton County
Subcontractor Value: \$123,983.80 or 10.00%

Total Contract Value: \$1,239,838.00 or 100.00%
Total M/FBE Value: \$123,983.80 or 10.00%

Grand Contract Value: \$2,041,915.00 or 100.00%
Grand Total M/FBE Value: \$123,983.80 or 6.07%

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Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	15	26	25	66
No. Bids Received:	4	3	1	8

Total Contract Value	\$2,041,915.00 or 100.00%
Total M/FBE Values	\$123,983.80 or 6.07%
Total Prime Value	\$1,917,931.20 or 93.93%

Fiscal Impact / Funding Source *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*
 100-520-5221-1176: General, Real Estate and Asset Management, Cleaning Services- \$2,041,915
 "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: Evaluation Committee Recommendation Letter
Exhibit 2: Contractor's Performance Reports

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)

Procurement

Contract Attached: No	Previous Contracts: Yes		
Solicitation Number: 19RFP120741C-GS	Submitting Agency: Department of Real Estate and Asset Management	Staff Contact: Harry Jordan	Contact Phone: (404) 612-5933

Description: Approval of a recommended proposals to provide the highest quality janitorial services for Group A (Government Center Complex) and Group B (Justice Center Facilities) for FY2020.

FINANCIAL SUMMARY

Total Contract Value:		MBE/FBE Participation:	
Original Approved Amount:	.	Amount:	. %: .
Previous Adjustments:	.	Amount:	. %: .
This Request:	\$2,041,915.00	Amount:	\$. \$123,983.80 or 6.07%: .
TOTAL:	\$2,041,915.00	Amount:	. %: .

Grant Information Summary:

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

Funding Line 1: 100-520-5221-1176: \$2,041,915.00 "Subject to availability of funding adopted for FY2020 by BOC"	Funding Line 2: .	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, Derval	Date: 12/10/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 12/4/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019



INTEROFFICE MEMORANDUM

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

FROM: Evaluation Committee Recommendation Letter

DATE: November 25, 2019

PROJECT: 19RFP120741C-GS, Janitorial Services for Fulton County Government Center Complex (Group A) and Justice Center Facilities (Group B)

In accordance with the Purchasing Code, a duly appointed Evaluation Committee has reviewed the proposals submitted in response to the above-reference project on behalf of the Department of Real Estate and Asset Management.

Eight (8) qualified firms submitted proposals for evaluation and consideration for award of the Dental section of this project:

1. American Facility Services, Inc.
2. 3H Services System
3. Building Maintenance Services, Inc.
4. ABM Industries Incorporated
5. Integrity National Corporation
6. JSD Cleaning Services
7. Property Choice Realty, Inc.
8. Chi-ADA Corporation

After review, evaluation and consideration of all available information related to the requirements and evaluation criteria of the RFP, the Evaluation Committee has determined that the proposal submitted by **ABM Industry Groups, LLC** with a total score of **73.51 for Group A** and **American Facility Services** with a total score of **73.48 for Group B** is the recommended vendors for the award of **19RFP120741C-GS, Janitorial Services for Fulton County Government Center Complex (Group A) and Justice Center Facilities (Group B)**

The Evaluation Committee members attest that each member scored each proposal independently in accordance with the evaluation criteria set forth in the Request for Proposal and that their individual score is a part of the final scores in the attached Evaluation Matrix.

SELECTION COMMITTEE MEMBERS:


James Morehead, Building Services Manager
Department of Real Estate and Asset Management


Michael Ross, Administrator
Department of Real Estate and Asset Management


Valarie Tillman-Logan, Building Services Supervisor
Department of Real Estate and Asset Management


Carlo Gordon, Building Services Supervisor
Department of Real Estate and Asset Management


Darwin White, Building Services Supervisor
Department of Real Estate and Asset Management

EVALUATION CRITERIA GROUP A	WEIGHT	JSD Cleaning Services, Inc.	3H Services System, Inc.	American Facility Services	Chi-ADA Corporation	Building Maint. SVCS, Inc.	ABM Industry Groups, LLC	Integrity National Corporation
Project Plan/Approach to Work	33	14.85	26.40	29.70	21.45	23.10	24.75	19.80
Qualification of Key Personnel	10	4.50	6.00	8.50	6.50	6.50	7.50	6.00
Relevant Project Experience/Past Performance	20	9.00	12.00	17.00	15.00	16.00	16.00	13.00
Availability of Key Personnel	10	3.50	7.00	8.50	6.50	5.50	7.00	6.50
Local Preference	5	0.00	0.00	0.00	5.00	0.00	5.00	0.00
Service Disabled Veterans Preference	2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost Proposal	20	13.35	14.43	20.00	10.80	14.66	13.26	12.75
TOTAL SCORE:	100.00	45.20	65.83	83.70	65.25	65.76	73.51	58.05

**To sum Total Score columns highlight the row and press F9*

EVALUATION CRITERIA GROUP B	WEIGHT	Property Choice Realty, Inc.	3H Service System, Inc.	American Facility Services	Chi-ADA Corp.	Building Maint. Svcs., Inc.	Integrity National Corp.
Project Plan/Approach to Work	33	0.00	26.40	29.70	21.45	23.10	19.80
Qualification of Key Personnel	10	2.00	6.00	8.50	6.50	6.50	6.00
Relevant Project Experience/Past Performance	20	3.00	12.00	17.00	15.00	16.00	13.00
Availability of Key Personnel	10	2.00	7.00	8.50	6.50	5.50	6.50
Local Preference	5	5.00	0.00	0.00	5.00	0.00	0.00
Service Disabled Veterans Preference	2	0.00	0.00	0.00	0.00	0.00	0.00
Cost Proposal	20	20.00	10.12	9.78	5.48	10.85	7.10
TOTAL SCORE:	100.00	32.00	61.52	73.48	59.93	61.95	52.40

**To sum Total Score columns highlight the row and press F9*

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	6/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
02271-0266			2/27/2019
Department	Real Estate and Asset Management		
Bid Number	17RFP103949C-CL		
Service Commodity	Janitorial Services (Group A & B)		
Contractor	American Facility Services		

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

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

Comments:

0

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4

AFS has exceeded specification requirements with staff that possesses the technical excellence that is needed. The Project Manager has lead his team to be more proactive over the past few months. The staff has reported all identified maintenance issues, cleaning schedule and periodics have been on time, and all changes were reported in advance. Moving forward, all new staff information needs to be reported to the Building Services Supervisors for downtown and at the DFACS building before our monthly Contractors meetings take place.

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

Comments:

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AFS has met the milestones on responding to most situations in the facilities. They have improved on their response time by increasing the number of staff on site. This has helped with any time management issue they have had in the past. When calls have been made, or e-mails sent out, there has been little or no delay in response from the Project Manager

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

Comments:

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The business relationship and respect for the leadership of this company has been outstanding. They have communicated well and have been responsive to all of the County
tried to go over and above on being supportive and getting things done at all times. We look forward to working with this team going forward and I hope that
1 track

4

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

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Comments:

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During this period, AFS has worked hard to maintain their quality of work. They have had to make changes to their staffing to support and keep up the QC, I have to say It has improved, however they need to make sure it is consistent and remember that we have all eyes on our work at all times. The project manager has been meeting all of his inspections with positive feedback. He has not drop the ball on keep the JCT, FCC and JJC up to standards. Customers at the DFACS building have occasionally expressed concerns about restroom areas, and sometimes floors, but overall they are generally satisfied. The AFS project manager is quick to respond when issues arise. AFS will need to make sure they maintain consistent quality control and monitoring at the DFACS facility. With more training of staff and more routine QC, they will surly have a successful outcome

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

0

Comments:

AFS overall performance rating is excellent. This company has stepped up over the past years and has really learned what it takes to clean these facilities. Staff knows that the facilities have seen the test of time and year after year they have grown older. However, to overcome this the project manager has come to realize it takes a little more effort to support these buildings and to get them cleaned night after night. AFS knows the value of getting to know their customers and that it is best to follow up with them from time to time. The project manager has learned to ask questions and to follow up on issues that concern their ability to get the job done and this is why they have provided excellent service in the JCT, FCC, and JJC facilities, and good service at the DFACS building

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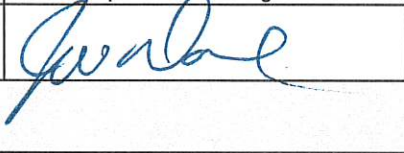
4

Overall Performance Rating: 3.0

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

Yes No

Rating completed by: valarie.logan

Department Head Name	Department Head Signature	Date
Josselyn W. Davis		8/21/2019

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	6/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
022719-0264			
Department	Real Estate and Asset Management		
Bid Number	17RFP103949C-CL		
Service Commodity	Janitorial Services		
Contractor	GCA/ABM		

= 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>
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= 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:

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GCA/ABM has been performing satisfactory this quarter with minimal complaints. There has been some complaints about thing like recycling processes, spots in carpet, staff training and safety. These are complaint that can be resolved with more training and consistent training along with a Quality Control program that will catch this items before our customers do. Going forward there should be an ongoing training program and QC program with a sign off process

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

Comments:

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GCA/ABM has work to meet and complete all task for this quarter relating to any milestones. With a new project manager in place the schedules and the all periodic have been turned in on time and completed on time with feed back and picture to support the completed task. The is the best way to handle all items so that The Fulton County team can review and give the approval of all work that has been complete.

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

Comments:

0

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GCA/ABM has worked hard to keep the lines of communication open and responses given on time and with complete understanding of the task. top of all of the supplies in the facility and have shown strong efforts to get the job done. The project manager needs to continue in the same direction and air recycling bins and a consistent QC program which will keep down complaints

4

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

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Comments:

GCA/ABM leadership has improved with the new project manager with this person in place all areas of support has improved. From communication to cleaning area and following up on complaints. With the new project manager we can see that there will be more progress coming in the future

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

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Comments:

GCA/ABM has provided customer satisfaction most of the time throughout this quarter. The company has worked hard to show improvement on delivering a product to the County that would be satisfactory. They had stayed on top of project, floor work and they have kept the communicate open to all of the staff when needed. This is something that helps to having a great relationship with the County

Overall Performance Rating: 3.0

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

Yes No

Rating completed by: valarie.logan

Department Head Name	Department Head Signature	Date
JOSEPH N. DAVIS		8/21/2019