

**Agenda Item Summary**

# 19-1145

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 amend existing contract - Department of Real Estate and Asset Management, Bid#18ITB113946C-BKJ, Janitorial Services for Selected Fulton County Facilities in the amount of \$124,282.75 with Quality Cleaning Services, Inc. (Douglasville, GA), to provide janitorial services for Fulton County Customer Service Center (formally WROC) located at 11575 Maxwell Road, Alpharetta, GA 30009. 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 102-420, contract modifications within the scope of the contract and necessary for contract completion of the contract, in the specifications, services, time of performance or terms and conditions of the contract 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 amendment to the existing contract to add the Fulton County Customer Service Center (formally WROC) located at 11575 Maxwell Road, Alpharetta, GA 30009 which will come online in January 1, 2020.

The janitorial contractors shall furnish all materials, labor, tools, janitorial equipment, 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 janitorial services at this facility.

The Fulton County Customer Service Center (formally WROC) has a total square footage of 54,994, and a cleanable square footage of 46,195. The operational hours for the following building occupants located in the Customer Service Center:

1. Tax Assessor's Office	8:00 am – 5:00 pm	Monday - Friday
2. Tax Commissioner's Office	8:00 am – 5:00 pm	Monday - Friday
3. Finance Water & Sewer Billing & Collections	8:30 am – 5:00 pm	Monday - Friday

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

Typed Name and Title

Felicia Strong-Whitaker, Director

Phone

(404) 612-5800

Signature

Date

4. State Department of Driver's Services 7:00 am – 6:30 pm Tuesday - Saturday  
 5. Public Works Water Resources Operation Center 7:00 am – 6:30 pm Monday - Friday

**Community Impact:** The overall community impact is to provide clean and sanitary facility.

**Department Recommendation:** The Department of Real Estate and Asset Management recommends approval to amend existing contract to provide janitorial cleaning for Fulton County Customer Service Center (formally WROC) located at 11575 Maxwell Road, Alpharetta, GA 30009 to the Group F, (Other Offices North) for fiscal year 2020.

Quality Cleaning Services, Inc. is currently responsible for providing janitorial services to Group F: (Other Offices North) - consists of one (1) facility (Drug Court Training Center) and Group G (South Senior Centers) nine (9) facilities (HJC Bowden, Camp Truitt, Palmetto, Quality Living services, Hapeville, Camp Truitt 4-H Ed Center, New Beginnings, Southeast Senior Centers and Wolf Creek Amphitheater & Skyboxes with a total of 114,641 cleanable sq. ft.

Quality Cleaning Services, Inc. will assume responsibilities of providing the highest quality janitorial services at this Customer Service Center which offers a myriad of services to the citizens in the North Fulton area. The effective dates for service to begin January 1, 2020 through December 31, 2020, with one renewal option for FY2021.

**Project Implications:** This contract is design to provide and maintain sustainable clean and sanitary County facility. 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 amendment is not approved, the Department will not be able to provide janitorial services at this County-owned facility.

**History of BOC Agenda Item:** Yes, see chart below:

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	18-1017	12/19/18	\$298,640.00
Amendment No. 1	19-0700	09/04/19	\$26,300.00
<b>Amendment No. 2</b>			<b>\$124,282.75</b>
Total Revised Amount			\$449,222.75

**Contract Compliance Information**

*(Provide Contractor and Subcontractor details.)*

**Contract Value:** \$124,282.75  
**Prime Vendor:** Quality Cleaning Services, Inc.  
**Prime Status:** African American Male Business Enterprise-Certified  
**Location:** Douglasville, GA  
**County:** Douglas County  
**Prime Value:** \$124,282.75 or 100.00%  
**Subcontractor:** None

**Total Contract Value:     \$124,282.75 or 100.00%**  
**Total M/FBE Value:        \$124,282.75 or 100.00%**

# # 19-1145

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

Total Contract Value	\$124,282.75 or 100.00%
Total M/FBE Values	\$124,282.75 or 100.00%
Total Prime Value	\$124,282.75 or 100.00%

**Fiscal Impact / Funding Source** (Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)  
203-540-5453-1160: Water & Sewer R & E, Public Works, Professional Services - \$124,282.75  
"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:** Amendment No. 2 to Form of Contract  
**Exhibit 2:** Cost Proposal  
**Exhibit 3:** Contractor's Performance Report

**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:**  
Yes**Previous Contracts:**  
Yes**Solicitation Number:**  
18ITB113946C-BKJ**Submitting Agency:**  
Department of Real  
Estate and Asset  
Management**Staff Contact:**  
Harry Jordan**Contact Phone:**  
(404) 612-5933**Description:** Approval to amend existing contract to add Fulton County Customer Service Center (formally WROC) to Group F (Other Officers North) to provide janitorial services for fiscal year 2020.**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount:	\$298,640.00
Previous Adjustments:	\$26,300.00
This Request:	\$124,282.75
<b>TOTAL:</b>	<b>\$449,222.75</b>

**MBE/FBE Participation:**

Amount: .	%: .
Amount: .	%: .
Amount: \$124,282.75 or 100.00%:	. .
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:**203-540-5453-1160:  
\$124,282.75 "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:**

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**Renewal/Extension Terms:**

One year renewal option.

**ROUTING & APPROVALS**

(Do not edit below this line)

X	Originating Department:	Davis, Joseph	Date: 11/4/2019
X	County Attorney:	Stewart, Derval	Date: 12/10/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/10/2019
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 11/7/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019

**AMENDMENT NO. 2 TO FORM OF CONTRACT**

Contractor: **Quality Cleaning Services, Inc.**

Contract No. **18ITB113946C-BKJ, Janitorial Services for Selected Fulton County Facilities (Group F)**

Address: **6308 Linecrest Drive**  
City, State **Douglasville, GA 30134**

Telephone: **(770) 572-1440**

E-mail: [\*\*qcscleaning.cf@gmail.com\*\*](mailto:qcscleaning.cf@gmail.com)

Contact: **Clifford Featherstone**  
**President**

**W I T N E S S E T H**

WHEREAS, Fulton County ("County") entered into a Contract with Quality Cleaning Services, Inc., to provide Janitorial Services for Selected Fulton County facilities – Group F and G , dated 1<sup>st</sup> day of January 2019, on behalf of the Department of Real Estate and Asset Management; and

WHEREAS, the purpose of this amendment is to add Fulton County Customer Service Center (formally WROC) located at 11575 Maxwell Road, Alpharetta, GA 30009, to the existing janitorial contract for Group F; and

WHEREAS, the Contractor has performed satisfactorily over the period of the contract; and

WHEREAS, this amendment was approved by the Fulton County Board of Commissioners on **December 4, 2019, BOC Items #19-** .

**NOW, THEREFORE,** the County and the Contractor agree as follows:

This Amendment No. 2 to Form of Contract is effective as of the 4<sup>th</sup> day of December, 2019, between the County and **Quality Cleaning Services, Inc.**, who agree that all Services specified will be performed in accordance with this Amendment No. 2 to Form of Contract and the Contract Documents.

1. **SCOPE OF WORK TO BE PERFORMED:** Furnish all labor, materials, cleaning supplies and equipment necessary to provide the highest quality cleaning at the Fulton County Customer Service Center (formally WROC) located at 11575 Maxwell Road, Alpharetta, GA 30009, effective January 1, 2020 through December 31,

2020, with one year renewal option.

2. **COMPENSATION:** The services described under Scope of Work herein shall be performed by Contractor for a total amount not to exceed **\$124,282.75** (One Hundred and Twenty Four Thousand and Two Hundred and Eighty Two Dollars and Seventy Five Cents).
3. **LIABILITY OF COUNTY:** This Amendment No. 2 to Form of Contract shall not become binding on the County and the County shall incur no liability upon same until such agreement has been executed by the Chair to the Commission, attested to by the Clerk to the Commission and delivered to Contractor.
4. **EFFECT OF AMENDMENT NO. 2 TO FORM OF CONTRACT:** Except as modified by this Amendment No. 2 to Form of Contract, the Contract, and all Contract Documents, remain in full force and effect.

**IN WITNESS THEREOF**, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

**FULTON COUNTY, GEORGIA**

CONSULTANT:

**QUALITY CLEANING SERVICES,  
INC.**

\_\_\_\_\_  
Robert L. Pitts, Chairman  
Fulton County Board of Commissioners

\_\_\_\_\_  
Clifford Featherstone,  
President

ATTEST:

ATTEST:

\_\_\_\_\_  
Tonya R. Grier  
Interim Clerk to the Commission

\_\_\_\_\_  
Secretary/  
Assistant Secretary

(Affix County Seal)

(Affix Corporate Seal)

APPROVED AS TO FORM:

ATTEST:

\_\_\_\_\_  
Office of the County Attorney

\_\_\_\_\_  
Notary Public

APPROVED AS TO CONTENT:

County: \_\_\_\_\_

\_\_\_\_\_  
Joseph N. Davis, Director,  
Department of Real Estate and Asset  
Management

Commission Expires: \_\_\_\_\_

(Affix Notary Seal)

ITEM#: _____ RCS: _____ <b>RECESS MEETING</b>	ITEM#: _____ RM: _____ <b>REGULAR MEETING</b>
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**GROUP F PRICING SHEET****GROUP F – Other Offices North  
(Term- 2020)**

BUILDING		Sq. Ft. Cost	Monthly Cost	Term – 12 Months	Annual Cost
<b>Water Resources Operations Center</b>					
Total Sq. Ft. (62,404-7,410)	54,994				
Cleanable Sq. Ft.	46,195	\$ 1.15	\$4,427.02	12	\$ 53,124.25
<b>TOTAL COSTS FOR JANITORIAL SERVICES</b>					\$

Core hours for this facility are 7:00 a.m. to 6:30 p.m. Monday – Friday. WROC will require Day Porter and night cleaning five (5) times per week. In some instances, weekend cleaning (i.e. Fulton County Sponsored Events) may be required. Driver's Services core hours are 7:00a.m – 6:30p.m Tuesday – Saturday. Driver's Services will require Day Porter and night cleaning five (5) times per week. Be advised, operating hours and days are subject to change.

**Group F - Other Offices North  
(1st Renewal Term- 2020)  
(Day Porters)**

Facility Name	Daily Hours	Days Per Year	Hours Per Year	Cost Per Hour	Cost Per Year
<b>Water Resources Operations Center</b>	21	251	5,271	\$ 13.50	\$ 71,158.50

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2019	6/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
021519-0189			2/15/2019
Department	<b>Real Estate and Asset Management</b>		
Bid Number	<b>18ITB113946C-BKJ</b>		
Service Commodity	<b>Janitorial Services (Group G-South Senior Centers and Group F-Other Offices N...</b>		
Contractor	<b>Quality Cleaning Services</b>		

= 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:

Quality Cleaning Service has continued to provide great service during the second quarter of 2019. They comply with specifications and keep adequate personnel on hand to service the County facilities.

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

Comments:

During this period, QCS has continued to meet milestones per the contract and they have been responsive to the needs of the County. They have again demonstrated a very good working knowledge of the janitorial needs at the Drug Court and South Senior Center locations.

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

Comments:



4

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

- 0  
1  
2  
3  
4

Comments:

Customers have expressed satisfaction with the services provided by QCS during this period. There have been very few concerns expressed with the quality of service, and issues are addressed quickly when they arise.

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

- 0  
1  
2  
3  
4

Comments:

The Project Manager for QCS, Mr. Featherstone, has done a great job managing the contract requirements during this rating period. He has made himself available, and has been very responsive. He has demonstrated a very high level of knowledge concerning cleaning practices.

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:

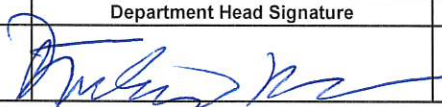
Darwin.White

Department Head Name

Department Head Signature

Date

JOSEPH N. JALIS



8/21/2019