



Fulton County Board of Commissioners  
**Agenda Item Summary**

# 17-0537

**BOC Meeting Date**  
 6/21/2017

**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 recommended proposals - Department of Real Estate and Asset Management, RFP# 17RFP103949C-CL, Janitorial Services for Fulton County's Government Center Complex (Group A) and Justice Center Facilities (Group B) in the total amount of \$676,160.16 with (A) GCA Services Group, Inc. (Cleveland, OH) in the amount of \$315,032.88; and (B) American Facility Services, Inc. (Alpharetta, GA) in the amount of \$361,127.28 to provide janitorial services for Government Center Complex and Justice Center Facilities for Fulton County. Effective dates: August 1, 2017, through December 31, 2017, with four (4) renewal options.

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

In accordance with Purchasing Code Section 102-374 and 102-375, 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.

- **GCA Services Group:** 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 Facilities (Group B) which consists of; four (4) facilities: Justice Center Tower; Carnes Justice Center Building; Lewis Slaton Fulton County Court House; and Judge Romae T. Powell Juvenile Justice Center a total of 1,190,324 sq. ft./999,873 cleanable sq. ft.

**Agency Director Approval**

**County Manager's Approval**

Typed Name and Title

Phone

Felicia Strong-Whitaker, Director

(404) 612-5800

Signature

Date

These two (2) groups comprise the largest square footage of all County properties a total of 1,846,748.

**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 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).

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 personnel necessary to cover this large square footage.

In the interim, the Department did extend the contracts for Groups A & B until July 31, 2017, which will allow janitorial services to continue until a new contract is established. The new contracts will begin effective August 1, 2017, through December 31, 2017, if approved by the BOC.

**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.

**Department Issues/Concerns:** If these contracts are not approved, the Department will not be able to provide janitorial services for selected County facilities.

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

<b>Contract &amp; Compliance Information</b>	<i>(Provide Contractor and Subcontractor details.)</i>
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(A)

<b>Contract Value:</b>	<b>\$315,032.88</b>
<b>Prime Vendor:</b>	<b>GCA Services Group, Inc.</b>
<b>Prime Status:</b>	<b>Non-Minority</b>
<b>Location:</b>	<b>Cleveland, OH</b>
<b>County:</b>	<b>Cuyahoga County</b>
<b>Prime Value:</b>	<b>\$315,032.88 or 100.00%</b>
<b>Subcontractor:</b>	<b>None</b>

<b>Total Contract Value:</b>	<b>\$315,032.88 or 100%</b>
<b>Total M/FBE Value:</b>	<b>\$-0-</b>

(B)

**Contract Value:** \$361,127.28  
**Prime Vendor:** American Facility Services, Inc.  
**Prime Status:** *Non-Minority*  
**Location:** Alpharetta, GA  
**County:** Fulton County  
**Prime Value:** \$90,281.82 or 25.00%

**Subcontractor:** Diversified Technologies, LLC  
**Subcontractor Status:** African American Male Business Enterprise-Non-Certified  
**Location:** Roswell, GA  
**County:** Fulton County  
**Contract Value:** \$270,845.46 or 75.00%

**Total Contract Value:** \$361,127.28 or 100%  
**Total M/FBE Value:** \$270,845.46 or 75.00%

**Grand Contract Value:** \$676,160.16 or 100.00%  
**Grand M/FBE Value:** \$270,845.46 or 75.00%

# # 17-0537

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	17	11	6	17
No. Bids Received:	8	4	0	12
Total Contract Value	\$676,160.16 or 100.00%			
Total M/FBE Values	\$270,845.46 or 75.00%			
Total Prime Value	\$676,160.16 or 100.00%			
Fiscal Impact / Funding Source	(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)			
100-520-5221-1176: General, Real Estate and Asset Management, Cleaning Services-\$676,160.16				
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)			
Ellis Kirby, LEED AP, CEM, CEF, Director, DREAM, (404) 612-5919				

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

Revised 03/12/09 (Previous versions are obsolete)

Continued

**Procurement****Contract Attached:**  
No**Previous Contracts:**  
No**Solicitation Number:**  
#17RFP103949C-CL**Submitting Agency:**  
Department of Real  
Estate and Asset  
Management**Staff Contact:**  
Trudie E. Carmichael**Contact Phone:**  
404-612-5929**Description:.****FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount:	\$ 0.00
Previous Adjustments:	.
This Request:	\$676,160.16
<b>TOTAL:</b>	<b>\$676,160.16</b>

**MBE/FBE Participation:**

Amount: .	%: .
Amount: .	%: .
Amount: . \$270,845.46	75.00 %: .
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:  
General, Real Estate and  
Asset Management,  
Cleaning Services-  
\$676,160.16**Funding Line 2:**

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**Funding Line 3:**

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**Funding Line 4:**

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**KEY CONTRACT TERMS****Start Date:**

8/1/2017

**End Date:**

12/31/2017

**Cost Adjustment:**

.

**Renewal/Extension Terms:**

There are four (4) renewal options remaining.

**ROUTING & APPROVALS**

(Do not edit below this line)

X	Originating Department:	Kirby, Ellis	Date: 6/6/2017
X	County Attorney:	Stewart, Denva	Date: 6/14/2017
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 6/14/2017
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 6/6/2017
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 6/14/2017



## INTEROFFICE MEMORANDUM

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

**FROM:** Evaluation Committee Recommendation Letter

**DATE:** May 25, 2017

**PROJECT:** 17RFP103949C-CL Janitorial Services

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

Twelve (12) qualified firms submitted proposals for evaluation and consideration for award of this project:

1. Mason's Professional Services
2. Building Maintenance Services, Inc.
3. American Facility Services, Inc.
4. Diversified Maintenance
5. Imagan Cleaning Services, Inc.
6. Chi-Ada Services Group
7. Quality Cleaning Services, Inc.
8. GCA Services Group
9. 3H Services System
10. Immaculate Janitorial Services
11. Forum Cleaning Services
12. General Building Maintenance

After review of the technical proposal the following firms were short-listed:

1. Building Maintenance Services, Inc.
2. American Facility Services, Inc.
3. Chi-Ada Services Group
4. GCA Services Group

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(s) submitted by GCA Services Group and American Facility Services with total score(s) of 66.14 and 74.3 respectively, are the recommended proposers for the award of 17RFP103949C-CL, Janitorial Services for Group A & B Government Center Complex and Justice Center Complex.

Evaluation Committee Recommendation Letter

May 25, 2017

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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 & Asset Management

  
Joseph Davis, Deputy Director Asset Manager  
Department of Real Estate & Asset Management

  
Ellis Kirby, Director of DREAM  
Department of Real Estate & Asset Management

May 25, 2017

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EVALUATION CRITERIA	WEIGHT	GCA Services Group	American Facility Services, Inc.	CHI-ADA Corporation	Building Maintenance Services
Project Plan/Innovation & Technology/Approach to Work	33%	24.750	24.750	16.500	22.000
Relevant Project Experience/Past Perform	20%	11.667	13.333	11.667	10.000
Qualifications/Availability of Key Personnel	15%	10.000	11.250	8.750	10.000
Oral Presentations	5%	4.167	4.167	1.667	3.333
Local Preference	5%	0.000	5.000	5.000	0.000
Service Disabled Veterans Preference	2%	0.000	0.000	0.000	0.000
Cost Proposal	20%	15.549	20	14.4874	19.184
<b>TOTAL SCORE:</b>		66.133	78.50	58.0714	64.517

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





## INTEROFFICE MEMORANDUM

Ellis G. Kirby, LEED AP, CEM, CFP, Director  
Department of Real Estate and Asset Management  
Phone: (404) 612-5919  
Fax: (404) 612-1766

**TO:** Felicia Strong-Whittaker, Director  
Purchasing and Contract Compliance

**FROM:** Ellis G. Kirby, Director *EGK*

**DATE:** June 5, 2017

**SUBJECT:** Contractor's Performance Report – Janitorial Services for Fulton County's Government Center Complex (Group A) and Justice Center Facilities - #17RFP103949C-CL

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:** Janitorial Services for Fulton County's Government Center Complex (Group A) and Justice Center Facilities

**PROJECT NO.:** #17RFP103949C-CL

**CONTRACTOR:** GCA Services Group, Inc.  
1350 Euclid Avenue  
Cleveland, OH 44115

**POC:** Ms. Tammi McCreary, Sales Director

**PHONE:** (687) 994-2747

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

EK/JD/JM/haj

**C:** Joe Davis, Deputy Director, DREAM  
James Morehead, Building Services Manager, DREAM *James*  
Charles Leonard, CAPA, Team C, Purchasing & Contract Compliance

DEPARTMENT OF PURCHASING & CONTACT COMPLIANCE  
CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICESReport Period From: 4 / 1 / 09 to 6 / 30 / 09Contract Period: 11 / 1 / 08 to 10 / 31 / 09Project Number: 06ITB47254YAProject Description: Janitorial ServicesDepartment: General Services DepartmentContractor: American Facility Service, Inc.PO Number: 011509-0066PO Date: 01 / 15 / 09**Numeric Ratings**

0 – Unsatisfactory Performance – 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 Performance – Achieves contract requirements to 70% of the time. Marginally responsive, effective and efficient, delays require significant adjustments to programs; key employee marginally capable; customers somewhat satisfied.

2. Satisfactory Performance – Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without interventions; customers indicate satisfaction.

3. Good Performance – Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customer are highly satisfied.

4. Excellent Performance – 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 Good/Services (– Adhered to Work Plan – Technical Requirements Met – Reports/Administration Prompt – Personal Assigned)

Rating: 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐

American Facility Service, Inc. has achieved contract requirement up to 90% based on their performance for the review period. The company has been responsive and efficient. AFS has been advised to work on their quality control procedure. There have been some occasions when inspectors had to let them know that things have been over looked.

2. Timeliness of Performance (– Were Milestones Met as Scheduled – Displayed Reliability – On Time Completion/No Delays – Efficient Use of Manpower and Resources)

Rating: 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐

American Facility Service, Inc. has achieved contract requirements up to 80% based on their performance for the review period. AFS have been able to meet time lines on most of the tasks, though there have been very few instances where tasks were completed after the deadline. AFS did a good job in sanitizing the FCC after the floods

3. Business Relations (– Responsiveness to Inquires – Prompt Problem Notifications)

Rating: 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒

American Facility Service, Inc has achieved 90% of the contract requirement based on their performance for the review period. The company has been generally cooperative and responsive to problems. The company has maintain their contractual agreement with Fulton County with no problems over the pass few months.

4. Customer Satisfaction ( - Scope of Services Delivered – Met User Quality Requirements – Met all Industry Standards – Budget/Cost Estimate – proper Invoicing) **# 17-0537**

Rating: 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐

American Facility Service, Inc. has been very responsive to customer requirements. During the review period there have been no complaints or adverse comments from any of the customers in the Justice Center Complex where they continue with the services

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

Rating: 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐

American Facility Service, Inc. has employed personnel who are accessible and responsive to requirements. The key personnel are able to complete the job efficiently. Only short-coming noticed is that there have been some communication – language – problems with some of the personnel especially in the night shift.

Overall Rating: 3.2

Would you select/recommend this vendor again (Y/N)? Yes

Form Completed by: Vijay Nair

Department Head Name: Stephanie Yensky

Department Head Signature: Andrew Stotz

Date: 7/14/09