

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 renew existing contracts - Department of Real Estate and Asset Management, Bid#18ITB113946C-BKJ, Janitorial Services for Selected Fulton County Facilities (Groups E, F, G, H & I) in the total amount of \$976,067.27 with: (A) Chi-ADA Corporation, (Atlanta, GA) in the amount of \$211,677; (B) Quality Cleaning Services, Inc. (Douglasville, GA) in the amount of \$401,763.79; (C) Diversified Maintenance-RWS, LLC, (Birmingham, AL) in the amount of \$225,255.48; and (D) Chameleon Professional Services (Atlanta, GA) in the amount of \$137,371.00, to provide the highest quality cleaning services for selected Fulton County facilities. This action exercises the first of two renewal options. One renewal option remains. Effective dates: from 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 102-394(6), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date or 60 days if the contract term is six (6) months or less.

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 selected Fulton County facilities (Groups E, F, G, H & I) for the Department of Real Estate and Asset Management (DREAM).

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 these facilities which consists of:

- **Chi-ADA Corporation: LLC:** - Group E: (South Libraries) consists of 14 facilities (Adams Park, Cleveland, College Park, East Point, Fairburn, Hapeville, South Fulton, Southwest Regional, Washington Park, West End, Wolf Creek, Palmetto, Metropolitan and Southeast Atlanta Libraries) and one parking area (South Fulton Parking Deck) with a total of 205,892 cleanable sq. ft.

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

Typed Name and Title

Felicia Strong-Whitaker, Director

Phone

(404) 612-5800

Signature

Date

- **Quality Cleaning Services, Inc.:** - Group F: (Other Offices North) - consists of two (2) facilities (Drug Court Training Center) & (Customer Service Center, formally WROC) ; and Group G (South Senior Centers) eight (8) facilities (HJC Bowden, Camp Truitt, Palmetto, Quality Living services, Hapeville, Camp Truitt 4-H Ed Center, New Beginnings and Southeast Senior Centers, with a Total of 138,113 cleanable sq. ft.
- **Diversified Maintenance-RWS, LLC:** - Group F (Other Offices South) consists of three (3) facilities (Public Safety Training Center, Transportation & Construction and Fulton Clubhouse for Youth) and Group I (Service Centers) two facilities (North & South Service Centers), with a total of 121,148 cleanable sq. ft.
- **Chameleon Professional Services:** - Group H (Arts Centers) consists of five (5) facilities (Cliftondale Multipurpose Center, Southwest Arts, West End Arts, Hammond House and Aviation Community Cultural Center) with a total of 89,783 cleanable sq. ft.

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 to renew existing contracts to provide the highest quality of cleaning services for the selected Fulton County facilities, which consists of: Groups E: (South Fulton Libraries); F: (Other Offices North) & (Other Offices South); G: (South Senior Centers); H: (Art Centers); and I: (North & South Service Centers) for fiscal year 2020.

These are time and material contracts. The requested total spending authority in the amount of \$976,067.27 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 11/12/2019, \$674,849.45
- FY2018: The County spent \$803,444.20
- FY2017: The County spent \$758,401.63

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

History of BOC Agenda Item: Yes, see charts below:

Continued

(A) Chi-Ada Corporation

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Contract Amount	18-1017	12/19/18	\$211,677.00
Renewal No. 1			\$211,677.00
Total Revised Amount			\$423,354.00

(B) Quality Cleaning Services, Inc.

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Contract Amount	18-1017	12/19/18	\$298,640.00
Amendment No.1	19-700	9/4/19	\$26,300.00
Amendment No.2			\$124,282.75
Renewal No. 1			\$401,763.79
Total Revised Amount			\$850,986.54

(C) Diversified Maintenance-RWS, LLC

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Contract Amount	18-1017	12/19/18	\$238,822.00
Renewal No. 1			\$225,255.48
Total Revised Amount			\$464,077.48

(D) Chameleon Professional Services

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Contract Amount	18-1017	12/19/18	\$147,845.00
Renewal No. 1			\$137,371.00
Total Revised Amount			\$285,216.00

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

(A)
Contract Value: \$211,677.00
Prime Vendor: Chi-ADA Corporation
Prime Status: African American Male Business Enterprise Non-Certified
Location: Atlanta, GA
County: Fulton County
Prime Value: \$211,677.00
Subcontractor: None

Total Contract Value: \$211,677.00 or 100.00%
Total M/FBE Value: \$211,677.00 or 100.00%

(B)

Contract Value: \$401,763.79
Prime Vendor: Quality Cleaning Services, Inc.
Prime Status: African American Male Business Enterprise-Certified
Location: Douglasville, GA
County: Douglas County
Prime Value: \$401,763.79 or 100.00%
Subcontractor: None

Total Contract Value: \$401,763.79 or 100.00%
Total M/FBE Value: \$401,763.79 or 100.00 %

(C)

Contract Value: \$225,255.48
Prime Vendor: Diversified Maintenance-RWS, LLC
Prime Status: Non-Minority
Location: Birmingham, AL
County: Jefferson County
Prime Value: \$225,255.48
Subcontractor: None

Total Contract Value: \$225,255.48 or 100.00%
Total M/FBE Value: \$-0-

(D)

Contract Value: \$137,371.00
Prime Vendor: Chameleon Professional Services
Prime Status: African American Female Business Enterprise Non-Certified
Location: Atlanta, GA
County: Fulton County
Prime Value: \$137,371.00
Subcontractor: None

Total Contract Value: \$137,371.00 or 100.00%
Total M/FBE Value: \$137,371.00 or 100.00%

Grand Contract Value: \$976,067.27 or 100.00%
Grand M/FBE Value: \$750,811.79 or 76.92%

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

Total Contract Value	\$976,067.27 or 100.00%
Total M/FBE Values	\$750,811.79 or 76.92%
Total Prime Value	\$976,067.27 or 100.00%

Fiscal Impact / Funding Source	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>
100-520-5221-1176: General, Real Estate and Asset Management, Cleaning Services - \$708,184 203-540-5453-1160: Water & Sewer R & E, Public Works, Professional Services - \$124,282.75 100-520-5221-1160: General, Real Estate and Asset Management, Professional Services - \$143,600.52 "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: Contracts Renewal Agreements Exhibit 2: Contractor Performance Reports Exhibit 3: Contract Renewal Evaluation Form	
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:**
18ITB113946C-BKJ**Submitting Agency:**
Department of Real
Estate and Asset
Management**Staff Contact:**
Harry Jordan**Contact Phone:**
(404) 612-5933**Description:** Approval to renew existing contracts to provide the highest quality of cleaning services for the selected Fulton County facilities for FY2020.**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount: \$896,984.00
 Previous Adjustments: \$150,582.75
 This Request: \$976,067.27
 TOTAL: \$2,029,025.02

MBE/FBE Participation:

Amount: . %: .
 Amount: . %: .
 Amount: \$750,811.79 or 76.92%
 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:

100-520-5221-1176:
 \$708,184.00 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC"

Funding Line 2:

203-540-5453-1160:
 \$124,282.75 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC".

Funding Line 3:

100-520-5221-1160:
 \$143,600.52 "Subject
 to availability of
 funding adopted for
 FY2020 by BOC".

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 renewal options remains.

ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Davis, Joseph	Date: 12/4/2019
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



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL AGREEMENT

DEPARTMENT: Real Estate and Asset Management

BID/RFP# NUMBER: 18ITB113946C-BKJ

BID/RFP# TITLE: Janitorial Services for Selected Fulton County Facilities (Groups E, F, G, H & I)

ORIGINAL APPROVAL DATE: 12/19/2018

RENEWAL PERIOD: FROM: 1/1/2020 **THROUGH** 12/31/2020

RENEWAL OPTION #: 1 OF 2

NUMBER OF RENEWAL OPTIONS: 2

RENEWAL AMOUNT: \$211,677.00

COMPANY'S NAME: Chi-Ada Corporation

ADDRESS: 2750 W. Oakland Park Blvd., Suite B

CITY: Oakland Park

STATE: FL

ZIP: 33311

This Renewal Agreement No. ____ was approved by the Fulton County Board of Commissioners on BOC DATE: BOC NUMBER:

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# 18ITB113946C-BKJ

(Person signing must have signature authority for the company/corporation)

NAME: _____ **(Print)**
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ **DATE:** _____

ATTEST:

_____ **NOTARY PUBLIC:** _____

TITLE: _____ **COUNTY:** _____

SEAL (Affix) **MY COMMISSION EXPIRES:** _____

FULTON COUNTY, GEORGIA

_____ **DATE:** _____
ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS

ATTEST:

_____ **DATE:** _____
TONYA R. GRIER
INTERIM CLERK TO THE COMMISSION

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: Joseph N. Davis, Director, DREAM (Print)

DEPARTMENT HEAD SIGNATURE: _____ **DATE** _____

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL AGREEMENT

DEPARTMENT: Real Estate and Asset Management

BID/RFP# NUMBER: 17ITB109620C-BKJ

BID/RFP# TITLE: Janitorial Services for Selected Fulton County Facilities (Groups C, D & G)

ORIGINAL APPROVAL DATE: 7/20/2017

RENEWAL PERIOD: FROM: 1/1/2020 **THROUGH** 12/31/2020

RENEWAL OPTION #: 2 **OF** 2

NUMBER OF RENEWAL OPTIONS: 2

RENEWAL AMOUNT: \$225,255.48

COMPANY'S NAME: Diversified Maintenance-RWS, LLC

ADDRESS: 331 First Avenue North

CITY: Birmingham

STATE: AL

ZIP: 35204

This Renewal Agreement No. ____ was approved by the Fulton County Board of Commissioners on BOC DATE: **BOC NUMBER:**

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# 17ITB109620C-BKJ

(Person signing must have signature authority for the company/corporation)

NAME: _____ **(Print)**
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ **DATE:** _____

ATTEST:

NOTARY PUBLIC: _____

TITLE: _____ **COUNTY:** _____

SEAL (Affix) **MY COMMISSION EXPIRES:** _____

FULTON COUNTY, GEORGIA

ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS

DATE: _____

ATTEST:

TONYA R. GRIER
INTERIM CLERK TO THE COMMISSION

DATE: _____

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: Joseph N. Davis, Director, DREAM (Print)

DEPARTMENT HEAD SIGNATURE: _____ **DATE** _____

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL AGREEMENT

DEPARTMENT: Real Estate and Asset Management

BID/RFP# NUMBER: 18ITB113946C-BKJ

BID/RFP# TITLE: Janitorial Services for Selected Fulton County Facilities (Groups E, F, G, H & I)

ORIGINAL APPROVAL DATE: 12/19/2018

RENEWAL PERIOD: FROM: 1/1/2020 **THROUGH** 12/31/2020

RENEWAL OPTION #: 1 OF 2

NUMBER OF RENEWAL OPTIONS: 2

RENEWAL AMOUNT: \$544,524.79

COMPANY'S NAME: Quality Cleaning Services, Inc.

ADDRESS: 6308 Linecrest Drive

CITY: Douglasville

STATE: GA

ZIP: 30134

This Renewal Agreement No. ____ was approved by the Fulton County Board of Commissioners on BOC DATE: BOC NUMBER:

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# 18ITB113946C-BKJ

(Person signing must have signature authority for the company/corporation)

NAME: _____ **(Print)**
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ **DATE:** _____

ATTEST:

_____ **NOTARY PUBLIC:** _____

TITLE: _____ **COUNTY:** _____

SEAL (Affix) **MY COMMISSION EXPIRES:** _____

FULTON COUNTY, GEORGIA

_____ **DATE:** _____
ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS

ATTEST:

_____ **DATE:** _____
TONYA R. GRIER
INTERIM CLERK TO THE COMMISSION

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: Joseph N. Davis, Director, DREAM (Print)

DEPARTMENT HEAD SIGNATURE: _____ **DATE** _____

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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DEPARTMENT OF PURCHASING & 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
030519-0229			3/5/2019
Department	Real Estate and Asset Management		
Bid Number	18ITB113946C-BKJ		
Service Commodity	Janitorial Services (Group E-South Libraries)		
Contractor	Chi-Ada		

= 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
☐ 1
☐ 2
☒ 3
☐ 4

Chi-Ada has again demonstrated an efficient / effective approach to cleaning the South Libraries during this rating period. They are knowledgeable and experienced in the Janitorial business and are willing to make necessary adjustments if needed in order to meet the needs of the County. The Project Manager has been diligent in resolving any requests given to him including the opening/closing of some of the South branches for renovation.

. 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

During this second quarter, Chi-Ada has continued to meet timelines, respond quickly and generally meet the needs of the County. When asked, they have gone above and beyond to make sure things get handled, even when given very short notice.

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

Comments:

☐ 0
☐ 1

19-1144

Communications with Chi-Ada continue to be open and positive during this second grading period. The Project Manager has demonstrated that he is willing and anxious to in efforts to continually improve service. He has continued to be very responsive and very pleasant to work with.

☐ 4

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

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Comments:

Chi-Ada has met most user quality expectations and customers are generally satisfied with the service being delivered. Even with the challenges faced with the opening and closing of 4-5 of the South Libraries during this period, Chi-Ada (specifically the Project Manager) has continued to be helpful and cooperative and very effective at getting the job done.

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

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Comments:

Chi-Ada's Project Manager has demonstrated that he is experienced, effective, and cooperative in his oversight of the cleaning of the South Libraries. He will need to continue to monitor and "QC" his staff to ensure the facilities are serviced properly and in a timely manner. However, he communicates very well, which makes it much easier to reach our mutual goal of clean Libraries in the South.

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:

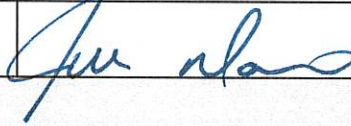
Darwin.White

Department Head Name

Department Head Signature

Date

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

☐ 1

☐ 2

☒ 3

☐ 4

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:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

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:

☐ 0

☐ 1

19-1144

QCS has done a great good job responding to the County's needs during this second quarter of 2019. Their prior knowledge of practices and needs pertaining to cleaning County facilities continues to make it easy for County personnel to communicate with them and get the needed response.

☐ 3

☒ 4

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

Comments:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

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)

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

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

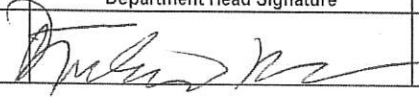
Rating completed by: Darwin White

Department Head Name

Department Head Signature

Date

JOSEPH N. JAVIS



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
10/31/2019	11/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
030719-0325			11/27/2019
Department	Real Estate and Asset Management		
Bid Number	18ITB113946C-BKJ		
Service Commodity	Janitorial Service (Group F& I (North & South)		
Contractor	Diversified Cleaning Service		

= 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
☐ 1
☒ 2
☐ 3
☐ 4

A change of project manager has improved quality of goods and service tremendously.

. 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

Timelessness of performance has improved with new management team.

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

Comments:

☐ 0
☐ 1

Diversified management team has attempted to improved in communication and responsiveness when problems arises within the Senior centers or Annex locations. It is
19-1144 and that diversified continues to strive to improve their Q.C program.

☐ 4

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Building customers and county staff are acceptable with the nightly cleaning standards of Diversified cleaning service. The overall attitude of management has improved with the recent changes of the project manager and company responsiveness to the needs of the customers and staff has improved greatly . Billing is up to date with County standards.

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

☐ 0

☐ 1

☒ 2

☐ 3

☐ 4

Comments:

The new management team has vast experience and knowledge of working conditions at the county. New management supervision has performed up to standards.

Overall Performance Rating:

2.6

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

☒ Yes ☐ No

Rating completed by:

carlos.gordon

Department Head Name

Department Head Signature

Date

JOSEPH N. DAVIS

Jose N. Davis

11/27/2019

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2019	11/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
022719-0268			2/27/2019
Department	Real Estate and Asset Management		
Bid Number	18ITB113946C-BKJ		
Service Commodity	Janitorial Services (Group H - South Arts Centers)		
Contractor	Chameleon Professional Services		

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

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

Comments:

Though Chameleon experienced some challenges with event scheduling at the Arts Centers during the third quarter, their services have re-bounded somewhat during this grading period. The Director of Operations continues to be unresponsive at times to the specific needs of the facilities and their programs, but discussions with the company have led to indications of improvement. The slight improvement in service during this short period has influenced the score in this category.

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

Comments:

The Project Manager for Chameleon has continued to be somewhat responsive during this short grading period. The company could still improve in the area of "responsiveness to direction/change." The expectations are that recent discussions with company management will continue to improve the score in this category.

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

Comments:

The Project Manager and the Director of Operations have continued to express a partial lack of authority to make some important decisions for the company at times. Work still been difficult to get from the company representatives.

19-1144

4

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

0

1

2

3

4

Comments:

Some general concerns have continued to be expressed about the overall service provided by Chameleon during this rating period at the Southwest Arts Center, Aviation Cultural Center, and at West End Arts (specifically floor work at this facility.)

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

0

1

2

3

4

Comments:

The Project Manager has demonstrated an adequate level of cleaning knowledge, and a willingness to provide the needed service during this period. The Director of Operations could continue to improve in the areas of "Effective Supervision/Management," and "Available as Needed."

Overall Performance Rating:

2.6

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

Joselyn N. Davis

[Signature]

12/2/2019

Contract Renewal Evaluation Form

Date:	November 18, 2019
Department:	Real Estate and Asset Management
Contract Number:	18ITB113946C-BKJ
Contract Title:	Janitorial Services for Selected County Facilities (Groups E, F, G, H & I)

Instructions:

It is extremely important that every contract be rigidly scrutinized to determine if the contract provides the County with value. Each renewal shall be reviewed and answers provided to determine whether services should be maintained, services/scope reduced, services brought in-house or if the contract should be terminated. Please submit a completed copy of this form with all renewal requests.

1. Describe what efforts were made to reduce the scope and cost of this contract.

The scope of work for this contract cannot be reduced because we do not have the in house capabilities to furnish all janitorial services and labor, materials, cleaning supplies (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 County facilities: South libraries, Offices located in North and South Fulton, Senior Centers, Arts Centers and North and South Service Centers.

2. Describe the analysis you made to determine if the current prices for this good or service is reflective of the current market. Check all applicable statements and provide documentation:

☐ Internet search of pricing for same product or service:

Date of search:	Click here to enter a date.
Price found:	Click here to enter text.
Different features / Conditions:	Click here to enter text.
Percent difference between internet price and renewal price:	Click here to enter text.

Explanation / Notes:

The prices for Janitorial Services do reflect the current market value in the Atlanta metro area. This procurement was conducted in accordance with all applicable provisions of the Fulton County Code of Ordinances and the specific method of source selection for the services required in this bid is code Selection 102-373, Competitive Sealed Bid.

☐ Market Survey of other jurisdictions:

Date contacted:	Click here to enter a date.
Jurisdiction Name / Contact name:	City of Atlanta/Vince Williams
Date of last purchase:	Click here to enter a date.
Price paid:	Click here to enter text.
Inflation rate:	Click here to enter text.
Adjusted price:	Click here to enter text.
Percent difference between past purchase price and renewal price:	Click here to enter text.
Are they aware of any new vendors?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are they aware of a reduction in pricing in this industry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
How does pricing compare to Fulton County's award contract?	Yes, the prices are comparable.

Explanation / Notes:

Costs vary considerably depending on how much you want done and how often, and pricing is not at all clear-cut -- it depends a great deal on the company and building type. Many janitorial cleaning companies will charge a flat rate. The average cost to clean per square foot is approximately range from \$1.08 to 1.45. Compared to City of Atlanta, the County is paying comparable price for janitorial services.

☐ Other (Describe in detail the analysis conducted and the outcome):

Click here to enter text.

3. What was the actual expenditure (from the AMS system) spent for this contract for previous fiscal year?

The County has spent \$803,444.20 in FY2018, and \$395,000.00 as 11/18/2019, \$674,849.45.

4. Does the renewal option include an adjustment for inflation? ☐ Yes ☒ No
(Information can be obtained from CPI index)

Was it part of the initial contract? ☒ Yes ☐ No

Date of last purchase: Click here to enter a date.

Price paid: Click here to enter text.

Inflation rate: Click here to enter text.

Adjusted price: Click here to enter text.

Percent difference between past purchase price and renewal price:

[Click here to enter text.](#)**Explanation / Notes:**[Click here to enter text.](#)

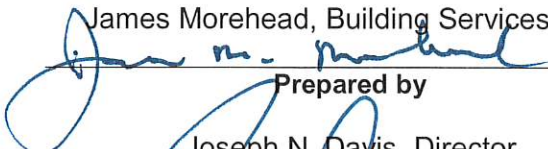
5. Is this a seasonal item or service? ☐ Yes ☒ No
6. Has an analysis been conducted to determine if this service can be performed in-house? ☒ Yes
☐ No If yes, attach the analysis.

Service was performed in-house for approximately 3 years but proved to be costly and ineffective. Due to the projected Health Care requirement, high absenteeism rate and rising supply cost, it was more cost effective to outsource the services.

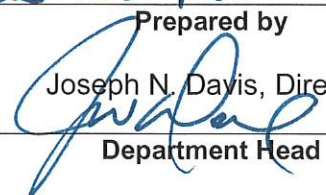
7. What would be the impact on your department if this contract was not approved?

If these renewal contracts are not approved, there will be a delay in providing Janitorial Services for selected County Facilities. The overall impact is that clean and sanitary facilities will reduce any potential disease and sickness to County employees and patrons in these facilities.

James Morehead, Building Services Mgr.



Prepared by



Joseph N. Davis, Director
Department Head

11/27/19

Date

[Click here to enter a date.](#)

11/27/19

Date



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL AGREEMENT

DEPARTMENT: Real Estate and Asset Management

BID/RFP# NUMBER: 18ITB113946C-BKJ

BID/RFP# TITLE: Janitorial Services for Selected Fulton County Facilities (Groups E, F, G, H & I)

ORIGINAL APPROVAL DATE: 12/19/2018

RENEWAL PERIOD: FROM: 1/1/2020 **THROUGH** 12/31/2020

RENEWAL OPTION #: 1 OF 2

NUMBER OF RENEWAL OPTIONS: 2

RENEWAL AMOUNT: \$137,371.00

COMPANY'S NAME: Chameleon Professional Services Corporation

ADDRESS: 2980 Herron Lane, SW

CITY: Atlanta

STATE: GA

ZIP: 30349

This Renewal Agreement No. ____ was approved by the Fulton County Board of Commissioners on BOC DATE: **BOC NUMBER:**

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# 18ITB113946C-BKJ
(Person signing must have signature authority for the company/corporation)

NAME: _____ (Print)
(CEO, President, Vice President)

VENDOR’S SIGNATURE: _____ DATE: _____

ATTEST:

_____ NOTARY PUBLIC: _____

TITLE: _____ COUNTY: _____

SEAL (Affix) MY COMMISSION EXPIRES: _____

FULTON COUNTY, GEORGIA

_____ DATE: _____
ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS

ATTEST:

_____ DATE: _____
TONYA R. GRIER
INTERIM CLERK TO THE COMMISSION

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: Joseph N. Davis, Director, DREAM (Print)

DEPARTMENT HEAD SIGNATURE: _____ DATE _____

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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