



Maria Gomez <elena.gomez@co.hidalgo.tx.us>

Re: 22-0548-11-23 Custodial Services for Hidalgo County

1 message

Russell Solis <russell.solis@co.hidalgo.tx.us>
To: Maria Gomez <elena.gomez@co.hidalgo.tx.us>

Thu, Dec 8, 2022 at 3:31 PM

Good Afternoon Ms. Gomez,

Over the course of the existing custodial contract with M&R we have encountered numerous occasions where the custodial company is not adequately fulfilling their services in accordance with the awarded contract. Our office has received countless work orders from departments at the Administration Building consisting of issues that include unswept areas, dispensers without paper products, trash not being removed from offices, and more. Time and time again the issues have persisted regardless of how many times these problems have been presented to the company. Given that many opportunities to correct these issues have been given and have yet to be resolved, we find it in the best interest of the County to award the next lowest bidder. I have attached some of the photos that we have received over past few months for your reference. Should you have any questions or concerns please feel free to contact me.

Respectfully,



Russell Solis, MPA
Hidalgo County Facilities Management
3100 South Business Highway 281
Edinburg, Texas 78539
Ph. (956) 289-7850 ext. 4366

On Thu, Dec 8, 2022 at 3:07 PM Maria Gomez <elena.gomez@co.hidalgo.tx.us> wrote:

Good afternoon, Russell

Can you please give me a logical reason as to why we are going with the second lowest vendor on the Custodial Services?

Respectfully,

Elena Gomez

Contract Specialist II
Hidalgo County Purchasing Dept.
2802 S. Bus. Hwy 281
Edinburg, Texas 78539
956-318-2626 ext. 4858

On Wed, Nov 30, 2022 at 4:26 PM Russell Solis <russell.solis@co.hidalgo.tx.us> wrote:

Good Afternoon Ms. Gomez,

Please proceed with the attached recommendation. Should you have any questions or concerns please do not hesitate to contact me.