



Max Bricka, CPSM
PURCHASING AGENT / DIRECTOR

Meeting / Discussion held 7/28/16 with Eagle Maintenance Co. Inc. / DBA Service Master Clean

Background

In late May / June 2016 an Evaluation Committee was formed to prepare a Request for Proposal (RFP) for the county's Janitorial Service needs. In the process of preparing the RFP, concerns were raised of unsatisfactory results from past proposals. Research was conducted across all approved Wilco Co-Op contracts that revealed four vendors for consideration that already have current Co-Op contracts with either BuyBoard or U.S. Communities, allowing a legal purchase of services. In addition, it was determined these suppliers had already been vetted by the cooperative vendor performance rating systems, possibly providing a more favorable level of service for the county.

Three of the companies could not meet the needs of the county, when compared to the needs identified in preparation of the RFP. The BuyBoard contract showed one vendor capable of meeting the needs of the county. A quote was requested from the vendor and determined to be within the proposed Facilities budget. The quote and list of capabilities was sent to the Evaluation Committee for review and comment, even though county Purchasing Policy does not require this step in selecting or recommending a Co-Op contracted vendor.

After review, members of the Evaluation Committee recommended to invite Eagle Maintenance Co. Inc. / DBA Service Master Clean for a meeting / discussion to better clarify the vendor's capabilities. Eagle Maintenance Co. Inc./ DBA Service Master Clean is a current Co-Op vendor who was awarded contract # 472-14 for Custodial Services through BuyBoard. The contract is currently valid thru 11/30/2017.

On 7/28/16 a meeting / discussion was held with 2 representatives from Eagle Maintenance Co. Inc./ DBA Service Master.

Williamson County attendees included:

- Gary Wilson, Director of Facilities
- Christi Stromberg, Evaluation Committee Chairperson, Facilities Landscape Specialist, Facilities Dept.
- Larry Gaddes, Evaluation Committee Member, Chief Deputy--Tax Assessor/Collector's Office
- Scott Matthew, Evaluation Committee Member, Executive Director—Juvenile Services
- Michelle Broddrick, Evaluation Committee Member, Finance & Human Res. Director, Health District
- Jewel Walker, Purchasing Specialist III, Purchasing Dept.
- Max Bricka, Purchasing Director, Purchasing Dept.

Items discussed included:

- Recruiting
- Consistency of staffing
- Training of employees
- Language barriers
- Equipment and supplies
- Spot cleaning vs. through full cleaning
- Quality assurance / use of software
- Proper cleaning of rest rooms
- Zoning of county buildings
- How a transition to a new vendor would be handled / timeline
- Pricing and what is included
- Extra required services

Conclusions

- Eagle Maintenance Co. Inc. / DBA Service Master Clean is qualified to do the scope of work needed.
- Pricing includes paper products, trash can liners and chemicals that the county currently purchases.
- Quote already includes 2 additional buildings for FY '16/17 (Jail Parking Garage and Taylor Expo).
- Extra services not included in the current contract are included at no extra cost (exterior window cleaning, floor care, etc.).
- The company provides a higher level of cleanliness, based on APPA Cleanliness levels, than what the county has received in the past.
- Specialized floor cleaning crews trained and used for stripping, waxing and buffing.
- All personnel are trained by the company and are full-time employees with benefits.
- The company does not subcontract any work.
- Quality assurance software is used on electronic tablets to record daily inspections.
- Inspections are conducted at a variety of management levels including: Custodian, Supervisor, Manager, Unannounced 3rd Party, Monthly District Inspection, and Quarterly Corporate Inspection
- Building representatives at each county building have the ability to sign off on satisfactory work completed or inform of additional cleaning needed or requested.
- Contract modifications to add additional building as needed would be allowed using the cooperative contract at any time during the year.
- Currently planned new county buildings are expected to raise the total square footage needed to be cleaned by 31% in future fiscal years. Co-Op pricing has already been quoted and could be added to the contract scope without the need for new or additional proposals.
- **Committee recommended proceeding with executing a contract with Eagle Maintenance Co. Inc. / DBA Service Master Clean to start October 1, 2016.**