

## Legislation Text

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**File #:** 22-0739, **Version:** 1

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### Ratify Emergency Procurement for Housekeeping Services - Nordstrom

Consistent with Lake County Health Department and Community Health Center (LCHD/CHC) Purchasing Policies and Procedures in Article 6, Section 103 *Emergency Procurement*, we request that the Board of Health ratify and confirm an emergency 3-month contract with ACP Facility Services for housekeeping services.

On September 30, 2021, LCHD/CHC entered into a contract with Atalian US Midwest for housekeeping services. LCHD/CHC Facilities and Materials Management Managers have engaged in lengthy and frequent efforts to work with Atalian Management to staff our sites and to correct identified deficiencies. These deficiencies have been across a range of topics including: the quantity of staff hours provided consistent with agreements, the quality of services provided at sites, the documentation of services provided, billing for services, and the requirement to have dedicated, qualified account management staff to assure terms of the agreement are met.

Also, Atalian had initially proposed to self-perform all work under this contract with their employed staff. However, without any formal prior notice they subcontracted the services.

It was also brought to our attention in the first three months of the contract that the subcontractor was not paying to their staff the hourly wages indicated in Atalian's RFP proposal. When this was brought to Atalian's attention it was corrected with back pay given. The subcontractor informed us that Atalian never informed them that specific hourly wages were to be paid.

There continues to be weekly documented quality issues at many sites, mostly due to staffing issues that Atalian has not adequately acknowledged or addressed.

LCHD/CHC must assure that facilities are properly cleaned and maintained for all staff, clients, and visitors. We determined that the circumstances over the last six months required a change in service provider. In the best interest of the agency and consistent with LCHD/CHC Purchasing Policies and Procedures, LCHD/CHC provided a 30-day termination notice to Atalian US Midwest.

In advance of the emergency declaration to terminate the existing agreement with Atalian and due to the critical nature and necessity of providing housekeeping services for the agency, LCHD/CHC Facilities and Materials Management prepared to execute a 3-month contract with ACP Facilities for the period of June 1, 2022 - August 31, 2022. They are the subcontractor who performed the work within the constraints and information shared by Atalian. We are confident they can successfully continue to perform housekeeping services while a process is pursued to select a new housekeeping services contractor through RFP or group purchasing agreement.

Pursuant to LCHD/CHC Purchasing Policies and Procedures, emergency procurements are made when a threat exists to public health, welfare, or safety, or to prevent or minimize serious disruption of government services. Pursuant to Article 6, Section 103, the Facilities Department submitted a written determination of the basis for the emergency and the need to terminate our agreement with Atalian US Midwest and enter into an emergency 3-month contract with ACP Facilities.

Ratify and confirm the contract with ACP Facilities, Woburn, MA in the estimated amount of \$63,616.08 per month for the period of June 1, 2022 - August 31, 2022.