



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** February 9, 2017  
**Board Meeting Date:** April 25, 2017  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise Rogers, Chief, Health System  
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

**Subject:** Agreement with Excellent Maintenance Pro, Inc. to Provide Outpatient Janitorial Cleaning Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Excellent Maintenance Pro, Inc. to provide outpatient janitorial services, for the term of May 1, 2017 through April 30, 2018, to an amount not to exceed \$393,000.

**BACKGROUND:**

In November 2013, San Mateo Medical Center (SMMC) completed a Request for Proposals (RFP) for outpatient janitorial services. Your Board approved an agreement with one of the proposers at that time. However, the agreement was terminated in June 2015 due to unsatisfactory performance by the vendor, and your Board approved a new agreement with another vendor that had been providing janitorial services at a different SMMC clinic.

**DISCUSSION:**

Unfortunately, SMMC has found the current vendor unsatisfactory, despite repeated attempts to resolve the issues. As a result, SMMC is terminating the current agreement early. SMMC reached out to several vendors that responded to the initial RFP to provide updated proposals, and SMMC has selected Excellent Maintenance Pro, Inc. (Excellent) from among those submissions to enter into agreement. Excellent has satisfactorily provided the services to the County in the past. Based on this past performance and SMMC's immediate need for quality cleaning services, SMMC is requesting that your Board waive the RFP process and approve an agreement with Excellent to allow SMMC time to complete a new RFP for outpatient janitorial services. In addition, Excellent has agreed to comply with the provisions in the Living Wage Ordinance.

The services will be rendered at the following County facilities: 1) Daly City Clinic, 2) South San Francisco Clinic, 3) Fair Oaks Health Center, 4) Sequoia Teen Wellness Center, and 5) Shasta Clinic; and 6) Coastside Clinic. Due to the fact that different Health System divisions have co-located offices at some of these locations, the contract requires the vendor to submit separate invoices to each division.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing access to care in clean, sanitary outpatient clinics. It is anticipated that clinics will be cleaned 100% of the time on a daily basis in adherence with contract guidelines, in accordance with Joint Commission and Infection Control Standards.

**PERFORMANCE MEASURE:**

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percentage of time clinics will be cleaned on a daily basis in adherence with contract guidelines, in accordance with Joint Commission and Infection Control Standards	80%	100%

**FISCAL IMPACT:**

The term of the agreement is May 1, 2017 through April 30, 2018. The amount of the agreement is not to exceed \$393,000 for the one-year term. Funds in the amount of \$23,614 are included in the SMMC FY 2016-17 Adopted Budget. Funds in the amount of \$7,401 are included in the BHRS FY 2016-17 Adopted Budget. Funds in the amount of \$1,735 are included in the FHS FY 2016-17 Adopted Budget. Additional amounts will be included in the FY 2017-18 budgets for each of these three Health System divisions.

The terms of this agreement are different from the previous agreement; due to (1) a 20% increase in the level of services, based on the addition of the Coastside Clinic; and (2) a 20% increase due to the vendor's compliance with County's Living Wage Ordinance.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care is covered by the County's General Fund contribution to SMMC, and are within the existing annual appropriation.