

INDIAN RIVER COUNTY
OFFICE OF MANAGEMENT AND BUDGET
PURCHASING DIVISION

DATE: November 18, 2021

TO: BOARD OF COUNTY COMMISSIONERS

THROUGH: Jason E. Brown, County Administrator
Kristin Daniels, Director, Office of Management and Budget

FROM: Jennifer Hyde, Purchasing Manager

SUBJECT: Authorization to Provide 60-day Notice of Intent to Terminate Agreement for Custodial Services for County Buildings with High Sources, Inc.

BACKGROUND:

On March 2, 2021, the Board of County Commissioners awarded Bid 2021013 – Annual Custodial Services for County Buildings to three firms. High Sources, Inc. (“High Sources”) was awarded Group 2, Administration Complex (Buildings A and B and the Health Department) at a monthly cost of \$11,300. The initial term of the agreement was one year, and is set to expire on March 30, 2022.

From the inception of the contract, High Sources has failed to perform in accordance with the scope of services and agreement. Staff has discussed with the contractor and documented consistent and repetitive issues that remain unresolved, such as failure to vacuum, restock paper supplies in restrooms, and areas not cleaned at all. Although staff has spoken to and met with the contractor on numerous occasions, little to no improvement has been realized. Complaints of lack of service from internal staff, as well as constitutional officers housed in the affected buildings, continue. Documentation on the complaints and discussions is available for review in the Facilities Management Division.

The agreement allows termination for any reason, upon sixty (60) days’ prior written notice, as well as upon seven (7) days prior written notice in the event of substantial failure by the other party to perform in accordance with the terms of this Agreement.

While staff believes substantial failure has occurred, staff would prefer to provide 60 days’ written notice on December 7, 2021, with the agreement terminating on Saturday, February 5, 2022. This timeline will enable a new bid for the services to be advertised and awarded, and ideally allow for a smooth transition in service.

FUNDING:

There is no cost to terminate the agreement or re-bid of the services. Funding for the custodial work is available in the General Fund, Facilities Management – Janitorial Services account, 00122019-033410.

RECOMMENDATION:

Staff recommends the Board authorize staff to provide 60-day notice of intent to terminate the agreement to High Sources, Inc., and rebid the services for the Administration Complex.