



June 13, 2014

Ms. Diana Meuth
Ms. Debbie Kaminski
Fort Bend County Purchasing Dept
4520 Reading Rd, Ste A
Rosenberg, Tx 77471

RE: Fort Bend County 11-050 – Janitorial Service for Fort Bend County Justice Center

Ms. Meuth and Ms. Kaminski,

When we had our meeting on May 22nd, I asked you for two weeks to bring the building up to par. After our meeting, I have let go of the Supervisor, and trained one of the current personnel for this position. She is being assisted by another team member to make sure that the scope of work is being followed.

Up to today, Albert, Gloria, and myself have been going to the building every day, with the exception of a day or two, have been retraining the personnel to make sure that we start with a clean slate as well as doing extra things related to the cleaning. Some people have been let go, we recruited new personnel and brought back old personnel. As you may know, we have to follow the process for any of our personnel to enter the Justice Center, we can't switch people from one day to another. Their background check has to be approved, and attend a chemical training (provided by the County). We've had a couple of occasions where people don't show up for the chemical training, which makes us look bad, but it's beyond our control. I can't force people to show up for training or force them to go to work, which is a constant frustrating problem that we face every day. Even though with personnel not showing up for work, the building is not left uncleaned.

There's a lot of frustration from the cleaning crew that has been brought to my attention. As mentioned in our meeting, the cleaning personnel are insistent that they have not been stealing or taking items that do not belong to them, as they were accused earlier last month – two paper reams. Last week, a purse was found in one of the courtrooms, and was left in the courtroom without being touched or removed by the cleaning personnel. The crew has been very careful as to not pushing the chairs under the desks to avoid damage to the arm rests. Before they start the cleaning they have showed me how they find these chairs under the desks, and then they are being blamed for any damage to the chairs and warned that we will have to replace them. I've had multiple complaints from the crew that working under these circumstances is too stressful and it's an uncomfortable environment to work in, threatening to quit.



These past weeks, we have been following the details of the scope of work and as mentioned, retraining the personnel. Carpet shampooing and restroom floors were scrubbed in rotation, even though some of these floors were to be done between July and September (semi-annual).

With the inspections that your staff has been performing in your past two visits, your response is that there is still no significant change. I know that we have done the effort to follow the scope of work, but not to notice a significant change in the cleaning is discouraging. With this said, I feel that Fort Bend County has already lost the trust and feel that the services we are providing is unsatisfactory. As per our meeting, after the two weeks, and you still see no change, I am sending you our thirty day notice of intent to terminate. Our last day of service will be July 13, 2014. If you need our company to stop the services before the thirty days, let us know; likewise, if you need us to help with more time before you take over the cleaning. I would like to thank you for giving G & C Building Maintenance the opportunity and the honor to service the Fort Bend Justice Center for the past three years.

Sincerely,

A handwritten signature in cursive script that reads "Catalino R. Porras".

Catalino R. Porras

G&C Building Maintenance Services, Inc.
Alpha Cleaning Concepts