

**Fort Bend County Tabulation**  
**Bid 22-025**  
**Lifeguard Services and Swimming Pool Maintenance and Supplies**

**Term: January 1, 2022 through September 30, 2024**

**Awarded 12/14/21: Low Bidder per Section**

<b>Description</b>	<b>Lawson Numbers</b>	<b>American Pool of Houston Houston, TX</b>	<b>USA Management LLC dba USA Pools of Texas Houston, TX</b>
<b>Section 15.0 Jones Creek Ranch</b>			
15.1 Pool Maintenance Price per Month	14314	\$2,075.00	\$2,320.00
<b>Section 16.0 Pinnacle Aquatic Center</b>			
16.1 Pool Maintenance Price per Month	14315	\$1,700.00	\$1,340.00
16.2 Lifeguard Services Monday through Friday Price per Hour	14316	\$26.50	\$25.50
16.3 Fill-In Lifeguard Services Monday through Friday Price per Hour	14317	\$35.00	\$24.50



## COUNTY PURCHASING AGENT

Fort Bend County, Texas

Jaime Kovar  
County Purchasing Agent

(281) 341-8640  
Fax (281) 341-8645

January 31, 2022

Via E-mail [alison@usamanagement.com](mailto:alison@usamanagement.com)  
[Herandi@usamanagement.com](mailto:Herandi@usamanagement.com)

Alison Abbot and/or Herandi Echeverria  
USA Management/USA Pools of Texas

RE: BID 22-025 - Term Contract for Lifeguard Services and Swimming Pool Maintenance and Supplies

USA Management/USA Pools,

This letter is to inform you of Fort Bend County's intent to exercise the thirty (30) day notice clause for termination included in Bid 22-025 Lifeguard Services and Swimming Pool Maintenance and Supplies. Please see the below list of causes of termination.

- As of 1/28/22, the pool hasn't been cleaned since 1/25/22, and we are having to shut down again, and we are invoiced for work that isn't done.
- The operation licenses/permit is also expired.
- The first USA Management person coming to clean the pool stating "I have another day job, I can't come clean this every day". The same person getting upset because Pinnacle didn't have the cleaning tools, equipment etc and then sending someone to go get \$700 worth of cleaner and doing a poor job where the pool could not open as it was not safe to do so even though the contract stipulates cleaning daily and that they bring their own supplies and tools.
- Lifeguards being tasked to clean the pool after hours, and County Employee catching them sitting in their car instead of cleaning the pool. When she asked them about what they were doing they responded saying "I was told just to sit my car all afternoon." But then we get billed for maintenance that is not being done.
- Lifeguards being assigned to clean the pool is an issue especially when they don't clean the pool, and may or may not be trained, but voiced "I don't know how to do this" on multiple occasions concerning attempts to clean the pool.
- The rust issue – which appears to not be rust; its more from the heating in the cleaning drippings falling into the pool possibilities, A second opinion on this from American Pool agreed on different options that could be causing the discoloration/rust looking issue.



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- A subcontractor told a County Employee, who was trying to get clarity on what was happening, "this isn't my job; I don't have a contract with you, talk to USA pools".
- Lifeguards asking County Employee if they can leave early
- Lifeguards asking County Employee if they can skateboard in the parking lot.
- In the beginning, Lifeguards not being available, and the company telling County Employee "Oh we still have to post and hire some lifeguards."
- It's taking almost 30 days to get some sort of services in place, and they are still not meeting the level of expectations and it may take another month to see if they are able to do it but it does not look likely.
- They have two lifeguards who report each day with no local supervision or guidance. It's not the lifeguards' fault. They can't answer any maintenance questions as they both have stated they know nothing about the chemical and equipment operations. They are good at Lifeguarding. Our complaint is not with the lifeguards.
- This last minute report from TNT pool service is not honest. We have had someone watching the pool each day to see if they showed up, and they have not. Even if they did, their report is stating only for Monday and Thursday. This is not every day, still stuck on two days a week and billing for five.
- USA was told to send all daily reports to three (3) County Employees. Today, a County Employee only sent the lifeguard reports to Purchasing as proof of daily cleaning, because that is all we have received from USA Management. Magically, a report from TNT pool service appeared today stating they cleaned the pool this week. This is my first time seeing a report from them. We were billed for the entire month, when the first reported cleaning took place on the 20th... I've only seen the name TNT on a report one other time and it was on the lifeguard report. So according to them they have only cleaned the pool three days this month and two of those are suspect as someone has been here until five each day except yesterday.
- If they are claiming the lifeguards are cleaning the pool, again this is in violation as the contract states the pool should be cleaned before 9am and after 2pm. They are only here from 8:45am until 1:45 pm. We have never witnessed them chlorinate the pool, brush the walls or vacuum the pool. This is cleaning and maintenance, not recording the meter readings. One day the report stated the chlorine level was extremely high but nothing was done to correct it or reported about it. Extreme chlorine causes skin irritations and other complications such as chlorine poisoning.



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- We have a vulnerable population that use the pool, and we deserve to have an honest and reputable service provider.
- They have no one local to monitor the cleaning, lifeguards or the quality of the pool water.
- When we left today, we tested the water and both the chlorine and ph level was off the chart on the testing viles. They both were over 10 and 10 is as high a number for measuring. The skimmer baskets were full of bugs, hair and other debris. There was visible floating debris as well.

Sincerely,

A handwritten signature in blue ink that reads "Cheryl Krejci".

Cheryl Krejci  
Assistant County Purchasing Agent  
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