

MEMORANDUM

Date: January 24, 2025

To: Jan Leshner
County Administrator

From: Tony Cisneros
Director



Re: Janitorial Contracts SC2400001894 and SC2400001895

Effective February 18, 2025, pending the Board of Supervisors' approval, Pima County intends to terminate the two existing janitorial contracts with Robbins Equipment Company, Inc. (RECO), SC2400001894 and SC2400001895.

RECO currently provides janitorial services for Group 4 (East) and Group 5 (South), a total of 55 Pima County properties. Since September 2024, the start of the new janitorial contracts, the County has received substandard services from this supplier. Facilities Management (FM) has made every effort to work with this supplier to correct non-compliance issues, such as missed services, incomplete services, incorrect billing practices and not meeting minimum contractual requirements.

Various FM staff receive complaints daily from other departments. Staff provided the supplier with documented email complaints with photographs and FM's findings of regular site inspections. On October 15, 2024, the Procurement Department sent a Notice to Cure to RECO. Despite these efforts, services have not shown any significant improvements. In recent weeks, RECO has continued to provide a steady decrease in the quality of services as well as an increase in missed services, which has prompted this recommendation to be in the best interest of Pima County and our constituents.

A considerable number of meetings have taken place among RECO's management, Procurement and FM managers in recent months to address various non-compliant issues. RECO claimed they were not provided with accurate information and insufficient timelines during the bidding process. They also stated that the scope of work was ambiguous and left to interpretation. FM received no correspondence from any of the other selected janitorial contractors regarding the scope of work being unclear. FM began receiving this feedback from RECO after their many months of substandard service.

Procurement has been in contact with the previous janitorial contractor, Velociti, who is prepared to take over these groups on February 18, 2025. Velociti is the next possible awardee for these two groups and familiar with all aspects and expectations of this contract.

c: Steve Holmes, Deputy County Administrator