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August 5, 2010

Curtis McLemore
Chief Executive Officer
McLemore Building Maintenance, Inc.
110 Fargo Street
Houston, TX 77006

Mr. McLemore:

Re: The Custodial Services Agreement between the City of Fort Collins and McLemore Building Maintenance, Inc (the Agreement).

After our June 29th meeting with Richard and Jenny we fully expected to see an improvement in McLemore Building Maintenance's (MBM) performance by the end of July.

However, based on a multitude of customer complaints and continuing problems with the cleaning of certain buildings, especially recreational facilities and public restrooms, we are forced to conclude that MBM is not a good fit for our custodial needs.


MBM personnel failed to clean the City Park Pool on July 4th, a day when the pool was in heavy use. Numerous facilities had problems with dusting not being done, bugs and cobwebs not being cleaned up, paper towel dispensers not refilled as needed, and toilet paper rolls not properly filled. The Senior Center shower walls were moldy and your personnel did not know how to deal with the problem.

Although the Grandview restroom was assigned to MBM effective July 1st, via change order, the restroom was not cleaned until July 26th. At the Streets building recycled material was not taken to the appropriate outside container. The cleaner didn't know that was one of his tasks.

Your onsite managers are good at fixing problems after they occur, but they do not approach their work in a proactive manner, preventing problems from arising in the first place. In addition, MBM hasn't been able to minimize employee turnover. This, and a lack of proper training, is likely at the root of the company's inability to provide reliable service.

Due to MBM's inability to correct the problems in a way that would result in consistent cleaning of City buildings and pursuant to Section 4 of the Agreement we are canceling the Agreement effective September 5, 2010. All contractual cleaning responsibilities must be carried out up to and including September 5th. Per Section 4 of the Agreement, MBM will be paid for all work conducted through that date. We expect MBM's cooperation in the transfer of responsibilities to another firm.

Sincerely;


James B. O'Neill II, CPPO
Director of Purchasing and Risk Management

cc:

Richard Rodriguez, Senior Operations Manager, MBM
Jenny DeGraff, Branch Manager, MBM