

TOWN OF DAVIE

TOWN COUNCIL AGENDA REPORT

TO: Mayor and Councilmembers

FROM/PHONE: Herb Hyman/797-1016

SUBJECT: Resolution

AFFECTED DISTRICT: N/A

TITLE OF AGENDA ITEM: A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, CANCELLING THE UNIFORM DRY CLEANING CONTRACT WITH PINNACLE ONE PRICE DRY CLEANING OF DAVIE, LLC. AND AUTHORIZING STAFF TO RE-BID THE CONTRACT.

REPORT IN BRIEF: The Town Council awarded a uniform dry cleaning contract to Pinnacle One Price Dry Cleaning of Davie, LLC by Resolution R-2004-123. Representatives of the Police and Fire Departments have contacted the Purchasing Department to register complaints regarding substandard performance by the contractor. A meeting was held with the contractor to identify areas of deficient service levels. In accordance with the contract, the Procurement Manager sent a certified letter to the contractor detailing the deficiencies. The contractor is then allotted five (5) days after receipt of the letter to respond to the letter and advise any corrective actions that will be taken to alleviate the problem(s). The contractor has failed to respond to a certified letter that was dated November 10, 2004 and received on November 13, 2004. Additionally, the service level continues to be substandard. At this time, staff recommends canceling this contract and requests authorization to re-bid the contract.

PREVIOUS ACTIONS: Resolution R-2004-123

CONCURRENCES: The Procurement Manager, the Davie Police Department and the Davie Fire Department are in agreement that the existing dry cleaning contract should be cancelled.

FISCAL IMPACT:

Has request been budgeted? N/A

If yes, expected cost: N/A

Account Name: N/A.

Additional Comments: N/A

RECOMMENDATION(S): Motion to approve the resolution.

Attachment(s):

Letter to contractor dated December 2, 2004

RESOLUTION NO. _____

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, CANCELLING THE UNIFORM DRY CLEANING CONTRACT WITH PINNACLE ONE PRICE DRY CLEANING OF DAVIE, LLC. AND AUTHORIZING STAFF TO RE-BID THE CONTRACT.

WHEREAS, the Town awarded a contract for dry cleaning of Police Department and Fire Department uniforms to Pinnacle One Price Dry Cleaning of Davie, LLC.(hereinafter referred to as “contractor”) by Resolution R-2004-123; and

WHEREAS, staff has met with the contractor to discuss substandard performance; and

WHEREAS, a certified letter was sent to the contractor detailing areas of noncompliance with the provisions of the contract; and

WHEREAS, the contractor failed to respond to the certified letter and the service level has not improved.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Town Council hereby cancels the uniform dry cleaning contract with Pinnacle One Price Dry Cleaning of Davie, LLC awarded by Resolution R-2004-123 and authorizes staff to re-bid the contract.

SECTION 2. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS _____ DAY OF _____, 2005

MAYOR/COUNCILMEMBER

Attest:

TOWN CLERK

APPROVED THIS _____ DAY OF _____, 2005



Administration 954-797-1030
Budget & Finance 954-797-1050
Development Services 954-797-1111
Engineering 954-797-1113
Fire Department 954-693-1211
Human Resources 954-797-1100
Planning & Zoning 797-1103

Parks & Recreation 954-797-1145
Police Department 954-693-8200
Public Works 954-797-1240
Special Projects 954-797-1153
Technology & Information 954-797-1107
Town Clerks 954-797-1023
Utilities 954-433-4000

TOWN OF DAVIE 6591 Orange Drive, Davie, Florida 33314-3399

(954) 797-1000

December 2, 2004

Eric Draudt
Pinnacle One Price Dry Cleaning of Davie, LLC
1275 S. Nob Hill Rd.
Davie, FL 33324

Dear Mr. Draudt:

We have not received a response from you regarding service deficiency issues presented in my certified letter to you dated November 10, 2004. There has also not been any improvement in the level of service that your store is providing to the Town's Police and Fire Departments.

Accordingly, a recommendation to cancel your contract is being sent to the Town Council for the December 15, 2004 meeting.

Should you have any questions regarding this matter, please call me at (954) 797-1016.

Sincerely,


Herb Hyman, CPPB
Procurement Manager

cc: Major G. Killam
Chief S. Eggatz
Lori Lysfjord

An Equal Opportunity Employer

DAVIE FIRE DEPARTMENT

MEMORANDUM

TO: Donald DiPetrillo, Fire Chief

FROM: Steven Eggnatz, Deputy Fire Chief

DATE: March 9, 2005

SUBJECT: Cancellation of the Dry Cleaning Contract

At the January Town Council meeting the Town Council gave direction to the police and fire department to give Mr. Draudt from Pinnacle Dry Cleaning another sixty days to rectify some of the issues both the police department and the fire department were experiencing with the laundering of their employee uniforms.

Some of the issues discussed at the January Council meeting were,

- Lost and or misplaced uniforms.
- Burn marks on the shirts, which have to be replaced.
- Failing to meet the 24hr turnaround time per contract.
- Not returning uniforms cleaned and neatly pressed.
- Double creasing uniform pants and creasing shoulder patches.
- Mixing part of one employees uniforms with someone else (wrong pants, shirt, etc.)

On March 16, 2005 we will be coming up on the sixty day time frame since the January Town Council meeting. During the past two months I have had several meetings with Mr. Draudt to discuss these issues. Mr. Draudt has listened to every complaint, and has acknowledged the complaints, stating he will address each one individually with his personnel and make the necessary improvements.

To date, there has been little improvement. Mr. Druadt remains very courteous and respectful of our issues; however the issues previously discussed remain the same. In addition the Fire Department has not received a bill from Pinnacle since October 2004. I have discussed this with Mr. Draudt on numerous occasions and he has promised me he would start sending the fire department their bills.

My recommendation, based on the consistent faults in maintaining and cleaning our uniforms is for the Town to cancel the current dry cleaning contract with Pinnacle.

DAVIE POLICE DEPARTMENT

MEMORANDUM

TO: John A. George, Chief of Police

THRU: Major Gary Killam

FROM: Office Supervisor Lori Lysfjord

DATE: March 9, 2005

SUBJECT: Cancellation of the Dry Cleaning Contract

After many problems with the dry cleaning contract, a recommendation to cancel the contract was sent to Town Council for the December 15, 2004 meeting. Mr. Draudt attended this meeting at Town Hall and a decision was made to give Pinnacle a thirty-day trial period. Mr. Draudt stated at the meeting that he was still not properly notified of all complaints even though we had a meeting with him on November 3, 2004. A certified letter was even sent to him on November 10, 2004 outlining these issues.

There were not as many complaints from our employees during this thirty-day period due to the holidays and people taking their vacations during this time. There were some complaints received during this time that dealt with the same issues we had been having since the inception of the contract. After the December 15th meeting, we had decided to hand deliver these complaints to Mr. Draudt or one of his employees. We asked for the person receiving the complaints to sign for them but Mr. Draudt refused to do that, stating, "that was not in his contract". I have hand carried each complaint received over to Mr. Draudt so that he would be aware of each one.

When Council met again in January, they decided to give Mr. Draudt an additional sixty-day trial period. This sixty-day period is up on March 16, 2005 and at this time; I recommend we terminate our contract with Pinnacle. We have continued to have complaints from employees about the same issues such as:

- Lost uniforms and clothing
- Burning shirts which have to be replaced
- Failing to meet 24hr turnaround per contract
- Not returning uniforms cleaned and neatly pressed
- Double creasing uniform pants and creasing shoulder patches
- Mixing part of one employees uniforms with someone else (wrong pants, shirt, etc.)

One of the most alarming issues is the lost uniforms. The lost uniforms create a safety hazard for the community especially with continued threat of terrorism in this country. If one of our police uniforms ends up in the wrong hands, the results can be deadly. This is a very serious issue and must be rectified immediately.

The Police Department has not received a bill from Pinnacle since August 2004. I have discussed this with Mr. Draudt on numerous occasions only to be promised that they were on the way. This creates a problem for our Finance Unit because we will need to go over the bills and this takes time to do. It is hard to remember what took place six months ago if I have to ask an employee a question about the bill.

Mr. Draudt also owes the Police Department money for clothes that were damaged and lost. He did offer to write a separate check for a pair of pants that were lost sometime in February 2005 but I told him it would be better to receive this money in the form of a credit on one of the bills he is working on. He said that would be fine and should have September's bill by Friday, February 11, 2005.

On February 9, 2005, I went to Pinnacle to drop off two uniform shirts that had broken zippers. Mr. Draudt was working that morning in the store and he assured her again that we would have September's invoice by Friday. Despite numerous calls to Mr. Draudt, there has been no response to this issue as of this date and we still have not received billing. The failure to bill the department in a timely manor is not only a violation of the contract (which requires 30 day billing), but creates a fiscal problem to our department. Once the bills are received will create many hours of reconciliation on the part of our staff.