



## INTEROFFICE MEMORANDUM

David L. Ricks, Director  
Facilities & Transportation Services Department  
Phone: (404) 612-5900  
Fax: (404) 730-5897

**TO:** Dwight A. Ferrell, County Manager  
**FROM:** David L. Ricks, Director  
**DATE:** March 17, 2014  
**SUBJECT:** Audit Response Follow-Up, Dated February 21, 2014

In response to the memorandum dated February 21, 2014 with regard to Georgia Security & Immigration audits that were conducted on May 4, 2012 and December 2, 2013 respectively, by the Office of Internal Audit, please find the department's corrective action plan for findings noted. As requested a copy of this report has been provided to

### A. JANITORIAL SERVICES CONTRACTS:

Finding(s): Chi-Ada Corporation – GSI E-Verification Notification not provided.

Corrective Action Plan:

1. Employment Eligibility Verification Identification (EEV ID) confirmation was completed with Chi Ada Corporation and confirmed during the December 11, 2013 Facilities and Transportation Department Janitorial Contract meeting;
2. All janitorial contractors, Chi Ada included, were requested to ensure that the necessary controls are put in place to ensure GSIA compliance standards are being met. The vendors were further directed to keep /documentation on site and available for inspection at all times. All contractors, Chi Ada included, indicated they had submitted I9 forms and had EEV ID numbers assigned to each employee;
3. EEV requirements were submitted to all janitorial contractors in writing on affirming the requirements conveyed in the December 11, 2013 meeting; and
4. Staff will conduct 3 periodic spot checks at random during the contract period.

**Attachment I:**  
**Chi-Ada Janitorial Services**

## Facilities & Transportation Services Department Operations Support & Building Services

### 2013 Janitorial Contract Meeting – December 11, 2013 Agenda

- Welcome, Opening Remarks & Introductions
  - Discussion of General Concerns
    - ✓• Transition Procedures & Past Problems—ID's will expire soon; I will need a 100% correct Personnel Roster NLT 17 Dec 13 so we can coordinate the issuing of new ID's
    - ✓• Contract Execution –Train your Staff—Utilize the Contract Cleaning Schedule as a Training Tool—Also, If a commode is out of service—inform FTS immediately
    - ✓• Execute your QC Program! Per Contract; “Failure by the Contractor to implement the approved plan and pursue it diligently from the commencement of the Contract may be considered grounds for default”.
    - ✓• Employment Eligibility Verification Identification (EEV ID) Confirmations must be kept on site and available for inspection at all times. Once the I9 Form is submitted and registered with the Federal Work Force Authorization Website, an EEV ID is assigned to each Employee.
    - ✓• Subcontractors—must be registered through Purchasing & Contract Compliance
    - ✓• Preparation for Special Events—Proper support is a MUST—NO EXCUSES!
  
- Relations with County Employees
  - ✓• Contract Administrator—All concerns regarding this Contract comes through me first! No Exceptions! I don't like surprises!
  - ✓• Zonal Managers—Keep them Informed of all problems
  - ✓• Building Service Inspectors—They are not your QC Person
  - ✓• County Facility Managers—Contractors must Monitor/Supervise the personnel you place in their building
  - ✓• Other Employees & Citizens—Explain hiring/non-hiring requirements to applicants
  
- Access Requirements
  - ✓✓ Background Checks (No unauthorized personnel in any County Facility)—Violators will be banned from working in County Facilities along with their Supervisors
  - ✓✓ Identification Cards (Must be worn at all times—if someone is terminated or resigns, you must return their Badge to me within 48 hours)
  - ✓✓ Keys—inconsistent key control is unacceptable
  - ✓✓ Alarm Codes—don't share codes

- ✓ Key Personnel Rosters—Emergency Contacts—Periodic Cleaning Schedule (Getting better; however, still more work to be done)
- ✓ Stocking Facilities: No Excuse for lack of Equipment & Supplies (Continuous Slow Response) (Floor work is getting better; however, still lacks consistency)
- ✓ Invoicing (Itemize—Don't charge the County for services you didn't render)

□ General Discussion

CHI - ADA

✓ WEST END TRASH CAN

✓ EAST POINT & CLHOSE PARK CARPETS - need replacing

**Morehead, James**

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**From:** David Kim [david.kim@keeclean.com]  
**Sent:** Thursday, March 06, 2014 1:00 PM  
**To:** Morehead, James  
**Subject:** Re: 2013 Janitorial Contract Meeting--December 11, 2013 Agenda

Good afternoon.  
Mr. Morehead

Please be advised that KeeClean Management acknowledges the discussion of EEV ID at the December 11, 2013 meeting with Mr. Morehead. KeeClean maintains all EEV ID records as required.  
Have good afternoon.

On Mar 6, 2014, at 9:18 AM, "Morehead, James" <[James.Morehead@fultoncountyga.gov](mailto:James.Morehead@fultoncountyga.gov)> wrote:

Good Morning Everyone! Hope all is well!

I have attached a copy of the December 11, 2013, Janitorial Contract Meeting. One of the items on the Agenda is the Employment Eligibility Verification Identification (EEV ID). Since I did not have a "Sign-In Sheet" for the scheduled meeting, I need all of you to send a response back that the EEV ID Agenda item was discussed at the meeting. To prevent any idea of impropriety or coercion by me, if the EEV ID item was not discussed, please note it in your response. Please review the Agenda and provide a response to me as soon as possible. This information must be provided to my Assistant Director for submittal to the County Manager today. I thank you for your cooperation.

V/r  
James

James M. Morehead  
Building Services Manager  
Facilities & Transportation Services Department  
Fulton County Government  
141 Pryor Street, S.W., Suite G-119  
Atlanta, GA 30303  
Phone: (404) 612-4446  
Mobile: (404) 449-2942  
Fax: (404) 893-6303  
e-mail: [james.morehead@fultoncountyga.gov](mailto:james.morehead@fultoncountyga.gov)

<Janitorial Contract Meeting (2013-11 Dec 13).doc>

**Morehead, James**

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**From:** William Calloway [wcalloway@ritewayservice.com]  
**Sent:** Thursday, March 06, 2014 1:56 PM  
**To:** Morehead, James  
**Subject:** RE: 2013 Janitorial Contract Meeting--December 11, 2013 Agenda  
Mr. Morehead,  
EEV ID was discussed in this meeting.

Best Regards,  
W. E. "Bill" Calloway  
Area Manager  
Rite Way Service  
770.363.5069

----- Original message -----

**From:** "Morehead, James" <James.Morehead@fultoncountyga.gov>  
**Date:** 03/06/2014 9:18 AM (GMT-05:00)  
**To:** David Kim <david.kim@keeclean.com>, Sheri Tynes <sheriscloset@me.com>, clifford featherstone <qcscleaning.cf@gmail.com>, William Calloway <wcalloway@ritewayservice.com>  
**Subject:** 2013 Janitorial Contract Meeting--December 11, 2013 Agenda

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3/6/2014

**Morehead, James**

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**From:** Sheri Tynes [sheriscloset@me.com]  
**Sent:** Thursday, March 06, 2014 9:38 AM  
**To:** Morehead, James  
**Subject:** Re: 2013 Janitorial Contract Meeting--December 11, 2013 Agenda

Greetings Mr Morehead-

I did attend the December 11, 2013 meeting in which the Employment Eligibility Verification Identification requirements were indeed an agenda item and was discussed. Please let me know if any further information is needed.

Regards-

Sheri Tynes

Chi-Ada Corp

2391 Benjamin E Mays a Drive #3

Atlanta, GA 30311

404 219-0026 c

404 349-4555 f

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V/r

James

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3/6/2014

**Morehead, James**

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**From:** clifford featherstone [qcscleaning.cf@gmail.com]  
**Sent:** Thursday, March 06, 2014 10:00 AM  
**To:** Morehead, James  
**Subject:** Re: 2013 Janitorial Contract Meeting--December 11, 2013 Agenda

Hi Mr. Morehead,

This item was discussed during our meeting. QCS is fully aware of the EEV ID policy implemented last year.

Thanks,

Clifford Featherstone  
Quality Cleaning Services Inc.  
On Mar 6, 2014, at 9:18 AM, Morehead, James wrote:

<Janitorial Contract Meeting (2013-11 Dec 13).doc>

3/6/2014