



# COLLIN COUNTY

Office of the Purchasing Agent  
2300 Bloomdale Road  
Suite 3160  
McKinney, Texas 75071  
www.collincountytx.gov

April 10, 2019

1<sup>st</sup> Choice Restaurant Equipment & Supply, LLC  
Attn: Seth E. Rosborough, CFSP I  
15018 Tradesman Drive  
San Antonio, TX 78249.

Re: IFB 2018-102, Kitchen Equipment for Collin County Jail

Mr. Rosborough;

On March 26, 2018 Collin County awarded 1<sup>st</sup> Choice Restaurant Equipment & Supply, LLC a contract to provide and install one (1) Caddy SM-10-10 tray make-up conveyor in the Collin County Jail Kitchen. On April 4, 2018 purchase order 222000 was issued for the conveyor with a scheduled delivery date of August 2, 2018. Delivery and installation were completed on or about August 29, 2018.

Please find Exhibit A-Conveyor Timeline attached outlining the issues the County has experienced with the conveyor from the date of installation until the present.

As of the date of this letter, the Jail Kitchen is unable to utilize the conveyor due to mechanical issues. Further, the County has received no training or documentation regarding operation, maintenance or cleaning of the conveyor to date.

On April 3, 2019 a conference call was held with County Construction Projects, County Purchasing and representatives from 1<sup>st</sup> Choice and the manufacturer, Caddy Corporation to discuss the issues. A resolution was not reached during the call. Subsequently, the County received an email on April 5, 2019 from 1<sup>st</sup> Choice advising that Caddy was developing a plan to make the conveyor operational.

1<sup>st</sup> Choice Restaurant Equipment & Supply is hereby requested to perform final modifications to the conveyor that shall result in a fully operational conveyor. Completion of the modifications shall be made no later than end of business Thursday, April 18, 2019. Once final modifications are complete, if the conveyor is in operation for one (1) month without mechanical issues, final acceptance and payment of the conveyor will be made by the County.

In the event that final modifications do not result in a fully operational conveyor with no mechanical issues for the period of one (1) month, contract IFB 2018-102 and purchase order 222000 will be cancelled effective immediately and 1<sup>st</sup> Choice will be directed to remove the conveyor from County facilities within fourteen (14) days. Please note that performance on past projects may influence any future awards by the County.

Sincerely,

J. D. Griffin, CPPB

Buyer II  
Collin County Purchasing

Cc: File  
Bill Burke – Collin County Construction and Projects  
David Dooley – Collin County Construction and Projects  
Captain Moody – Collin County Sheriff Department  
Michalyn Rains – Collin County Purchasing  
Michelle Charnoski – Collin County Purchasing

Exhibit A-Conveyor Timeline

8/29/2018	Jamie Cook (CC Jail Kitchen Supervisor) sent email stating that the conveyor was installed and running properly at 12:30 a.m. in the morning.
8/29/2018	David Barnett (CC Jail Lieutenant) sent an email at 8:12 a.m stating that the conveyor was intermittently starting and stopping and would not run continuously.
8/29/2018	Hagar Restaurant Service (Installer) - Conveyor would not stay running on both sides. Determined that safety switch was not installed properly. Switches were adjusted.
8/31/2018	Hagar - Sensor eyes not adjusted properly, had to be re-adjusted. Right belt seam coming apart. New seam put on order.
9/7/2018	Hagar - New seam is replaced on right belt, but belt will not turn. Found that key in motor fell out and was missing. New key put on order. Also discovered that left belt seam coming apart. New seam put on order for left belt.
9/18/2018	Hagar - Installed new key for right motor, installed new seam on left belt. After key was installed on right motor, belt "walks" to one side when in operation (will not stay center on the rollers). Tried everything to adjust belt, but belt still "walks" to one side. It is determined that when the seam originally broke on this side, that the belt stretched out. New belt for left side put on order.
9/28/2018	Hagar - Caddy sends new belt for right side but only 5' of it. Installer can do nothing with this. Belt on right side still inoperable. Discovered that left belt will not turn. It is determined that key for left motor is missing and the gear is loose. Replaced key, tightened gear.
10/5/2018	Seth Rosborough (1st choice V.P.) sends email stating that Caddy would like to send out a different Tech Company, General Parts, to make the repairs.
10/16/2018	General Parts LLC (Tech company)- Both belt ends were breaking. General Parts tech stated that the Tension on the belts was incorrect. Tech spoke with Mitch Spera (Caddy Service Manager) at Caddy who is sending new belts and attachment clips. Tech to return at later date to set tension and install new belts. Existing damaged belts were removed so kitchen staff could manually push trays down table.
10/26/2018	General Parts - Tech installed new belt on one side but could not get belt to track correctly. Stated that in his opinion "rollers were not welded evenly at factory". Tech spoke to Mitch at Caddy multiple times over the phone while trying to adjust tension on belt. Mitch said he would have to escalate the issue and deal with it internally.
11/5/2018	General Parts - Tech adjusted pins on threaded rods per email from Mitch. Could not get unit to track properly.
11/5/2018	David Dooley sent an email to Seth (1st choice) requesting that someone directly from Caddy come out and make the repairs.
11/13/2018	General Parts - Tech adjusted and reinstalled existing belt. Tech was able to get belt to track properly. Tested for 1 hour. Tracked ok.
11/26/2018	David Dooley received a phone call from someone in the kitchen stating that the belt had tracked off again.
12/17/2018	David Dooley Received an email from Seth (1st Choice) stating that he would like for 1st Choice and Caddy to come out and take a look at the unit.
1/3/2019	David Dooley on site with 1st Choice and Caddy. Jeff Bupp (1st Choice) stated that he could get the belts tracking straight by having four "guides" fabricated and installed. David agreed with this proposal.
3/13/2019	General Parts and Jeff Bupp (1st Choice) met on site with the two new belts and the fabricated guides. Jeff Bupp determined that the machine was "out of square" and that installing the guides would not work. No new belts were installed in order to prevent

### Exhibit A-Conveyor Timeline

	them from getting damaged. Jeff Bupp said he would get an actual tech from Caddy down to look at the machine.
3/27/2019	Jeff Bupp (1st Choice) and tech from Caddy arrive on site to install two new belts and adjust tensioners on pulley.
3/28/2019	David Dooley Received email from Jaime Cook (Jail) stating that the belts on the machine have gone off track again. David inform Seth (1st Choice) that we may have to return the unit to Caddy.
4/3/2019	David Dooley Held conference call with Seth (1st Choice), Brad Wallace (Caddy General Manager), JD Griffin (Buyer II/CC Purchasing) discussing unit.
4/5/2019	David Dooley Received email from Seth (1st Choice) stating that Brad (Caddy) would like to send his tech (Caddy) out to make other modifications to the unit