



MEMORANDUM

To: Mayor and City Council

From: Ginene Delcioppo, Coppel Arts Center Manager
Jessica Carpenter, Director of Community Experiences

Date: September 12, 2023

Reference: Consider approval of awarding a bid to Entrust One Services for Custodial Services at the Coppel Arts Center, not to exceed budgeted annual expenses of \$75,000, as budgeted; and authorize the City Manager to sign any necessary documents.

2040: Enhance the Unique “Community Oasis” Experience

Introduction:

The Coppel Arts Center contracts and annually budgets for service vendors to provide daily operations at the center. These service vendors include a Public Relations & Marketing Firm, a Food and Beverage operator, Custodial Services, and a Security Services company. The current contract for Custodial Services will expire at the end of this fiscal year. The Center’s staff, along with the assistance of Procurement and key team members from Public Works and Community Experiences, conducted a Request for Proposals to select a custodial services vendor required to operate the facility. The RFP was conducted in accordance with municipal procurement law, and the vendor was selected using best-fit criteria, which included experience, customer service approach, referrals, pricing structure, and alignment with the City’s core values.

Background:

- Entrust One is the vendor selected by the RFP committee to provide full-time custodial services in accordance with the scope of services.
- Staff received four (4) proposals from the RFP process.
- Dallas-based vendor that can provide better communication and responsiveness.
- Provided one of the lower rates for labor, equipment, and supplies.
- Vendor does not bill for overtime.
- Current clients include the AT&T Performing Arts Center and City of Sherman. We will work with the account manager who handles those the AT&T Performing Arts Center account.
- Vendor has hospital clients and is capable of Level-3 disinfectant if needed.

- The vendor provided the most in-depth understanding of the scope of work with a focus on an Entertainment Venue and is the most knowledgeable about window washing procedures out of all the respondents.
- The fiscal year 2022-2023 budgeted \$70,000 for these Custodial Services and has spent an estimated \$60,000 on these services. The fiscal year 2023-2024 will be increasing programming at the Arts Center and has budgeted \$75,000 for Custodial Services for the fiscal year 2023-2024.

Benefit to the Community:

The Coppell Arts Center is committed to first class service to the community while presenting events. Approval of this contract will ensure a clean appearance of the center for patrons in attendance.

Legal Review:

The Procurement Division has determined that this is an appropriate method of contracting with the vendor.

Fiscal Impact:

The fiscal impact of this item is \$75,000, as budgeted.

Recommendation:

The Community Experiences Department recommends the approval of this item.