



MEMORANDUM

To: Mayor and City Council

From: Christa Christian, Facilities Manager
Kent Collins, P.E., Director of Public Works

Date: May 14, 2019

Reference: Annual Cleaning & Related Services Contract

2030: Sustainable City Government, Goal 3
Excellent and Well-maintained City Infrastructure and Facilities

General Information:

- Budgeted amount of \$425,000.00
- Bid #Q-0419-01 for Annual Cleaning Contract Opened March 29th, 2019
- Contract includes 16 municipal buildings totaling 219,000 square feet
- 13 bids received, bid tabulation attached
- Bid was “Best Value” instead of “Low Bid” with weighted evaluation criteria
- Contract term is effective June 1, 2019 for one-year term, with options to renew four (4) additional one-year terms

Introduction:

This agenda item is being presented to consider approval of awarding Bid #Q-0419-01 for Cleaning and Related Services of Municipal Buildings to Oriental Building Services, Inc. in the amount of \$367,920.00 for a one-year period beginning June 1, 2019 with options to renew four additional one year periods; as budgeted in general fund; and authorizing the City Manager to sign any necessary documents.

Analysis:

The annual Cleaning and Related Services of Municipal Buildings contract was bid last in 2016, with options to renew for an additional four (4) years. At the time of bidding, the City was still in the process of completing the remodel at the Library and the addition of the Life Safety Park. It was not yet known how the construction would impact the amount of traffic those facilities would experience. Since those facilities opened, we have had to increase cleaning frequency. In addition, we have needed to increase the frequency at other facilities. Based on the increased scope, it was necessary to rebid this contract even though it could have been extended an additional two years.

Facilities met with other departments seeking to redefine and enhance the cleaning specifications. Collaboration helps to ensure concerns are met. Cleaning frequency was changed at four facilities to address departmental operational needs. Results of our internal walk through's over the last year

indicated that cleaning services needed improvement. Also included in the bid requirement are green cleaning products and consumables. Facilities anticipated and budgeted for a cost per square foot based on International Facilities Management Association benchmark standards to ensure best practices in this industry were met. We are currently paying \$1.46/square foot which is below the benchmark and according to our internal service survey by end users, the service received is below average. According to the report, on average, janitorial costs have increased by about 40 percent since the 2009 report.

Facilities worked with Purchasing to bid the Annual Cleaning and Related Services of Municipal Buildings contract as “Best Value” instead of “Low Bid”. The evaluation criteria was discussed during a mandatory pre-bid on April 16, 2019 and included:

- Total Purchase Price – 40 points
- Experience and Qualifications – 20 points
- Information/Comments Received from References – 15 points
- Bidders Ability to Meet Criteria listed in Request for Bid including Communication – 25 points

It was conveyed to the bidders that the price considered was not Low Bid, but rather most responsible price based on the scope and level of service delivery desired.

Bid #Q-0419-01 for Cleaning and Related Services of Municipal Buildings opened on April 23, 2019. There were 13 bids received. Facilities staff conducted the background and reference checks on each bidder. Using the evaluation criteria established, a committee of representatives from Parks, Police, Library and Facilities assigned points for each bidder. After evaluating the scores assigned, Facilities recommends Oriental Building Services, Inc. as the successful bidder for this project in the amount of \$367,920.00. They received top points in each evaluation criteria, rate near the 50th percentile within the benchmarking report and is within the anticipated budgeted amount. Oriental will deliver the exceptional cleaning services that meet and exceed the expectations of not only our employees, but citizens who frequent our facilities. Their bid price equals \$1.68/square foot.

Legal Review:

N/A

Fiscal Impact:

The fiscal impact of this Agenda item is \$367,920.00, as budgeted in the Facilities General Fund, Building Maintenance account

Recommendation:

The Public Works Department recommends approval to award Q-0419-01 Cleaning and Related Services of Municipal Buildings to Oriental Building Services, Inc. for a one-year term beginning June 1, 2019, with options to renew the contract for four (4), one-year terms.