

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the Award of Change Order #2 to Contract 16-115, Naper Settlement Janitorial and Maintenance Services, to Coverall Health Based Cleaning Systems for an amount not to exceed \$54,339.25 and a total award of \$243,646.25.

DEPARTMENT: Naper Settlement

SUBMITTED BY: Harriet Pistorio, Chief Operating Officer

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

The Naper Settlement has contracted with Coverall Health Based Cleaning Systems (Coverall) to provide janitorial, maintenance support and artifact care services in the areas of evening cleaning, day porter, maintenance support and artifact care cleaning. The City Council awarded Contract 16-115 on February 16, 2016 for a 20-month term from May 1, 2016 through December 31, 2017 with five one-year options to extend the contract.

On September 20, 2016, the City Council awarded Change Order #1 for an amount not to exceed \$10,000 to provide janitorial services associated with the Christkindlmarket in winter 2016.

DISCUSSION:

During the first quarter of 2017, the Naper Settlement Buildings and Grounds Department conducted an assessment of its internal labor and how the department supports the Settlements' growing operations. This assessment determined that certain in-house hours could be outsourced, which would expand the department's ability to be agile in a changing museum environment. This shift would result in three new service roles within Coverall's current contract: a new full-time supervisor, a second basic maintenance position and a new event maintenance position. Total positions will increase from four to seven.

Change Order #2 in the amount \$54,339.25 is requested to cover the forecasted increase in hours and roles for Coverall in order to meet an expanding 2017 calendar driven by increases in weekend educational programs, three to four new large rentals and three to four new development functions during the year. Bringing more guests through the front door sets a higher maintenance need in motion, so the ability to perform daytime repairs and improvements will also increase accordingly. Through the increase in Coverall support positions, Naper Settlement operations can provide new creative ways of supporting the institution's expanding annual programs, educational tours, rentals, weddings and specialty tours through increased grounds usage.

FISCAL IMPACT:

CIP # N/A

Janitorial and maintenance support services are budgeted in the Support Services accounts listed below. A total of \$234,392 is budgeted for this expense in CY2017.

Account Number	Fund Description	Total Budget Amount
016-7513-451.30-29	Naper Settlement Fund	\$99,392
016-7513-451.40.34	Naper Settlement Fund	\$135,000



Naperville

CITY COUNCIL AGENDA ITEM

SUBJECT: Recommend the Award of Change Order #1 to Contract 16-115, Naper Settlement Janitorial & Maintenance Services

TYPE OF VOTE: Simple Majority

ACTION REQUESTED:
 Approve the Award of Change Order #1 to Contract 16-115, Naper Settlement Janitorial & Maintenance Services to Coverall Health Based Cleaning Systems, for an amount not to exceed \$8,500 and a total award of \$187,807.

BOARD/COMMISSION REVIEW:
 N/A

COUNCIL ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action
2/16/16	I 6	Original Award

DEPARTMENT: Naper Settlement (NS)
 Finance

SUBMITTED BY: Rena Tamayo-Calabrese, NS Director
 Rachel Mayer, Finance Director

BACKGROUND:
 The Naper Settlement is contracted with Coverall Health Based Cleaning Systems (Coverall) to provide janitorial and maintenance support services in the areas of Evening Cleaning, Day Porter, Maintenance Support, and Artifact Care Cleaning. On February 16, 2016 City Council awarded item I 6, RFP 16-115, with an initial 20-month contract from 5/1/16 through 12/31/17 for an amount not to exceed \$179,307.

DISCUSSION:
 This change order will cover anticipated increases in hours provided by Coverall for support of Naper Settlement operations. Between the dates of November 25th and December 24th Naper

16-115, Naper Settlement Janitorial CO
September 20, 2016
Page 2 of 2

Settlement will be open on Thursday & Friday evenings and on Saturday’s & Sunday’s all day and evenings, during a new seasonal winter rental for the Christkindle Market.

During this timeframe Naper Settlement operations will provide increased opportunities for programs, rentals, weddings, and specialty tours through expanded grounds usage and buildings not normally open during November & December, especially on evenings & weekends. Coverall will continue to perform their current duties of maintaining the site & buildings, as well as provide set up and take down of Naper Settlement directed operations during this expanded seasonal labor increase.

Due to this new and unplanned site wide event, an additional \$8,500 is required to meet the obligation covering the anticipated increase in hours that will be provided through the janitorial and maintenance services covered under this contract.

FISCAL IMPACT:

CIP # N/A

Janitorial services are budgeted in the Support Services line item listed in the table below. A total of \$99,292 was budgeted for janitorial services in CY2016. The budget request for CY2017 will be adjusted appropriately to cover the projected increase in service cost for the coming year.

Account Number	Fund Description	Total Budget Amount
016-7513-451.30-29	Naper Settlement Fund	\$99,292

RECOMMENDATION:

Approve the Award of Change Order #1 to Contract 16-115, Naper Settlement Janitorial & Maintenance Services, to Coverall Health Based Cleaning Systems, for an amount not to exceed \$8,500 and a total award of \$187,807.

ATTACHMENTS:

1. Original Award



Naperville

CITY COUNCIL AGENDA ITEM

SUBJECT: Recommend the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services

TYPE OF VOTE: Simple Majority

ACTION REQUESTED:

Approve the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services, to Coverall Health Based Cleaning Systems for an amount not to exceed \$179,307 for the twenty month contract period.

BOARD/COMMISSION REVIEW:

N/A

COUNCIL ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action
N/A		

DEPARTMENT: Naper Settlement
Finance Department

SUBMITTED BY: Harriet Pistorio, Vice President Organizational Resources
Rachel Mayer, Finance Director

FISCAL IMPACT:

CIP #: N/A

Account Number	Fund Description	Total Budget Amount	Available Funds
016-7513-451.30-29	Naper Settlement	\$99,392	\$67,864
016-7513-451.40-34	Naper Settlement	\$135,000	\$93,184

*This contract crosses multiple fiscal years. CY17 funds will be budgeted accordingly.

**Funding breakout is: \$167,572 from account 016-7513-451.30-29 and \$11,735 from account 016-7513-451.40-34.

16-115, NS Janitorial
February 16, 2016
Page 2 of 3

BACKGROUND:

There are four basic services provided under Naper Settlement’s janitorial and maintenance services contract. These services include museum quality artifact cleaning, commercial evening and day porter janitorial services, basic maintenance support, and maintenance and support services for events, programs and rentals. These services operate under varying schedules throughout the year in or at designated Naper Settlement buildings and other sites, as needed, but they work in concert with each other to provide a cohesive cleaning oversight that supports 24/7 and nearly 365 days-a-year operations.

Cleaning in a museum environment is different than the cleaning services associated with the City’s other buildings. The museum industry has developed standard requirements for museum janitorial and maintenance services which minimize aesthetic or historic deterioration and prevent negative or damaging operational impacts to the Settlement’s assets and preservation efforts while still providing a clean and safe environment to the public and staff. While it is intuitive that artifact cleaning would be a specialized service, even the evening and day porter janitorial services require specialized training and a sensitivity to the artifacts and the exhibits because the employees are working around these items. The Settlement had tried to use the City’s janitorial services contract in the past without success and determined that a separate contract is the most effective option.

DISCUSSION:

NOTIFICATION AND RESPONSE:

Notices Sent:	128
Planholders:	15
Proposals Received:	4

Proposals were received from the following consulting firms:

- | | |
|--------------------------------|----------------------------------|
| All Cleaners, Inc. | Diverse Facility Solutions, Inc. |
| Coverall Health Based Cleaning | Eco-Clean Maintenance, Inc. |

The City’s current janitorial and maintenance contractor, Citywide Building & Maintenance, declined to respond to the RFP. When contacted by staff, Citywide advised that they did not feel that they would be competitive given the service level expectations.

A selection team comprised of staff from Naper Settlement evaluated the proposals based upon the following criteria set forth in the RFP:

1. Experience of the Firm (40%)
2. References (40%)
3. Approach/Evaluation or Performance/Ability to Start (20%)

All four firms were invited to interview. Following the interviews, the firms’ scores were finalized and the cost proposals were opened. The costs were then divided by the respective firm’s qualifications score (expressed as a decimal) to yield an “adjusted cost”.

16-115, NS Janitorial
 February 16, 2016
 Page 3 of 3

Firm	Proposed Cost	Qualitative Score	Quality Adjusted Price
Coverall Health Based Cleaning System	\$167,572.00	88.00	\$190,422.72
Eco-Clean Maintenance Inc.	\$164,639.49	52.00	\$316,614.40
Diverse Facility Solutions	\$181,368.53	76.00	\$238,642.80
All Cleaners Inc.	\$189,412.25	43.50	\$435,430.46

Coverall has the highest average qualitative score and the lowest quality adjusted cost of the four firms and is recommended for award.

Coverall has been the Settlement's maintenance and janitorial service provider for the last five years. They have met and/or exceeded contract scope and schedule adjustments, and maintained their \$16 hourly rate for all basic services throughout the entire contract term. Additionally, Coverall did not seek any increase in the hourly rate as a result of this RFP; the rate provided in the cost proposal remains at \$16 per hour.

In addition to the basic services, the Settlement also asked the firms to provide costs for four optional services which could be accepted in part or in total by the Settlement depending upon the costs. These services include carpet cleaning, vinyl floor cleaning, upholstery cleaning, and toy cleaning for the History Connection room. After evaluating the costs, the Settlement has elected to include all four optional services within the contract award. The additional cost for the optional services is \$11,735, which increases the total award to \$179,307.

RECOMMENDATION:

Approve the Award of RFP 16-115, Naper Settlement Janitorial and Maintenance Services, to Coverall Health Based Cleaning Systems for an amount not to exceed \$179,307 for the twenty month contract period.

ATTACHMENTS:

1. N/A