



## Legislation Text

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File #: 17-440, Version: 1

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### **CITY COUNCIL AGENDA ITEM**

#### **ACTION REQUESTED:**

Approve the Award of RFP 17-020, Custodial/Janitorial Services for City Sites, to Citywide Building Maintenance for Groups A and B, for an amount not to exceed \$689,546.64 and for the Central Business District and Train Station, to Smith Maintenance Company for Group C, for an amount not to exceed \$227,283.54 and a total award of \$916,830.18 for a two-year term.

**DEPARTMENT:** Department of Public Works

**SUBMITTED BY:** Richard Dublinski, Director DPW

#### **BOARD/COMMISSION REVIEW:**

N/A

#### **BACKGROUND:**

The Department of Public Works (DPW) contracts custodial services to provide cleaning related services at designated City facilities, the Central Business District, the Naperville train station, parking decks and other sites as needed. The City's existing custodial and janitorial firms provide cleaning services to 181,000 square feet and over 27,000 of annual hours for maintenance of city facility spaces. The City contracts with two firms to manage the level or work required. The first firm maintains city facilities and sites and the second firm provides cleaning services to the Central Business District (CBD), the four parking decks and the downtown train station. This includes public areas such as sidewalks, parking lots, streets, tunnels and stairwells.

The contractors are to provide the highest level of service and custodial care. Contractors will supply all labor, material, equipment and supplies (except paper products, trash liners, waste containers and cleaning equipment) to perform daily, weekly, monthly and bi-annual cleaning of each City facility. Under the new contract, services were expanded to include project work such as window washing, carpet extraction and annual parking deck power washing. The selected contractor is also required to have a work order system in place to document inspections, special cleaning requests and problem areas. The work order system must be interactive and allow City staff to enter requests, monitor progress and communicate directly with the contractor.

#### **DISCUSSION:**

In March 2017, the Department of Public Works (DPW) issued RFP 17-020 soliciting proposals for custodial and/or janitorial companies to provide high-quality cleaning and miscellaneous custodial services for:

- Group A - Designated City facilities and sites (Including Public Works Service Center and Fire Station #7)

- Group B - Designated City facilities and sites (Including Municipal Center and Electric Department)
- Group C - Naperville's downtown area (Central Business District) which includes the downtown streets, sidewalks, parking decks and special functions. Also, includes the train station platforms and tunnels.

Advertisement Date:	03/09/2017	Notices Sent:	165
Opening Date:	04/11/2017	Planholders:	15
		RFP Responses	6

Proposals were received from the following vendors:

Citywide Building Maintenance Inc.  
Diverse Facility Solutions, Inc.  
GCA Services Group of Texas, LP  
Perfect Cleaning Service, Inc.  
Smith Maintenance Co.  
We're Cleaning Inc.

A six-member selection team consisting of staff from DPW reviewed proposals. Proposals were scored with designated City facilities and sites (Group A and B) as one award and the CBD and train depot (Group C) as a second award. DPW staff reviewed past practices of the custodial and janitorial services and finds it in the best interest of the City to award the Custodial/Janitorial services to two separate firms. Proposals were scored based on the following criteria set forth in the RFP:

- Qualification and Experience of the Company and Lead Supervisor (40 points)
- Service Approach/Methodology (30 points)
- Quality Control Plan (30 points)

After review and scoring of proposals, the section committee invited the top three firms, Citywide Building Maintenance Inc., Diverse Facility Solutions, Inc. and Smith Maintenance Co. for interviews. Following completion of interviews, the selection team rescored firms. Three firms attended a scoping meeting and were given a two-week period to complete cost proposals for City Facilities Groups A and B and the CBD including the train depot for Group C. The firm with the lowest adjusted fee for City Facilities Groups A and B, Citywide Building Maintenance is recommended for the award. The firm with the lowest adjusted fee for CBD, parking decks and train depot, Smith Maintenance Company is recommended for the award. The three tables below provide a summary of the final scores.

## City Facilities, Group A

Cleaning Firm	Final Score	Proposed Fee	Quality Adjusted Fee
<b>Citywide Building Maintenance</b>	91.80	\$297,534.20	\$324,111.33
Smith Maintenance Company	93.50	\$323,120.70	\$345,583.64
Diverse Facility Solutions	77.60	\$312,219.00	\$402,344.07

**City Facilities, Groups B**

Cleaning Firm	Final Score	Proposed Fee	Quality Adjusted Fee
<b>Citywide Building Maintenance</b>	91.80	\$392,012.44	\$427,028.80
Smith Maintenance Company	93.50	\$420,958.94	\$450,223.47
Diverse Facility Solutions	77.60	\$410,958.94	\$529,284.79

**Central Business District and Train Depot, Group C**

Cleaning Firm	Final Score	Proposed Fee	Quality Adjusted Fee
<b>Smith Maintenance Company</b>	93.50	\$227,283.54	\$243,084.00
Diverse Facility Solutions	84.60	\$210,936.00	\$249,333.33
Citywide Building Maintenance	58.10	\$344,227.08	\$592,473.46

Staff recommends Citywide Building Maintenance for city facilities, Groups A and B, because their proposal and interview scored well based on their custodial experience, service approach and quality control plan. Citywide Building Maintenance is highly qualified to provide the necessary daily custodial services and performed well in their current contract with maintaining city facilities.

Staff recommends Smith Maintenance Company for the CBD, including parking decks and the downtown Train Depot, Group C because their proposal and interview scored well based on their extensive custodial experience servicing outdoor public space, service approach and strong work order system. Smith Maintenance Company is highly qualified to provide the necessary nightly custodial and janitorial services for the CBD and train depot.

This award is a two-year contract term from July 10, 2017, to July 9, 2019, with three, one-year extension options.

**FISCAL IMPACT:**

CIP#: N/A

Custodial Services are expensed to the support services accounts listed below. A total of \$356,686 is budgeted for custodial services for city buildings and \$259,200 is budgeted for custodial services in the Central Business District and Train Station in CY2017. The requested award is within budget.

<b>Account Number</b>	<b>Fund Type</b>	<b>Total Budget Amount</b>
010-4240-418.30-29	General Fund	\$238,146
410-4240-418.30-29	Electric Utility	\$113,140
430-4240-418.30-29	Water Utility	\$90,680
136-4010-566.30-29	SSA 26	\$435,178
104-4410-434.30-29	Burlington Fund	\$232,084