

Report on Request for Proposal for Citywide Janitorial Services

October 6, 2020, Item 3.3

Presenters:

- Julia Cooper, Director of Finance
- Luz Cofresí-Howe, Assistant Director of Finance
- Jennifer Cheng, Deputy Director, Finance-Purchasing

Panel for Q&A:

- Patrick Tonna, Deputy Director, Airport
- Walter Lin, Deputy Director, Public Works
- Avi Yotam, Interim Deputy Director, PRNS
- Amit Mutsuddy, Deputy Director, Environmental Services
- Chris Hickey, Division Manager, Public Works Office of Equality Assurance
- Fletcher Barnes, Senior Analyst, Finance-Purchasing

Background

- In November 2011, City Council awarded five (5) agreements to GCA Services Group (GCA) for janitorial services through a Requests for Proposal (RFP) process
 - Airport
 - Office of Cultural Affairs (OCA)
 - Department of Parks, Recreation, and Neighborhood Services (PRNS)
 - Department of Public Works (PW)
 - Environmental Services Department (ESD)
- In September 2017, ABM Industries purchased GCA and assumed responsibility for the agreements
- In October 2019, Council approved a one-year extension to the agreements.
- Current agreements expire October 31, 2020

RFP Process – Overview

- In June 2020, Finance released new RFP consisting of five (5) packages

| Package | Department | Locations Cleaned |
|---------|----------------------------|--|
| A | Airport | Airport |
| B | Office of Cultural Affairs | Public art |
| C | PRNS | Park restrooms |
| D | Public Works | City Hall, libraries, community centers, police facilities |
| E | ESD | Regional Wastewater Facility |

- Proposers could submit proposals for any or all packages
- Each package will result in a separate agreement
- Fifty-seven (57) companies viewed the RFP
- Seven (7) proposals were received prior to the submittal deadline
 - ABM Industries, Inc., the incumbent, failed to submit a response by the RFP deadline

RFP Process – Evaluation

- Each proposal was evaluated and scored by a four-member evaluation team from Airport, PRNS, PW, and ESD
 - PW manages the agreement for OCA. OCA participated as a subject matter expert.
- Additional City subject matter experts reviewed and provided feedback to the evaluation team
- A vendor demonstration was conducted for Package A – Airport and a Best and Final Offer conducted for Package E- ESD.
- All other proposals were awarded based on their submitted, written proposals
- Five (5) awards are recommended to four (4) different vendors
- No protests were received

RFP Process – Proposer Responses

| Vendor ✓ = Submitted Proposal for respective Package | Package | | | | | Received Local Business Preference |
|---|--------------|------------|------------|------------|------------|------------------------------------|
| | A Airport | B OCA | C PRNS | D PW | E ESD | |
| Flagship Facility Services, Inc. (San José, CA) | ✓ Award | | | | | ✓ |
| Impec Group Inc. (Santa Clara, CA) | ✓ | ✓ | ✓ Award | ✓ | ✓ | |
| LGC Global Energy FM, LLC (Detroit, MI) | ✓ | ✓ | ✓ | ✓ | ✓ | |
| PRIDE Industries One Inc. (Roseville, CA) | ✓ | ✓ Award | | ✓ Award | ✓ | ✓ |
| Service by Medallion (Mountain View, CA) | ✓ | ✓ | ✓ | ✓ | ✓ | |
| SWA Services Group, Inc. (Santa Clara, CA) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Universal Building Services and Supply Co. (Richmond, CA) | | | | | ✓ Award | ✓ |

RFP Process – Recommendations to Award

| Package Number | Department | Locations Cleaned | Vendor | 1-Year NTE Agreement Value |
|-----------------------|----------------------------|--|--|-----------------------------------|
| A | Airport | Airport | Flagship Facility Services, Inc. | \$4,188,315 |
| B | Office of Cultural Affairs | Public Art | PRIDE Industries One Inc. | 40,388 |
| C | PRNS | Park restrooms | Impec Group Inc. | 1,284,280 |
| D | Public Works | City Hall, libraries, community centers, police facilities | PRIDE Industries One Inc. | 6,810,046 |
| E | ESD | Regional Wastewater Facility | Universal Building Services and Supply Co. | 754,359 |
| | | | | \$13,077,388 |

Summary of Agreements

- Modified scopes of work reflect current janitorial needs
- Not-to-exceed, fixed pricing for initial one-year term, with compensation based on actual service provided and consumable usage
- Include up to nine (9) one-year options to extend the agreements, with price adjustments to be considered by the City upon request, but not to exceed 3% over the previous year unless the City's Living Wage and/or Prevailing Wage increases by more than 3%
- **Employee Retention:** Awarded contract vendors are required to provide for the continuation of services by retaining employees of the City's current janitorial services contractor, ABM Industries, Inc.

Conclusion

- Approval of this recommendation will ensure ongoing janitorial services to provide clean, well-maintained, and safe facilities for City employees and the public

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