

## Legislation Details (With Text)

|                       |   |                      |   |                      |                                      |
|-----------------------|---|----------------------|---|----------------------|--------------------------------------|
| <b>File #:</b>        | 1925  | <b>Version:</b>      | 1 | <b>Name:</b>         | Janitorial Services Contract Renewal |
| <b>Type:</b>          |   | <b>Status:</b>       |   | <b>Status:</b>       | Passed                               |
| <b>File created:</b>  | 3/30/2015   | <b>In control:</b>   |   | <b>In control:</b>   | City Council                         |
| <b>On agenda:</b>     | 4/7/2015  | <b>Final action:</b> |   | <b>Final action:</b> | 4/7/2015                             |
| <b>Title:</b>         | Consider Approval To Renew The Contract For Janitorial Services To CTJ Maintenance, Inc In An Annual Amount Not To Exceed \$367,140.00. |                      |   |                      |                                      |
| <b>Sponsors:</b>      |   |                      |   |                      |                                      |
| <b>Indexes:</b>       |   |                      |   |                      |                                      |
| <b>Code sections:</b> |   |                      |   |                      |                                      |
| <b>Attachments:</b>   |   |                      |   |                      |                                      |

| Date     | Ver. | Action By    | Action   | Result |
|----------|------|--------------|----------|--------|
| 4/7/2015 | 1    | City Council | approved | Pass   |

**CC MEETING:** April 7, 2015**DATE:** March 30, 2015**TO:** Leonard Martin, City Manager**FROM:** Vince Priolo, Purchasing Manager & Carl W. Shelton, Fleet & Facilities Director

Consider Approval To Renew The Contract For Janitorial Services To CTJ Maintenance, Inc In An Annual Amount Not To Exceed \$367,140.00.

**BACKGROUND:**

Council approved a two year contract for janitorial services with CTJ Maintenance, Inc. on April 3, 2013. The contract allows for two additional two-year renewals at the city's option. Staff is seeking council's authorization to exercise the first contract renewal option.

Services to be continued with this contract renewal include general janitorial services at the following facilities: City Hall, Hebron & Josey and Josey Ranch Lake Libraries, PD and Justice Center, Central and South Service Centers, Animal Shelter, Crosby and Rosemeade Recreation Centers, and other outlying facilities.

Historically, custodial service contracts have been very challenging. Quality services at competitive rates don't always align within this business sector. The industry is stricken with high turnover rates, poor business practices, and low profit margins. In 2013, the council approved terminating the existing contract with a different vendor after twelve months of poor performance and high customer complaints. The previous contract was not renewed after the initial two year term for similar performance issues. Transitioning through multiple vendors in such a short time frame can have very adverse effects on the cleanliness and appearance of our city facilities. This can lead to a very negative perception by staff and visitors alike.

Over the past two years, CTJ Maintenance has proven to be a reliable and responsive janitorial services

provider who adheres to the basic tenets of the contract requirements. Regardless of the vendor, the success of the program relies on the vendors' ability to communicate effectively, manage operating costs, and respond to expectations on a daily basis. The performance of CTJ Maintenance has consistently been graded above average at our city facilities. A key to their success has been their ability to respond quickly and resolve customer complaints in a timely manner.

In 2013, staff recommended CTJ Maintenance, Inc. as the best value vendor based on grading results in four categories; price, guaranteed hours, experience, and references. CTJ continues to perform criminal background checks on all employees that will be working at any Carrollton facility. Their employees must also meet the requirements stipulated with the United States Department of Justice Employment Eligibility Verification. CTJ Maintenance has agreed to maintain their current contract price through the two year renewal period.

**FINANCIAL IMPLICATIONS:**

The custodial services on bid # 13-005 will be purchased from budgeted funds for the cost center and amount as listed below.

| <u>ACCOUNTING UNIT</u> | <u>ACCOUNT</u>                      | <u>BUDGET AMOUNT</u> |
|------------------------|-------------------------------------|----------------------|
| 161001                 | 61190 - Other Professional Services | \$ 367,140.00        |

**STAFF RECOMMENDATION/ACTION DESIRED:**

Staff recommends exercising the two year renewal of the custodial service contract to CTJ Maintenance, Inc., in an amount not to exceed \$367,140.00 annually. This amount includes a supplementary amount of \$12,000.00 to cover changes in services during the course of the contract such as additional facilities that may be added, the need for additional day porter services, or changes in scope. Staff is requesting approval of additional funding now so as to negate the need to return with the request for funding at a later date. The requested annual amount not to exceed is \$367,140.00.