



INFORMATION MEMORANDUM

TO: Mayor and City Council

FROM: Kevin Muenchow, Fleet and Facilities Director

DATE: March 21, 2017

SUBJECT: New Custodial Services Provider

City Council approved Resolution 2016-091 on October 3, 2016 authorizing the City Manager to execute a contract with ABM Janitorial Services – South Central, Inc. (ABM) to provide custodial services for City Facilities with a November 1, 2016 effective date. Since November 1, 2016, ABM has inadequately executed the contract scope in providing custodial services for the health and safety of employees and the public, as well as compromising City Facility security at Justice Center and other City facilities.

On November 29, 2016, Facilities Management met with the Vice President of Operations for the Dallas branch of ABM to discuss the numerous issues with delivering basic cleaning services and breach of the contract. Staff communicated verbally that ABM will have 30 days to improve to the level of performing the services as defined in the contract and scope. As of December 20, 2016 there was no significant improvement, so on December 21st the Vice President of ABM Facility Services Division office, Atlanta, Georgia was contacted to make him aware of the situation. During the phone conversation, it was mutually agreed that it would be in the best interest of the City and ABM for the City to transition to a new company.

On January 2, 2017, staff began searching for a new company to provide custodial services for City Facilities with a strong emphasis on quality control and supervision at the best value to the City. Staff agreed GCA Cleaning Specialties, LP (GCA) was as a strong candidate after being thoroughly vetted. Facilities Management called the references noted below:

- City of Garland
- Tarrant County Community College
- Mary Kay
- Blue Cross and Blue Shield

- First Baptist Carrollton

All the references were very satisfied with GCA's services, as well as confirming their quality control measures. It was interesting to note that two of the references contracted with ABM prior to contracting with GCA and experienced similar issues. GCA also recently announced the City of Frisco as a new account.

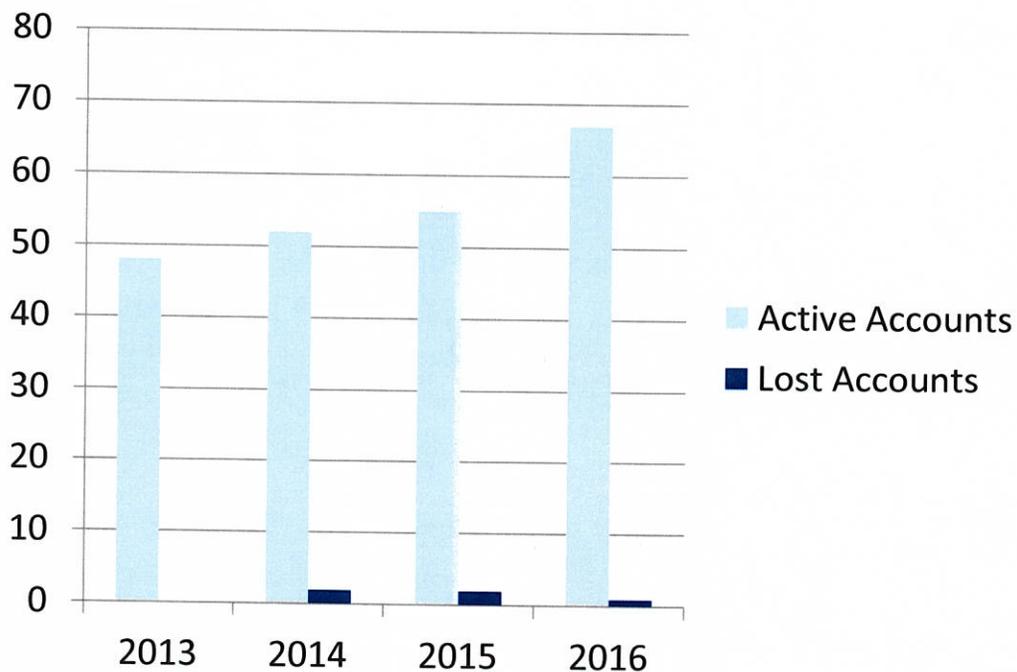
Documentation was requested regarding GCA's account retention percentage over the last 4 years, which was 97.5% (attached). GCA also provided the following information:

- Awarded CIMS Certification with honors after going through International Sanitary Supply Association's (ISSA) rigorous onsite assessment.
 - CIMS (Cleaning Industry Management Standard) Certification demonstrates that GCA Services group, structured to deliver consistent, quality service and is committed to efficient operations and continuous improvement. By implementing core CIMS principles into the organization's management framework.
- Guillermo Lam (Area Manager for City of Farmers Branch) is Green belt Six Sigma certified since 2013

Staff is recommending contracting with GCA for custodial services for \$338,009 annually at the same scope service level as ABM agreed to deliver and has added value in their Six Sigma process management for efficiency and quality control. A comparison of the annual cost of the current and prior custodial services contractor is below:

- Current \$285,000
- Prior \$364,437

4 year Retention Rate History



- 2013 – 0 clients lost = 100% retention rate
- 2014 – 2 clients lost = 96% retention rate
- 2015 – 2 clients lost = 96% retention rate
- 2016 – 1 client lost = 98% retention rate

Cumulative retention rate = 97.5%