



INFORMATION MEMORANDUM

TO: Mayor and City Council

FROM: Kevin Muenchow, Fleet and Facilities Director

DATE: July 17, 2018

SUBJECT: City Bid 18-10 for Custodial Services

City Council approved Resolution 2017-050 on March 21, 2017 authorizing the City Manager to execute a contract with GCA Cleaning Specialties, LP to provide custodial services. In January 2018, the City was informed that ABM Facility Services had purchased GCA. In May 2018, GCA Cleaning Specialties requested a \$ 67,895 increase on the contract claiming increased labor costs due to the job market and continual monthly losses in meeting the scope of work agreed upon. The requested amount significantly exceeded the allowable annual increase defined in the contract and was denied by staff. On May 25, 2018, GCA Cleaning Specialties, LP provided a 90 day written notice to terminate the agreement with an effective date of 8-24-18.

Upon receiving the 90 written notice, City staff proceeded to develop a custodial services scope and specifications for City Bid 18-10 as well as the best value bid evaluation criteria listed below.

- Contract Price
- Reputation for quality, clean and professional workmanship
- Customer retention percentage
- Janitorial cleaning staff turnover
- CIMS (Cleaning Industry Management Standard) certified
- Attendance of pre-bid building walk through
- Quality Control/Efficiency Programs
- Training programs for cleaning staff and supervision
- Questionnaire response

Bid packets were sent out to over 35 custodial companies. There were 10 companies that participated in the mandatory building tours and out of the 10 companies, 5 companies turned in a bid packet by the 10 am deadline on Tuesday, July 3rd.

The bids were evaluated and scored by an internal committee regarding the bidders response for each best value bid criteria. The focus for the evaluation was on finding the right vendor partner that the committee felt could consistently provide the scope of work at a high level at a reasonable and fair price.

Staff is recommending contracting with McLemore Building Service, Inc. for custodial services for \$422,800 annually. McLemore Building Service, Inc. provides services to the City of Houston with a total square footage of 3.1 million for the last 18 years, along with several other municipalities and counties throughout the state of Texas. McLemore also provide service to Dallas Community College Brookhaven Campus as well as the following listed as references:

- **Trinity Valley Community College** - 625,000 sq. ft. – Athens, TX – since 2013
- **City of Baytown** – 129,498 sq. ft. – Baytown, TX – since 2008
- **Dallas Community Colleges** – 1,245,494 sq. ft. – Dallas, TX – since 2016
- **Fort Bend County** – 777,838 sq. ft. – Richmond, TX – since 2014
- **City of La Porte** – 177,995 sq. ft. – La Porte, TX – since 2014

A comparison of the annual cost of the current and the two prior custodial service contractors are below:

- | | |
|-------------------------------------|-----------|
| • GCA Cleaning Specialties | \$338,000 |
| • ABM Facility Services | \$285,000 |
| • Prior contractor
(two vendors) | \$364,437 |