



INFORMATION MEMORANDUM

TO: Mayor and City Council

FROM: Kevin Muenchow, Fleet and Facilities Director

DATE: February 5, 2019

SUBJECT: City Bid 19-05 for Custodial Services

City Council approved Resolution 2018-67 on July 17, 2018 authorizing the City Manager to execute a contract with McLemore Building Services, Inc. to provide custodial services for City Facilities with an August 25, 2018 effective date. McLemore Building Services provided the City with a 90-day written notice to terminate the agreement on October 25, 2018 with an effective of January 25, 2019, citing “City of Farmers Branch is not the right fit for our company.” From the effective date of contract to receiving the 90-day notice letter, McLemore Building Services was struggling with staffing, as well as issues with cleaning per the contract scope of work.

After receiving the 90-day notice letter, McLemore Building Services performance significantly declined and became unresponsive in addressing issues, which resulted in the decline of City facility cleanliness to include:

- not stocking paper products in restrooms
- not emptying trash cans.
- Not vacuuming or sweeping floors

City staff reached out to ACBMS, a facilities services company to provide emergency short term custodial services until the City bids and contracts with a new custodial contractor was completed. McLemore Building Services and the City came to a mutual agreement to end the contract on December 15, 2018, which facilitated ACBMS to start providing service on December 16, 2018.

Upon receiving the 90 written notice, City staff proceeded to develop a custodial services scope and specifications for City Bid 19-5 as well as the best value bid evaluation criteria listed below.

- Contract Price
- Reputation for quality, clean and professional workmanship which required:
 - Five current customer references
 - References for last five local terminated accounts
 - References on local municipal accounts
- Customer retention percentage – verifiable
- CIMS (Cleaning Industry Management Standard) certified
- Attendance of pre-bid building walk through
- Quality Control/Efficiency Programs – (not marketing material)
- Questionnaire response

Bid packets were sent out to over 35 custodial companies. There were 7 companies that participated in the mandatory building tours and out of the 7 companies, 7 companies turned in a bid packet by the 10 am deadline on Friday, December 21, 2018. There were 2 companies that were disqualified because they did not provide the mandatory bid bond.

The bids were evaluated and scored by an internal committee based on the required bid 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 AHI Facilities Services, Inc. for custodial services for \$548,152 annually. AHI Facilities Services, Inc. provides services to:

- **City of Tulsa**
- **City of Denton**
- **City of Prosper**
- **City of Waxahachie**
- **Raytheon – all Texas locations**
- **Ericsson – Plano, TX**
- **Convengence – Lewisville, TX**

A comparison of the annual cost of the current temporary service provider and the four prior custodial service contractors are below:

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|-------------------------------------|--|
| • ACBMS (temporary) | \$ 41,486 per month or
\$500,241 annually |
| • McLemore Building Service | \$422,800 annually |
| • GCA Cleaning Specialties | \$338,000 annually |
| • ABM Facility Services | \$285,000 annually |
| • Prior contractor
(two vendors) | \$364,437 annually |