



Report to: General Committee

Meeting Date: April 4, 2022

SUBJECT: Request for Proposal 216-R-21 Custodial Supplies (York Purchasing Cooperative Contract (CRFP-06-2021) for Recreation Services and Fire and Emergency

PREPARED BY: Darius Chung, Senior Buyer, Ext. 2025

RECOMMENDATION:

1. That the report entitled “Request for Proposal 216-R-21 Custodial Supplies (York Purchasing Cooperative Contract (CRFP-06-2021) for Recreation Services and Fire and Emergency” be received; and,
2. That the contract for Request for Proposal 216-R-21 Custodial Supplies (York Purchasing Cooperative Contract (CRFP-06-2021) for Recreation Services and Fire and Emergency Services be awarded to the highest ranked, second lowest bidder, Swish Maintenance Limited for a term of three (3) years and four (4) months in the total estimated amount of \$1,543,333 inclusive of HST; and,
 - April 1, 2022- March 31, 2023 - \$463,000
 - April 1, 2023- March 31, 2024 - \$463,000
 - April 1, 2024- March 31, 2025 - \$463,000
 - April 1, 2025- July 31, 2025 - \$154,333

Total: \$1,543,333
3. That the contract include an option for the City (in its sole discretion) to extend the contract for up to two (2) additional one (1) year terms. All pricing will be firm for the first sixteen (16) months of the contract and prices in years two, three, four and five will be subject to Consumer Price Index (CPI) increases (All-Items Ontario March) to a maximum of 3%; and,
4. That the Director of Recreation, Fire Chief, and Senior Manager of Procurement & Accounts Payable be authorized to extend the contract for an additional two (2) one year periods subject to Council’s approval of the annual operating budget, vendor performance, and an increase based on the CPI (All-Items Ontario March) to a maximum of 3%; and
5. That the award be funded from the various operating budgets within the Recreation Services and Fire and Emergency Services annual operating budget, subject to Council approval of the 2023-2025 operating budgets; and further,
6. The remaining estimated budget of \$37,000 will be required if actual quantities are higher than estimated. Staff will monitor the expenditure and future operating budgets will be adjusted accordingly, subject to Council approval of the 2023-2025 operating budgets.
7. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to obtain approval to award the contract for the supply and delivery of custodial supplies for a term of three (3) years and four (4) months with the option to renew for an additional two (2) years. The purpose of the additional 4 months is to align contract dates with the York Catholic and York District School Board year ends.

BACKGROUND:

The City of Markham, on behalf of the York Purchasing Cooperative, issued a Request for Proposal for the supply and delivery of custodial supplies for all participating agencies. The custodial supplies consist of various cleaning chemicals, paper dispensers, paper (toilet and issue), various equipment, personnel protective equipment, salt, soaps, bags, and other miscellaneous products that are used routinely by staff in City facilities.

The participating agencies are:

- Town of Aurora
- Town of Newmarket
- Town of East Gwillimbury
- Town of Georgina
- City of Markham
- City of Vaughan
- City of Richmond Hill
- York Catholic District School Board
- York Region District School Board
- York Regional Police

The participating agencies spend as a whole in 2019 was approximately \$3.6 million (pre-tax) and Markham represents \$455,000 or 13% of this total spend. The objective of this joint procurement is to leverage the spend of all participating agencies to obtain the best possible unit costs for custodial supplies while also maintaining the same level of customer service, training and support.

BID INFORMATION:

Bid closed on	February 11, 2022
Number picking up bid document	5
Number responding to bid	4

PROPOSAL EVALUATION:

The Evaluation Team was comprised of staff from the York Region District School Board and York Catholic District School Board, and staff from the Procurement Department, acting as the evaluation facilitator.

The evaluation was based on pre-established evaluation criteria as outlined in the Request for Proposal: Qualifications and Experience of the Bidder 25%, Product Offering 20%, Ordering and Delivery 10%, Customer Support & Account Management, 10%, Value Add Services 5%, and Price 30%, for a total of 100% with the resulting score as noted below.

Bidder	Total Score (100 points)
Swish Maintenance Limited	88

Swish Maintenance Limited was the highest ranked and 2nd lowest bidder. In addition to scoring highest on their technical submission, they also have demonstrated that they are reliable, accountable, and provide a high level of customer service having been the York Purchasing Cooperative's custodial supplies incumbent for the last 10 years.

FINANCIAL CONSIDERATIONS:

Account #	Account Name	Location	Annual Budget Available for this Award	Estimated Cost of Award	Budget Remaining
Various	Building Maintenance Supplies	Recreation	\$455,452	\$425,400	\$30,052
420-559-4242	Janitorial Supplies	Fire	\$44,548	\$37,600	\$6,948
Total			\$500,000	\$463,000	\$37,000

The estimated annual spend of \$463,000 is based on pre-pandemic unit prices and quantities from 2019 and will vary based on facility usage. Staff will continue to monitor changes in consumption and reflect changes in future operating budgets as required. All purchases are made through City staff issued Procurement Cards.

The remaining estimated budget of \$37,000 will be required if actual quantities are higher than estimated. Recreation Building Maintenance Supplies budget also includes cleaning and washroom supplies. Staff will monitor the expenditure and future operating budgets will be adjusted accordingly, subject to Council approval of the 2023-2025 operating budgets.

The contract term of three years and 4 months (April 1, 2022 – July 31, 2025) will see fixed pricing for the first sixteen (16) months and will then be subject to CPI increase (all-items Ontario) to a maximum of 3% in in years two, three, four and five if accepted.

OPTIONS AND DISCUSSIONS:

The custodial supplies contractor is responsible for supplying and delivering custodial supplies to over 400 different locations across the Greater Toronto Area and needs to have the ability to provide a wide range of products while demonstrating value proposition and customer service excellence.

In addition to being able to supply the proper products and equipment, the contractor is to provide routine reporting, equipment and product training for staff, paper dispenser remediation and installation. They must also have a robust online ordering system, strong management team, and fleet capable of delivering within a standard of 1-2 business days.

Swish Maintenance Limited provides a high level of experience and technical expertise while also having a dedicated personnel that manage each participating agencies accounts. Furthermore, the City will have access to numerous value-added services offered including:

- No additional cost for on-site training and setup costs related to online ordering;

- Access to Swish's eLearning system which provides modules and training that can be administered to staff upon approval free of charge;
- Experienced and dedicated account management;
- No minimum order for shipping;
- Specialized cleaning support and preventative maintenance care for general cleaning and floor care;
- WHMIS/GHS safety training;

OPERATING BUDGET AND LIFE CYCLE IMPACT

There is no incremental impact to the operating budget. There is no impact to the Life Cycle Replacement and Capital Reserve.

ENVIRONMENTAL CONSIDERATIONS

The custodial services contract takes into consideration and promotes the use of Eco Logo and/or Green Seal Certified products where available. The EcoLogo Program certifies products that complement "green" cleaning programs and are sustainable, biodegradable and have reduced environmental impacts.

HUMAN RESOURCES CONSIDERATIONS

Not Applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Goal	Examples – How the Solution can Help Achieve the Goal
Exceptional Services by Exceptional People	Custodial supplies and equipment from this contract will ensure a clean and safe environment for users and staff.
Engaged, Diverse & Thriving City	Supports clean and safe facilities for users of Markham facilities.
Safe & Sustainable Community	Custodial supplies and various equipment is imperative to operating a safe and sustainable community.
Stewardship of Money & Resources	The contract leverages total spend of participating agencies as opposed to only the City of Markham.

BUSINESS UNITS CONSULTED AND AFFECTED:

Comments from Recreation and Finance have been incorporated into this report.

RECOMMENDED BY:

Mary Creighton,
Director, Recreation Services

Morgan Jones,
Commissioner, Community Services

Adam Grant,
Fire Chief, Fire & Emergency Services