



Report to: General Committee

Meeting Date: March 21, 2016

SUBJECT: Request for Proposal 078-R-15 Janitorial and Carpet Cleaning Services for Various City Locations

PREPARED BY: Amaris Liu, Civic Centre Coordinator, ext. 3526
Flora Chan, Senior Buyer, ext. 3189

RECOMMENDATION:

- 1) THAT the report “Request for Proposal 078-R-15 Janitorial and Carpet Cleaning Services for Various City Locations” be received;
- 2) AND THAT Request for Proposal 078-R-15 for Janitorial and Carpet Cleaning Services be awarded to the highest ranked / lowest priced bidder, National Cleaning Contractors in the annual amount of \$376,914.62 inclusive of HST impact;
- 3) AND THAT staff be authorized to extend the contract for four (4) additional years (2017-2021) at the same itemized pricing, subject to the supplier performance;
- 4) AND THAT the contract be funded from various City Department’s Operating Budgets;
- 5) THAT this report be taken to March 22nd, 2016 Council meeting;
- 6) AND 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 janitorial and carpet cleaning services for various City locations.

BACKGROUND:

The City currently has a total of 21 locations requiring janitorial services. This RFP was issued for the provision of Janitorial Services for the following locations:

- | | |
|-------------------------------|------------------------------------|
| 1. Civic Centre | 11. 8100 Warden Ave. |
| 2. Markham Theatre | 12. Armadale Community Centre |
| 3. Works Yard - Main Building | 13. Markham Village Library |
| 4. Old Unionville Library | 14. Thornhill Village Library |
| Community Centre | 15. Unionville Library |
| 5. Women's Institute | 16. Thornhill Community Centre |
| 6. Stiver Mill | 17. Millennium Park Washrooms |
| 7. Unionville Train Station | 18. Bill Crothers SS. Washrooms |
| 8. Central Parks Yard - Shop | 19. Victoria Square Park Washrooms |
| 9. West Parks Shop | 20. Mint Leaf Park Washrooms |
| 10. Markham Train Station | 21. St. Roberts CHS Park Washrooms |

There were a few revisions to the scope of work since the last contract, specifically the following:

- Stiver Mill was added as a new facility;
- Warden House removed due to end of rent agreement;
- Five (5) Park Washrooms added (Millennium, Bill Crothers SS., Victoria Square, Mint Leaf, St. Roberts CHS;
- Carpet cleaning for Civic Centre and 8100 Warden Ave. was added. This was done under a separate contract previously and by consolidating under this contract, the City expects to gain some efficiencies.

PROPOSAL INFORMATION:

Advertised, place and date	ETN
Bids closed on	February 9, 2016
Number picking up bid documents	20
Number responding to bid	9

EVALUATION RESULTS:

The Bid Evaluation Committee was comprised of staff from Recreation, Operations and Asset Management Department, with staff from Purchasing acting as the evaluation facilitator.

The evaluation was based on the pre-established evaluation criteria as listed in the Request for Proposal: Price 30%, Experience and Qualification of Company 15%, Experience and Qualification of Personnel 14%, Resource Management 25%, and Contract Monitoring /Administration and Quality Control 16%, for a total of 100% with resulting scores as below:

Bidders	Overall Score (100 points)	Overall Ranking
National Cleaning Contractors	87.7	1
SQM Janitorial Services	78.5	2
Arsenal Cleaning Services	76.8	3
Dean Clean Services Inc.	70.7	4
Kleenway Services Inc.	68.6	5
Cheema Cleaning Services Ltd.	61.6	6
Eco Living Cleaners	57.2	7
ABM Onsite Services Canada	47.3	8
Gold Standard Property Care	41.7	9

*The prices ranged from \$ 376,914.62 to \$829,906.80.

National Cleaning Contractors is the highest ranked and lowest priced bidder. Based on their submission and references, they possess the required experience and have excellent operational practices, and provide qualified staff at competitive prices.

ENVIRONMENTAL CONSIDERATIONS:

The bid document mandated that all cleaning products used throughout the City for this contract shall be Eco Logo "Green" certified cleaning solutions. The EcoLogo Program certifies products that complement "green" cleaning programs and help to "green" the cleaning and janitorial sector. These criteria reflect environmental leadership in the cleaning and janitorial sector, and encourage reduced environmental impacts.

Advantages of Eco Logo certified products are, but not limited, to being readily biodegradable (better for the environment), and containing very low VOCs (volatile organic composites) that keep indoor air pollution to a minimum.

FINANCIAL CONSIDERATIONS:

The contract award of \$376,914.62 will be funded from the 2016 Operating Budget and subject to Council approval of the 2017-2021 Operating Budgets.

The previous janitorial and carpet cleaning contracts were awarded in 2012 for \$390,587.77. This award includes additional locations and is combined with carpet cleaning for a total cost of \$ 376,914.62, a savings of \$13,673.15 over the previous contracts.

The annual savings of \$13,673.15 will be included as part of the year-end results of operations for 2016. The 2017 Operating budget will be reduced to reflect the favourable pricing subject to Council approval.

HUMAN RESOURCES CONSIDERATIONS:

Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not applicable

BUSINESS UNITS CONSULTED AND AFFECTED:

All affected business units have been consulted and have approved going forward with the award.

RECOMMENDED BY:

02/03/2016

3/2/2016

X 

Phoebe Fu
Director, Asset Management

X 

Brenda Librecz
Commissioner, Fire & Community Services