

**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda date: March 17, 2008
Reviewed by: *BP*

Subject: Contract for janitorial services for city facilities.

From: Dan Stevenson, Maintenance Supervisor

RECOMMENDATION

Authorize the City Administrator to replace the city facility janitorial service provider, One Source Building Services, Inc., with Township Building Services, Inc., for a monthly contract amount of \$7,127.50, which is less than current amount being paid by the City.

BACKGROUND

The City of Albany uses contract janitorial services to clean city facilities and office spaces. The janitorial services are needed to provide clean, healthy and aesthetically pleasing city facilities for public users and city staff. The City hired One Source Building Services, Inc. in February 2005 to replace Universal Building Services, Inc. in an attempt to upgrade the janitorial services citywide. One Source was hired as a result of being the lowest bidder at that time.

DISCUSSION

The quality of janitorial service remained at a low level under One Source, in part because of the lack of managerial oversight and retention of the same cleaning personnel per the Displaced Janitor Opportunity Act of 2002 (SB20). The SB20 Act requires janitorial contractors and subcontractors that secure a new building service contract to continue employing the janitors of the former contractor or subcontractor for at least 60 days. At the end of the 60 days, the new contractor is required to provide a written evaluation of each janitor's job performance and to continue employing janitors whose performance has been satisfactory.

After receiving complaints from city staff concerning the poor quality of janitorial services citywide, city staff reviewed the One Source service contract. The contract with One Source specified in detail the scope of work to be performed at each facility. Many of these line items were not being done regularly, if ever. Several meetings occurred between One Source management and the City of Albany Maintenance Supervisor in an attempt to resolve the non-performance issues. While One Source management verbally agreed to comply with the terms of the contract, visual inspection by staff proved otherwise.

The Maintenance Division received complaints daily via phone and e-mail concerning poor performance of the cleaning staff. Maintenance staff would contact One Source management then respond to the complainants; which is time consuming. Staff believes One Source does not have an effective method for quality control of the services performed. The disconnect appears to

be with cleaning staff supervision. The cleaners often work alone in the facilities after business hours and do not seem to receive regular check-ups by senior staff.

ANALYSIS

Maintenance staff sought three (3) informal bids with other vendors, based on the detailed specifications in the current One Source contract agreement. The companies providing the bids were all informed of the upcoming temporary City Hall relocation, and that the scope of the cleaning needs will need to be met at the various temporary relocation facilities. All three agreed that they would clean the temporary facilities at the contractual rate of the regular City Hall/Police Department cleaning. Because new public restrooms were recently installed at Ocean View Park, they were added to the specification list for regularly cleaning which is over and above the current existing One Source contract.

The bid prices obtained were fairly consistent with the current One Source contract, varying by only a few hundred dollars either way with the lowest bidder being Township Building Services, Inc.

Township provides janitorial services for the City of Berkeley, the City of Emeryville, Marin County and the stopwaste.org offices (among others). Upon speaking with the building/facility managers with the cities of Berkeley and Emeryville, staff learned that Township's work was considered to be positive and highly regarded. Both agencies were pleased with the quality of service received from Township.

Township also has the most comprehensive environmental program of the bids received, in that they offer food waste recycling to compliment the other standard recycling practices. In addition, Township will use certified 'green' products. Their 'green' business practices and list of products, with MSDS sheets, have been submitted to the City of Albany Environmental Resources Associate..

In compliance with the SB20 standards, Township will be required to retain the existing cleaners for 60 days. Township states that they have successfully increased productivity of inherited cleaning personnel through additional training and supervision. Finally, to ensure consistent cleaning quality control, Township will provide the same supervisory staff for Albany that is in place, and has had success, in both Berkeley and Emeryville.

FINANCIAL IMPACT

Based on negotiations with Township Building Services, the new negotiated monthly fee for maintaining janitorial services to the City of Albany is \$7,127.50. The current existing janitorial service contract with One Source is \$7,743. This new contract would result in a savings of \$615.50 per month.