

**Janitorial Services – Renewal of Contract**

<b>Date:</b>	September 21, 2009
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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To request Toronto Public Library Board approval to renew the contract for janitorial services, in whole, for a one-year term, January 1, 2010 to December 31, 2010, as per the Toronto Public Library's contract for Janitorial Services.

The contract for janitorial services for the Toronto Public Library was awarded to National Cleaning Contractors, for a one-year period, January 1, 2009 to December 31, 2009, with an option for renewal for up to two subsequent years, in whole or in part.

**RECOMMENDATIONS**

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**The City Librarian recommends that the Toronto Public Library Board:**

1. renews the contract to National Cleaning Contractors for a one-year period, January 1, 2010 to December 31, 2010 at a cost of \$1,505,194.65 [excluding Goods and Services Tax (GST)]; and
2. authorizes and directs the appropriate Library staff to take the necessary action to give effect thereto.

**FINANCIAL IMPACT**

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The cost of the janitorial contract for the renewal year is \$1,505,194.65; this is \$33,964.11 higher than the cost for the first year. The increased cost for the renewal year was identified by National Cleaning Contractors, in its response to a requirement in the 2008 Request for Proposal (RFP). The Library will include this cost increase for the contracted service in its 2010 budget.

The Director, Finance and Treasurer has reviewed this financial impact statement and is in agreement with it.

## **DECISION HISTORY**

The Board awarded a contract for janitorial services to National Cleaning Contractors at its November 24, 2008 meeting. The award was for a one-year period, January 1, 2009 to December 31, 2009, with an option for renewal for up to two subsequent years, in whole or in part. The Board directed staff to report to the Board in September 2009, prior to renewing the contract for any subsequent year.

## **ISSUE BACKGROUND**

The Library Board, at its February 25, 2008 meeting referred the consideration of the issue of contracting in cleaning services to the Employee and Labour Relations Committee. The Employee and Labour Relations Committee reported to the Board on its deliberations and recommendations in a closed session, at the Board's March 23, 2009 meeting.

In order to ensure continued janitorial services the Library issued an RFP for janitorial services and a contract was awarded by the Board. The initial term was for one year, to give the Board the flexibility to consider its options for the contracting in of janitorial services, prior to the renewal for subsequent years.

## **COMMENTS**

There were changes in the scope of services in the contract with National Cleaning Contractors, to address the need for better monitoring and achievement of cleaning standards. Performance has been strengthened with the introduction of more frequent carpet cleaning and designated customer service contacts to monitor and address cleaning concerns and ensure contract compliance. Based on improved and satisfactory performance, the Library recommends renewal of the contract, in whole, for a second year.

The cost of the janitorial services contract award in the first year, was \$1,471,230.54 (excluding GST). National Cleaning Contractors submitted costs for three years in their response to the RFP, to give the Library a projection of the inflationary costs in future years. The second year costs submitted by National Cleaning Contractors based on the services described above was: \$1,505,194.65 (excluding GST).

The contract states that the Board must give National Cleaning Contractor written notice at least 60 days prior to December 31, 2009 to extend the terms of the agreement for one year on the same terms and conditions. The extensions may be issued in whole or in part, at the sole discretion of the Board, at the time written notice of renewal is given. The recommendation is that the Board renew the cleaning contract in whole, for 2010, in order to ensure continued janitorial services.

## **CONTACT**

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## **SIGNATURE**

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Jane Pyper  
City Librarian