

Janitorial Services – Award of Contract

Date:	November 24, 2008
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

To request Toronto Public Library Board approval to award the contract for janitorial services, as per the Toronto Public Library’s request for proposal for Janitorial Services.

It is recommended that the contract for janitorial services for the Toronto Public Library be awarded to National Cleaning Contractors, having achieved the highest total score in the evaluation. The award is 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

The City Librarian recommends that the Toronto Public Library Board:

1. awards the contract to National Cleaning Contractors for a one year period, January 1, 2009 to December 31, 2009 at a cost of \$1,471,230.54 [excluding Goods and Services Tax (GST)]; and
2. directs staff to report to the Board in September 2009, prior to renewing the contract for any subsequent year; and
3. authorizes and directs the appropriate Library staff to take the necessary action to give effect thereto.

Implementation Points

The award of contract is subject to the review and approval of the City of Toronto Fair Wage Office.

FINANCIAL IMPACT

The cost of the janitorial contract for the first year is \$1,471,230.54. This is \$249,241.17 higher than the contract for the current year. This 17% increase reflects, in part, that the costs for the cleaning contract had not changed in the last six years. The Library had made provision for an increase in the contracted service in its 2009 budget, which accommodates this cost increase.

The Director, Finance and Treasurer has reviewed this Financial Impact Statement and is in agreement with it.

DECISION HISTORY

The contract with National Cleaning Contractors expired on March 31, 2008. The Board approved a six month extension of the contract at its April 21, 2008 meeting, to allow further consideration of options for contracting in of janitorial services. At its September 15, 2008 meeting the Board approved a further three month extension, to December 31, 2008, for the time period required by the Library to issue a request for proposal (RFP) for janitorial services and the Board to award the contract.

ISSUE BACKGROUND

At the time of amalgamation, the two former systems had in-house cleaning services and five former systems had contracted janitorial services. The Library Board chose to consolidate janitorial services with an external contractor. 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. That consideration is still underway, and the Employee and Labour Relations Committee has not made a recommendation to the Library Board.

In order to ensure continued janitorial services, the Library has issued an RFP for janitorial services. The initial term is for one year, which gives the Board the flexibility to consider its options for the contracting in of janitorial services, prior to the renewal for subsequent years.

COMMENTS

On October 7, 2008, the Library issued a public request for proposal (RFP) for janitorial services. Four proponents submitted proposals. The proposals were evaluated based on criteria listed in the RFP: credibility, capability, quality and cost. The proposal from National Cleaning Contractors achieved the highest total score in the evaluation.

National Cleaning Contractors are the Library's current cleaning contractor. There were changes in the scope of services in this RFP, to address the need for better monitoring and achievement of cleaning standards. The evaluation team interviewed the recommended proponent and was assured of changes in practice that will meet the

standards set in the RFP. Performance will be further strengthened with the introduction of more frequent carpet cleaning and designated customer service contacts to monitor and address cleaning concerns and ensure contract compliance.

In the first year, there is a one time cost of \$1,150 for picture identification of contract cleaning staff. The Joint Health & Safety Committee has asked that all external workers wear picture identification.

First year award costs

The cost of the janitorial services contract award in the first year, including the one time cost of \$1,150, is \$1,471,230.54 (excluding GST).

The RFP required the proponents to submit costs for three years, to give the Library a sense of the inflationary costs in future years. The costs submitted by National Cleaning Contractors based on the services described above are:

Year 1: \$1,471,230.54 (excluding GST)
Year 2: \$1,505,194.65 (excluding GST)
Year 3: \$1,538,609.58 (excluding GST)

CONTACT

Ron Dyck; Director, Information Technology & Facilities; Tel: 416-393-7104;
Fax: 416-393-7083; E-mail: rdyck@torontopubliclibrary.ca
Gail Rankin; Senior Manager, Facilities; Tel: 416-395-5881; Fax: 416-395-5916;
E-mail: grankin@torontopubliclibrary.ca

SIGNATURE

Jane Pyper
City Librarian