

**Janitorial Services – Award of Contract**

<b>Date:</b>	September 8, 2014
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	Acting City Librarian

**SUMMARY**

---

The purpose of this report is to request Toronto Public Library Board approval to award the contract for janitorial services, as per the Toronto Public Library's Request for Proposal (RFP) for Janitorial Services.

It is recommended that the contract for janitorial services be awarded to Topnotch Building Maintenance Ltd. Topnotch Building Maintenance Ltd. achieved the highest aggregate score among all bidders through the evaluation of proposals and the interview process. The award is for a three (3)-year term, beginning January 1, 2015 and ending December 31, 2017.

**RECOMMENDATIONS**

---

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

1. awards the contract to Topnotch Building Maintenance Ltd. for janitorial services, for a three-year term beginning January 1, 2015, at a cost of \$1,739,648.90 in the first year, \$1,757,045.39 in the second year and \$1,774,615.84 in the third year, for a total cost of \$5,271,310.13 [excluding Harmonized Sales Tax (HST)]; and
2. authorizes staff to negotiate with Topnotch Building Maintenance Ltd. to add or delete services resulting from operational needs, subject to budget availability; and
3. authorizes and directs 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 total three-year cost for janitorial services, beginning January 1, 2015, is \$5,271,310.13 (excluding HST):

- Year 1 - \$1,739,648.90
- Year 2 - \$1,757,045.39
- Year 3 - \$1,774,615.84

The first year of the contract represents a cost increase of \$321,594.33 (22.5%) over the current contract and this represents a \$200,000 pressure to the approved 2014 operating budget; this amount will be included as part of the economic adjustment for the 2015 operating budget submission.

At the time of the last contract award for janitorial services, in 2011, the Ontario minimum wage was \$10.25 per hour and the Fair Wage schedule in effect at that time, listed the hourly rate for light duty cleaners at \$9.78. The Ontario minimum wage is now \$11.00 per hour and the Fair Wage schedules approved by City Council in July 2013, list the hourly rate for light duty cleaners at \$12.43. A significant portion of the cost increase can be attributed to the Fair Wage increase.

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

## **DECISION HISTORY**

The most recent janitorial contract was awarded by the Board, at its October 17, 2011 meeting, to Topnotch Building Maintenance Ltd. The award was for a one-year contract, with the option to renew for two additional years.

## **ISSUE BACKGROUND**

The current contract with Topnotch Building Maintenance expires on December 31, 2014. In order to ensure continued janitorial services, the Library has issued a RFP for janitorial services. The contract for cleaning services provides nightly cleaning at all public and administration buildings; quarterly cleaning of carpets and stripping and refinishing of non-carpeted floors; day janitor services at selected branches; afternoon washroom cleaning at selected branches; and litter abatement at branches. The contract also provides for special cleaning services for the Bram & Bluma Appel Salon, which are offset by rental revenue.

## **COMMENTS**

On July 24, 2014, the Library issued a public RFP for janitorial services. A mandatory briefing meeting was held on August 6. The RFP closed on August 14, 2014, and seven (7) proponents submitted proposals. Two proposals were incomplete and were disqualified. The proposals were evaluated against the criteria in the RFP: credibility and capability of the proponents, qualifications of the proponents, and cost. The submission requirements in this RFP were changed to require the proponents to submit costs based on the number of hours stipulated for cleaning. This is in keeping with the City's RFP terms for cleaning and will allow the Library to better monitor the cleaning contractor's performance and enforce compliance with the cleaning contract specifications and the Fair Wage Policy. The RFP

also included a mandatory requirement for ISSA-CIMS (International Sanitary Supply Association Cleaning Industry Management Standards) GB certification within six months of the commencement of the Contract. This is an independent confirmation of compliance with industry best practices and improves the likelihood that the Library will obtain quality service. This is a mandatory requirement at the City approved by City Council in July 2013.

The proposal from Topnotch Building Maintenance Ltd. achieved the highest total score in the evaluation and is the lowest cost proposal.

Proponents' scores by criteria, price comparison and a staff analysis of the evaluation results can be provided in an in-camera presentation, if requested by Board members.

The award for janitorial services is for a three (3)-year term, beginning January 1, 2015 and ending November 30, 2017, for a cost of \$5,271,310.13.

The Library will conduct an annual performance evaluation of the service provider to ensure contract compliance and to determine whether satisfactory performance has been met.

## **CONTACT**

Ron Dyck; Director, Information Technology & Facilities Management; Tel: 416-393-7104;  
E-mail: [rdyck@torontopubliclibrary.ca](mailto:rdyck@torontopubliclibrary.ca)

## **SIGNATURE**

---

Anne Bailey  
Acting City Librarian