



To: Toronto Public Library Board – March 4, 2002

From: City Librarian

Subject: **Janitorial Services – Award of Request for Proposal**

Purpose:

To obtain Toronto Public Library Board approval for the award of contract to supply janitorial services as per the Library's Request for Proposal (RFP) for Janitorial Services.

Funding Implications and Impact Statement:

The successful bid for each of two (2) years of the contract was \$1,276,450.00 for all locations. The total bid for two (2) years is \$2,552,900.00. A total discount for the two (2) years of 1.5% (\$38,294.00) is available if the firm is awarded all locations. The total for two (2) years with the discount is \$2,514,606.00, which is \$1,257,303.00 annually. The contract may be extended with the same terms and conditions for a third year at the sole discretion of Library.

The contracted janitorial services are provided for within the TPL's Facilities Department operating budget.

Recommendations:

It is recommended that:

- (1) Toronto Public Library staff enter into contract negotiations with National Cleaning Contractors to supply janitorial services at an annual price not to exceed \$1,276,450.00 (taxes included) less the 1.5% discount, if applicable, for a period up to two years; and
- (2) Toronto Public Library staff continue to work with Toronto Civic Employees' Union, Local 416 regarding their proposal on cleaning in accordance with the provisions of the Collective Agreement and report back to the Board; and
- (3) Toronto Public Library staff negotiate with National Cleaning Contractors to award a portion of the contract for a one-year period only, during which time the Toronto Civic Employees' Union (TCEU), Local 416 cleaning proposal can be evaluated and considered, with the option for Toronto Public Library, at its sole discretion, to renew that portion of the cleaning contract with National Cleaning Contractors for the second year should the Union proposal not be successful.

Background:

Prior to amalgamation, contracted janitorial services were employed in five of the seven Library systems; the exceptions were Toronto and York Public Libraries. Contracted services were employed to either complete all janitorial services, or a major portion thereof, in the remaining five Library systems.

In December 1999, this practice was extended across the ninety-three (93) TPL facilities for which the Board has cleaning responsibilities. At the December 6, 1999 meeting, the Board approved National Cleaning Contractors, as the lowest bidder, to provide janitorial services for all of these locations.

The Library began the implementation of contracted janitorial services on January 1, 2000 and by October 2001, all ninety-three (93) locations covered under the agreement, were provided with this service from National Cleaning Contractors.

On February 7, 2002, the TCEU Local 416 submitted a proposal "as to how the work could be done with in-house staff to the greater satisfaction of Library staff and the public". By negotiating a one-year term with the service provider, National Cleaning Contractors, for a selected portion of the janitorial services, TPL staff will be able to evaluate the proposal from TCEU Local 416, prior to the second year of the contract.

Comments:

The Library issued an RFP for Janitorial Services. The RFP was advertised in the *Toronto Star* and on the Library's web site. In the first stage of the RFP process, the proponents were required to complete and submit details of their business operations. Successful evaluation of the submission was a requirement for a firm to be pre-qualified to submit a quotation. Five (5) submissions were received. The submissions were evaluated by Library staff to determine that the firms were properly registered, capable of abiding by the City of Toronto's policies including Fair Wage, were adequately staffed, had satisfactory prior experience and were financially stable. It was determined that all of the respondents met the criteria and had the ability to carry out the janitorial requirements for the Library's multi-branch operation.

The five (5) pre-qualified firms were invited to a series of mandatory site meetings and were given detailed work sheets for their quotation submissions. Quotations were required for each region and the firms were allowed to bid on any or all of the regions. In addition, the firms were asked to indicate a discount if awarded all locations. Five (5) quotations were received and National Cleaning Contractors submitted the lowest bid for each of the regions, as well as the lowest total bid of \$1,276,450.00 (taxes included) with a discount of 1.5% if awarded all locations.

The Fair Wage and Labour Trades Office at the City has confirmed that National Cleaning Contractors "maintains fair wage rates and working conditions in accordance with the Fair Wage Policy".

The City Legal staff have provided an “Agreement for the Provision of Janitorial Services” to be signed at the completion of negotiations.

Conclusion:

It is recommended that staff enter into contract negotiations with National Cleaning Contractors to supply janitorial services. In addition, it is recommended that staff continue to work with TCEU Local 416 regarding their cleaning proposal in accordance with the provisions of the Collective Agreement and report back to the Board.

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City Librarian

List of Attachments:

Not applicable.