



STAFF REPORT ACTION REQUIRED

14.

Janitorial Services – Extension of Contract

Date:	December 10, 2018
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library (TPL) Board approval for a one-year extension of the janitorial services contract with Topnotch Building Management Inc. (TBM) that expires on December 31, 2018. The recommended one-year extension includes an increase of \$121,858 or 4.8% for a total cost of \$2,559,031, excluding applicable Harmonized Sales Tax (HST), and is included in the 2019 operating budget submission. The contract extension is to facilitate the first major joint TPL and City of Toronto Facilities, Real Estate, Environment and Energy division (FREE) procurement of janitorial services in 2019. The joint procurement will be conducted in accordance with the recommendations contained in the [Results of City's Shared Services Study](#) report that were endorsed by the Board at its meeting in September 2013.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the extension of the Janitorial Services contract with Topnotch Building Management Inc. for one additional year, January 1 to December 31, 2019, for a total of \$2,559,031, excluding Harmonized Sales Tax; and
2. endorses the recommendations contained in the September 2013 Results of City's Shared Services Study as they apply to the proposed joint procurement with the City for janitorial services.

FINANCIAL IMPACT

The cost for the additional year extension of the janitorial services contract, January 1 to December 31, 2019, is \$2,559,031 (excluding HST), which represents an increase of \$121,858 or 4.8%, and is included in the 2019 operating budget submission.

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

DECISION HISTORY

The Request for Proposal (RFP) for Janitorial Services was awarded to TBM at the September 8, 2014 Board meeting for the three-year contract term expiring on December 31, 2017. The RFP included the option for two additional one-year extensions of the contract, subject to Library Board approval. <https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2014/sep08/14.pdf>

On October 23, 2017, the Board approved a one-year extension to the contract, January 1 2018 to December 31, 2018. <https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2017/oct23/15-janitorial-services-extension-of-contract.pdf>.

In September 2013, the TPL Board approved the recommendations in the Shared Services Study report. <https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2013/sep23/14.pdf>. The recommendations in the report address important principles that will apply when the Library participates in shared services with the City, including: recognition of the authority and governance of the Board; cost neutrality; and the Library's participation in the planning and implementation of shared services.

In May 2017, Toronto City Council adopted the City-Wide Real Estate Transformation <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX25.9>. The Council motion approved a new real estate service delivery model for the City government, including most agencies, that centralizes real estate activities City-wide, including all real estate strategy and portfolio planning, major building projects, developments, real estate transactions and facilities management.

ISSUE BACKGROUND

TBM's performance over the four years of the contract term has been satisfactory. TPL has worked with TBM to introduce greater oversight and improved performance over the term of the current agreement, and this has resulted in a decrease of complaints about the quality of janitorial services.

COMMENTS

As identified in the new city-wide real estate service delivery model a “whole city” approach will be taken to managing real estate and facilities, including all agencies and divisions. City-wide procurement of janitorial services is consistent with the new model and approach. Library staff are recommending to extend the current janitorial services contract by one year in order to align with the City of Toronto’s timeline to issue a joint RFP for janitorial services by the end of 2019. The City’s FREE division anticipates that it will be ready to develop a RFP in the second half of 2019 and TPL will participate in a joint procurement with the City. This will be the first significant joint procurement for services conducted by TPL and the City’s FREE division.

On September 27, 2013, the TPL Board endorsed the following principles which will apply when the Library participates in shared services initiatives:

1. that Board governance and authority be recognized;
2. that implementation of shared services programs be cost neutral to the Board and provide a return on investment;
3. that Toronto Public Library have on-going participation in the planning and implementation of applicable shared services programs and there be on-going reporting back to the Board; and
4. that consideration be given in the planning and implementation process to potential labour relations issues.

While not all these principles are applicable for the joint procurement of janitorial services, it is important library staff have on-going participation in the planning and implementation of the joint RFP. The Board's governance and authority will also be recognized. Once the procurement process is over, the Board will be requested to approve the Library's portion of the award as it is expected to exceed the authority of the City Librarian.

Library staff will work with City staff to draft cleaning requirements that meet the unique needs of the Library, and TPL will participate in the evaluation and selection of the proponents. Facilities staff at the Library will also oversee the implementation of the janitorial services contract as it relates to library facilities.

Because the dollar value of the proposed contract extension exceeds the City Librarian's authority, Board approval is being sought.

CONTACT

Paul Trumphour; Director, Transformational Projects; Tel: 416-395-5541;
Email: ptrumphour@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian