

To: Toronto Public Library Board – March 7, 2005

From: City Librarian

Subject: **Janitorial Services – Award of Contract**

Purpose:

To seek Toronto Public Library Board approval for the award of the contract to supply janitorial services for Toronto Public Library (TPL) as per the Library's "Request for Quotation for Janitorial Services".

Funding Implications and Impact Statement:

The annual cost of the cleaning contract is \$1,297,652.91, including Goods and Services Tax (GST) and a 1.5 percent discount for awarding cleaning for all regions. Over the two-year term of the contract, the total cost will be \$2,595,305.82. The cost of the cleaning contract has been provided for in the 2005 Operating Budget.

At its meeting on March 4, 2002, the Library Board approved a cleaning contract with an annual cost of \$1,257,303.25, including GST and a 1.5 percent discount. The new contract therefore represents an annual increase of \$40,349.66.

Recommendations:

It is recommended that:

- (1) the Toronto Public Library Board award a two-year contract to the lowest bidder, National Cleaning Contractors, to supply janitorial services for 94 TPL locations, at an annual cost of \$1,297,652.91 or \$2,424,277.87 over two years, including GST;
- (2) the Toronto Public Library Board approve a one-year renewal option at the same terms and conditions, solely at the discretion of TPL and subject to satisfactory performance;
- (3) staff be authorized to negotiate with National Cleaning Contractors to add or delete services resulting from operational needs, subject to budget availability; and
- (4) the appropriate Library staff be authorized and directed to take the necessary action to give effect thereto.

Background:

The cleaning contract awarded by the Library Board on March 4, 2002 included cleaning for 90 branches and 3 service buildings. St. James Town branch was opened in October 2004, so the

new cleaning contract covers 94 facilities. The Library does not have direct responsibility for cleaning the remaining eight buildings.

During 2003, due to budget pressures, certain cleaning services were reduced, mainly in the area of day porter services, resulting in annual savings of \$55,403.29. As noted below, the proposal is to reinstate these services where appropriate, and increase cleaning services in other areas.

At its meeting of January 17, 2005, the Board requested that staff meet with the Union, prior to reporting to the Board, concerning the Union's proposal regarding in-house cleaning.

Comments:

**Request for Quotation**

On January 6, 2005, an advertisement was placed in the Toronto Star inviting contractors to submit a response to a Request For Quotation (RFQ) to provide Janitorial Services to TPL for a two-year period, from April 1, 2005 through March 31, 2007. Thirty-seven companies picked up the RFQ documents, and representatives from 12 companies attended a mandatory site meeting on January 20, 2005.

TPL received quotes from the following six janitorial contractors:

- Arsenal Cleaning Services Ltd.
- C.G. Maintenance & Sanitary Products
- Gaillind Corporation
- J&A Building Services Ltd.
- Kaptain Janitorial
- National Cleaning Contractors

As part of the RFQ process, bidders were asked to quote separately on the cost of additional cleaning services, including additional day porter hours, washroom cleaning, carpet cleaning and exterior grounds abatement at selected branches. These additional cleaning services are being recommended as part of the award of this contract.

National Cleaning Contractors, with a bid of \$1,297,652.91 for each year of the two-year contract, which includes GST and a 1.5 percent discount (\$19,761) for all regions, was the low bid.

From time to time, operational requirements may result in the addition or removal of certain cleaning services. For example, if a branch is closing, then cleaning services are suspended. Also, if a new branch opens, then special cleaning is required.

The RFQ documentation submitted by National Cleaning Contractors has been reviewed by TPL staff, and was found to be in conformance with tender requirements.

**Union Proposal**

A proposal, dated February 23, 2005, was received from the Union to contract-in cleaning for the West District. The Union's proposal has been costed and reviewed with the Union, and the result is shown on Attachment 1. The total annual cost of the Union's proposal is \$358,856 compared

to the National Cleaning Contract's bid of \$164,141 for the West District. The 2005 Operating Budget cannot accommodate these additional costs.

Conclusion:

The daily cleaning and upkeep of 99 public service branches and three administrative buildings is a challenging task, whether contracted staff or in-house staff are employed. With over 16 million visitors per year, library branches are well used. In most public buildings, the public only has access to common areas and those areas on the public side of the service counter, whereas in libraries, the public has access to the entire facility except for the small staff areas. Every effort is being made to ensure that the specifications of the janitorial contract are met and that staff concerns are addressed in a timely and effective manner.

Contact:

Larry Hughsam, Director, Finance & Treasurer; Tel: 416-397-5946; Fax: 416-393-7115;  
E-mail: [lhughsam@torontopubliclibrary.ca](mailto:lhughsam@torontopubliclibrary.ca)  
Bruce Barnett, Senior Manager, Facilities; Tel: 416-395-5881; Fax: 416-395-5916;  
E-mail: [bbarnett@torontopubliclibrary.ca](mailto:bbarnett@torontopubliclibrary.ca)

---

Josephine Bryant  
City Librarian

List of Attachment:

Attachment 1: Analysis of Proposal to Contract-In Janitorial Services in the West Region

**ATTACHMENT 1**

**Toronto Public Library  
Analysis of Proposal to Contract-In Janitorial Services in the  
West Region**

---

**TCEU Local 416 Proposal - Annual Cost Estimates**

	<b>Proposal Feb 23/05 \$</b>
Staffing	316,633
Equipment	5,110
Supplies	5,515
Mileage Reimbursement	8,320
Uniforms	3,517
Subtotal	<u>339,095</u>
<b><u>Other</u></b>	
Lost discount on National Cleaning Contract	<u>19,761</u>
<b>Total Proposal Cost</b>	<b><u>358,856</u></b>
<b>National Cleaning Contract (net of GST Rebate)</b>	<b><u>164,141</u> *</b>
<b>Excess of Union Proposal over National</b>	<b><u>194,715</u></b>

**FTE, Hours & Labour Costs Summary**

FTE	7.85
Hours	14,108
Labour Costs	\$316,633

\* Includes \$19,980 cost for additonal services: twice daily washroom cleaning at Eatonville, Maria Shchuka and Richview, and exterior litter abatement at Eatonville