

NO: R047

COUNCIL DATE: **MARCH 23, 2015**

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **March 23, 2015**

FROM: **General Manager, Planning and Development** FILE: **o800-20 (NCH)**
1220-040-2014-039

SUBJECT: **Award of Contract for the Provision of Janitorial and Custodial Maintenance Services for New City Hall**

RECOMMENDATION

The Planning and Development Department recommends that Council approve the award of a contract to SerVantage Services Group (the "Contractor") in the amount of \$308,664.00, excluding GST, for the performance of janitorial and custodial maintenance services for the New City Hall building. The contract is for a one year term, with the possibility of four one-year extension options available to the City, at its sole discretion. The Contractor's performance will be evaluated prior to the end of each one year term with such information being taken into account with respect to exercising the renewal option for the subsequent years.

INTENT

The purpose of this report is to obtain Council approval to award a contract to SerVantage Services Group related to the performance of janitorial and custodial maintenance services for the New City Hall building.

BACKGROUND

Pre-Solicitation Notice of Intent Process

In January 2014, a Pre-Solicitation Notice of Intent (1220-030-2013-026) was issued for Janitorial and Custodial Maintenance Services for New City Hall. The Pre-Solicitation Notice of Intent was advertised on the City's website and was posted on the BC Bid website. This process was designed to provide respondents with the opportunity to register with the City their interest in, and corporate profile, for the upcoming competitive procurement process. The corporate profiles received provided a wide range of janitorial companies from industry leaders in the "green" cleaning movement to newly formed businesses with limited "green" cleaning experience. A total of 40 responses were received.

Request for Quotations Process

In September, 2014, a Request for Quotations was issued (RFQ #1220-040-2014-039) for janitorial and custodial maintenance services (including "green" cleaning services) for the New City Hall. Specialty requirements were incorporated in the RFQ to assist the City in satisfying its goal of

achieving a LEED (Leadership in Energy and Environmental Design) Gold certification rating. The RFQ was sent to 40 registered contractors. The RFQ had a preferred closing date of October 3, 2014 and the City received 10 submissions for evaluation.

DISCUSSION

Evaluation

In early November 2014, the City commenced a robust evaluation process. The Evaluation Team was comprised of five staff members representing Finance and Technology, Risk Management, Parks Recreation & Culture, Human Resources, and Planning and Development.

The Evaluation Team compared and evaluated all quotations to determine each Contractor's strengths and ability to provide the services, using the following criteria:

- Experience, Reputation & Resources;
- Technical;
- Financial; and
- Interview/Presentation.

Through an evaluation process janitorial and custodial maintenance contractors were shortlisted. The evaluation team identified two shortlisted contractors for interviews and clarification of their quotations. This evaluation process was conducted over an approximate a six week period. This process is consistent with the City's competitive procurement policy.

After a thorough review and evaluation of all the submissions, followed by an interview process with the shortlisted contractors, the evaluation team, recommends SerVantage Services Group as the preferred contractor. The quotation from SerVantage Services Group satisfied all requirements specified in the RFQ and is viewed as offering the best overall value to the City.

CONCLUSION

Based on the above discussion, it is recommended that Council approve the award of a contract to SerVantage Services Group in the amount of \$308,664.00, excluding GST, for the performance of janitorial and custodial maintenance services for the New City Hall building. The contract is for a one year term, with the possibility of four one-year extension options available to the City, at its sole discretion. The Contractor's performance will be evaluated prior to the end of each one year term with such information being taken into account with respect to exercising the renewal option for the subsequent years.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

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