

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: General Services Agency

BOARD AGENDA # *B-3

Urgent

Routine

AGENDA DATE November 8, 2011

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval of a Master Agreement with Pride Industries of Rocklin, California for Contract Janitorial Services for 45 County Occupied Buildings

STAFF RECOMMENDATIONS:

1. Approve a Master Agreement with Pride Industries of Rocklin, California for contract janitorial services.
2. Authorize the Purchasing Agent to sign the Master Agreement, projects, and any subsequent amendments to the Master Agreement on behalf of the County.

FISCAL IMPACT:

The County currently has eight different contract janitorial service vendors providing service to 38 County occupied buildings and County employees providing janitorial service to 7 County occupied buildings for a total annual cost of \$923,510 for servicing these 45 buildings. Approval of the new Master Agreement is estimated to reduce this expense by 26%, or \$119,728, in Fiscal Year 2011-2012 and \$239,455 annually
(continued)

BOARD ACTION AS FOLLOWS:

Approval of a Master Agreement with Pride Industries, Inc. of Rocklin, California for Contract Janitorial Services

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FISCAL IMPACT: (continued)

in Budget Year 2012-2013 through Budget Year 2015-2016, with savings to the General Fund of \$61,377 in the current fiscal year and \$122,754 annually in Budget Year 2012-2013 through Budget Year 2015-2016.

Projected savings to be realized annually for these locations through the implementation of the proposed Master Agreement is summarized in the table below. Additional savings could be realized by utilizing a 1% prompt payment discount available under the proposed Master Agreement. Funding to support the first year of the proposed Master Agreement is included in the Fiscal Year 2011-2012 Adopted Proposed Budget for each Department using contract janitorial services. Funding for subsequent fiscal years will be included in future budget submissions.

Building/Location Description	Current Annual Price	Proposed Annual Price	Annual Savings*
Ag Center (3 buildings)	\$88,727	\$72,017	\$16,710
Alliance WorkNet (Oakdale facility)	\$7,200	\$5,282	\$1,918
BHRS (8 locations: Ceres, Modesto, Turlock)	\$135,018	\$122,941	\$12,077
CSA Main Campus	\$273,420	\$193,096	\$80,324
CSA (2 Turlock locations)	\$24,726	\$21,866	\$2,860
CSA (Hughson & Patterson locations)	\$13,980	\$4,696	\$9,284
Fink Road Landfill	\$6,500	\$6,427	\$73
Fleet Services	\$3,205	\$3,204	\$1
Health Services Agency (2 clinics)	\$98,040	\$62,027	\$36,013
Health Services Agency (2 WIC offices)	\$12,868	\$8,057	\$4,811
Library locations (all except for main library)	\$86,760	\$85,963	\$797
Probation	\$71,823	\$34,539	\$37,284
Public Works	\$46,703	\$14,547	\$32,156
Sheriff's Operation Center & IT Trailer	\$50,340	\$47,119	\$3,221
Sheriff's Airport Neighborhood Substation	\$4,200	\$2,275	\$1,925
	\$923,510	\$684,055	\$239,455
<i>* Actual savings for each department may vary, depending upon risk assignment set forth in the department's project document.</i>			

DISCUSSION:

Currently, the County has several janitorial service vendors, varying from department to department. This has created a system that is inconsistent and difficult to manage. Each contract has a separate scope of work, varied term and pricing as well as a wide range of provider requirements and performance measurements. Most of these contracts have expired but service is continuing on a month-to-month basis. Rather than negotiate individual contracts across a variety of County departments and agencies, it was determined that efficiencies could be gained by contracting under a single Master Agreement.

RFP Process

The General Services Agency (GSA) posted the Request for Proposal (RFP) #10-60 MSP Janitorial Services on July 5, 2011. The RFP set forth each of the locations currently serviced by contract janitorial providers, along with a designated "risk assignment" corresponding to a standardized scope of work.

Specifically, a risk assignment is the rating of an area according to the probability of loss due to use or occupancy when an area is unclean. Loss risks taking priority are those associated with health and safety, customer/employee opinion based upon poor appearance, and surface damage. The higher the risk assignment, the more important increased frequency and thoroughness of cleaning becomes. The risk assignments identified in the RFP were:

Level 1 High Risk:	Primarily health related but some safety issues. Requires daily quality assessment and on-going problem correction. Examples include medical clinics.
Level 2 Low Risk:	Primary concern is appearance, surface damage, and possible safety-related issues. Infrequent quality assessments may suffice; problem correction may be infrequent. Includes general office space and conference rooms.
Level 3 Minimal Risk:	Usage allows for project scheduling or frequency specification cleaning to remove blemishes when appearance demands. Examples include workshops and warehouse areas.

Proposers were asked to provide pricing for each location in several performance scenarios:

- For janitorial service only:
 - A stand-alone price for each individual location, which was to be used as a basis for scoring in Phase III of the evaluation process;
 - Pricing for each location reflecting all county locations becoming a part of the resultant contract;
- For janitorial service and supplies:
 - A stand-alone price for each individual location; and
 - Pricing for each location reflecting all county locations becoming a part of the resultant contract.

The RFP was downloaded by 39 vendors. On July 20, 2011 a mandatory pre-conference was held and 13 vendors were in attendance. Optional site visits were also conducted on July 20, 2011 at the main campus of the Community Services Agency and the Sheriff's Administration facilities, two of the County's larger contract facilities.

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The RFP closed on August 10, 2011 and GSA received responses from these 11 vendors:

- ABM Janitorial Services of West Sacramento, California;
- Clean Innovation Corporation of Santa Clara, California;
- Consolidated Facility Services of Sacramento, California;
- Customized Performance, Inc. of San Jose, California;
- Gandarilla Building Services, Inc. of Modesto, California;
- Imperial Building Maintenance of Stockton, California;
- Janitorial Inc. of Fresno, California;
- Jan-Pro Cleaning Systems, Inc. of Pleasanton, California;
- Nova Commercial, Inc. of Hayward, California;
- Pride Industries, of Rocklin, California; and
- Universal Buildings Services and Supply Co., Inc. of Richmond, California.

Each of the 11 proposers met the minimum qualifications set forth in the RFP, which included a financial review.

A committee of 7 evaluators was selected to further evaluate the proposals. The Evaluation Committee (Committee) included representatives from some of the County departments requiring the largest volume of contract janitorial services: Community Services Agency, Health Services Agency, Probation, Agricultural Commissioner, Behavioral Health & Recovery Services, and General Services Agency. The Committee's evaluation process consisted of 3 phases, described as follows:

Phase I consisted of a review and evaluation of each proposer's general qualifications, including structural integrity, professional references, human resource policies (training and hiring practices) and transition plan. There were a total of 100 points available in Phase I and only those proposers scoring a 70 or higher were passed on to Phase II. The following proposers, ranked in order, scored over 70:

Proposer
Pride Industries
ABM Janitorial Services
Nova Commercial
Customized Performance
Universal Building Services
Gandarilla Building Services

GSA provided written notification to the 5 proposers scoring below 70 before the Committee began Phase II of the evaluation process.

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Phase II consisted of a review and evaluation of each proposer's implementation plan, including safety program, quality assurance and equipment. The Committee also conducted site visits of various locations currently being serviced by each of the Phase II proposers. There were a total of 100 points available in Phase II and only those proposers scoring a 70 or higher were passed on to Phase III. The following proposers, ranked in order, passed Phase II:

Proposer
Pride Industries
Nova Commercial, Inc.
ABM Janitorial Services
Universal Building Services

GSA provided written notification to the 2 proposers scoring below 70 before the Committee began Phase III of the evaluation process.

Phase III, the pricing proposals submitted by each of the finalists were evaluated. Using the stand-alone pricing submitted for janitorial service only for each location, the Committee calculated a price per square foot for each of the four finalists. Price was then evaluated based upon a weighted average, with the lowest price assigned 100% of the 55 points possible.

The award of the contract was made to the vendor whose proposal best met the criteria set forth in the RFP and provides the best value to the County, with price and all other factors considered. The Committee made this determination by adding the scores from all three phases for each of the finalists. The final scores are as follows:

Proposer	Phase I	Phase II	Phase III	TOTAL
Pride Industries	92.43	92.57	34.38	219.38
ABM Janitorial Services	92.29	90.29	30.56	213.14
Universal Building Services	77.29	75.00	55.00	207.29
Nova Commercial, Inc.	86.57	91.43	22.92	200.92

As shown above, Pride received the highest score of 219.38. On October 3, 2011 GSA sent written notice of intent to award to Pride and provided written notification to the other proposers. No letters of protest were received during the protest and appeal period of the RFP process.

Approval is requested of a master agreement with Pride Industries for contract janitorial services based upon a request for proposal issued by the Purchasing Division of the General Services Agency.

Implementation

If approved, the Master Agreement provides an opportunity to align contract janitorial service in accordance with the policy approved by the Board established in Board Resolution #2010-717. The Policy states that all janitorial services within the County Core service area shall be provided by County staff, and that all janitorial services within the County External Sphere should be provided by contract janitorial staff. Upon implementation, County staff currently providing janitorial services at the Probation Department located in the County External Sphere service area will be re-assigned to various locations within the County Core service area, and Pride will provide contract janitorial services to the Probation Department.

The effective date of the proposed Master Agreement is November 8, 2011, and with full implementation anticipated on or before January 1, 2012. The transition period will allow time to prepare projects for each participating County department and to properly terminate service with existing vendors.

If approved, this Master Agreement would be available to all County departments and, if agreeable to all parties, to other government or publicly funded agencies.

It is anticipated that the contract will be effective November 8, 2011. The expiration date of the contract is estimated to be June 30, 2015. The contract will be a four-year contract with two one-year renewal options.

POLICY ISSUE:

Approval of this agreement supports the Board's priorities of Efficient Delivery of Public Services and Effective Partnerships by providing cost-efficient contract janitorial services to County departments.

STAFFING:

Existing GSA janitorial staff will be assigned to County facilities within the Core Service Area. There is no additional staffing impact associated with this item. Existing GSA staff will manage the agreement for janitorial services.

CONTACT:

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ATTACHMENTS AVAILABLE
FROM YOUR CLERK