

 <p style="text-align: center;">Council Communication Office of the City Manager</p>	Date:	February 25, 2013
	Agenda Item No.	27
	Roll Call No.	<u>13-0319</u>
	Communication No.	<u>13-097</u>
	Submitted by:	Benjamin R. Page, Director of Park and Recreation

AGENDA HEADING:

Approving a one (1) year Renewal Addendum of Contract for Custodial Services in Municipal Buildings and Community Centers with ABM Janitorial Services, North Central, Inc. d/b/a ABM Janitorial Services (Brad Nelson, Branch Manager), 1509 Michigan Street, Des Moines, Iowa 50314, and authorizing the City Manager to negotiate and execute the remaining renewals.

SYNOPSIS:

Recommend approval of a one (1) year Renewal Addendum of Contract for Custodial Services in Municipal Buildings and Community Centers with ABM Janitorial Services, as well as authorization for the City Manager to negotiate and execute the renewal agreement.

FISCAL IMPACT:

Amount: \$250,268.76

Funding Source: FY2013 Operating Budget, Park and Recreation GE001 PKS160500 (Municipal Buildings) page 192; GE001 PKS102500 (Four Mile Community Center) page 181; GE001 PKS102800 (Pioneer-Columbus Community Center) page 182; GE001 PKS103100 (Chesterfield Community Center) page 183.

ADDITIONAL INFORMATION:

On February 9, 2009, by Roll Call No. 09-151, the City Council awarded a contract for Custodial Services in Municipal Buildings and Community Centers to ABM Janitorial Services. The original contract terms were for a three (3) year contract with three (3) one (1) year extensions. The conditions of the contract were amended by City Council on February 22, 2010, by Roll Call No. 10-323. That budget-reducing amendment changed the schedule of custodial service in many municipal buildings to every-other-day.

On January 23, 2012, by Roll Call No. 12-0133, the City Council approved an amendment of the contract for Custodial Services in Municipal Buildings and Community Centers to ABM Janitorial Services. That amendment reduced the number of hours allocated for cleaning each community center and reallocated them to the daily cleaning of the restrooms at City Hall and the Armory. The amendment did not affect the original contract terms; the first one (1) year extension commenced on April 1, 2012 and is set to expire April 1, 2013. The annual savings associated with contracting for this work was projected by the City's Finance Department at \$831,968.

Over the term of the extension, Parks staff has conducted monthly building inspections with ABM Janitorial Services representatives to determine if the scope of services and performance standards are being achieved. Parks management staff has developed an evaluation form which is completed during these inspections; they consider a performance level of 70 of 100 possible rating points to be acceptable. This level is currently being met but not exceeded by ABM Janitorial Services. The custodial contractor employs a Quality Management System that allows appointed City employees in each facility to provide ongoing electronic input on service needs and areas of concern. This computer program allows Parks management staff and ABM Janitorial Services to track compliance with the scope of services and monitor overall performance.

In addition to these routine assessments, Parks conducted a Custodial Services Survey via an on-line form that was sent to all employees regarding the performance of the custodial contractor in seven (7) categories: work area kept clean; trash/recycle cans emptied and liners changed; floors swept, vacuumed, or mopped regularly; restrooms kept clean and well-stocked; lobbies, entrances, and hallways kept clean; conference rooms kept clean; and overall impression of janitorial services. Approximately 220 City staff completed the survey. Overall, an average of 53% rated the level of service to be excellent to good and 47% rated the level at poor to unacceptable. Lobbies, conference rooms, and trash/recycle removal received the highest ratings and work areas, floors, and overall impression ranked the lowest.

Parks staff is working closely with ABM Janitorial Services to raise employee perceptions and the level of building inspection ratings over the course of the year, and prior to the last one (1) year extension. They, along with ABM Janitorial Services management, feel this level of performance can be attained. Staff recommends approval of a one (1) year Renewal of Contract for Custodial Services in Municipal Buildings and Community Centers with ABM Janitorial Services.

Custodial services for the cleaning of park restrooms and shelters, picking up litter and emptying trash barrels also began in 2009, with a different contractor. In 2012, the level of service provided by that contractor fell far below the City's expected standard of care and the required performance standards were not met. Therefore, when this contract expires April 1, 2013 it will not be extended and Parks and Recreation Department staff will begin performing this work. This work will now be accomplished by five (5) budgeted utility workers (120-day casual employees), and the addition of two (2) 7-month positions.

PREVIOUS COUNCIL ACTION(S):

Date: January 23, 2012

Roll Call Number: [12-0133](#)

Action: [Renewal](#) and second amendment of contract with ABM Janitorial Services, North Central, Inc. d/b/a ABM Janitorial Services (Brad Nelson, Branch Manager) for Municipal Buildings and Community Centers and authorizing City Manager to execute amendment. ([Council Communication No. 12-037](#)). Moved by Hensley to adopt. Motion Carried 4-3. Nays: Cownie, Meyer and Moore.

Date: February 22, 2010

Roll Call Number: [10-323](#)

Action: [Amendment](#) to contract with ABM Janitorial Services, North Central, Inc. d/b/a ABM Janitorial Services to decrease the frequency of custodial services for Municipal Buildings providing for \$51,015.36 annual savings. ([Council Communication No. 10-092](#)). Moved by Hensley to adopt. Motion Carried 6-1. Nays: Moore

Date: February 9, 2009

Roll Call Number: [09-151](#)

Action: [Proposals](#) for provision of custodial services. ([Council Communication No. 09-071](#)). Moved by Coleman to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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