



**City of Kingston
Report to Council
Report Number 16-062**

To: Mayor and Members of Council

From: Denis Leger, Commissioner, Transportation, Facilities and
Emergency Services

Resource Staff: Speros Kanellos, Director, Facilities Management and
Construction Services

Date of Meeting: January 26, 2016

Subject: Award of Contract for Janitorial Services for specified City of
Kingston locations

Executive Summary:

The purpose of this report is to seek Council approval to award the contract for janitorial services at various City of Kingston locations. The following properties are included in this Request for Proposals (RFP); 1181 John Counter Boulevard (transit building), the Kingston Centre transit staff building, Lower Robert Bruce parking garage washrooms, 21 Court Street (Court House), 42 Church Street (Harold Harvey Centre), 362 Montreal Street (Community & Family Services/Provincial Offenses office) and 1114 Len Birchall Way (Kingston Airport).

Nine proposals were received and evaluated. Section 3.4 of By-Law 2000-134, "A By-law to Establish Purchasing Policies and Procedures for the City of Kingston", as amended, states that when all the criteria for staff delegated authority have not been met, the award must be approved by Council. The recommended proposals are the highest scoring proposals for each specified location but not necessarily the lowest price in all cases, with the exception of 42 Church Street. In the case of 42 Church Street, staff is recommending the second highest ranked proposal because of previous dissatisfaction with the highest-ranked proponent which resulted in the City terminating services.

Recommendation:

That Council authorize the Mayor and Clerk to execute a one-year contract, in a form satisfactory to the Director of Legal Services, with one one-year renewal option on the same terms, conditions and pricing, subject to the various stakeholders' satisfaction for RFP F31-CT-

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FS-2015-1 for janitorial services to Canadian Cleaning Services for 1181 John Counter Boulevard and 362 Montreal Street; and

That Council authorize the Mayor and Clerk to execute a one-year contract, in a form satisfactory to the Director of Legal Services, with one one-year renewal option on the same terms, conditions and pricing, subject to the various stakeholders' satisfaction for RFP F31-CT-FS-2015-1 for janitorial services to Glacier Maintenance for the Kingston Centre transit staff building, the Lower Robert Bruce parking garage washrooms, 21 Court Street and 42 Church Street; and

That Council authorize the Mayor and Clerk to execute a one-year contract, in a form satisfactory to the Director of Legal Services, with one one-year renewal option on the same terms, conditions and pricing, subject to the various stakeholders' satisfaction for RFP F31-CT-FS-2015-1 for janitorial services to Gary's Window Cleaning for 1114 Len Birchall Way.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Denis Leger, Commissioner,
Transportation, Facilities and
Emergency Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Gerard Hunt, Chief Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Cynthia Beach, Corporate & Strategic Initiatives	Not required
Lanie Hurdle, Community Services	Not required
Jim Keech, President and CEO, Utilities Kingston	Not required
Desiree Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

An initial Request for Proposals (RFP) was issued in 2015 and closed on May 20, 2015 for the provision of janitorial services at various city locations. Five submissions to this RFP were received; however contracts were not awarded and/or submitted to Council for approval as prices submitted exceeded approved budgets. Staff decided to revisit, and in some cases reduce the scope of services as well as adjust the weighting of the evaluation criteria to put a greater emphasis on pricing in an effort to reduce costs and achieve results within budget.

On November 18, 2015, a new RFP (RFP F31-CT-FS-PS-2015-1) was issued and nine proposals were received in response. The RFP was issued for the provision of janitorial services at the following seven City properties: 1181 John Counter Boulevard (transit building), the Kingston Centre transit staff building, Lower Robert Bruce parking garage washrooms; 21 Court Street (Court House), 42 Church Street (Harold Harvey Centre), 362 Montreal Street (Community & Family Services/Provincial Offenses office) and 1114 Len Birchall Way (Kingston Airport).

The evaluation process was undertaken by a cross-section of City staff responsible for these properties using the following evaluation criteria:

Criteria	Weight
Pricing and Related Costs	60%
Methodology of Provision of Proposed Services	30%
Company Profile and References	7%
Accessibility Standards for Customer Service, Ontario Regulation 429/7	3%

The recommended submissions are identified as the shaded scores with all relative rankings showing on Exhibit A – Evaluation Matrix, attached to this Report. Staff is recommending that Council approve the award of a one year contract to the highest-ranked proponents, except in the case of 42 Church Street where staff is recommending the award to the second highest-ranked proponent due to previous dissatisfaction of service, with the option of one further one-year renewal on the same terms, conditions and pricing and subject to the various stakeholders' satisfaction.

The results are as follows:

Canadian Cleaning Services for 1181 John Counter Boulevard and 362 Montreal Street;

Glacier Maintenance for the Kingston Centre transit staff building, the Lower Robert Bruce parking garage washrooms, 21 Court Street and 42 Church Street, and

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Gary's Window Cleaning for 1114 Len Birchall Way.

Existing Policy/By-Law:

By-Law 2000-134, "A By-Law to Establish Purchasing Policies and Procedures for the City of Kingston", as amended.

Notice Provisions:

There are no notice requirements for this report.

Accessibility Considerations:

The *Accessibility for Ontarians with Disabilities Act, 2005* is a consideration and forms part of the evaluation criteria of all Requests for Proposals administered by the City of Kingston.

Financial Considerations:

There are sufficient funds available in the respective operating budgets to proceed with the award of janitorial services contracts as recommended in this report.

Contacts:

Speros Kanellos, Director, Facilities Management & Construction, 613-546-4291 ext. 3133

Other City of Kingston Staff Consulted:

Therol Peterson, Manager, Facilities

David Snow, Manager Kingston Airport

Jeremy DaCosta, Manager, Transit

Stephen Dickey, Deputy Treasurer, Financial Services

Janis Morrison, Purchasing Coordinator, Financial Services

Exhibits Attached:

Exhibit A –Janitorial Services Evaluation Matrix

Request for Proposal: F31-CT-FS-PS-2015-1 Janitorial Services for Specified City Locations
Evaluation Matrix

This document contains one table.

Vendor	Gary's Window Cleaning	Canadian Cleaning Services & Sales	Jani King of Eastern Ontario	Impact Cleaning Services Ltd	Glacier Maintenance Inc	SQM Janitorial Services Inc	Dirt Busters Cleaning Services Ltd	Bubbles Cleaning Services	Kleenway Building Maintenance Services
Score Total Criteria for 2,3,4 40/100	33/40	37/40	15/40	2/40	20/40	14/40	18/40	8/40	13/40
Score Total Criteria 1- Price Items for janitorial locations scored individually out of 60/100									
Transit Building 1181 John Counter Price Per Month	No Price	39.15/60 76.15 \$2,199.00	48.63/60 63.63 \$1,770.50	31.06/60 33.06 \$2,771.97	34.86/60 54.86 \$2,470.00	44.42/60 58.42 \$1,938.00	57.60/60 75.60 \$1,495.00	24.74/60 32.74 \$3,480.00	60/60 73 \$1,435.00
Transit Staff Building Kingston Centre Price Per Month	No Price	No price	55.23/60 70.23 \$211.83	23.7./60 25.7 \$493.66	60/60 80 \$195.00	56.04/60 68.04 \$216.50	No price	28.89/60 36.89 \$405.00	41.05/60 54.04 \$285.00
Lower Robert Bruce, Bagot Price Per Month	No Price	No Price	55.23/60 70.23 \$211.83	19.4/60 21.4 \$603.00	60/60 80 \$195.00	27.02/60 41.02 \$433.00	No Price	28.89/60 36.89 \$405.00	41.05/60 54.04 \$285.00
Community & Family Services 362 Montreal Price Per Month	No Price	41.51/60 78.51 \$7,660.00	No Price	33.43/60 35.43 \$12,650.28	50.22/60 70.22 \$7,127.80	45.72/60 59.72 \$7,055.10	60/60 78 \$5,300.00	24.85/60 32.85 \$12,795.00	No Price

Vendor	Gary's Window Cleaning	Canadian Cleaning Services & Sales	Jani King of Eastern Ontario	Impact Cleaning Services Ltd	Glacier Maintenance Inc	SQM Janitorial Services Inc	Dirt Busters Cleaning Services Ltd	Bubbles Cleaning Services	Kleenway Building Maintenance Services
Court House 21 Court S Price Per Month	No Price	No Price	39.09/60 54.09 \$6,515.84	44.07/60 46.07 \$5,778.86	60/60 80 \$4,244.73	37.31/60 51.31 \$6,825.60	39.21/60 57.21 \$6,495.00	33.71/60 41.71 \$7,555.00	43.28/60 56.28 \$5,885.00
Harold Harvey 42 Church Price Per Hour	No Price	No Price	44.93/60 59.93 \$22.50	54.65/60 56.65 \$18.50	44.85/60 64.85 \$22.54	47.58/60 62.58 \$21.25	No Price	37.44/60 45.44 \$27.00	60/60 73 \$16.85
Airport 1114 Len Birchall Price Per Month	36.93/60 73.93 \$2,900.00	No Price	16.85/60 31.85 \$6,356.46	10.82/60 12.82 \$9,000.00	37.49/60 57.49 \$2,856.44	33.55/60 47.55 \$3,192.50	No Price	13.15/60 21.15 \$8,145.00	60/60 73 \$1,785.00