



**September 8, 2022**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Award of Agreement for Janitorial Services

**Overview**

On May 9, 2022, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers throughout Orange County. Proposals were received in accordance with the Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for these services.

**Recommendations**

- A. Approve the selection of Gamboa Services, Inc. doing business as Corporate Image Maintenance as the firm to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2438 between the Orange County Transportation Authority and Gamboa Services, Inc. doing business as Corporate Image Maintenance, in the amount of \$3,670,328, to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County, for a three-year initial term beginning November 1, 2022, with one, two-year option term.

***Discussion***

Janitorial services include cleaning 1,518 parking stalls for buses and cars, 75 maintenance bays, and 66 multi-stall restrooms located at five Orange County Transportation Authority (OCTA)-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County.

These facilities require janitorial services on a daily, weekly, monthly, and quarterly basis. OCTA requires the contractor to furnish a qualified labor force sufficient to complete all specified requirements in the prescribed time and to furnish all cleaning materials and equipment to perform these services. OCTA provides all the paper products. Services to be performed include the cleaning of offices, restrooms, locker rooms, and break areas in the operations and maintenance buildings, bus yards, and maintenance shop areas. The scope of work also provides for monthly pressure washing service, with the capture of all fluids from rinsing or washing of vehicles, equipment, buildings, or pavement, and quarterly window cleaning. Additionally, the janitorial contractor ensures that the transit centers and the park-and-ride facilities are free from trash and debris.

***Procurement Approach***

This procurement was handled in accordance with procedures for professional and technical services as approved by the OCTA Board of Directors (Board). In addition to cost, other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal, considering factors such as qualifications, prior experience with similar projects, staffing and project organization, work plan, and cost and price.

On May 9, 2022, the Board authorized the release of Request for Proposals (RFP) 2-2438 to select a firm to provide janitorial services at five OCTA-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County. The RFP was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 10 and May 16, 2022. A virtual pre-proposal conference was held on May 17, 2022, followed by an in-person job walk held on May 20, 2022, with nine firms attending. Four addenda were issued to make the pre-proposal conference presentation and registration sheets available, respond to written questions, and to address administrative changes related to the price summary sheet.

On June 8, 2022, 11 proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Maintenance, Bus Operations, and Contracted Services Administration departments met to review the submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm, Staffing and Project Organization 40 percent
- Work Plan 20 percent
- Cost and Price 40 percent

Given the nature of the services and types of skills required, staff chose to combine the qualifications of the firm and staffing into one criterion. A higher level of importance was assigned to the qualifications of the firm and staffing to emphasize the importance of the proposing firm's and their team's related project experience with a proven history in successfully completing similar projects efficiently. The work plan was weighted at 20 percent as the firms needed to address every aspect of the requirements specified in the scope of work, demonstrate the knowledge and understanding of the requested services, and clearly describe the quality control measures that will be taken to maintain a high level of service standards. The cost and price criterion were also weighted at 40 percent as it was critical requirement for firms to demonstrate competitiveness in pricing to carry out the required services.

On June 16, 2022, the evaluation committee reviewed all proposals based on the evaluation criteria and short-listed the two most qualified firms listed below in alphabetical order:

Firm and Location

Gamboa Services, Inc.  
doing business as Corporate Image Maintenance (CIM)  
Santa Ana, California

Premier Property Preservation, LLC (PPP)  
West Hills, California

On June 22, 2022, the evaluation committee conducted interviews with the two short-listed firms. Each firm had the opportunity to present its approach for accomplishing the requested services, project team qualifications, and respond to evaluation committee's questions. During the interview, each firm described its contingency plan for absenteeism and quality control program, and required

standards of performance, as well as answered specific questions related to each firm's proposal relative to OCTA's service requirements.

After considering the information obtained from interviews, the evaluation committee made adjustments to preliminary scores. However, the ranking of the firms remained unchanged.

Based on the evaluation of the written proposals and the information obtained from interviews, it is recommended that CIM be selected to provide janitorial services. The following is a brief summary of the proposal evaluation results.

#### **Qualifications of the Firm, Staffing and Project Organization**

Both short-listed firms are established companies with experience in providing janitorial services to various agencies.

CIM was established in 1994 with about 90 employees. CIM obtained favorable ratings on reference checks. CIM's customers include Orange County Sanitation District, Orange County Water District, United Parcel Service, and Gulfstream Aerospace Corporation. CIM is the current provider to OCTA for janitorial services. CIM's proposed dedicated project manager has 13 years of janitorial and management experience and will be the point of contact working with the proposed project team to ensure execution of requirements identified in the RFP. The level of staff availability and experience of staff proposed will provide OCTA the level of commitment, support, and direction as required to administer this project on a daily basis. CIM confirmed that it will provide and utilize a Global Positioning System (GPS) geofencing time clock for employees working at all OCTA locations as the verification for weekly janitorial service inspection report and invoices. The proposed CIM team demonstrated a full comprehension of the project's requirements in the interview.

PPP has related project experience in performing the services in the scope of work. PPP was established in 2017 with more than 400 employees throughout California. PPP obtained favorable ratings on reference checks. Some of PPP's customers include Los Angeles Unified Schools District, California State University, Northridge, City of Inglewood's parks and recreation centers, and California Department of Correction and Rehabilitation. The PPP proposed dedicated project manager has five years of janitorial experience and will serve as the point of contact assisting the onsite crews with fulfilling the daily scope of work required by OCTA. PPP's proposal includes an approach for utilizing a GPS geofencing time clock for employees working at all OCTA locations as the verification for weekly janitorial service inspection report and invoices. While

PPP proposed less experienced staff, PPP's staff was organized and worked as a team during the interview.

#### Work Plan

CIM's work plan displayed a thorough understanding of the requested services specified in the RFP, which included an outline and checklist to identify tasks and frequencies to be performed, quality standards, and a training and safety program. It also included the details on service strategies performed with customers, which demonstrated the strong technical experience and effective operational plans to satisfy OCTA's requirements and quality standards. The discussion and clarification provided during the interview regarding performance standards specified in the RFP demonstrated a comprehensive depth of knowledge and understanding of OCTA's scope of work.

PPP presented a work plan that addressed most elements of the scope of work in the written proposal, such as schedules and tasks for the required services at each location with details on day-to-day operations and assignments, as well as quality control and assurance. It also included a table of labor-hour allocation to the project by individual task and a safety and accident prevention plan. There were no details provided for day porters in the work plan. The discussion and clarification provided during the interview regarding day porters specified in the RFP exhibited less knowledge and understanding of OCTA's scope of work.

#### Cost and Price

The firms were asked to propose a total firm-fixed price based on the monthly firm-fixed rates for services at five OCTA-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County. Pricing scores were based on a formula, which assigned the highest score to the lowest total pricing and scored the other proposals' total pricing based on its relation to the lowest total pricing. Although CIM's proposed price was not the lowest firm-fixed price among all proposing firms, it is lower than the pricing submitted by PPP and lower than the OCTA project manager's independent cost estimate; therefore, it is deemed fair and reasonable.

**Procurement Summary**

Based on the evaluation of the written proposals, the firm's qualifications, and information obtained from the interviews, as well as cost and price, the evaluation committee recommends the contract award to CIM. The firm demonstrated a thorough understanding of OCTA's specific requirements for janitorial services and submitted a comprehensive proposal responsive to all requirements of the RFP.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2022-23 Budget, Operations Division/Maintenance Department, Account No. 2166-7615-D3107-2WR, and it will be funded through Local Transportation Funds.

***Summary***

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2438 with Gamboa Services, Inc. doing business as Corporate Image Maintenance, in the amount of \$3,670,328, to provide janitorial services, for a three-year initial term, with one, two-year option term.

---

***Attachments***

- A. Review of Proposals, RFP 2-2438 Janitorial Services
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 2-2438 Janitorial Services
- C. Contract History for the Past Two Years, RFP 2-2438 Janitorial Services

**Prepared by:**



---

Dayle Withers  
Department Manager, Maintenance  
714-560-5538

**Approved by:**



---

Johnny Dunning Jr.  
Chief Operating Officer, Operations  
714-560-5710



---

Pia Veasaper  
Director, Contracts Administration and  
Materials Management  
714-560-5619