



September 14, 2017

To: Transit Committee
From: Darrell Johnson, Chief Executive Officer
Subject: Agreement for Janitorial Services

Overview

On June 12, 2017, the Board of Directors approved the release of a request for proposals for janitorial services. Offers 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 Corporate Image Maintenance as the firm to provide janitorial services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-7-1723 between the Orange County Transportation Authority and Corporate Image Maintenance, in the amount of \$3,243,840, to provide janitorial services, for a three-year initial term beginning November 1, 2017, with one, two-year option term.

Discussion

Janitorial services are currently provided at five Orange County Transportation Authority (OCTA)-owned bus maintenance and operations bases, six transportation centers, and one park-and-ride facility throughout Orange County. These facilities require janitorial services on a daily, weekly, monthly, and quarterly basis. OCTA requires the vendor 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 of the paper products.

On June 12, 2017, the OCTA Board of Directors (Board) approved the release of a request for proposals (RFP) for janitorial services. 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 and quarterly window cleaning. Additionally, the janitorial company ensures that the transit centers and the park-and-ride facilities are free from trash and debris. The janitorial contractor is responsible for the cleanliness of more than 400,000 square feet of OCTA-owned bus bases, 1,518 parking stalls for buses and cars, 75 maintenance bays, and 66 multi-stall restrooms.

Procurement Approach

This procurement was handled in accordance with OCTA Board-approved procedures for professional and technical services. 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 June 12, 2017, the Board authorized the release of RFP 7-1723 to select a firm to provide janitorial services. The RFP was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on June 13 and 19, 2017. A pre-proposal conference and job walk were held on June 19, 2017, with eight firms attending. Two addenda were issued to provide a copy of the pre-proposal conference registration sheets and respond to questions related to the RFP, as well as for administrative changes.

On July 6, 2017, seven proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Facilities Maintenance, Financial Planning and Analysis, Bus Operations, and Health, Safety and Environmental Compliance met to review the submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weights:

- 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 firms' related experience, with a

proven history in successfully completing similar services efficiently. The cost and price was also a critical requirement for firms to demonstrate competitiveness in pricing to carry out the required services. The work plan was weighted at 20 percent, as firms needed to address every aspect of the requirements specified in the scope of work, demonstrate 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.

On July 13, 2017, the evaluation committee reviewed all proposals based on the evaluation criteria and shortlisted the three firms listed below in alphabetical order:

Firm and Location

Commercial Cleaning Systems (CCS)
Costa Mesa, California

Corporate Image Maintenance (CIM)
Santa Ana, California

PRIDE Industries One, Inc. (PRIDE)
Roseville, California

On July 18, 2017, the evaluation committee conducted interviews with the three 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 health and safety program and quality control program in the area of compliance, with the required standards of performance, as well as to answer specific questions related to each firm's proposal relative to OCTA's service requirements.

After interviews, all short-listed firms were requested to submit a best and final offer (BAFO) to provide more competitive pricing.

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

Based on the evaluation of the written proposals, the information obtained from interviews, and the BAFO, 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

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

CIM's proposal displayed a thorough understanding of the requested services specified in the RFP. It included the details on the transition experience and strategies performed with customers, which demonstrated the strong technical experience and effective operational plans to satisfy OCTA's requirements and quality standards. CIM's customers include Gulfstream Aerospace Corporation, Long Beach, Orange County Sanitation District, and United Parcel Service. CIM proposed a dedicated full-time account manager to this project, who has been a supervisor experienced in janitorial services, and its president as the single point of contact working with the proposed project team to ensure execution of requirements identified in the RFP. This will allow OCTA to receive a high level of commitment, support, and direction required to administer this project on a daily basis. The proposed CIM team demonstrated a full comprehension of the project's requirements in the interview.

CCS has experience in providing a wide range of janitorial services to public agencies and cities. Its customers include the cities of Fullerton and Santa Ana, OC Fair and Event Center, and Omnitrans San Bernardino. As the current provider to OCTA for janitorial services, CCS demonstrated its abilities and experience in janitorial services through the written proposal. CCS proposed a less experienced, dedicated account manager to serve as the point of contact and assist the onsite crews with fulfilling the daily scope of work required by OCTA. CCS delivered an exceptional presentation in the interview, including an approach for real-time team supervision and support, inspections of the facilities, and supporting technologies resulting in clear and timely communications. During the interview, CCS' staff was organized and demonstrated a solid understanding of the requirements of the RFP.

PRIDE has related project experience in performing the services in the scope of work and maintains its regional offices in Southern California. Some of PRIDE's customers include County of Ventura General Services Agency, Los Angeles County Internal Services Department, and Sacramento International Airport Terminal B. While PRIDE possesses experience in office cleaning, the services requested in the scope of work require experience with industrial facilities and equipment related to large vehicle maintenance. PRIDE's proposed project team displayed experience working as a team in providing janitorial services to its customers during the interview.

Work Plan

CIM's work plan showed a thorough approach and understanding of OCTA's requirements and quality standards described in the scope of work. CIM's work plan analyzed the requirements specified in the scope of work at each location and illustrated the best solution logistically for a cleaning schedule. CIM acknowledged that a difference exists in the configuration and scope of work at transit centers and the park-and-ride facility, and proposed to use a select number of employees to clean each of these locations to provide consistency in cleaning non-base locations. CIM provided a transition and implementation plan in its proposal, detailing employee evaluations and hiring, and identifying the priority and challenges that may be encountered when performing services in the first month. The firm's work plan clearly presented an in-depth knowledge and experience to carry out and maintain a high level of service standards, as well as ensure a successful program transition.

CCS presented a work plan that addressed elements of the scope of work in the written proposal, such as hiring, training, supervision, and quality control. It also included other components such as emergency services and a software-based communication log system. CCS' work plan demonstrated a general approach to accomplish OCTA's requirements.

PRIDE's work plan addressed tasks specified in the RFP and demonstrated similar project experience. PRIDE discussed its approach toward OCTA's requirements of the project in its work plan. PRIDE also included hiring, training, safety, and quality assurance in its work plan, but lacked details on how the requested services will be provided for all locations.

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 bus maintenance and operations bases, six transportation centers, and one park-and-ride facility throughout Orange County. Pricing scores were based on a formula which assigns the highest score to the lowest total pricing and scores the other proposals total pricing based on their relation to the lowest total pricing. CIM proposed the lowest total pricing.

Procurement Summary

Based on the evaluation of the written proposals, the firm's qualifications, and information obtained from the interviews and the BAFO, 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

Funds for these services are included in the OCTA Fiscal Year 2017-18 Budget, Transit Division, Maintenance Department, Account 2166-7615-D3107-2WR; this project is 80 percent funded with Federal Transit Administration Section 5307 Preventive Maintenance formula funds and 20 percent funded with the local transportation fund.

Summary

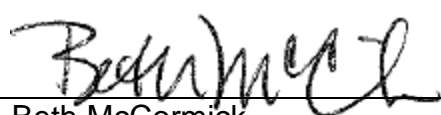
Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute Agreement No. C-7-1723 with Corporate Image Maintenance, in the amount of \$3,243,840, to provide janitorial services, for a three-year initial term beginning November 1, 2017, with one, two-year option term.

Attachments

- A. Review of Proposals, RFP 7-1723 Janitorial Services
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 7-1723 Janitorial Services
- C. Contract History for the Past Two Years, RFP 7-1723 Janitorial Services

Prepared by:

Cliff Thorne
Manager, Maintenance
(714) 560-5975

Approved by:

Beth McCormick
General Manager, Transit
(714) 560-5964



Virginia Abadessa
Director, Contracts Administration and
Materials Management
(714) 560-5623