



Agenda Item No. 3

To: Building and Operating Committee/Committee of the Whole  
Meeting of September 27, 2007

From: Kary H. Witt, Deputy General Manager, Bridge Division  
Susan C. Chiaroni, Deputy General Manager, Bus Division  
Celia G. Kupersmith, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO THE AWARD OF CONTRACT NO. 2007-MD-3, JANITORIAL SERVICES FOR DISTRICT FACILITIES TO UNIVERSAL BUILDING SERVICES & SUPPLY COMPANY**

### **Recommendation**

The Building and Operating Committee recommends that the Board of Directors authorize award of Contract No. 2007-MD-3, *Janitorial Services for District Facilities*, to Universal Building Services & Supply Company, Richmond, CA, in the amount of \$145,815, for janitorial services at the Golden Gate Bridge Toll Plaza, San Rafael, Novato, and Santa Rosa facilities, for a 15-month term commencing October 1, 2007, with a one-year option at an increase in cost of up to five percent based upon a corresponding documented increase in the Contractor's costs, exercisable by the General Manager or designee.

### **Summary**

On December 15, 2006, the Board of Directors, under Resolution No. 2006-100, awarded Contracts numbered 2007-MD-3, *Janitorial Services for District Facilities*, to (1) ABM Janitorial Services (ABM) for janitorial services at the Golden Gate Bridge Toll Plaza, San Rafael, Novato, and Santa Rosa facilities and (2) Universal Building Services & Supply Company (UBS) for janitorial services at the Larkspur Ferry Terminal. Since it started work, ABM's performance has been below the standards required by the Contract and inconsistent with the technical specifications of the Contract. District staff has held numerous meetings and has sent several correspondences to ABM discussing its substandard level of service. On June 27, 2007, the District sent a letter to ABM informing it that it was in breach of the Contract and that the District would terminate the Contract if service did not improve. Since that date, there have been repeated documented incidents of serious lapses and ABM has not provided quality cleaning services in accordance with the Contract. District staff has therefore decided to terminate for breach the contract with ABM.

In the evaluation process for 2007-MD-3, UBS received the second highest consensus ranking for Golden Gate Bridge Toll Plaza, San Rafael, Novato, and Santa Rosa facilities. UBS was the highest ranked proposer for the Larkspur Ferry Terminal and is currently providing janitorial services at that facility. The proposals were evaluated by a committee of District staff for each location based on the following criteria as stated in the RFP documents:

- Total Contract Price (60%)
- Firm Experience and Qualifications (20%)
- References (20%)

Staff and the District's Attorney have reviewed UBS' proposal and find that it properly submitted all required documents, and that its proposal is technically responsive to the specifications. UBS has agreed to provide services at the rates set forth in its proposal. Staff has conducted a price analysis and determined that UBS' rates are still competitive with the market conditions today. As UBS was selected through a competitive process only nine months ago, and as its rates are still competitive in today's market, Staff has further determined that re-issuing an RFP would be unavailing. Staff therefore recommends award of contract to UBS for the remainder of the terminated contract.

Since there were no subcontracting opportunities for this Contract, there were no DBE forms required for submittal. The DBE Program Office has determined that Universal Building Services is not certified as a DBE. Therefore, no DBE participation is anticipated during the performance of this Contract.

### **Fiscal Impact**

Funds for the remaining months of the Contract are included in the FY 07/08 operating budgets for each Division. The additional cost for changing janitorial suppliers will be \$3,933 for FY 07/08. Funds for the remainder of the Contract will be included in subsequent fiscal year budgets accordingly.