



Agenda Item No. (4)

To: Building and Operating Committee / Committee of the Whole  
Meeting of September 25, 2025

From: David Rivera, Deputy General Manager, Bridge Division  
Michael Hoffman, Deputy General Manager, Ferry Division  
Denis J. Mulligan, General Manager

Subject: **APPROVE AWARD OF CONTRACT NO. 2025-MD-053, DISTRICT WIDE  
JANITORIAL SERVICES, TO AIM TO PLEASE JANITORIAL SERVICES,  
INC.**

### **Recommendation**

The Building and Operating Committee recommends that the Board of Directors approve award of Contract No. 2025-MD-053, *District Wide Janitorial Services*, to Aim to Please Janitorial Services, Inc. of San Francisco, CA, in a total amount not-to-exceed \$1,631,538 for a base term of two years and up to three one-year option terms exercisable at the General Manager's discretion, to perform janitorial services at the Golden Gate Bridge Toll Plaza facilities, the Golden Gate Transit Bus facilities in San Rafael, Golden Gate Ferry vessels, and the Larkspur Golden Gate Ferry Terminal.

This matter will be presented to the Board of Directors at its September 26, 2025, meeting for appropriate action.

### **Summary**

The Golden Gate Bridge, Highway and Transportation District (District) contracts for janitorial services for the Golden Gate Bridge Toll Plaza facilities, the Golden Gate Transit Bus Facilities in San Rafael, Golden Gate Ferry vessels, and the Larkspur Golden Gate Ferry Terminal. The District currently has one contract for the Bridge and Bus facilities and one contract for the Ferry facilities. The current contracts expire on September 30, 2025. The District seeks to continue contracting with qualified janitorial firms to provide essential cleaning services across its facilities, ensuring a clean, healthy environment for both the public and staff.

On June 27, 2025, the District issued Request for Proposals (RFP) No. 2025-MD-053, *District Wide Janitorial Services*, to solicit proposals from qualified janitorial firms. Firms had the flexibility to propose services for a single facility, multiple facilities, or all facilities.

The RFP was posted on the District's Procurement Portal. Notification of the RFP was sent to vendors registered under the applicable North American Industry Classification System (NAICS) codes and the RFP was advertised in the *San Francisco Chronicle* – print and online editions, as

well as the *Small Business Exchange*. Proposals from the following firms, all of which were deemed responsive and responsive to the RFP, were received by the submission deadline date of August 1, 2025.

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|---|-------------------|
| 1. Aim to Please Janitorial Services, Inc.  | San Francisco, CA |
| 2. Costless Maintenance Services Co., Inc.  | San Francisco, CA |
| 3. Dexterra Service, LLC                    | Alexandria, VA    |
| 4. Imperial Cleaning Service                | Fairfield, CA     |
| 5. Janicrew of Marin                        | San Francisco, CA |
| 6. McCall Cleaning                          | Donnelly, ID      |
| 7. Superior Cleaning Result                 | Memphis, TN       |
| 8. Universal Business Services & Supply Co. | Richmond, CA      |

A Selection Committee comprised of District staff reviewed, evaluated, and scored each proposal based upon the following criteria as was published in the RFP:

- Proposer's Qualifications and Experience ~ 0 – 45 Points
- Proposal Understanding and Approach ~ 0 – 35 Points
- Cost Proposal ~ 0 – 20 Points

The Selection Committee identified Aim to Please Janitorial Services, Inc. as the highest scoring and most qualified firm for the contract award.

Aim to Please Janitorial Services, Inc. demonstrated their understanding of the District's janitorial requirements, detailed how service deficiencies would be addressed and has vast experience working with local government and/or transportation agencies of comparable size to the District. The rate structure proposed by Aim to Please Janitorial Services, Inc. was well within the competitive range and determined by staff to be fair and reasonable.

Staff, the District's Attorney, and the Manager of SBE Compliance Programs reviewed the proposals and found the selected firm submitted all the required documents, provided the appropriate insurance coverages, and included all information requested deeming them technically responsive to the specifications for each location.

No contract-specific Disadvantaged Business Enterprise (DBE) or Small Business Enterprise (SBE) goal was established for this contract. However, proposers were encouraged to obtain DBE/SBE participation. Aim to Please Janitorial Services, Inc., is a certified DBE, so 100 percent DBE participation will occur during the performance of this contract.

### **Fiscal Impact**

Contract No. 2025-MD-053, *District Wide Janitorial Services*, is for a two-year term with three one-year options exercisable at the General Manager's discretion in the amount not to exceed \$617,533 for the base term, and \$1,014,005 for the optional years, for a total not-to-exceed amount of \$1,631,538. Services will be funded from each Division's operating budget.

The cost distribution among the Divisions is as follows:

<b>DIVISION</b>	<b>VENDOR</b>	<b>BASE CONTRACT TOTAL</b>	<b>OPTIONAL YEARS TOTAL</b>	<b>AGGREGATE TOTAL</b>
Bridge	Aim to Please	\$215,760	\$361,080	<b>\$576,840</b>
Bus	Aim to Please	\$279,120	\$454,800	<b>\$733,920</b>
Ferry	Aim to Please	\$122,653	\$198,125	<b>\$320,778</b>
Total:		<b>\$617,533</b>	<b>\$1,014,005</b>	<b>\$1,631,538</b>

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