

ITEM # 8  
DATE: 06-08-21

**COUNCIL ACTION FORM**

**SUBJECT: AWARD OF CONTRACT FOR CUSTODIAL SERVICES AT CITY HALL**

**BACKGROUND:**

All cleaning and custodial services for City Hall are provided by a third party professional cleaning service. The tasks included in this service are all the routine daily cleaning tasks, and additional tasks performed periodically such as carpet shampooing, vinyl and Terrazzo floor maintenance, ceramic tile cleaning, plumbing fixture cleaning and sanitation, spot cleaning, glass cleaning, and window washing. There is also the expectation to provide unplanned emergency clean-up services.

The current contract expires on June 30, 2021 and appropriate notice for non-renewal was given to the contractor. Staff has revised the contract to reinforce performance accountability by requiring checklists and adding language that allows reduced payment for services when there is noncompliance with required staffing levels and reporting to work.

On May 20, 2021, two bids were received as follows:

<b>BIDDER – Base Bid</b>	<b>TOTAL ANNUAL COST</b>	<b>ADDITIONAL SERVICES</b>
		<b>COST PER HOUR</b>
ServePro of Ames	\$56,525.00	\$25.84
Reliable Maintenance Co., Des Moines, IA	\$58,800.00	\$19.50

<b>BIDDER – Annual % Rate Increase by FY</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>
ServePro of Ames	2.0%	2.0%	2.0%	2.0%
Reliable Maintenance Co., Des Moines, IA	2.5%	2.5%	2.5%	2.5%

The current contract amount with the incumbent provider is \$53,028.44 for FY 2020/21. ServePro of Ames submitted the low acceptable bid of \$56,525 for FY 2021/22. This total does not include any additional services. The total cost for FY 2021/22 will be split for budget purposes for specific areas as follows:

City Hall and Police Dept	\$35,000.32
Gym, Community Center, & Wellness	\$16,524.68
Auditorium	\$ 5,000.00

This bid is for the period of July 1, 2021, through June 30, 2022 with four (4) twelve (12) month optional renewal periods available through June 30, 2026. Each renewal period is subject to successful past performance and approval by Council. The bid also provides for a percentage increase on base fees for each renewal period.

The approved operating budget for FY 2021/22 was set at \$73,582;

\$60,000 is in the Facilities budget  
\$ 6,465 is in the Gym & Community Center budget  
\$ 3,185 is in the Auditorium budget, and  
\$ 3,932 is in the Wellness budget,

The base bid amounts include all routine services provided daily plus other services provided periodically or less frequently. Also bid separately is a per-hour rate for additional services requested, emergency clean up, and special events clean-up in the Auditorium. These services will be billed at the hourly rate bid in addition to the planned services.

**ALTERNATIVES:**

1. Award this contract for FY2021/22 custodial services at Ames City Hall to ServePro of Ames in the amount of \$56,525 per year plus \$25.84 per hour for emergency clean-up and additional work as authorized. The contract is renewable for up to four, twelve-month periods subject to successful performance and Council approval, with the increases reflected in the bid.
2. Award the contract for custodial services for the Ames City Hall to Reliable Maintenance Company.
3. Reject all bids and direct staff to re-bid custodial services

**CITY MANAGER'S RECOMMENDATION:**

ServePro of Ames has the lowest overall cost to the City over the five-year contract period. The Director of Fleet & Facilities has checked references for ServePro of Ames performance in other locations and finds them to be acceptable. ServePro of Ames is committed to meeting the expected results and is ready to provide these services.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as noted above.