



City of Richmond

Report to Committee

To: Public Works and Transportation Committee

Date: November 18, 2021

From: Jim V. Young, P. Eng.
Director, Facilities and Project Development

File: 10-6000-01/2021-Vol 01

Re: **Award of Contract 7248P - Provision of Janitorial Services for the Community Safety Building and City Centre Community Police Office**

Staff Recommendation

1. That Contract 7248P - Provision of Janitorial Services for the Community Safety Building and City Centre Community Police Office be awarded to two contractors, for an aggregate contract value of \$1,625,613.44 for a three-year term, to 10647802 Canada Limited dba Dexterra Integrated Facilities Management (Dexterra) and Dynamic Facility Services Ltd. (Dynamic), as described in the report titled "Award of Contract 7248P - Provision of Janitorial Services for the Community Safety Building and City Centre Community Police Office", dated November 18, 2021 from the Director, Facilities and Project Development;
2. That the Chief Administrative Officer and General Manager, Engineering and Public Works be authorized to extend the initial three-year term, up to the maximum total term of five years, for the maximum total amount of \$2,775,091.45, as described in the report titled "Award of Contract 7248P - Provision of Janitorial Services for the Community Safety Building and City Centre Community Police Office", dated November 18, 2021 from the Director, Facilities and Project Development; and
3. That the Chief Administrative Officer and General Manager, Engineering and Public Works be authorized to execute the contract and all related documentation with Dexterra and Dynamic.

Jim V. Young, P. Eng.
Director, Facilities and Project Development
(604-247-4610)

REPORT CONCURRENCE		
ROUTED TO: Finance Department RCMP	CONCURRENCE <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

The City's previous contract for janitorial services at the Richmond Royal Canadian Mounted Police (RCMP) Main Detachment, known as the Community Safety Building, expired in July 2020.

The original contract with Nutech Facility Services Ltd. has been extended on a month-to-month basis to enable a procurement process to be undertaken. In addition, staff have been working with the stakeholders to develop a needs assessment and plan.

Accommodation of the Municipal Police Unit Agreement between the City and the Province requires the City to provide accommodation for RCMP contract policing. The accommodation includes building and property maintenance services.

This report summarizes the public tendering process for the Contract 7248P and provides a recommendation for the provision of janitorial services at Community Safety Building (CSB) and the City Centre Community Police Office (CCCP). Both buildings are required to operate 24 hours per day and 365 days per year.

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

1.2 Future-proof and maintain city infrastructure to keep the community safe.

1.4 Foster a safe, caring and resilient environment.

Analysis

Scope of Work

The scope of work for this contract is the provision of cleaning and housekeeping services at the CSB and the CCCP, which includes, but is not limited to:

- On-site janitorial labour and on-site supervision;
- Purchase of required equipment and supplies; and
- Maintenance and service of cleaning equipment.

Public Tendering

A Request for Proposal (RFP) 7248P was posted to BC Bid on September 3, 2021 which resulted in five bids being received by the closing date of October 7, 2021.

The RFP explicitly advised interested bidders that the City would decide whether to award contracts to more than one bidder, after considering the quotations received, in response to the RFP.

The RFP also advised bidders that the City would retain the right to extend the scope of work to other City facilities should there be a need in the future.

The evaluation results of the RFP are summarized in Table 1.

The City's designated representatives reviewed the submitted bids to confirm:

- each bidder's understanding of objectives and outcomes;
- capacity of the firm to complete the work, including company reputation and resources;
- pricing;
- work plan;
- previous experience; and
- quality of references.

Table 1: Evaluation Results

Ranking	Company	RFP Score
1	10647802 Canada Ltd. dba Dexterra Integrated Facilities Management	87%
2	Dynamic Facility Services Ltd.	84%
3	Nutech Facility Services Ltd.	71%
4	Ultra-Tech Cleaning Systems (1991) Ltd.	64%
5	Overtime Building Maintenance Co. Ltd.	44%

10647802 Canada Ltd. dba Dexterra Integrated Facilities Management (Dexterra) and Dynamic Facility Services Ltd. (Dynamic) were found to be the most responsible and responsive with meeting the City's requirements.

Award Recommendation

Staff have reviewed the proposals and recommends awarding the contract to Dexterra and Dynamic as it will ensure the City:

- maintains sufficient capacity to service both facilities;
- operational flexibility; and
- backup support.

Dexterra has 75 years of industry experience. They have experience with enhanced security buildings and have provided services to Vancouver International Airport, Metrotowers I and II, Ivanhoe Cambridge, McArthurGlen Designer Outlet, and Coast Capital Savings, as well as many other projects throughout British Columbia. In addition, they have provided services across Canada, which includes Toronto Pearson International Airport and Toronto Armouries.

Dynamic is a British Columbia owned and operated organization that has more than 43 years of experience in the janitorial industry. Dynamic was also a past janitorial contractor for the City of Richmond from 2011-2016 for the CSB, Hamilton Community Centre, Lang Centre, Watermania, Richmond Courthouse and several fire halls including the Temporary Fire Hall No. 1 that previously existed at the CCCP location. Dynamic was also a past contractor for the City of White Rock for their municipal buildings including City Hall, the RCMP detachment, libraries, public pier washrooms and recreational centres.

Services will only commence once security clearances have been obtained for each firm's proposed on-site team.

Financial Impact

As summarized below in Table 2, the total value of the proposed contract over a three-year term is \$1,625,613.44, including contingency. A 20% contingency is required to accommodate potential changes, such as increased services related to the COVID-19 pandemic or user requirements.

Table 2: Total Three-Year Term Cost

	Dynamic (CSB Annual)	Dexterra (CCCP Annual)	Total (CSB and CCCP)
Year 2022	\$298,648.94	\$152,910.35	\$451,559.29
Year 2023	\$298,648.94	\$152,910.35	\$451,559.29
Year 2024	\$298,648.94	\$152,910.35	\$451,559.29
Subtotal	\$895,946.82	\$458,731.05	\$1,354,677.87
Contingency (20%)	\$179,189.36	\$91,746.21	\$270,935.57
TOTAL (3 Years)	\$1,075,136.18	\$550,477.26	\$1,625,613.44

The City has the option to extend the initial three-year contract for two additional one-year terms, for a total value of \$1,149,478.01 including contingency. The estimated cost associated with this extension is summarized in Table 3.

Table 3: Contract Extension Cost

	Dynamic (CSB Annual)	Dexterra (CCCP Annual)	Total (CSB and CCCP)
Year 2025	\$313,581.39	\$155,968.56	\$469,549.95
Year 2026	\$329,260.46	\$159,087.93	\$488,348.39
Subtotal	\$642,841.85	\$315,056.49	\$957,898.34
Contingency (20%)	\$128,568.37	\$63,011.30	\$191,579.67
Total (2 Years)	\$ 771,410.22	\$ 378,067.79	\$1,149,478.01

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The total amount for the maximum five-year term is \$2,775,091.45. The decision to extend the contract by an additional two years would be based on the company's individual performance over the initial term.

The services contract will be executed upon mutual consent of all parties. The Facility Services annual operating budget account will fund the contract, which is subject to yearly approval by Council. The actual expenditures of the contract for Provision of Janitorial Services for the CSB and CCCP will be according to Council approved budgets. Upon contract expiration, excess funding shall be returned to the originating budget source.

Conclusion

Janitorial services are essential for the tenants, management, and all stakeholders at the RCMP CSB and CCCP Buildings. Staff recommend that contract 7248P be awarded to Dynamic and Dexterra to ensure continuity and sufficient capacity for both RCMP essential services facilities.



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JL:am