

MEMO

To: Honorable Mayor and City Council

From: Maria D'Andrea, Director of Public Works

Subject: Recommendation to Approve a Master Service Agreement with Town and Country Development Corporation

Date: April 2, 2018

Item:	Award of Master Service Agreement
Contractor:	Town and Country Development Corporation
Contract Amount:	\$472,080.00 per year

Project Description

On February 15, 2018 the Public Works Department published a Request for Proposals (RFP) to secure a contractor to provide custodial services at city facilities. The current contract with ABM Industry Groups was terminated due to ABM's failure to perform the necessary services. A total of seven (7) vendors submitted proposals to partner with the City. Employees from the Public Works & Parks, Recreation and Golf Departments reviewed the proposals against the following criteria:

- Experience and qualifications of proposing firm
- Company organization and qualifications of staff
- Proposed scope of services
- Quality Control
- Training
- Standard Cleaning Procedures
- Price

Staff is recommending selection of Town and Country Development Corporation, d/b/a The Key People Company. Although Key People was not the lowest bidder for this contract, they were selected as the recommended provider, based on the following factors:

- **Proven History of Quality Work** – Prior to April, 2017, The Key People Company had successfully serviced City facilities for 15 years, providing high quality service during that time. Complaints about their work were rare, and in the event a complaint was voiced, The Key People company quickly remedied the issue. The Key People Company have also been the chosen Custodial Services



MEMO CONTINUED

contractor for the Town of Parker's Recreation Center for 13 years and for the Town of Breckenridge's Recreation Center for 8 years.

- **Thorough Understanding of Scope of Work** – A review of the proposals revealed that the lower priced vendors did not plan on spending the appropriate amount of time cleaning the facilities to City standards. This is likely due to either not understanding the required Scope of Work or to save money. These are the same factors that led to the City terminating the custodial contract with the former vendor.
- **Superb Emergency Response** – When The Key People Company previously serviced the Eagle Pointe Recreation Center, they noticed that the pool was overflowing upon their arrival at approximately 3:00 a.m. The Key People Company immediately notified city staff of the problem, and provided an emergency crew to clean up the water that had flooded into the entire entry area of the Recreation Center. The response was so fast and effective that the problem with the pool went unnoticed by patrons that arrived at the Recreation Center at 5:30 a.m. that same day.
- **Pricing** – The Key People Company's price appears to be significantly higher than the City's former vendor but a closer examination revealed that the addition of the Bison Ridge Recreation Center is the primary reason for that additional cost. An increase in services at the Civic Center and PD Substation are another cause for the increase in price over the previous custodial contractor. The proposed cost of cleaning the majority of City facilities are very similar in price for a vendor that has proven to be able to keep City facilities clean and safe.
- **Recreation Centers** – A major concern with the former custodial contractor was the poor, and sometimes, unsanitary way that they serviced the Eagle Pointe Recreation Center. For the new Bison Ridge Recreation Center and the remodeled Eagle Pointe Recreation Centers, the staff of Public Works and Parks, Recreation and Golf wanted to maintain the high quality of those facilities by contracting with a vendor that would be able to maintain them to an appropriate level.

A summary of the prices that were provided by The Key People Company are shown below:

Building	Rate (per month)
Civic Center	\$10,995.00
Eagle Pointe Recreation Center	\$8,995.00
Bison Ridge Recreation Center	\$12,495.00
Municipal Services Center	\$2,895.00



MEMO CONTINUED

Heritage and Cultural Center	\$245.00
Derby Resource Center	\$345.00
Buffalo Run Golf Course	\$1,495.00
Police Sub-Station	\$625.00

Additional Services	
Carpet Cleaning	\$0.15 / Square Foot
Clean Chairs	\$10.00 / Chair
Event Set Up at Eagle Pointe Recreation Center	\$500 / Month for unlimited Set Ups
Event Set Up at Bison Ridge Recreation Center	\$750 / Month for unlimited Set Ups

These additional services will be used as needed but are not regularly scheduled.

Evaluation of Custodial Services utilizing City Staff

When the previous custodial contract was put in place, City Council had expressed a desire to evaluate in-house custodial services at least for the new recreation center. Unfortunately, due to time constraints, it is necessary to move forward with contracting out these services for all buildings. Staff will evaluate providing in-house custodial service for all buildings, over the next year.

Schedule

The Key People Company will be able to begin work at all city facilities approximately one week after contract approval.

Financial Impact

Funding for this Master Service Agreement will come from the Facilities budget, Outside Services, by location.

The Master Service Agreement is for an initial 3-year period with two, one-year options for renewal. If the city chose to modify the contract to eliminate all or a portion of services, there are provisions within the contract to allow for that.



MEMO CONTINUED

Staff Recommendation:

Staff recommends award of a Master Services Agreement to Town and Country Development Corporation, d/b/a The Key People Company, in the amount of \$472,080.00 for base services each year.

