



DENVER
THE MILE HIGH CITY

GENERAL SERVICES ADMINISTRATION PLAN
JANITORIAL SERVICES
DECEMBER 16, 2014





Janitorial Services Contract

Contract Term and Contract Total

- Three years with two annual renewals available
- Contract total over five years expected to be \$18 million.



Janitorial Services Contract

Facilities covered under the new contract

- **Denver GS Facility Management Facilities- 23**
 - Including Webb, City and County Building, Lindsey-Flanigan, Roselyn Complex
- **Denver Parks and Recreation Facilities- 20**
 - Including Central Park, Montclair, Athmar, 20th Street, Eisenhower, Montbello
- **Denver Human Services- 1**
 - DHS Eastside
- **Denver Wastewater Management- 3**
 - Denver Wastewater Management Building
 - Fleet Maintenance Facility
 - Office Warehouse Building



Janitorial Services Contract

Contractor- Roth Property Maintenance

- Contractor is a local Denver business
- Woman owned - certified with DSBO
- In business since 1996



Janitorial Services Pricing

Contract Components

- Contractor will invoice for actual hours worked x labor rates- not to exceed staffing level per facility
- Monthly management fee (MMF) for each facility
- Allows for monthly management fee to be increased only on contract anniversaries based on changes to the Consumer Price Index beginning year 2.



Janitorial Services Pricing

Monthly Management Fee Development
Vendor developed pricing for each facility with the following assumptions:

Monthly Management Fee:

- The City asked the vendor to provide markup percentages as a factor of the proposed total labor cost per month. The markup was monetized in negotiations with the vendor and became the monthly management fee.
- The MMF includes:
 - Costs related to administration and payroll taxes
 - All overhead, including Supervisor pay and benefits
 - All janitorial supplies and chemicals
 - All required equipment (scrubbers, buffers, vacuums, etc)
 - Equipment maintenance, repair and replacement
 - Administrative costs, including bonding and insurance
 - Profit
- For each facility the base formula used to calculate the MMF is:

$$\begin{aligned} & \text{Monthly not to exceed Labor Hours} \\ & \times \text{Wage Rate} = \text{Total Labor Cost} \\ & \times \text{Markup percentage (.4697)} \\ & = \text{Monthly Management Fee} \end{aligned}$$



Contract Administration Plan

- Defined Roles for the Contractor, Buyer, Contract Manager, Contract Compliance Technician, and User Agencies
- Communication plan with vendor and user agencies.
- Forms to provide consistency in administration of the contract.

- **Buyer:**
 - Initiate RFP and award contract
 - Annual renewals and user surveys
- **Contract Manager:**
 - Oversees implementation and administration
 - Enforcement of contract service requirements and for escalation to Senior Management
 - Responsible for assistance with vendor issues which are not resolved by agency facility managers
 - Schedules and conducts regular performance reviews with vendor
 - Conducts kickoff meeting and quarterly updates
 - Coordinates with GS Contract Compliance Technician regarding contract spend, as well as any invoicing issues which may occur

- **Contract Compliance Technician:**

- Tracks spend, renewal dates, expiration and insurance requirements
- Checks vendor invoices sent to all GS facilities to ensure proper billing
- Responsible for processing vendor deficiency forms, and requests for addition or reduction of facilities or level of service modification.
- Maintains contract file

- **User Agency:**

- Requests services from vendor
- Responsible for monitoring vendor daily performance at their individual facilities.
- Approves requests for additional services that are not included in the Scope of Work
- Responsible for documenting Vendor Deficiencies and forwarding copies to the GS Contract Compliance Technician.
- Responsible for ensuring all vendor invoices for their agency are received and approved
- Inform Contract Compliance Technician of personnel changes impacting the contract that occur within the agency.



Communication Plan

- Kickoff meeting and training for user agencies
- Quarterly meetings with Contractor and user agencies
- As needed meetings to facilitate vendor deficiency resolutions

- Daily services reviews
- Vendor Performance deficiency reports
- Additional Services Request
- Request to add/remove/modify SOW for facilities

Payment Process

- Contractor provides invoices monthly for each facility to the designated agency staff person
- Agency staff – review and approve and forward to Controller
- Controller assures everything matches and monies available to pay
- Controller forwards to Prevailing Wage
- If approved, the invoice is routed back to the Controller for payment



Denver Janitorial Services RFP

- **May 2014:** Working group* developed RFP requirements.
- **August 11, 2014:** RFP issued. Included detailed scope for each of the 40 buildings.
- **September 12, 2014:** Proposals received.
- **October 2014:** Proposals evaluated by committee**.
- **November 7:** Presumptive award made. Negotiations continue.

*Parks & Recreation, General Services, Auditor's Office, Controller's Office, Department of Human Services, and Denver Wastewater

**Parks & Recreation, General Services, Mayor's Office, Department of Human Services, and Denver Wastewater



Denver Janitorial Services RFP

RFP Inclusions

- Requirement for accurate and verifiable record of employee hours spent at each facility.
- City reserved the right to add to or remove facilities and to increase or decrease service levels in facilities as required.
- Additional service requests for work outside the regular scope of work will be categorized and processed as a task order in the monthly invoice.



Denver Janitorial Services RFP

RFP Inclusions continued

- Service quality standards for detailed janitorial activities, with expectations to maintain an acceptable appearance in all our facilities.
- Detailed requirements of prevailing wage were provided for all contractors, including benefits for fringe, bus passes, employee parking and shift differential.