

COUNCIL ACTION FORM

SUBJECT: LIBRARY CUSTODIAL SERVICES CONTRACTS

BACKGROUND:

Since September 8, 2014, custodial services have been provided at Ames Public Library by PCI of Lansing, Kansas, which submitted the lowest offer for City of Ames Bid No. 2014-276. Several non-performance issues have recently arisen, however, and the Library wishes to terminate PCI's contract for the remainder of fiscal year 2015/16 and enter into a new contract with the second-lowest bidder, Nationwide Office Care.

A notice was sent from the Purchasing Department to PCI on September 22, 2015, which detailed numerous non-performance issues and requested that PCI present a written plan by October 1 showing steps that would be taken to ensure that the issues would be corrected. PCI did not respond. PCI was also requested to attend a meeting on October 7 to discuss progress toward the resolution of the non-performance issues. This request also went unheeded. On October 9, Purchasing notified PCI of the City's intent to cancel the contract.

Nationwide Office Care of Clive, Iowa, submitted the second-lowest bid in 2014. The firm has been contacted and is willing to honor the prices originally quoted. The hourly rates are as follows: \$15.45/hour in FY16; \$15.91/hour in FY17; \$16.38/hour in FY18; and \$16.82/hour in FY19.

PCI's current hourly rate is \$15.31/hour. Taking into consideration the savings that have resulted from PCI's failure to provide workers on several occasions, the library expects that Nationwide's services will only cost approximately \$1,120 more than PCI's in FY15. Having just completed its first year in the renovated building, the Library is doing significant budget adjustments this fall and will take this change into consideration.

Nationwide Office Care has submitted Affirmative Action documentation and a valid certificate of insurance and references have been checked.

ALTERNATIVES:

1. The City Council can terminate the contract with PCI of Lansing, Kansas, and award a new contract for library custodial services to Nationwide Office Care of Clive, Iowa, in the amount of \$44,774.10 for the period from October 28, 2015, through June 30, 2016, with the option to renew for three additional twelve-month periods.

2. The City Council can decide to reject the recommendation from the Library Board and take no action at this time.

MANAGER'S RECOMMENDED ACTION:

Reliable custodial services are necessary to maintain the new Library facility and keep it clean, safe, and visually appealing to the 40,000 plus visitors it accommodates each month. While it is the City's intent to obtain the lowest cost for services, it would be ill-advised to continue using a vendor that fails to accomplish its scope of work.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving termination of the contract for Library Custodial Services with PCI of Lansing, Kansas, and awarding a contract to Nationwide Office Care of Clive, Iowa, in the amount of \$44,774.10 for the period from October 28, 2015, through June 30, 2016, with the option to renew for three additional years.