

**COUNCIL ACTION FORM**

**SUBJECT: FACILITIES MAINTENANCE PROGRAM – OPTIONAL RENEWAL 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, carpet shampooing, vinyl and Terrazo floor maintenance, ceramic tile cleaning, plumbing fixture cleaning and sanitation, spot cleaning as needed, emptying trash receptacles, glass cleaning, window washing, litter collection, and an occasional emergency unplanned clean-up.

Reliable Maintenance Co. was the lowest bidder for the base bid amount and for hourly services over the five-year potential life of the contract. Council awarded a contract to Reliable Maintenance Co. for FY 2018/19 in the amount of \$52,028.44, with additional services billed at an hourly rate of \$16. The bid included four optional renewal periods, with rate increases of 0.0% for renewal for FY 2019/20 and FY 2020/21, and 0.1% increases each year for FY 2021/22 and FY 2022/23.

City Council approval is required to proceed with the first optional renewal period from July 1, 2019 through June 30, 2020.

Staff estimates an additional \$1,000 in emergency callback work is expected for the year, for a total contract amount of \$53,027.44. This amount is allocated to specific areas as follows:

City Hall and Police Dept:	\$40,282.44
Gym & Community Center:	\$ 5,993.00
Wellness/ Aerobics Room:	\$ 3,780.00
Auditorium:	\$ 2,972.00

The approved operating budget for FY 2019/20 includes \$72,745 for cleaning services, allocated among the various affected departments. The actual amounts charged to departments will be in accordance with the actual costs incurred.

City staff continues to monitor the performance of Reliable Maintenance Company and has provided specific feedback regarding areas where performance needs to be improved in the future. Should the Council approve a renewal with this contractor, performance monitoring will continue to be a focus for City staff. Staff believes the contractor has the ability to meet the expectations the City has established.

**ALTERNATIVES:**

1. Award a renewal of the contract for custodial services at Ames City Hall to Reliable Maintenance Company, Des Moines, IA., in the amount of \$53,027.44 for FY 2019/20. The contract amount includes the base bid plus \$1,000 for emergency callback and additional work as authorized at \$16.00/hour.
3. Do not renew the contract with Reliable Maintenance Company and direct staff to re-bid custodial services.

**MANAGER'S RECOMMENDATION:**

Reliable Maintenance Company has provided custodial services at City Hall for the current fiscal year. Although staff has identified areas where performance needs to improve, Reliable Maintenance Company is committed to meeting the expected results and is ready to provide these services. Staff will continue to monitor performance and ensure it meets the expectations established by the City.

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