



Janitorial Services Contract

Presented to the City Council

September 23, 2024

Janitorial Services Overview

- The City has used a third-party janitorial services for over 17 years
- In April of 2023, Ambassador Services was awarded a 17-month contact, with the option for two extensions
- Contract provides an opportunity to make market adjustments in pricing at each renewal

Specifications

- Services provided at each facility are based on needs of the facility and service frequency ranges from two to seven days per week depending on the location and use of the facility
- As part of the procurement process, each location was walked with contractors during a pre bid conference to identify each office, lobby area, bathroom, and public area to be serviced
- Vendors provided rates inclusive of paper goods and supplies based on the frequencies and tasks, per location

Services Provided



Floors



Furniture



Garbage & Recycling



Restrooms



Windows



Tile & Grout



Carpet

Contract specifies daily, weekly, monthly and annual task frequencies by facility

Current Vendor: Ambassador Services

- Ambassador Services currently services over 395 properties
- Clients include:
 - City of Houston
 - City of Dallas
 - City of Sugarland
 - City of Frisco
 - City of Keller
 - Texas Military Department

Internal Operations

- Public Works manages this contract and in July 2024, worked with departments to establish facility liaisons
- In August 2024, liaisons were surveyed to provide feedback on a variety of facility issues including the performance of this contractor
- While there is always room for improvement, the liaisons generally agree that Ambassador is meeting specifications; efforts to monitor contractor performance will continue

Contract Elements

- Initial contract award had a 17-month term to align contract term expiration with the fiscal year
- Each renewal term, if awarded, will run October 1st to September 30th
- Original contract allows Ambassador to request a price increase of up to 4% at each renewal
- This proposed renewal includes a requested 4% increase – based on review of Consumer Price Index data, the request is justified

Staff Recommendation

Approval of the first renewal option with Ambassador Services in the amount of \$222,300 for fiscal year 2024-2025.

Questions/Comments

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