

# Janitorial Services Contract

Presented to the City Council

March 2, 2026

# Agenda



# Timeline of Events



# Contract Deficiencies

- **July 2024** – Staff identified service performance concerns, including inconsistencies in the completion of required daily tasks.
- **July 2024 – Spring 2025** – Staff worked collaboratively with the contractor over several months to address these issues; however, overall service levels did not demonstrate consistent or sustained improvement.
- **June 2025** – Based on the continued performance concerns and a requested price increase, staff elected not to renew the contract at the renewal period. To ensure continuity of service, staff executed an administrative contract to provide interim coverage while a formal RFP process was completed.



# Specifications

- 15 site locations, encompassing 221,000 square feet.
  - Criminal Justice Information Services (CJIS) Requirements:
    - Protect sensitive criminal justice information
    - Ensure accountability and security
    - CJIS certifications are required for City Hall, Municipal Court, and Police Department.
  - Varying servicing hours
- Previous specifications were itemized by task, per building and specific to each area within the facility.
- Specifications were enhanced to reflect service levels, that would provide objective framework for expectations and evaluate performance.



# Request for Proposals

- Facilities hosted a site visit to walk prospective contractors through City facilities and discuss the scope of work.
- The bid documents were distributed to 819 vendors, with 128 vendors physically accessing the documents.
- A total of 17 vendors submitted proposals, of which 11 were deemed responsive.
- Evaluations were based on the vendors demonstrated ability to provide the service (45%), experience (25%), past relation with the city (10%), or city of similar size, and project cost (20%).

<b>BURLESON</b>	<b>Service First Janitorial</b>	<b>CTJ Maintenance, Inc.</b>	<b>Oriental Building Service</b>	<b>Member's Building Maintenance</b>	<b>UBM Enterprises, Inc.</b>
Rank	1	2	3	4	5
Score	92.17	85.59	82.18	81.93	78.02
Annual Price	\$219,960	\$232,248	\$261,162	\$268,769	\$359,756

# Service First Janitorial

- Initially procured through a cooperative purchasing agreement to maintain operations while completing a formal RFP and contract award process.
- Since October 1, staff have actively engaged high-use facilities and liaisons to verify service quality and responsiveness.
- Automated work order system implemented in November, enabling facility-level requests and ongoing monitoring of vendor performance.
- RFP evaluation conducted by a cross-departmental team (5 departments) representing the highest service users.
- Internal feedback on vendor performance since October 1 has been positive.

# Proposed Vendor: Service First Janitorial

Service First Janitorial has over 100 accounts in North Texas.

## Clients include:

- City of Mansfield
- City of Euless
- City of San Marcos
- City of Round Rock
- Dallas Baptist University



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# Fund Summary

- The three-year cost includes the locations listed below, as well as a 2 percent contingency to address unforeseen issues, if they arise.
- Three-Year Budget:

Fund Summary	Annual Cost	3 –Year Total	3-Year Total + 2% Contingency
General Fund	\$185,760	\$574,166	\$585,649
4B	\$34,200	\$106,010	\$108,130
Total	\$219,960	\$680,176	\$693,779

Monthly administrative contract = \$20,890

Monthly proposed rate via RFP = \$18,330

# Contract Elements

- The initial contract award is proposed for a three-year term, beginning May 1, 2026.
- Any vendor-requested price adjustment must be supported by the Consumer Price Index, capped at 3 percent, and would become effective October 1 of the applicable contract year.
- Staff conducted a cost-benefit analysis to evaluate whether continuing to outsource these services remains the most efficient and cost-effective approach. Based on this analysis, bringing the service in-house would result in an estimated 45 percent increase over the proposed outsourced cost.

# Questions/Discussion

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