



Agenda Report

Fullerton City Council

MEETING DATE: APRIL 1, 2025

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: STEPHEN BISE, P.E., PUBLIC WORKS DIRECTOR

PREPARED BY: JEROME JOAQUIN, PUBLIC WORKS ADMINISTRATIVE MANAGER
MEME TRINH, ADMINISTRATIVE ANALYST II

SUBJECT: \$906,853 MAINTENANCE SERVICES AGREEMENT WITH COMMERCIAL CLEANING SERVICES FOR CUSTODIAL SERVICES

SUMMARY

Award a prorated \$720,140 Maintenance Services Agreement to Commercial Cleaning Services (CCS) for Year 1 for the remainder of calendar year 2025 and approve a five-year Agreement term with CCS, with two one-year extension options.

PROPOSED MOTION

1. Award \$720,140 Maintenance Services Agreement to Commercial Cleaning Services (CCS) for calendar year 2025 and \$906,853 fixed-base amount for calendar years 2026 and 2027 with two one-year extension options for a total five-year term.
2. Authorize City Manager, or designee, to execute and administer agreement and related documents, in a form approved by the City Attorney.
3. Authorize Public Works Director, or designee, to approve annual extension options within the approved agreement term.

ALTERNATIVE OPTIONS

- Approve the Proposed Motion
- Not award contract and conduct new competitive bidding process, resulting in delayed timelines, disrupting custodial services and additional administrative costs
- Other options brought by City Council.

STAFF RECOMMENDATION

Staff recommends the Proposed Motion.

CITY MANAGER REMARKS

None.

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statements:

- Infrastructure and City Assets.

FISCAL IMPACT

The City budgets Custodial Services contract funding in the Public Works Building Maintenance (Internal Services Fund) operating budgets for City Hall and general City facilities, in the Parks and Recreation budget for park and recreation facilities and in the Fire Department budget for fire facilities.

The Agreement Year 1 totals \$720,140. The first term with this new contract with CCS would cost \$680,140, a prorated amount reflecting the remaining nine-months of calendar year 2025; subsequently followed by a full annual contract cost for the next two agreement years (Years 2 through 3). The City uses miscellaneous as-needed custodial services, and added an additional \$40,000 to the prorated agreement resulting in a \$720,140 total agreement amount for the first year.

The subsequent base CCS agreements would cost \$906,853 for the next two years. This aligns with “piggybacking” off the City of Rancho Cucamonga pricing terms with CCS. The Rancho Cucamonga agreement allows for Consumer Price Index (CPI) increases. However, staff negotiated *no Consumer Price Index (CPI) increases for Years 2 and 3*. The Agreement allows CPI and prevailing wage increases for the final four years (Years 4 through 7), including optional extension years.

BACKGROUND AND DISCUSSION

The City of Fullerton entered a Maintenance Services Agreement with CCS on January 1, 2016 to provide custodial services for City owned facilities. CCS provides services at multiple locations including City Hall, Fullerton Police Department, the Fullerton Public Library, Hunt Library, the Fullerton Community Center, the Hope Center and various parks and recreational facilities. CCS offers supplemental custodial services to other City facilities and City events as needed.

The Agreement with CCS expired on December 31, 2024 with a short-term contract extension beginning January 1, 2025 through March 31, 2025 to allow staff time to complete a solicitation for a new custodial services agreement. Staff conducted a market survey in September 2024 to evaluate contracts that allow cooperative procurement (piggybacking), provide high-quality services and maintain competitive pricing to ensure the City receives the best quality services with no lapse in service for City facilities. The

Public Works Department received cost proposals from CCS, Merchants Building Maintenance and Allied Janitorial Services as part of this process.

Selection Process

Staff employed a comprehensive research and evaluation process to ensure the City received high-quality and cost-effective custodial services including:

- *Market Research and Data Collection:* Staff analyzed custodial service agreements from 14 local cities, county agencies and districts to compare pricing and service levels.
- *Vendor Pricing Analysis:* Staff contacted eight custodial vendors to assess their average cost per square footage.
- *Vendor Satisfaction Survey:* Staff surveyed 16 agencies to assess their experience with custodial vendors. The survey included key performance indicators such as:
 - service quality and responsiveness
 - complaint history or performance issues
 - vendor approach to resolving service concerns
 - contract terms compliance
 - overall facility user and staff satisfaction.
- *Public Agency Agreements to “Piggyback”:* Staff sought vendors that formally bid and recently entered agreements with public agencies that allow other agencies to “piggyback” off previously-awarded terms to ensure no lapse in City service levels and timely award a new agreement.

Staff selected Allied Janitorial Services, Merchants Building Maintenance and CCS as the top three vendors based on competitive pricing and positive survey results and invited the vendors to submit cost proposals. The proposals included an essential services base cost and additional costs for special events support, semi-annual window cleaning and quarterly pressure washing.

The selection process included a panel interview with managers and / or administrative Analysts from the Public Works Department, Parks and Recreation Department, Police Department and Library.

Piggy-back Procurement Process

Staff utilized the piggy-back procurement process to streamline procurement. Piggybacking allows the City to benefit from pre-negotiated pricing, favorable terms and an expedited procurement process. Staff identified one to two contracts for each of the vendors. The City of Orange utilized Merchants Building Maintenance. Coachella Valley Water Districted utilized Allied Janitorial Services. The City of Rancho Cucamonga and the City of Rialto utilized CCS for custodial services.

Merchants Building Maintenance could not provide piggy-back language in time for final proposal evaluation. Staff evaluated the remaining two vendors for quality of service and pricing and determined the contract awarded by the City of Rancho Cucamonga to CCS

would provide scope, pricing and service levels that align with City custodial needs. CCS agreed to honor the same pricing and conditions for the City of Fullerton.

Negotiation Process

Staff negotiated with CCS to secure favorable pricing for the City of Fullerton, including reducing the initial contract cost, resulting in a lower overall cost to the City. Additionally, staff ensured that the contract had *no* Consumer Price Index (CPI) increase for the first three years, providing cost stability and predictability for the duration of the agreement. These negotiations reflect the City's commitment to securing the best value for its residents while maintaining high-quality services.

The City of Rancho Cucamonga issued a formal competitive solicitation for custodial services and awarded the contract to CCS on July 1, 2024. Contract terms permit cooperative purchasing, allowing other agencies to leverage the pricing and contract terms from July 1, 2024 – June 30, 2025 with option to renew in one-year increments to a total of six additional years.

Staff recommends awarding a five-year agreement to CCS with two optional one-year extensions. This aligns with the City of Rancho Cucamonga approved term and agreement base costs. The recommendation provides the best combination of pricing and results from the survey and panel interview as well as continued and uninterrupted custodial services, familiarity with City facilities and level of service expectations. Staff believes that CCS is most qualified and best able to meet the City needs.

Attachments:

- Attachment 1 – City of Fullerton Sample Maintenance Services Agreement
- Attachment 2 – City of Rancho Cucamonga's Request for Proposal and Contract
- Attachment 3 – CCS Proposal Pricing Form

cc: City Manager Eric J. Levitt