



**REPORT TO THE LIBRARY BOARD**  
**MEETING DATE: Thursday, January 22, 2009**

Session:	Public Session
Subject:	Tender - Cleaning of Branch and Central Libraries
Prepared By:	Margaret Mitchell, Barbara Jessop, Terry Wilkes, Susanna Hubbard Krimmer
Presented By:	Margaret Mitchell
Purpose of Report:	For Decision: Approval <input checked="" type="checkbox"/>

**Recommendation:**

It is recommended that the contract for the cleaning of fifteen (15) London Public Library locations be awarded to Edcore Enterprises (1987) Ltd. for a thirty-six month period at a cost of \$304,000 plus applicable taxes per annum, commencing February 1, 2009 with an option for the Library, at its sole discretion, to renew for a further two additional one year terms.

**PURPOSE**

The purpose of this report is to seek the Library Board's approval for the selection of a cleaning contractor per the LPL Procurement Policy.

**BACKGROUND**

The current cleaning contract for London Public Library locations expired November 30, 2008. Since 1997, the Library has tendered its cleaning contracts with the City of London. On September 11, 2008 "Tender 08-54 Custodial Maintenance Services at Various City Facilities" was issued by the City of London. London Public Library was one of the agencies participating in the tender.

Cleaning Services tenders were received until 12 noon on Wednesday, October 1, 2008 and were opened by the Purchasing Division, City of London. Five bids were received. The bids were reviewed with the intent to award the contract to the lowest bidder who met all the specifications. The tender provides for the Library/City to reserve the right to accept or reject any or all tenders.

The successful bid was recommended by the City of London's Purchasing Division.

## **COST/SOURCE OF FUNDING**

The five bids received are presented in Table 1 below.

<b>Table 1: Summary of Total Annual Cost of Bids</b>					
<b>Bidder</b>	Edcore	Metropolitan	A+ Building	ServiceMaster	J&A Cleaning
<b>Annual Cost</b>	\$302,703	\$237,772**	\$372,339	\$655,517	\$513,688

\*\* Firms were allowed to bid on Central and/or all branches. Metropolitan only bid on the Central Library.

The low bid was from Edcore Enterprises (1987) Ltd. Edcore is currently providing contract cleaning services to all library locations under the name Bee-Clean.

Per the terms of the tender, the successful bidder is responsible for:

- Performance and completion of the work in accordance with the terms of the tender and specifications therein; and
- Performance and completion of all duties; supply all labour, supervision, equipment and materials in accordance with the specifications and description of the service.

The successful bid is within the cost estimates for cleaning submitted in the draft 2009 LPL Operating Budget.

## **ISSUE / OPPORTUNITY**

With the enactment of a new contract, there is an opportunity to improve the cleanliness of all library locations. Susanna Hubbard Krimmer, Margaret Mitchell and Terry Wilkes have formally met with representatives of Bee-Clean to talk about performance requirements for the cleaning of the Central Library and branch libraries. The library and Bee-Clean have agreed that all requirements of the contract, which includes the tender document, will be met in a timely and complete fashion.

### Scope of Work

The scope of work, which is defined in the specifications of the tender, includes custodial tasks for building components such as washing floors, vacuuming carpets, cleaning washrooms and lunch rooms, dusting furniture and equipment, etc. The work will be performed on an agreed upon frequency and established schedule. The Bee-Clean service supervisor is required by the contract to meet with Terry Wilkes as the Manager, Facility Services, or his designate, twice monthly to review the contractor's performance and completion of the duties as contracted.

### Acceptable Standards of Service

The tender also provides for "acceptable standards of operation and service throughout the contract period". Terry Wilkes as the Manager, Facility Services, or his designate, as the appointed representative of the library shall be the judge of the standards and will follow up with Bee-Clean should any aspect of the operation or service is deemed unsatisfactory. The contract describes the requirement of the contractor to correct the problem(s) within seven (7) days.

### Consequences of Failure to Perform Duties

If problems are not corrected within the specified time frame of the contract, the Library has the right to cancel the contract upon seven (7) days written notice, without penalty, for non-performance of the contract.

### **NEXT STEPS**

Following Library Board approval, the following actions will occur:

- Post all bids on the City of London and the Library websites, as per established process
- Advise all bidders of the award of contract
- Finalize contract with Edcore Enterprises (1987) Ltd.