

Memorandum

To: Finance Committee

From: Dean R. Gazza, Director of Facilities & Construction

Date: 10/23/2014

Re: Request to award contract to Ultimate Cleaning to provide Housekeeping Services for the years 2014-2019. The contract totals are 2015 (\$357,243), 2016 (\$364,703), 2017 (\$375,808), 2018 (\$387,082) and 2019 (\$398,696) annually.

During August 2014 two ads were published in the Appleton Post-Crescent requesting proposals for Custodial Services for the City of Appleton. In addition, notices were emailed to all companies who provided a proposal in the past or have notified us of interest by general solicitation. On August 20, 2014 a walk-through of the facilities was provided to interested responders. Only two companies were present at the walk-through. The proposals were due on September 11, 2014 in which we only received one response to a Request for Proposal. The feedback we received from the company who attended the walk-through, but whom did not propose was that they had never seen a better request for proposal assembled for such services, but were declining to bid because of the overall magnitude, diversity and complexity of the work for the various operations. The last time we held the same process some of the companies did not propose also because their company was too small or the company was not prepared to take on a large contract as such.

Prior to sending the RFP, Parks, Recreation and Facilities Management spent a significant amount of time evaluating housekeeping service levels throughout each building. Standards for each building were re-established in 2008 and reviewed this year with the goal of ensuring good housekeeping throughout the facilities, while reducing our overall housekeeping costs.

Upon review of the proposals and based on past performance from this contractor, our team recommends and requests the Committee to award the contract to Ultimate Cleaning to provide Housekeeping Services for the years 2015-2019. Ultimate Cleaning has been the contractor of housekeeping services to the City of Appleton for over 20 years and consistently has provided services at a much lower cost for similar services. Much of this has to do with this company being a small locally owned business with minimal overhead compared to many of the franchise or nationwide companies. The usual problems that occur with contract cleaning such as theft, turnover and poor quality has not been an issue with Ultimate Cleaning because of their overall management structure and approach.

Please feel free to contact me at 832-5572 with any questions, or by email at dean.gazza@appleton.org. Thank you.