

Campus Custodial Services

University of Houston-Downtown

Overview of Process in support of BOR Agenda Item

From July 2004 through June 2009, the University of Houston-Downtown (UHD) had contracted for custodial services with Southeast Services Corporation (SSC) of Knoxville, Tennessee. SSC was selected as a result of the Competitive Sealed Proposal (CSP) process and SSC submitted the best value in price, experience and key personnel. Their services included providing a job manager, a working supervisor and 26 custodians to accomplish nightly the removal of trash, stocking of rest rooms and break areas with paper and soap products, light bulb changing, floor and window maintenance and restroom cleaning for the six campus buildings. In addition, three day time porters were provided to supplement the University porter staff. The University's annual custodial expenditures for FY2008 totaled \$889,343.

On December 19, 2008, the UHD Purchasing department posted related project documents on the Texas Market Place. The documents requested a proposal for services for a five year period from July 1, 2009 through June 30, 2014 and included a provision for two additional years of service. The 2008 project documents included work load development sheets for each building, information on the type and frequency of each task to be performed, building floor plans identifying the type of floor covering, and operational guidelines for the service. The exceptions and differences between the March 1, 2004 project documents and the December 19, 2008 project documents was the inclusion of contractor purchase of the soap and paper products for the day porter staff, purchase of light bulbs, entry mat maintenance. and three full-time day porters to supplement the three University day porters.

A pre proposal conference was held on campus on January 21, 2009. The University was represented by UHD Purchasing and Facilities Management and a total of 22 custodial companies attended the conference. A total of 3 addendums were issued.

Eight proposals were received by UHD Purchasing department on February 3, 2009 and evaluations were completed by UHD Purchasing and Facilities on February 19, 2009. A weighted value was determined for each proposal based (1) total contract price, (2) qualifications of key personnel including training and transition plan and (3) similar project experience. The scores and the justification for those scores are provided below:

#8 Varsity - Clarified their proposal and indicated exceptions to the bid and contract documents. Ultimately a total score of 0 was assigned.

#7 ABM – A \$6,616,566 total contract price with 'high' rankings for key personnel and similar experience, resulting in a total score of 550.

#6 HBS - A \$5,247,481 total contract price with 'average' rankings for key personnel and similar experience, resulting in a total score of 575.

#5 GCA - A \$5,540,610 total contract price with 'high' rankings for key personnel and similar experience, resulting in a total score of 625.

#4 AME - A \$4,965,252 total contract price with 'low' rankings for key personnel and similar experience. It was apparent from a visit to New Orleans AME Corporate did not fare well after Hurricane Katrina and lost numerous contracts as a result. AME did not meet the comparable experience requirement, resulting in a total score of 675.

#3 SSC - A \$4,977,764 total contract price with 'high' rankings for key personnel and similar experience. SSC currently maintains the campus and would be highly recommended to continue. Several similar projects are maintained; including Tyler Jr College, the University of Texas at Tyler and the Citadel. Key personnel would remain in place. A total score of 765 was assigned.

#2 Marcis - A \$4,959,381 total contract price with an 'average' ranking for key personnel and a 'high' ranking for similar experience. Marcis was the lone HUB contractor in the group of finalists. The evaluation team was concerned with the comparatively small size of this firm and the resulting lack of management depth. Marcis maintains a portion of UT MD Anderson in Houston, TX as well as Austin Community College (ACC), which consists of five campuses comprised of mostly two-story structures. The UHD contract would require a substantial increase in total employees and UHD would be the largest project maintained by Marcis. A total score of 845 was assigned.

#1 WFF – Offered the lowest proposed contract amount of \$4,887,428 with 'high' rankings for key personnel and similar experience. WFF provided references for several projects similar in size and contract price, including Abilene Christian University ('94 to present), University of Tulsa ('95 to present) and Loyola University in New Orleans ('94 to present), in addition to 18 other universities in the US. A site visit was made to Loyola University in New Orleans by UHD FM staff, where they met with WFF representatives and the Loyola University Associate Director of the Physical Plant. The campus was well maintained and WFF was proactive in requests, improved methods, training and customer satisfaction. The WFF proposal includes an increase in building

personnel for a total of 36 employees including a Director of Custodial Services, a supervisor, 2 assistant supervisors, 29 nightly workers and 3 day time porters. In addition, WFF offers employee benefits, training to promote longevity, a comprehensive transition plan, experienced key personnel and use of green products. For ranking 'high' in all three evaluation categories, WFF received a total score of 1000.