

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING TUESDAY, SEPTEMBER 22, 2015
FROM:	ANNA LISA BARBON DIRECTOR, FINANCIAL SERVICES
SUBJECT:	SINGLE SOURCE PROCUREMENT 15-35 CUSTODIAL SERVICES – SOUTH LONDON COMMUNITY CENTRE

RECOMMENDATION

That, on the recommendation of the Director, Financial Services, with the concurrence of the Managing Director, Neighbourhood, Children & Fire Services and the Managing Director, Housing, Social Services and Dearness Home:

- a) Approval hereby **BE GIVEN** to enter into negotiations with Metropolitan Maintenance, 163 Stronach Crescent, London, Ontario N5V 3G5 for additional custodial maintenance services at South London Community Centre;
- b) Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this purchase;
- c) Approval hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or having a purchase order, or contract record relating to the subject matter of this approval.

BACKGROUND

Purpose

Approval to enter into negotiations for a single source contract for this service in accordance with the Procurement of Goods and Services Policy Section 14.4, Clauses d) and e).

Discussion

A tender was issued in September 2013 for Custodial Maintenance Services for all of the various City of London facilities. A decision was made prior to releasing the tender that the City locations would be divided up into the various operations, for example: Facilities Operations – Section 1, Parks and Recreation Operations – Section 2, Greenway Pollution Control Operations – Section 3, Pumping Stations Operations – Section 4 and Libraries – Section 5. The intent of the tender was to award each section to one (1) contractor only and not to divide the sections up.

In the past the tender was split up with the low bidder for each individual location receiving the contract for custodial services, which in turn allowed for several contractors and made it very difficult to manage the contracts. Now with the contracts grouped together, if the contractor repeatedly fails to provide service to the satisfaction of the contract manager, then the service provider will lose the entire contract for custodial service (all locations under their contract). This ensures the contractor resolves any issue in a timely fashion and problems have been minimal. The City has also found better pricing with contract grouping.

South London Community Centre was previously on the tender and Metropolitan Maintenance was the custodial contractor. Since the tender was awarded the custodial maintenance hours has grown to three thousand, six hundred and forty (3,640) hours per year.

The significant increase in custodial maintenance results from doubling the building square footage and the growth in programming. South London Community Centre continues to be a hub for neighbourhood level services and recreation, and now houses the South London office for Social Services. It is anticipated with the addition of the new Social Service office, expanded programming for London Public Library Services, South London Neighbourhood Resource Centre Services, Canadian Immigration Settlement Services, as well as City of London Programming, the daily traffic of the Centre will double. The increase in custodial maintenance performed nightly will allow the day/afternoon staff to focus on customer service, and ensure the physical upkeep is of high quality.

Given the expanded scope of the custodial maintenance needed with a larger facility and the fact that it must be delivered by bonded employees in the Social Services area of the facility, it is believed that continuing with a contracted service that meets these requirements is the best approach.

The single source recommendation is being supported by staff for the following value added reasons:

- Metropolitan Maintenance provide exceptional services
- Contract manager only has to deal with one contractor
- Accounting issues are minimal
- If the contractor fails to provide service to the satisfaction of the contract manager, and issues cannot be resolved, then the service provider will lose the entire contract for custodial service (all locations under their contract). This ensures contractor resolves any issue in a timely fashion and problems have been minimal.
- Knowledge of the facility's needs
- Keeping with the spirit and intent of the original tender

Financial Impact

Funding for this expenditure is maintained and managed in the Parks and Recreation operating budget. The estimated annual expenditure is \$79,980.00.

Acknowledgement

This report was prepared in conjunction with Duncan Sanders, Manager Recreation Operations and Terri Sue Wyatt, Procurement Officer, Purchasing and Supply.

RECOMMENDED BY:	
ANNA LISA BARBON DIRECTOR, FINANCIAL SERVICES	
REVIEWED AND CONCURRED BY:	REVIEWED AND CONCURRED BY:
LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME