

Executive Summary

Board of Governors Meeting, September 25, 2024

Janitorial Services

Topic

This Consent Item seeks BOG approval to amend the current contract with ABM Industries Group, LLC (“ABM”) by modifying janitorial services in Jacksonville, and to discontinue services provided by the vendor in Tallahassee.

To replace janitorial services in Tallahassee, this Consent Item additionally seeks BOG approval to enter a new contract with General Building Maintenance of Florida, LLC d/b/a Pritchard Industries (“Pritchard Industries”).

History

Citizens issued ITN 21-0019 Janitorial Services which resulted in the award to ABM. This contract is for services in both the Jacksonville and Tallahassee offices, with associated \$1,500,000 of spending authority approved by the BOG on March 23, 2022. The contract terms and pricing reflected this need for flexibility.

It was previously determined, should the work environment substantially change, impacting this service or the financial projections, Citizens would seek additional board approval. Due to changes to Citizens’ work model, modifications to the contract structure and to the Tallahassee vendor are needed. The contract with ABM will be amended to accommodate for an increase in the scope of work at the Jacksonville office due to space utilization and to discontinue services in Tallahassee – as ABM is unable to provide services in both locations at current rates due to an increase in labor and supply costs. As such, Citizens, using new State Term Contracts, seeks an alternative vendor for the Tallahassee office that has competitive rates and uses local resources.

With a full return of employees, the increase in personnel and supplies requires an amendment to the janitorial services contract for Jacksonville to ensure all spaces are properly cleaned each night and that adequate day porter services are provided. Pricing was obtained from the vendor under State Term Contract to compare to the revised market rates proposed by ABM and were found to be comparable for Jacksonville. Although ABM is not one of the three (3) vendors participating in the State Term Contract program, this contract will be amended to include pricing consistent with the pricing offered in the State Term Contract program. Additionally, with the lease expiring in Jacksonville in approximately 20 months, operationally it would be less disruptive to maintain the current vendor through June 2026.

To replace the discontinued janitorial services in Tallahassee, this Consent Item additionally seeks BOG approval to enter a new contract with General Building Maintenance of Florida, LLC d/b/a Pritchard Industries (“Pritchard Industries”). Services would be provided under the Florida Department of Management Services’ State Term Contract for Custodial Services (76111500-21-STC) vendor, Pritchard Industries. This vendor has a local presence which would allow for improved quality control oversight and the ability to provide faster response times for backup support as needs arise.

As the BOG in March of 2022 approved \$1,500,000 of spending authority for the janitorial services in Jacksonville and Tallahassee, this existing authority, with the addition of \$9,605, will be sufficient funding for both the existing Jacksonville contract amendment and new Tallahassee contract for janitorial services.

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Recommendation

Citizens' Staff proposes that the Board of Governors:

- a) Authorize the amendment of the janitorial services contract with ABM Industrial Group, LLC, to modify services and rates in Jacksonville and eliminate services in Tallahassee, as set forth in this Consent Item;
- b) Authorize a new contract with General Building Maintenance of Florida, LLC d/b/a Pritchard Industries for services in Tallahassee, for an estimated amount of \$411,805, and
- c) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.

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ACTION ITEM

New Contract

Contract Amendment

Other _____

CONSENT ITEM

Contract Amendment

Existing Contract Extension

Existing Contract Additional Spend

Previous Board Approval: March 23, 2022

Other _____

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

Move forward as Consent: This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Purpose/Scope

This Consent Item seeks BOG approval to amend the current contract with ABM Industries Group, LLC (“ABM”) by modifying janitorial services in Jacksonville, and to eliminate this vendor providing services in Tallahassee. As set forth in the previously approved Consent Item dated March 23, 2022, if the work environment substantially changed impacting this service or the projections, the business unit will reach out for additional board approvals. Given the transition from a hybrid working environment to a full in-office model, additional approval is now requested.

The current contract with ABM was approved by the BOG on March 23, 2022, to cover both Tallahassee and Jacksonville through 6/30/2028. At the time, the pricing model was tailored to the hybrid work environment with lower labor market rates as well as a lower cost of supplies. With a full return of employees scheduled for November 2024, the increase in personnel and supplies requires modification of the janitorial services to ensure all spaces are properly cleaned each night and adequate day porter services are provided. The Jacksonville contract will be amended to accommodate the increase in staff and supplies. Pricing was obtained from the vendor under State Term Contract to compare to the revised market rates proposed by ABM and were found to be comparable for Jacksonville. Although ABM is not one of the three (3) vendors participating in the State Term Contract program, this contract will be amended to include pricing consistent with the pricing offered in the State Term Contract program. Additionally, with the lease expiring in Jacksonville in approximately 20 months, operationally it would be less disruptive to maintain the current vendor through June 2026.

To replace janitorial services in Tallahassee, this Consent Item additionally seeks BOG approval to enter a new contract with General Building Maintenance of Florida, LLC d/b/a Pritchard Industries (“Pritchard Industries”). Services would be provided under the Florida Department of Management Services’ State Term Contract for Custodial Services (76111500-21-STC) vendor, Prichard Industries. This vendor has a local presence which allows for improved quality control oversight and the ability to provide faster response times for backup support, as the need arises.

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Contract ID	Janitorial Services ABM Industries Group, LLC (Amended to retain JAX only) General Building Maintenance of Florida, LLC d/b/a Pritchard Industries (New TLH)
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No This operational expense is a standard budgeted item.
Procurement Method	For the existing ABM contract, Citizens issued ITN 21-0019 Janitorial Services which resulted in the award to ABM. This contract was approved by the BOG on March 23, 2022. Citizens intends to modify the current agreement to maintain services at the follow location only: <ul style="list-style-type: none"> • Jacksonville: ABM Industrial Group, LLC. Services provided to the Tallahassee office space location will be replaced by the State Term Contract vendor as established by the Florida Department of Management Services for use by state agencies and eligible users. Prichard Industries will provide custodial services for Tallahassee in accordance with 76111500-21-STC. <ul style="list-style-type: none"> • Tallahassee: General Building Maintenance of Florida, LLC d/b/a Pritchard Industries
Contract Amount	The previous amount approved by the BOG on March 23, 2022, was \$1,500,000, with \$1,097,800 allocated to Jacksonville and \$402,200 allocated to Tallahassee. Based on spend-to-date with ABM, an additional \$9,605 is requested to meet the needs of the new and revised contracts with both vendors. The original contract rates will be adjusted effective October 1, 2024, to align costs with the current market rates. <ul style="list-style-type: none"> • Jacksonville - \$1,097,800 (no change to the original allocation) • Tallahassee - \$411,805 (increase of \$9,605) Revised Total: \$1,509,605
Contract Terms	The ABM contract period is July 1, 2022, and with an original end date of June 30, 2025. However, with the execution of the available renewals, the services will continue through June 6, 2026, to align with the expiration of the Jacksonville office space lease. The new contract with Prichard Industries will be for a period beginning October 1, 2024, through August 31, 2027.

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<p>Board Recommendation (DOES NOT go through Committee)</p>	<p>Citizens' Staff proposes that the Board of Governors:</p> <ul style="list-style-type: none"> a) Authorize the amendment of the janitorial services contract with ABM Industrial Group, LLC, to modify services and rates in Jacksonville and eliminate services in Tallahassee, as set forth in this Consent Item; b) Authorize a new contract with General Building Maintenance of Florida, LLC d/b/a Pritchard Industries for services in Tallahassee, for an estimated amount of \$411,805, and c) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
<p>CONTACTS</p>	<p>Jeremy Pope, Chief Administrative Officer</p> <p>Cherri Linn, Director of Facilities Management and Real Estate</p>