



Understanding and Improving the Janitorial Two Tier Contract.

2014 DES Training Conference & Trade Show

*Presented by Gregory Grahm DES
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A QUICK SUMMARY

What Does a Two Tier Contract Mean?

What Is DES's Function?

“What Went Wrong” With Janitorial - a root cause analysis.

What Quality Assurances Are Now Available?

New Step by Step Process.

A Review of the New Forms

The New Evaluation Process.



Janitorial Services

Two Tier Contract

What does “Two Tier Contract” mean?

Tier I The creation of a Pool of Qualified Janitorial vendors who have the capability to perform Janitorial Services, to supported facilities (e.g. grades, etc.)

Tier II **DES Master Contract (06508) Covers all of the supported facilities to the Pool, and the Service and evaluation requirements for the janitorial work at facilities.**

A work contract between facility and vendor

Purchaser/Agency Manages all aspects of the Tier II contract.

Application: The work that is requested will vary from facility to facility in need, performance, duration, timing, quality, etc.

Performance of Services . . . Typically not sales of goods



Janitorial Services

Two Tier Contract

What Is DES's Function

Solicit & maintain the vetted pool of qualified janitorial vendors.

Maintain the Reference Bank for janitorial vendors. **Stale -- Ineffective**

Open enrollment to the Pool is ~~Quarterly~~. Once every ~~two years~~ **two years**

Updated Vendor Report Cards.

Maintain Compliance & Assist.

Review, Posting, & Evaluation of Tier II Contracts: 70 - 80 a year

Service Fee of .074% Less than CS1 Wages

Tier II - Evaluations to be done by requesting facility.

More Compliant with RCW 39.26 criteria.

Quicken the time for evaluation and award

Strengthen relations between agency and

Reduce need for Re-bids . . . Save even

Allows DES more time on Tier I Matters.

Agency	Bids	Re-Bids	
DSHS	8	4	Rebids
DOT	7	4	Rebids
DFW	6	2	Rebids
ECY	6	3	Rebids
WSP	5	3	Rebids
ESD	4	2	Rebids
DOL	3	1	Rebids
9	2	18	8 Rebids
13	1	13	6 Rebids
7 -non agency	1	8	1 Rebids
	78	34	44%
	2012/2013		31%



Janitorial Services

Two Tier Contract

What's Currently Wrong – a root cause analysis

Poor Quality

Lack of effort by Janitorial service personnel Janitors who are ~~unprofitable~~ ~~unprofitable~~

Money taken from Service Personnel

Vendors in a Bid War

Vendors:	Contract	Mo Budget	Winning Bid Amt.	Rebid	New Monthly Budget	Price / Quality	New Bid
Agencies:	82% of Bids were Price weighted at 70%/30% or more.						\$458.83
	20921	\$510.00	\$335.07	21750	\$335.00	80/10	\$491.26
DES:	21458	\$2,800.00	\$2,184.00	21749	\$2,200.00	70/20	\$2,942.53*
	21512	\$900.00	\$680.00	21763	\$650.00	80/10	\$816.41

Collect Global Data on the entire pool.

Improvements to the Tier II Form

Tier II Evaluation Process by agency

– original intent Incorporates RCW Quality Assurances



Janitorial Services – Scope

▶ Evaluating the BID Pricing and Quality Assurance

RCWs 39.26.160 Bid Awards - Considerations

(1) The awarding agency shall award the contract to the lowest bidder who is **“responsive and responsible”**

What Defines: “Responsive and Responsible”

(2)(c) whether the bidder can perform the contract within the time specified.

(3)(c) Whether the bid provides competitive pricing, economies, and efficiencies.

In a performance Contract, does it distinguish between different levels of performance and costs?

MC-§14.2: Unless the client specifies otherwise, delivery of janitorial services must be performed as identified in the work contract.

Master Contract: 8.1 Overview of the Tier II Process

Bidders must submit pricing that adequately covers the minutes and scope of work required. Overly reduced pricing that could not adequately cover the minutes and scope of work required will be clarified and analyzed for price reasonableness. State and client reserve the right to reject a bid should reasonableness and performance concerns remain.

Total MINUTES required to successfully complete this task per job class per event >>>

39.26.160(5) The awarding agency, may at its discretion reject the bid of any contractor who has failed to perform satisfactorily on a previous contract with the state.

MC-§8.3: Vendors who have previously failed to perform in a professional manner or to the satisfaction of the client . . . may at the sole discretion of the client . . . Be excluded from the pool of Bidders.



Janitorial Services – Scope

▶ **Step by Step Analysis of the Janitorial Two Tier Contract from draft to award . . . and beyond.**

Client will do the following to initiate a janitorial work contract, and throughout the Tier II process:

- Download the Work Request Template from the Department of Enterprise Services website:
- Complete the Excel Work Request Worksheet.
- Email the completed Excel Work Request Worksheet to the DES Janitorial Contract Administrator.
- Manage the site visit walk-through & prepare any amendments.
- Score Client Questionnaire Answers from each Bidder.
- Manage work contract after award.
- Send copy of completed contract to DES & follow with Vendor Report Cards

DES will do the following, after it receives the completed Work Request Form:

- Survey the work request form for completeness (work with Client to complete if needed)
- Convert the complete work request form into the RFQQ.
- Select the Tier II Bidders who will be notified of the contracting opportunity.
- Notify selected Bidder pool by posting on WEBS.
- Manage the evaluation and award process.
- Contact Client for Price/Quote Approval.
- Change RFQQ to Work Contract and Post Award.
- Turn the work contract over to Client for ongoing management with successful Vendor.



The New Forms

Correcting Agency Issues

1. Workability “R” & “F”
2. Organization of Work Requests:

Dust, wipe, spot clean and remove finger prints to include:
Dust, wipe, spot clean and remove finger prints to include:
Clean office kitchen to include:
Empty Garbage to include:
Clean Restrooms to include:
Thoroughly vacuum all carpeted areas to include:
Clean resilient floors to include:
Clean resilient floors to include:
Clean, chrome fixtures to include drinking fountains & elevators with non-abrasive, odorless, cleaner.
Sweep within 10 feet of each entrance, empty all entrance ash trays, and remove trash from outside trash cans.
Reposition movable office furniture (chairs, tables, furniture with wheels or on rollers) in conference rooms, etc.
Clean all interior windows
Clean (ground level) exterior windows
Clean (non-ground level) exterior windows
Clean entryway windows
Shampoo Carpet

Dust, wipe, spot clean, and remove finger prints to include: (Daily / Weekly)
Additional Dust, wipe, spot clean and disinfect: (Daily / Weekly)
Dust, wipe, spot clean and remove finger prints to include: (Monthly / Annually)
Clean / Wipe Chrome Fixtures to Include
Empty Daily Trash / Recycle bins from the following areas:
Entry way and Outside Clean-up
General Miscellaneous Cleaning and Day Porter Services
General Restroom Cleaning and Disinfecting
Additional Restroom Cleaning and Disinfecting
General Kitchen Cleaning
Additional Kitchen Cleaning
Other Specific Rooms As Follows:
Vacuum High Traffic Carpeted Areas to Include: (Daily / Weekly)
Vacuum Low Traffic Carpeted Areas to Include:
Clean resilient floors to include: (Daily / Weekly)
Clean, Strip & Wax Resilient floors: (Monthly / Annually)
Shampoo Carpet As follows
Clean interior side of interior/exterior windows
Clean (ground level) exterior windows
Clean (non-ground level) exterior windows
Clean additional interior windows



The New Forms

Correcting Agency Omissions

1. As Needed Cleaning

2. Out of the ordinary cleanup following special event or office function or minor construction

Emergency water damage cleanup

Absent a compelling business reason

Other (i.e. Chemical Spills)

State Agencies are to utilize state contract to purchase CLEANING SUPPLIES

34 Flat Monthly Fee to provide all necessary CLEANING SUPPLIES AT VENDORS ACTUAL COST

Other (i.e. Biological Spills)

Monthly invoices (or receipts) with a cost break down and supporting documentation to validate vendor's actual costs are accurately reflected

Bidder to propose Monthly Flat Service Fee >>> \$0.00

<<<Bidder to identify (for market research purposes only) the estimated monthly costs the client should expect to budget for CLEANING SUPPLIES

Supply	Environmentally Preferred?		Provided by Agency		Provided by Vendor	
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Light Bulbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deicer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Liquid Soap	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Floor Care Products	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Garbage Bags	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glass Cleaner	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restroom Disinfectants & Cleaners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trash Can Liners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



The New Forms – The Vendor's Section

Prompt Payment Discount (PPD) % (Maximum amount attributable to Bid Score is 5%)

NOTE: A PPD % net 30 days will be applied to the bidders bid prices and thereby impact the bidders score.

Total Amount of Annual Minutes/hours Bid for this project: 0 Minutes 0.0 Hours

Total Labor Cost For Regularly Scheduled Services - Based on minutes bid.
This is the minimum amount that vendor has to pay for the labor in order to remain compliant with prevailing wage requirement. **\$0.00**

If Vendor expects to pay below prevailing wage, check the box And write the percentage of prevailing wage you expect to pay. >>>

Bidder Labor Cost/Percentage multiplier >>>
The labor cost multiplier provides a mark-up to cover Vendor's non-labor related expenses and added profit margin. It can be applied as a flat annual amount, a monthly amount, and/or as an additional percentage increase to the overall labor costs. Choose one, two, or all three multiplier formats you wish to use and type the proper amount in the correct box.

Enter Monthly Added Fee

Enter Annual Added Fee

Enter % increase to Labor Costs

Total Per Unit "As Needed Cleaning" Labor Cost \$0.00 <<<Excluded from Annual Contract Amount.

Flat Monthly Fee for providing Janitorial Products: As noted above (\$33 and \$34)>>> \$0.00

Prompt Payment Discount Bid Evaluation Credit>>> \$0.00 <<<Excluded from Annual Contract Amount.

Annual Total Labor Cost Adjustment (from above calculations) >>> \$0.00

Total Bid Evaluation Price >>>

Total Projected Annual Contract Price (Plus Applicable Taxes)>>>

Price per month (Plus Applicable Taxes) \$0.00

Average Price per Day (Plus Applicable Taxes) \$0.00

VENDORS USE PRICE PER QUARTER & AGENCY # OR ID

TO REPORT 00508 QUARTERLY SALES →→→ Price per Quarter (Plus Applicable Taxes) \$0.00

Agency #/ID 0

Prompt Payment Discount (PPD) % net 30 days (Credit Card Purchases not applicable)

NOTE: A PPD % net 30 days will be applied to the bidders bid prices and thereby impact the bidders score.

Total Labor Cost For Regularly Scheduled Service	\$0.00	\$0.00
Total Per Unit "As Needed Cleaning" Labor Cost	\$0.00	
Bidder to propose Labor Cost multiplier >>> <input type="text" value=""/>	\$0.00	\$0.00
Flat Monthly Service Fee(s)	\$0.00	\$0.00
Prompt Payment Discount Bid Evaluation Credit	\$0.00	
Total Bid Evaluation Price >>> <input type="text" value="\$0.00"/>	<Subtotal>	\$0.00
Total Projected Annual Contract Price (Plus Applicable Taxes)>>> <input type="text" value="\$0.00"/>		
Price per month (Plus Applicable Taxes)		\$0.00
VENDORS USE PRICE PER QUARTER & AGENCY # OR ID	Average Price per Day (Plus Applicable Taxes)	\$0.00
TO REPORT 00508 QUARTERLY SALES →→→	Price per Quarter (Plus Applicable Taxes)	\$0.00
	Agency #/ID	0

Email your completed RFQ Worksheet response to:
janitorialdesk@des.wa.gov



The New Form-Calculating Minutes

Work Schedules for RFQQ 0		Per Event Minutes	Weekly Minutes	Weekly Minutes (annual total)	Yearly Minutes Total	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	Dust, wipe, spot clean, and remove finger prints to include: (Daily / Weekly)	Weekly																		
2	Additional Dust, wipe, spot clean and disinfect: (Daily / Weekly)	a Week																		
3	Dust, wipe, spot clean and remove finger prints to include: (Monthly / Annually)	a Year																		
4	Clean / Wipe Chrome Fixtures to Include	a Week																		
5	Empty Daily Trash / Recycle bins from the following areas:	a Week																		
6	Entry way and Outside Clean-up	a Week																		
7	General Miscellaneous Cleaning and Day Porter Services	a Week																		
8	General Restroom Cleaning and Disinfecting	a Week																		
9	Additional Restroom Cleaning and Disinfecting	a Week																		
10	General Kitchen Cleaning	a Year																		
11	Additional Kitchen Cleaning	a Week																		
12	Other Specific Rooms As Follows:	a Week																		
13	Vaccum High Traffic Carpeted Areas to Include: (Daily / Weekly)	a Week																		
14	Vaccum Low Traffic Carpeted Areas to Include:	a Week																		
15	Clean resilient floors to include: (Daily / Weekly)	a Week																		
16	Clean, Strip & Wax Resilient floors: (Monthly / Annually)	a Week																		
17	Shampoo Carpet As follows	a Week																		
18	Clean interior side of interior/exterior windows	a Week																		
19	Clean (ground level) exterior windows	a Year																		
20	Clean (non-ground level) exterior windows	a Week																		
21	Clean additional interior windows	a Week																		
22	Other	a Week																		
23	Other	a Week																		
24	Other	a Week																		
25	Other	a Week																		
26	Other	a Week																		
27	Other	a Week																		
28	All of the ordinary cleaning following special events - please list in notes section	a Week																		
29	Emergency water damage cleanup	a Year																		
30	Other (i.e. Chemical Spills)	a Year																		
31	Other (i.e. Biological Spills)	a Year																		
32	Other (i.e. Moldy Items)	a Year																		
33	Other	a Year																		
34	Other	a Year																		
35	Other	a Year																		
Number of Tasks per Week Day / Per Month						Amt of Minutes Worked Each Week Day						Amt. of Hours Worked Each Week Day								
						Total Weekly Minutes to Work						Total Weekly Hours to Work								



Microsoft Excel
97-2003 Workshee



The New Forms

Evaluating the Bid Results

Pricing



Microsoft Excel
97-2003 Workshee

Client References (3 reference scores)



Microsoft Excel
Worksheet

Client Q & A (5 scores for 10%)



Microsoft Excel
97-2003 Workshee

Converting Work Request to RFQQ
to Contract



New Work Order
Template



Questions

- Gregory Grahn
- Department of Enterprise Services
- gregory.grahn@des.wa.gov
- 360-407-8569
- www.des.wa.gov

