

## City Council – Action Request Form

**Date:** March 19, 2019

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**To:** The City Manager

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**From:** Ben Rowe, Assistant City Manager  
Robert Mulhearn, Public Assembly Facilities Manager

**Council Action Requested:**

Adoption of Resolution Awarding Contracts for Cleaning Services at Bowman Gray Stadium, the Winston-Salem Fairgrounds, and the Dixie Classic Fair.

**Strategic Focus Area:** Service Excellence  
**Strategic Objective:** Ensure Service Delivery Efficiency and Effectiveness  
**Strategic Plan Action Item:** No  
**Key Work Item:** No



**Summary of Information:**

On November 14, 2018, the City and Winston-Salem State University made a joint announcement that the University would no longer pursue the purchase of Bowman Gray Stadium. As a result, starting January 1, 2019, the City assumed full responsibility for operating and maintaining the stadium.

Request for Proposals (RFP) were received February 8, 2019, for cleaning services at Bowman Gray Stadium, the Winston-Salem Fairgrounds, and the Dixie Classic Fair. The objective of the RFP was to identify and select the vendor(s) that could most efficiently clean the facilities at competitive and effective pricing. Critical to the selection process was identifying a company with established experience in large venues with staffing levels able to support multiple large scale events.

The RFP provided proposers the opportunity to bid on each location/event separately. Proposals were submitted by GrimeGuru Janitorial Services, LLC; Affordable Cleaning Services; Dawn Til Dusk Cleaning Services, LLC; Office Pride Commercial Cleaning Services; and Douthit Group. An evaluation panel of City staff reviewed the proposals to select the vendor(s) most qualified to meet the requirements of the RFP. Major criteria considered during the evaluation included, but were not limited to:

**Committee Action:**

<b>Committee</b>	Finance 3/18/2019	<b>Action</b>	Approval
<b>For</b>	Unanimous	<b>Against</b>	

**Remarks:**

- Experience of the respondent in providing similar services elsewhere, including the level of experience working with large public venues and municipalities, and the quality of services performed
- Reasonableness/competitiveness of proposed fee and/or benefits to the City.
- Adequacy and availability of cleaning service staffing.
- Respondent's efforts to use minority or woman-owned businesses to provide all or segments of the proposed services
- Location of the respondent, with greater weight assigned to Winston-Salem based businesses

#### Bowman Gray Stadium

For Bowman Gray Stadium, the evaluation panel assigned the highest score to GrimeGuru Janitorial Services, LLC. Their venue experience and history are strong and well researched; their staff size and support was larger than all others who submitted proposals. GrimeGuru Janitorial Services, LLC has managed the cleaning services at Bowman Gray Stadium for the last two years under Winston-Salem State University management. See Exhibit B for the detailed score sheet for this service.

Based upon GrimeGuru Janitorial Services, LLC's proven results in meeting the needs at Bowman Gray Stadium and selection as the best overall proposal, the evaluation panel recommended that the contract for cleanup services at Bowman Gray Stadium be awarded to GrimeGuru Janitorial Services, LLC. The initial contract shall have a term of one year from the date of a fully executed contract in the estimated amount of \$133,000 with the opportunity to extend the contract for as many as four additional twelve month periods for a total of five years giving the contract a potential estimated total value of \$665,000 provided that both parties are in agreement and funds are made available for this purpose.

#### Winston-Salem Fairgrounds and Dixie Classic Fair

For the Winston-Salem Fairgrounds and Dixie Classic Fair, the evaluation panel assigned the highest score to Affordable Cleaning Services. The company currently provides cleaning services to the Fairgrounds and Fair. See exhibit B for the detailed score sheet for these services.

Based upon Affordable Cleaning Services' proven results in meeting the needs at the Winston-Salem Fairgrounds and Dixie Classic Fair and selection as the best overall proposal, the evaluation panel recommended that the contract for cleanup at these locations be awarded to Affordable Cleaning Services. The initial contract shall have a term of one year from the date of a fully executed contract in the estimated amount of \$72,000 with the opportunity to extend the contract for as many as four additional twelve month periods for a total of five years giving the contract a potential estimated total value of \$360,000 provided that both parties are in agreement and funds are made available for this purpose.

On March 11, 2019, City staff presented their recommendations to the Public Assembly Facilities Commission for their review and consideration. The Commission adopted resolutions recommending the award of contracts to GrimeGuru Janitorial Services, LLC and Affordable Cleaning Services by the Mayor and City Council.

M/WBE comment: Please see Exhibit A for a complete list of businesses notified of this RFP opportunity. This RFP was posted on the City's and State's Purchasing websites, and staff from the Office of Business Inclusion and Advancement addressed inquiries from potential respondents about compliance with the City's MWBE policy. Dawn Til Dusk Cleaning Services, LLC is a local, minority-owned business. Affordable Cleaning Services has a local office and made a commitment to contract 10% of its workforce with HUB certified companies. Office Pride Commercial Cleaning Services, located in High Point, NC, is a HUB Certified business. The Douthit Group is located in Pfafftown and is not HUB certified.

GrimeGuru Janitorial Services, LLC is a Winston-Salem based company that is also HUB certified. Affordable Cleaning Services is a Winston-Salem Company and met the criteria to receive full points for MWBE participation.

Bid List and Workforce Demographics: See Exhibit A