

LISTING OF PROPOSERS

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FOR: REQUEST FOR PROPOSALS REQUIREMENTS CONTRACT FOR CITYWIDE
CUSTODIAL SERVICES

RFP No. 9669
RFP Opening: 10/01/2024

PROPOSERS

(In alphabetical order)

1. CCS Facility Services – Fresno, Inc.
2695 N Fowler, Suite 110A
Fresno, CA 93727
2. Geil Enterprises Inc.
1945 N Helm, Suite 102
Fresno, CA 93727
3. Impec Group, LLC
3350 Scott Blvd, Bldg. 8
Santa Clara, CA 95054
4. Joranda Marketing dba Jan-Pro Central Coast
1660 S Broadway, Suite 101
Santa Maria, CA 93454
5. Kleen-Tech Services, LLC
4117 Clipper Ct.
Fremont, CA 94538
6. Premier Property Preservation, LLC
7449 Studio Road
West Hills, CA 91304
7. ScrubCan Inc.
4140 N Knoll Dr.
Fresno, CA 93722
8. UBM Enterprise, Inc.
1102 Ables Ln.
Dallas, TX 75229
9. Universal Building Maintenance, LLC dba
Allied Universal Janitorial Services
450 Exchange
Irvine, CA 92602

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Each proposer has agreed to allow the City one hundred twenty (120) days from date proposals were opened to accept or reject their proposal.

DEPARTMENT CONCLUSIONS AND RECOMMENDATION:

☒ Award a contract in the amount of \$2,400,000.00 per year
to ScrubCan, Inc.
in accordance with the Selection Committee recommendation.

☐ Reject all proposals. Reason:

Remarks:

Department Head Approval

DocuSigned by:
Brian Barr
99B07275D7AD479...
Title Director
Date 3/17/2025

☒ Approve Dept. Recommendation

☐ Disapprove

☐ See Attachment

☒ Approve GSD/Purchasing Recommendation

☐ Disapprove

GENERAL SERVICES DEPARTMENT

CITY MANAGER

mperaf 03/17/2025
Purchasing Manager Date

Spivey 3/19/25
City Manager or Designee Date

DocuSigned by:
Brian Barr 3/17/2025
99B07275D7AD479...
General Services Director Date

EVALUATION COMMITTEE REPORT

REQUEST FOR PROPOSALS REQUIREMENTS CONTRACT FOR CITYWIDE CUSTODIAL SERVICES RFP NO. 9669

COMMITTEE MEMBERS

- Bobbie Garcia – Senior Management Analyst, PARCS Department
- Carla Gonzalez – Management Analyst II, Street Maintenance Division, Public Works Department
- Desiree Perry – Administrative Manager, Police Department
- Elizabeth Fraire – Business Manager, PARCS Department
- John Turnipseed – Wastewater System Supervisor, Department of Public Utilities
- Juan Castellanos – Equipment Supervisor, Fleet Division, General Services Department
- Juan Palacio – Senior Engineering Technician, Facilities Division, General Services Department
- Robin O'Malley – Facilities Manager, Facilities Division, General Services Department

COMMITTEE FACILITATORS

- Sandra Gamez – Procurement Supervisor, Purchasing Division, General Services Department
- Veronica Maresca – Procurement Specialist, Purchasing Division, General Services Department

BACKGROUND

The City of Fresno solicited proposals from qualified service providers to provide custodial services across multiple City departments. The purpose of the solicitation was to secure a service provider that could meet the City's operational needs in accordance with the requirements outlined in the Request for Proposals (RFP). The request was for a three (3) year contract with two (2) optional one-year extensions.

The City advertised the RFP on August 8, 2024.

There were 629 potential proposers automatically notified by Planet Bids, fifty-two of which downloaded the RFP documents. The City received nine proposals by the October 1, 2024 deadline:

- CCS Facility Services – Fresno, Inc.
- Geil Enterprises, Inc.
- Impec Group
- Joranda Marketing
- Kleen-Tech Services, LLC
- Premier Property Preservation, LLC
- ScrubCan Inc.
- UBM Enterprise, Inc.
- Universal Building Maintenance, LLC

SIGNIFICANT EVENTS

RFP Release: August 8, 2024

Site Visits: September 19, 2024, September 20, 2024, & September 21, 2024

Opening: October 1, 2024

Committee Meeting #1: December 16, 2024

Proposer Interviews: February 11, 2025
Best and Final Offer Requested: February 11, 2025
Final Committee Meeting and Selection: February 11, 2025

EVALUATION CRITERIA

To ensure a fair and thorough evaluation, a selection committee was formed with representatives from the Department of Public Utilities, Department of Public Works, PARCS Department, Police Department, and the General Services Department. The evaluation criteria for this RFP included:

1. **Cost** as shown on the Cost Proposal Worksheet.
2. **Ability** to meet the stated service requirements.
3. **Past Performance and Experience** based on References and experience.
4. **Conformance** to the terms and conditions of the RFP.
5. **Financial Stability** based on financial statements provided.
6. **Other** related information.

COMMITTEE NOTES

Each committee member independently evaluated and scored the proposals. The evaluation process revealed a significant scoring gap between the top four proposers and the remaining submissions. As a result, the committee proceeded with interviews exclusively for the highest-ranked firms. Each selected proposer was asked the same set of pre-determined questions and allotted equal interview time to ensure a fair and consistent evaluation. The top four proposers were:

- CCS Facility Services – Fresno, Inc.
- Kleen-Tech Services, LLC
- ScrubCan Inc.
- UBM Enterprise, Inc.

CCS Facility Services – Fresno, Inc.

CCS Facility Services – Fresno, Inc. (CCS) presented a comprehensive janitorial service plan for the City of Fresno, emphasizing their experience managing municipal contracts throughout the Central Valley and their structured approach to service delivery. Their team detailed their recruitment, training, and retention strategies, which include community outreach, extended hiring hours, and employee referral programs. They also addressed compliance with background check requirements, noting their use of GHRR for employee screenings. However, they did not explicitly confirm whether their process fully aligns with the Police Department's specific background check requirements, even when directly asked, raising a potential compliance concern.

Their proposal also incorporated quality control measures and technology-driven service tracking. They outlined their use of biometric timekeeping, GPS tracking, and an integrated work order management system to monitor performance. Their "Visitt" work order program provides real-time updates, customer feedback integration, and AI-powered issue flagging. Additionally, they highlighted their emergency response capabilities, including a dedicated floater pool and 24/7 account manager availability.

CCS submitted a competitive and well-rounded proposal, demonstrating a clear understanding of the City's needs. Their integration of advanced technology, strong employee management strategies, and responsiveness made their submission one of the strongest contenders. While

not ultimately selected, their proposal reflected a well-organized approach with a strong emphasis on service tracking, quality control, and operational efficiency.

Kleen-Tech Services, LLC

Kleen-Tech Services, LLC (Kleen-Tech) highlighted their extensive nationwide experience in municipal and large-scale custodial contracts. Founded in 1993 and headquartered in Denver, Colorado, they manage over 89 million square feet of commercial and government facilities across the U.S. While they have worked with cities such as Boulder, Hercules, and Vallejo, they do not currently have an established presence in Fresno. They indicated that they would set up a local branch if awarded the contract; however, the logistics and timeline for this transition remain unclear. Without an existing local workforce, there may be challenges in quickly staffing positions, particularly for emergency requests or sudden personnel shortages.

Their proposal also outlined quality assurance measures, including a real-time inspection system and the "Raise The Flag" issue resolution process. However, it is uncertain how seamlessly these systems would integrate with the City's existing oversight mechanisms. Additionally, their 24/7 "Mission Control" center, located in Denver, would handle issue resolution remotely, raising concerns about response times and direct accountability for service performance.

While Kleen-Tech demonstrated a structured operational approach and a willingness to establish a local presence, the absence of an existing infrastructure in Fresno, potential staffing delays, and reliance on remote management present risks to service reliability.

ScrubCan, Inc.

ScrubCan, Inc. has been the City of Fresno's primary janitorial service provider for several years, earning a reputation as a reliable and trusted partner. They have consistently delivered high-quality cleaning services across multiple City locations while demonstrating flexibility and responsiveness to evolving needs. Their proposal reaffirmed this strong track record by presenting a comprehensive approach to custodial services, emphasizing efficiency, quality control, and cost-effectiveness.

ScrubCan's proposal outlined their structured training program and their use of technology platforms like Asana and Zendesk to manage tasks and track service requests. These tools enhance operational efficiency, ensure transparent communication, and enable rapid resolution of service issues for the City.

ScrubCan maintains strict background check requirements to ensure all custodial staff meet high-security standards. During their interview, ScrubCan detailed their process when servicing sensitive locations such as Police Department facilities. They prioritize employee retention through competitive wages, career advancement opportunities, and ISSA best practices training for all janitorial employees. Additionally, each location will have a designated team lead to oversee operations and ensure quality control.

As a locally owned and operated small minority business, ScrubCan has a well-established presence in Fresno. Their DBE and SBE certifications reflect their ongoing commitment to supporting local economic development. City staff also have direct access to key leadership, including the company's Founder & CEO, COO, and Director of Janitorial Operations, ensuring quick decision-making and accountability.

ScrubCan's local presence allows for rapid response to emergency service requests, including:

- Setting up cooling and warming centers as needed

- Providing janitorial support for City events, such as Easter weekend at the parks
- Ensuring clean and sanitary conditions at the Animal Center kennels

Beyond daily operations, ScrubCan has demonstrated a strong commitment to working collaboratively with the City. During past budget constraints, they proactively partnered with staff to identify cost-saving measures while maintaining service quality. When a Best and Final Offer was requested, they reduced their overall cost by nearly 10%, providing significant savings to the City. Their proposal ultimately offers a total cost reduction of 10% compared to prior agreements.

UBM Enterprise, Inc.

UBM Enterprise, Inc. (UBM) has extensive experience providing custodial services for large municipal and government facilities across multiple states. As part of their proposal, they committed to establishing a local office in Fresno if awarded the contract. However, several key positions on their proposed team, including the Project Manager and Supervisors, have yet to be filled. During their interview, UBM stated that these roles would be recruited locally as part of their expansion plan, highlighting their experience in successfully building teams in new regions. They also emphasized their strong quality control, safety, and training programs.

While UBM's qualifications are notable, their ability to meet the City of Fresno's contract requirements without an existing local presence remains a consideration. Recruiting and stabilizing a new team could introduce delays, requiring additional time and resources to reach full operational capacity. This factor was carefully evaluated during the proposal review process.

SUMMARY RECOMMENDATION

After a comprehensive evaluation of the proposals, interviews, and Best and Final Offers, the committee unanimously recommends awarding a three-year contract, with two optional one-year extensions, to ScrubCan, Inc. in an amount not to exceed \$2,400,000.00 per year with annual CPI and PPI increases. ScrubCan demonstrated the best overall value to the City, offering a combination of proven performance, competitive pricing, and a strong commitment to services quality and responsiveness.