



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Scott P. Johnson
Peter Jensen

SUBJECT: SEE BELOW

DATE: June 16, 2006

Approved

Date

6/19/06

**SUBJECT: REPORT ON QUOTES FOR WINDOW WASHING SERVICES WITH TI
MANAGEMENT GROUP LLC**

RECOMMENDATION

Adoption of a resolution authorizing the Director of Finance to:

1. Execute a Window Washing Service Agreement with T.I. Management Group LLC (San Jose, CA), the sole quoter, for a one-year agreement from July 1, 2006 through June 30, 2007 at a not to exceed amount of \$212,443.
2. Exercise two additional one-year options to renew without further Council action other than the appropriation of funds.

OUTCOME

Provide cost effective and reliable Window Washing services for City Hall.

BACKGROUND

Window washing has been an integral component to the facility management plan for City Hall. The City Hall 18-story tower, rotunda and council wing facilities contain approximately 400,000 square feet of cleanable vertical glass and metal surfaces that require regular maintenance to ensure that the window components reach their intended and designed life cycle. In developing the window-washing strategy for City Hall, staff took into account industry norms with respect to cleaning schedules of other high-rise facilities in downtown San Jose while implementing a program that would help contain cost due to limited maintenance funding.

On June 29, 2004, Council approved Item 3.5(c) for New City Hall including a window washing report for the facility. The report discussed the use of contract services for window cleaning as the most cost effective means of service delivery. This action required a report back to Council on the procurement strategy for an aerial lift or alternative window cleaning services.

On June 30, 2005, staff presented an information memorandum reporting back on the alternative window cleaning services, and the planned procurement process for the aerial lift for window cleaning and other maintenance operations requiring high reach equipment.

On January 24, 2006 (Item 2.10), Council approved the purchase of an Aerial Lift to provide elevated access to support maintenance and operations services at City Hall including the cleaning of windows.

ANALYSIS

A notice inviting quotes was published on March 3, 2006. The requirement was advertised on the City's Bid Line and on the DemandStar Bid Notification System, which proactively notifies suppliers. Over 60 companies were notified of the requirement. A mandatory pre-quote conference was held on March 9, 2006. Four window cleaning service companies attended. One quote was received on March 13, 2006 with a quote price of \$212,443.

Just Windows, one of the companies which attended the mandatory pre-quote conference, did not submit a quote because the company wanted to talk to the architect of the building to understand the installation of the davits on the roof of the Civic Center. Davits are hooks used for suspension of the window cleaning lifts. Unfortunately, Just Windows did not raise this question until the day of quote submission versus at the pre-quote conference. A second supplier contacted Finance and stated the company does not have the expertise to perform the work requested.

The specifications for this service required providers to use a defined time period of eight weeks within which the work of cleaning the interior glass, exterior glass and metal surfaces would be completed. The purpose of creating a defined time period was to limit the disruption to building tenants and the visiting public. Applying industry standards of productivity for high-rise window washing, staff estimates that the service provider will need 2,478 labor hours to complete each full cleaning. In order to meet the defined time period performance requirement, the service provider will need to assign a minimum of 8 staff members working multiple shifts in multiple areas of the facility at the same time to complete one cleaning and be in compliance with the contract. Staff expects that the defined eight-week periods for cleaning of the exterior surfaces will occur three times per year during March/April, June/July, and September/October. At the same time, staff expects to also clean the building interior glass twice a year during the months of March and September. This cleaning frequency will enhance the appearance of the facility while minimizing disruption to City operations and helping window components reach their intended and designed life cycle.

In June 2005, in anticipation of the need to contract for window washing services for City Hall, General Services used industry benchmarks for costs of washing exterior and interior window surfaces for high rises to calculate the approximate cost for the service and arrived at an annual cost of \$213,000. Comparing the anticipated cost with the quote received from TI Management Group LLC, the cost for the service is competitive.

The aerial lift purchased by the City in January 2006 is the only piece of equipment which allows for the cleaning of the rotunda glass. Since Window Washing companies do not own such a piece

of equipment and it is not available for rent in the Bay Area, in its quote, the City allowed for the operation of its equipment. The proposed agreement will require that (1) the contractor provide a \$5 million General Liability coverage versus the standard \$1 million coverage, (2) the contractor's personnel be trained by the City and the manufacturer of the equipment on the proper usage of the equipment, and (3) the contractor submit proper safety certification for contractor personnel operating the equipment.

ALTERNATIVES

In evaluating the methods for providing Window Washing Services at City Hall, staff considered several alternatives for contracting in this service. The first option assumed that completing this work within the preferred eight-week timeframes is essential. This would require the hiring of seasonal staff to work for portions of the year. The cost competitive staffing solution in this model would equate to approximately 8.0 FTEs for a total of six months of the year (the three eight-week periods described in the Analysis section of this memo) but would not allow for funding of the positions outside those time periods. Operationally, hiring temporary staff to complete this type of work is not feasible in light of the safety requirements and inherent risks involved in performing these services. For these reasons, this alternative was not recommended.

Another option considered was the hiring of 4.28 FTEs to complete window washing services year round. This staffing level was determined based on the industry standards for window washing productivity described in the Analysis section of this memo (2,478 hours for each full cleaning). While this option provides for an adequate level of staffing to meet minimum safety standards when using the window washing platforms and high-reach equipment, it would not meet the preferred timeframe requirement of completing these activities during the late Spring, Summer and early Fall months as this window cleaning staff would essentially be cleaning interior and exterior surfaces year round. This would not only be disruptive to City Hall staff and visitors, it would be problematic to complete all the work required given the fact that weather conditions at various times of the year will preclude window washing. In addition, under this alternative, the cost for staffing and materials to provide the service would be 46% higher (\$283,000 annually) than under the recommended contract. For these reasons this alternative was not recommended.

PUBLIC OUTREACH

This quote was placed on the City of San Jose web site and on the Demandstar bid notification system.

COORDINATION

This memorandum has been coordinated with the City Manager's Budget Office and the City Attorney's Office.

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COST IMPLICATIONS

This Council item is consistent with General Principle #7 “We must continue to streamline, innovate, and simplify our operations...so that we can deliver services at a higher quality level, with better flexibility, at a lower cost.”

BUDGET REFERENCE

Fund #	Appn. #	Appn. Name	RC #	Total Appn.	Amount for Contract	2006-2007 Proposed Operating Budget	Last Budget Action (Date, Ord. No.)
001	0592	NP/Equip-General Services	000577	\$10,657,985	\$212,443	Pg. VIII-68	N/A

*This contracts will be funded by the 2006-2007 Operating Budget. The 2006-2007 Operating Budget and the implementing appropriation ordinance is expected to be approved by the City Council on June 27, 2006.

CEQA

Not a project.



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PETER JENSEN
Director of General Services

For questions, please contact Walter C. Rossmann, Chief Purchasing Officer, at (408) 535-7051 or Peter Jensen, Director of General Services, at (408) 938-2025.

