SUMMARY STATEMENT

ITEM NO.          SUBJECT: Agreement GN-0024-10
                  Custodial Services for DRPA Bridge
                  Facility and Cruise Terminal

COMMITTEE:       Operations & Maintenance

COMMITTEE MEETING DATE: September 15, 2010

BOARD ACTION DATE: October 06, 2010

PROPOSAL: That the Board authorizes staff to negotiate a three year contract with
T.U.C. S. Cleaning Service, Inc. of Orange, N.J. (with a local
Philadelphia Office) for custodial services at the DRPA Bridge Facilities
and Cruise Terminal in an amount not-to-exceed $338,000 annually.

PURPOSE: To provide custodial services for DRPA buildings and toll booths at each
of the four bridges and the Cruise Terminal located at the Philadelphia
Navy Yard.

BACKGROUND: DRPA’s existing contract for custodial services expired on
February 28, 2010. The current contract is with Watts Window
Cleaning & Janitorial Co., Inc. The contract has since been extended on
a month-to-month basis in order to allow the competitive proposal
process to be completed.

A Request for Proposal (RFP) was advertised by DRPA for a new
custodial services contract. Five (5) proposals were received in response
to the RFP. The scope of work included all labor, equipment and
supplies to provide the services at the bridge facilities on a five day per
week basis and at the Cruise Terminal on an “as needed” basis. Site
inspections of all facilities were conducted. Proposals were received
from the following five (5) companies:

- Garden State Commercial Cleaning Service, LLC (MBE)
  Hammonton, NJ
  ($309,144 annually)

- Integrity Cleaning & Janitorial Service, Inc. (MBE/WBE)
  Philadelphia , Pa
  ($441,852 annually)

- Julieco/WFB Cleaning Services & Solutions (MBE/WBE)
  Willow Grove, Pa. & Washington, D.C.
  ($1,324,975 annually)

- T.U.C.S. Cleaning Service, Inc. (MBE)
  Orange, N.J.
  ($337,624 annually)
A Proposal review team consisting of Bridge Operations and Cruise Terminal staff has completed a detailed review and evaluation of the proposals including the technical approach to the scope, quality assurance and quality control and proposed hourly rates and costs.

As a result of this review, the Review Team recommends the third low bidder, T.U.C.S. The apparent low bidder is the incumbent provider, Watts Window Cleaning. However, the DRPA experience with Watts has not been favorable with regard to their quality assurance and quality control (QA/QC) and as regards their general performance oversight. Watts has provided inadequate on-site crew performance inspections, apparent inadequate training of personnel, inadequate oversight for assurance of consistent completion of the scope of daily, weekly and periodic tasks, and the periodic depletion of consumable client supplies. Bridge management has found that our Foremen must routinely spend time to intervene to inspect and correct custodial work crews and DRPA staff has had difficulty obtaining timely responses from Watts’ project management when issues arise. These conditions and the inadequate QA/QC from Watts results in Foremen being pulled from their bridge operations responsibilities. As a result, DRPA has determined that Watts does not comply with their own contract QA/QC, plan of monthly inspections by their contract manager, or monthly meetings held by their crew chief. Therefore, the review team did not recommend this firm. The Review Team found that the apparent second low bidder, Garden State, is a three (3) year old firm with no experience comparable to the scope of work contemplated under the DRPA program. The Garden State proposal indicated inadequate staffing levels and had a very limited technical discussion of their approach to the work scope. The apparent second

Based upon the proposals submitted and examination of client references, the Proposal review team determined that T.U.C.S. Cleaning Service, Inc., would best provide the level of service and oversight required by Bridge and Cruise Terminal Operations. T.U.C.S. is a Minority Business Enterprise (MBE) based in Orange, NJ with an established local Philadelphia office from which they would staff and manage DRPA services. T.U.C.S. client list includes NJ Transit, SEPTA, Port Authority of New York & New Jersey and bridge, airport and bus station facilities. Staff recommends that a professional service agreement be awarded to T.U.C.S. Cleaning Services, Inc. in the amount of $338,000 annually and in an amount not to exceed $1,014,000 over a
| SUMMARY: | Amount: | $338,000 annually ($1,014,000 over 3 years) |
| Source of Funds: | Revenue Fund for the Bridges | General Fund for the Cruise Terminal |
| Operating Budget: | 2010, 2011, 2012 Operating Budgets |
| Capital Project #: | N/A |
| Master Plan Status: | N/A |
| Other Fund Sources: | N/A |
| Duration of Contract: | Three Years |
| Other Parties Involved: | N/A |
RESOLUTION

RESOLVED: That the Board of Commissioners of the Delaware River Port Authority authorize staff to negotiate a three year contract with T.U.C.S. Cleaning Services, Inc. for custodial services at the DRPA Bridge Facilities and Cruise Terminal in an amount not to exceed $338,000 annually; and be it further

RESOLVED: The Chair, Vice Chair and the Chief Executive Officer must approve and are hereby authorized to approve and execute all necessary agreements, contracts, or other documents on behalf of the DRPA. If such agreements, contracts, or other documents have been approved by the Chair, Vice Chair and Chief Executive Officer and if thereafter, either the Chair or Vice Chair is absent or unavailable, the remaining Officer may execute the said document(s) on behalf of DRPA along with the Chief Executive Officer. If both the Chair and Vice Chair are absent or unavailable, and if it is necessary to execute the said document(s) while they are absent or unavailable, then the Chief Executive Officer shall execute such documents on behalf of DRPA.

SUMMARY: Amount: $338,000 annually ($1,014,000 over 3 years)
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General Fund for the Cruise Terminal
Operating Budget: 2010, 2011, 2012 Operating Budgets
Capital Project #: N/A
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