

Bus Stop Amenity Cleaning

Customer Service, Safety and Mobility
Committee

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Recommendation

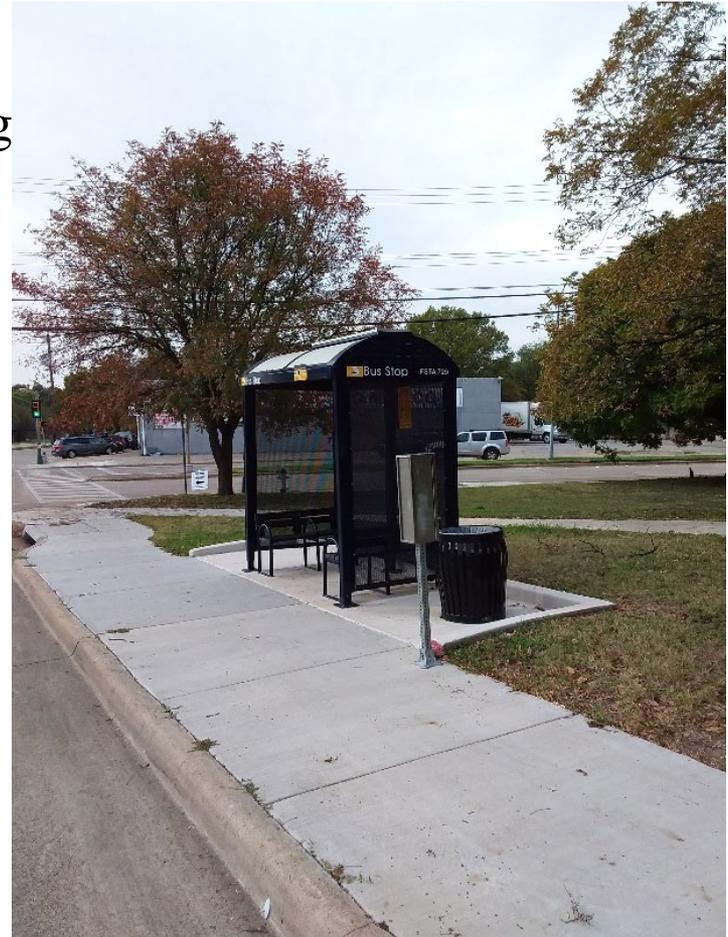
- Approval of a resolution to increase the funding of contract (2057995-02) from \$250,000 to a not to exceed amount of \$978,727 to fund the contract for the next two years.
- Approval of this contract will help achieve Board Strategic Priority 2. Provide stewardship of the transit system, agency assets and financial obligations.

Background

- Board resolution 210082 authorized the award of a five-year contract (2057995-01) to Entrust One Facility Services in the amount not to exceed \$2,095,744.
- Entrust One Facility Services was terminated for default on 9/18/21. To ensure continuity of service for the next six months, the next lowest bidder, H&W Cleaning Services was awarded contract (2057995-02) on 9/19/21, in the amount not to exceed \$250,000.
- H&W Cleaning's annual cost is 16.75% higher than Entrust due to their understanding of the resources needed to meet the needs of the contract.
- Evolving changes in the environment and long-term amenity strategy dictates a reevaluation of the contract after two years.
- Seeking approval of a resolution to increase the funding of contract (2057995-02) from \$250,000 to a not to exceed amount of \$978,727 to fund the contract for the next two years.

Purpose

- Dallas Area Rapid Transit (DART) contracts janitorial services for cleaning and weed control around the bus stop amenities for the comfort of patrons.
 - 1,542 benches,
 - 1,289 shelters,
 - 6 Dallas Streetcar stops
- DART provides the list of bus stops by street name and cleaning frequency for each stop as part of the bid solicitation.
- DART and the contractor create a mutually agreed upon schedule to support cleaning 300-400 stops each night.



Steps Leading to Contractor Change

- Entrust was awarded a contract on 8/6/21.
- More than 50% of stops were missed during the first week.
- Daily meetings started on 8/9/21 to help get Entrust on track.
- DART staff assisted with “hot calls.”
- Letter of Concern issued to Entrust on 8/13/21.
- Entrust stated they were having trouble finding sufficient staff.
- Entrust stopped returning calls or attending conference calls.
- Cure Letter was issued to Entrust on 8/27/21.
- Contacted the next lowest bidder, H&W Cleaning, on 9/1/21.
- Entrust Contract was terminated on 9/18/21.
- H&W Cleaning Contract started on 9/19/21.

Summary

- H&W Cleaning demonstrated their ability to meet contract requirements.
- DART Passenger Amenities randomly audits 10% of bus stops weekly.
- The evolving changes in our environment and long-term amenity strategy dictate a reevaluation of the contract after two years.

Attachment 3

Board-Approved Expenditure Justification
Bus Stop Amenity Cleaning

PURPOSE OF CONTRACT /AGREEMENT	DOLLAR AMOUNT	CONTRACT TERM	TYPE OF PROCUREMENT	<ol style="list-style-type: none"> 1. Is it necessary? 2. Does it need to happen now? 3. Can it be phased? 4. Can we reduce the amount?
Cleaning of bus shelters, benches, and Dallas Streetcar in the DART service area.	Not to exceed \$978,727	Two-year base term	Invitation for Bid (IFB)	<ol style="list-style-type: none"> 1. Yes, this is required to maintain clean bus stops. 2. Yes, the current contract is temporary for continuity of service. 3. No, this contract is for the ongoing maintenance required to maintain clean bus stops. 4. No, the number of bus stops is determined by the Planning Department; however, the contract does allow DART to add and remove bus stops.

Requested Action

Approval of a resolution authorizing the President / Executive Director, or her designee, to award a two-year contract to H&W Cleaning Systems, Inc. for cleaning of amenities at bus stops, shelters, and Dallas Streetcar stops [Contract No. 2057995-02], for a total authorized amount not to exceed \$978,727.



Thank You

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