Motion No. M2024-44

Contract with Dexterra Services LLC for Agency-Wide Janitorial Services

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	07/18/2024	Final action	Russ Arnold, Deputy CEO, Chief Service Delivery Officer **Presley Morrissey, Director Facilities Operations Support**

Proposed action

Authorizes the chief executive officer to execute a five-year contract with Dexterra Services LLC, to provide agency-wide janitorial services in the amount of $26,075,093 and $15,944,200 in future expansion capacity, for a total authorized contract amount not to exceed $42,019,293.

Key features summary

- Under this contract, Dexterra Services LLC will provide agency-wide janitorial services for all non-Link facilities including Tacoma Link, ST Express, Sounder, and Union Station Office Campus facilities. The contract includes a provision for on-call support at Link and non-Link facilities. This contract will service a total of 57 facilities in the first year and will increase by 74 percent to 99 facilities over the next 5 years.
- King County Rail Division currently provides janitorial services at Link light rail facilities. This contract only provides on-call services at these locations to ensure redundancy in services at these locations in the event we need coverage, special cases or planned needs.
- The contract includes comprehensive janitorial services for all Sound Transit train stations, warehouses, maintenance facilities, platforms, pedestrian bridges, garages, parking lots, bus loops and shelters, plazas, external walkways, elevators, escalators, bike lockers, office spaces, day porters, extra services for special events, and on-call biohazard cleanup. The contract also includes capacity for the expanding system over the next five years to ensure comprehensive coverage.
- This is a five-year contract with no options to extend. The amount requested is sufficient for the five years of the contract and expansion facilities.
- Janitorial services include scheduled daily, weekly, monthly, quarterly, semi-annual, and annual janitorial cleaning, quality checks, scheduled day porters, and on-call services.
- In addition to scheduled and on-call work orders, the contract includes the following enhancements:
    - Site specific cleaning tasks: tailored cleaning processes to specific sites to maximize efficiency and effectiveness.
    - Quality ratings and scheduled quality checks by vendor staff.
    - Path for technology and new equipment use.
    - Data-driven cleaning solutions: implementing data analytics to optimize cleaning schedules, resource allocation, and identify areas for improvement.

Background

Sound Transit's Facilities Systems and Maintenance Division is responsible for the management of Sound Transit facilities, ensuring all facilities are properly maintained, cleaned and safe for passengers, employees, and the general public. This includes keeping stations and other facilities clean and regularly maintained for continued use.

Janitorial work is both scheduled and on-call. Scheduled and on-call work orders are generated through Sound Transit's work order system and includes urgent cleaning that must be done immediately, for example, biohazard and safety issues, such as broken glass.

Procurement information

Prior to issuing the solicitation for these services, Sound Transit considered the project scope, areas for opportunity and enhancement as the determining factors for contract award. A Request for Proposals procurement method was determined to be the most advantageous due to the need for proposal discussions and prospective proposal revisions. The solicitation scope of work was divided into three corridors – North, Central and South – and the solicitation allowed for multiple awards to encourage the participation of small businesses who could focus on one corridor rather than be responsible for the large Sound Transit f facilities footprint.

Sound Transit drafted and completed an independent cost estimate for services prior to advertising a request for proposals.

Sound Transit advertised Request for Proposals No. RTA/RP 0235-23 on 2/5/2024. Six firms submitted proposals, and the proposals were evaluated based on the advertised evaluation criteria including price, knowledge and experience of key individuals, firm experience and history, capacity and project organization, inclusion strategies, commitment to and compliance with equal employment opportunity law, and commitment to workers.

All six proposers proposed on all three corridors. Proposers were evaluated on each corridor separately. A competitive range was selected and four proposers were invited to submit revised proposals. Following the final evaluation, Dexterra Services LLC was the top ranked firm for all three corridors.

To ensure environmental safety, the contractor is required to use green cleaning products to reduce Sound Transit's chemical footprint. Dexterra Services LLC has a strong commitment to protecting the environment.

The contract was awarded on a competitive Request for Proposals basis, where Dexterra Services LLC was determined to be the highest ranked firm and offered the best value to Sound Transit. Dexterra Services LLC pricing is fair and reasonable based on the independent cost estimate completed by Sound Transit staff and as compared with the pricing provided by other proposers.

Fiscal information

This action for $42,019,293 will be funded from the Operations Department's annual operating budget. Within the Services category, the Cleaning Daily budget is $7,283,691, of which $2,013,367 is estimated to be spent from this contract in the remainder of 2024 and is currently within the agency's budget authority. After approval of this action, sufficient budget remains to cover remaining annual expenditures; funding for the additional years of the contract will be included in future annual budget requests.

This action does not have an impact on the affordability of the agency's Financial Plan, as the services are already incorporated in the annual operating plan.

Operations
(in thousands)

Budget Cost Category	2024 Annual Operating Budget[1]	YTD Actuals[2]	Contract Spend Forecast Remainder of 2024	YTD Plus Action (Current Year Only)	Remaining Annual Operating Budget
Salaries and Benefits	$53,540	$19,473	$0	$19,473	$34,066
Services	74,563	21,157	2,013	23,171	51,392
Materials and Supplies	25,052	10,159	-	10,159	14,892
Utilities	14,730	4,508	-	4,508	10,222
Insurance	-	-	-	-	-
Taxes	2,400	1,344	-	1,344	1,057
Purchased Transportation Services	289,021	117,123	-	117,123	171,898
Miscellaneous	952	180	-	180	772
Leases and Rentals	1,295	547	-	547	748
Total Annual Operating Budget	**$461,552**	**$174,492**	**$2,013**	**$176,505**	**$285,047**
Services Category Detail					
Cleaning Daily	7,284	1,678	2,013	3,691	3,592

Contract Spending Plan	Contract Spend to Date[3]	Contract Spend Forecast Remainder of 2024	Future Spending	Total
Dexterra Services LLC	$0	$2,013	$40,006	$42,019
Contract Detail Dexterra Services LLC		**Board Approved Contract Value**	**Proposed Action**	**Proposed Revised Contract Value**
Contract		$0	$42,019	$42,019
Contingency				
Contract Total		**$0**	**$42,019**	**$42,019**
Estimated Taxes				
Total (with estimated taxes)		**$0**	**$42,019**	**$42,019**
Percent Contingency		0%	0%	0%

Notes:
[1]2024 Annual Operating Budget is located on page 59 of the Adopted Budget book.
[2]YTD Actuals as of May, 2025
[3]Spending to Date as of May, 2025.

Disadvantaged and small business participation

Participation by small businesses and disadvantaged business enterprises (DBEs)

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Consistent with Sound Transit Policies and federal regulations, Sound Transit has established small business/DBE goals for this contract. These goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of small businesses/DBEs available to perform such subcontracting work.

For this specific contract, the following small business goals were set and the successful Bidder/Proposer has committed to the following small business participation:

Small business goal	
Sound Transit goal: 5%	Small Business Commitment: 14%

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would put the Facilities Maintenance Division's ability to maintain Sound Transit facilities at high risk. The current contract expires on August 31, 2024, and the month of August is needed to support the new vendor's onboarding and familiarization of the contract requirements and sites.

Environmental review – EG 6/24/24

Legal review – DLM 7/7/2024

Motion No. M2024-44

A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a five-year contract with Dexterra Services LLC, to provide agency-wide janitorial services in the amount of $26,075,093 and $15,944,200 in future expansion capacity, for a total authorized contract amount not to exceed $42,019,293.

Background

Sound Transit's Facilities Systems and Maintenance Division is responsible for the management of Sound Transit facilities, ensuring all facilities are properly maintained, cleaned and safe for passengers, employees, and the general public. This includes keeping stations and other facilities clean and regularly maintained for continued use. Janitorial work is both scheduled and on-call. Scheduled and on-call work orders are generated through Sound Transit's work order system and includes urgent cleaning that must be done immediately, for example, biohazard and safety issues, such as broken glass.

Under this contract, Dexterra Services LLC will provide agency-wide janitorial services for all non-Link facilities including Tacoma Link, ST Express, Sounder, and Union Station Office Campus facilities. The contract includes a provision for on-call support at Link and non-Link facilities. This contract will service a total of 57 facilities in the first year and will increase by 74 percent to 99 facilities over the next 5 years.

King County Rail Division currently provides janitorial services at Link light rail facilities. This contract only provides on-call services at these locations to ensure redundancy in services at these locations in the event we need coverage, special cases or planned needs.

The contract includes comprehensive janitorial services for all Sound Transit train stations, warehouses, maintenance facilities, platforms, pedestrian bridges, garages, parking lots, bus loops and shelters, plazas, external walkways, elevators, escalators, bike lockers, office spaces, day porters, extra services for special events, and on-call biohazard cleanup. The contract also includes capacity for the expanding system over the next five years to ensure comprehensive coverage. This is a five-year contract with no options to extend. The amount requested is sufficient for the five years of the contract and expansion facilities. Janitorial services include scheduled daily, weekly, monthly, quarterly, semi-annual, and annual janitorial cleaning, quality checks, scheduled day porters, and on-call services. In addition to scheduled and on-call work orders, the contract includes the following enhancements:

- Site specific cleaning tasks: tailored cleaning processes to specific sites to maximize efficiency and effectiveness.
- Quality ratings and scheduled quality checks by vendor staff.
- Path for technology and new equipment use.
- Data-driven cleaning solutions: implementing data analytics to optimize cleaning schedules, resource allocation, and identify areas for improvement.

Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a five-year contract with Dexterra Services LLC, to provide agency-wide janitorial services in the amount of $26,075,093 and $15,944,200 in future expansion capacity, for a total authorized contract amount not to exceed $42,019,293.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on July 18, 2024.

Kristina Walker
Rider Experience and Operations Chair

Attest:

Kathryn Flores
Board Administrator