

NIGHT SHIFT CLEANING SERVICES - FAIR WAGE PRACTICE FOLLOW- UP

Date:	August 4, 2010
To:	Government Management Committee
From:	City Manager
Wards:	Ward 28
Reference Number:	P:\2010\Internal Services\Fac\Gm10013Fac – (AFS 12499)

SUMMARY

This report provides clarification on the fair wage issue for night shift cleaning services at Union Station.

RECOMMENDATIONS

The City Manager recommends that:

1. The report be received for information.

Financial Impact

There is no financial impact.

DECISION HISTORY

Councillor McConnell questioned the May 26, 2010 Bid Committee award for cleaning services at Union Station to Impact Cleaning Services, in view of a prior violation by the vendor under the City's Fair Wage Policy. A report was requested from the City Manager and the Manager, Fair Wage Office, for the August meeting of the Government Management Committee to address fair wage concerns and the awarding of the cleaning service contract at Union Station.

ISSUE BACKGROUND

- Effective May 1, 2009 the City assumed responsibility for the provision of cleaning services at Union Station from Toronto Terminal Railways Company Limited, (TTR) utilizing the services of Impact Cleaning Services, (formerly under contract with TTR) under a Purchasing and Materials Management Division, (PMMD) sole source agreement to ensure service continuity. Staff immediately set out to perform a due diligence exercise to better understand the scale of the cleaning operations and open up the contract to a competitive bid.
- Prior to tendering and during the interim period when the sole source contract was in place the Fair Wage Office investigated Impact Cleaning Services and found them to be non-compliant with the City's Fair Wage Policy requirements. The City took immediate action with Impact Cleaning Services to issue cheques for the money owed in the names of the employees and deliver these cheques to the Fair Wage Office for disbursement. The vendor acted responsively to comply with the Fair Wage Policy requirements.
- Facilities Management issued a formal RFP process and hired a Fairness Monitor to preside over the process. The RFP was a collaborative effort with PMMD. Furthermore, the specification preparation, issuing of the call document, and evaluation of replies to the call document was signed off by the Fairness Monitor who confirmed that the process was appropriate. The award was reported to Bid Committee after receiving Fair Wage approval for the firm being recommended.
- Impact Cleaning Services was the successful bidder as they were fully compliant with the Fair Wage Policy requirements and met all the contractual requirements of the RFP document providing the best combination of service and value for money.
- The Fair Wage Office is continuing to monitor this contract, and Impact Cleaning Services is currently complying with the Fair Wage Policy requirements.

COMMENTS

Cleaning Services at Union Station for the following Shifts - Monday to Sunday 11 p.m. to 7 a.m. and Saturday/Sunday and Statuary Holidays 7 a.m. to 11 p.m. are provided by Impact Cleaning Services. The contractor is fully compliant with the City's procurement practices and Fair Wage Policy requirements. City Staff routinely monitor the vendor for contract compliance.

Conclusion:

Impact Cleaning Services is currently in compliance, meeting the Fair Wage Policy requirements, using in-house staff and providing training and benefits to their staff. This vendor fully comprehends the City of Toronto service expectations.

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SIGNATURE

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