



## REPORT FOR ACTION

### Housekeeping Services Agreement - Supplementary Report

**Date:** April 8, 2019

**To:** The Board of Governors of Exhibition Place

**From:** Dianne Young, Chief Executive Officer

**Wards:** All

#### SUMMARY

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This report recommends the Board enter into a third separate agreement in addition to the two (2) separate companies recommended in the report dated March 27, 2019 and entitled "Housekeeping Services Agreement".

The three (3) separate companies recommended are:

- GDI Services (Canada) LP ("GDI")
- Kleenway Services Inc. ("Kleenway")
- Impact Cleaning Services ("Impact")

The agreement for each company would be for the non-exclusive provision of housekeeping services for a (1) one-year term with three (3) additional one-year options to renew and would only be used to augment services provided by LiUNA Local 506.

For clarity, the RFQ issued was only for "as-needed" services with no guarantee of any calls for services by Exhibition Place to the contractor or guarantee from the contractor at the time of such calls that they will have the ability to supply.

Section 6.7.1 of the RFQ set out the basis for the award and stated that "It is the intent of the Board to contract with up to two (2) Bidders based on the Bidders meeting specification and providing the lowest grand total costs as shown in the Price Schedule. However, the Price Schedule requested pricing for 3 different cleaning scenarios: Hourly Price for General Cleaning; Price for Post-Event Cleaning in BMO Field; Price for Post-Event Cleaning of Coca-Cola Coliseum.

The initial assessment and report made a recommendation on the "lowest grand total costs" for the hourly price scenario only. However, on further review of the "post-event pricing scenarios", Impact would be one of the two suppliers with the lowest grand total pricing within a scenario that involved post-event cleaning of the seating bowl in BMO Field and Coca-Cola Coliseum. Accordingly, to provide competitive services across the

grounds for the multiple types of events held throughout the year, this report is recommending the award to a third company, in addition to the two recommended companies in the report dated March 27, 2019. All three companies have the experience to deliver the services.

## **RECOMMENDATIONS**

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The Chief Executive Officer recommends that:

1. The Board of Governors approve an agreement with Impact Cleaning Services Inc. as the supporting housekeeping services provider for the non-exclusive provision of housekeeping services for a (1) one-year term with three (3) additional one-year options to renew on the terms and conditions set out in this report and such other terms and conditions required by the Chief Executive Officer and the City Solicitor.

## **FINANCIAL IMPACT**

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Annually the cost of these services ordered as required is in the amount of \$770,487.00 for labour, exclusive of HST of which 100% is recoverable from shows and tenants and is a flow through within the 2019 Operating Budget.

## **DECISION HISTORY**

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The Exhibition Place 2017 – 2019 Strategic Plan has a Business Development Goal to better understand our competitive positioning and as a Strategy to support this goal we will focus on Facility rental and the cost of labour that result from our collective agreements.

At its meeting of April 21, 2015 the Board approved of awards to Kleenway (primary provider) and Impact Cleaning Services (supporting provider) for the provision of Housekeeping services for a one-year period with the option to extend for an additional three one-year periods.

<https://www.explace.on.ca/files/file/58c6ba57314dd/Item-19-Housekeeping.pdf>

## **COMMENTS**

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The RFQ for housekeeping services was issued by Exhibition Place on March 5, 2019 and four (4) quotations were received from Eco Living Cleaners, GDI, Kleenway and Impact Cleaning Services. Eco Living Cleaners did not meet the RFQ requirements under the City's Fair Wage policy

Exhibition Place as part of its Facility Services Division provides in-house housekeeping services for base building/grounds maintenance on a daily basis and to show / event /

game day and post cleaning services on an event basis. To meet increasing client service requirements and summer months' activities and in order to support our existing in-house services, an RFQ was issued to establish an agreement for the provision of additional housekeeping services on as needed basis. For clarity, the intent of these as-needed agreements are only to augment the Board's in-house capabilities and the provision of Exhibition Place unionized housekeeping staff and not to replace them. Exhibition Place staff have consulted with LiUNA 506 in the past on this direction and again informed them of the intent to issue the RFQ and requested names of any companies LiUNA 506 would suggest that could fulfill the role as outlined in the RFQ.

The RFQ detailed the Board's specific requirements which included the ability to provide up to 140 housekeeping personnel at any one time, demonstrated experience providing service to Class A office spaces, large public assembly facilities, large malls, sports arenas, trade and consumer shows or facilities similar in size to the Enercare Centre and BMO Field. The RFQ identified that the bidder will only be used to augment the services that are above what LIUNA Local 506 is able to provide.

GDI has been operating since 1926 and has locations across Canada and the United States with over 20,000 employees servicing hotels, shopping centres, food plants, industrial facilities, airports, and facilities.

Kleenway has been operating since 1981 and incorporated in 1991 and has over 600 employees with experience providing these services in Class A office buildings, events and facilities.

Impact has been operating since 1954, beginning as Scot Young Ltd. and now has 1,200 employees providing services in office buildings and to large events and facilities.

Staff are recommending award in favour of the three Bidders: GDI, Kleenway and Impact. Based on references provided and years of experience all three companies are viewed as being capable of providing the services called for and they all have the capacity to provide personnel for housekeeping services to meet the service requirements of our clients.

## **Terms and Conditions:**

### **Impact Cleaning Services Inc.**

- Impact Hourly Rates:
  - Housekeeper: \$35.02 / hour
  - Housekeeper Statutory Holidays: \$52.53
  - Supervisor: \$43.89
  - Supervisor Statutory Holidays: \$65.83
- Impact Rates per Head and Minimum cost based on attendance:
  - Coca-Cola Coliseum post cleaning cost based on attendance, \$0.50/head
  - Coca-Cola Coliseum post cleaning cost based on attendance under 2,000 is \$1,586 flat rate
  - BMO Field post cleaning cost based on attendance over 5,000 is \$0.45/head

- BMO Field post cleaning cost based on attendance under 5,000 is \$3,640.00 flat rate

## **CONTACT**

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## **SIGNATURE**

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Dianne Young  
Chief Executive Officer

## **ATTACHMENTS**

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