

Mayor and Council Communication

M&C FILE NUMBER: M&C 25-0581

SUBJECT

(ALL) Authorize Execution of Non-Exclusive Agreements with Ambassador Services LLC, DRC Fort Worth LLC dba SERVPRO of North Fort Worth, and Tigerhawk LLC dba SERVPRO of Southwest Dallas for Cleaning and Restoration Services of Carpet, Tile, Grout, Upholstery for a Combined Annual Amount Up to \$1,252,750.00 for the Initial Term, and Authorize Four One-Year Renewal Options for the Same Annual Amount for All City Departments

It is recommended that the City Council authorize execution of non-exclusive agreements with Ambassador Services LLC, DRC Fort Worth LLC dba SERVPRO of North Fort Worth, and Tigerhawk LLC dba SERVPRO of Southwest Dallas for cleaning and restoration services of carpet, tile, grout, and upholstery for a combined annual amount up to \$1,252,750.00 for the initial term, and authorize four one-year renewal options for the same annual amount for all City Departments.

The Property Management, Aviation, Information Technology Solutions, Water, Library, Environmental Services, Public Events, Park & Recreation, Fire and Police Departments approached the Purchasing Division to solicit a bid for Cleaning and Restoration Services of Carpet, Tile, Grout, and Upholstery located in various City of Fort Worth (City) facilities. Purchasing issued Request for Proposal (RFP) No. 25-0057 Carpet, Tile and Grout, Upholstery Cleaning & Restoration Services which consisted of detailed specifications of the City's standards and requirements. This solicitation will replace prior bid(s) that were used specifically for carpet cleaning and restoration services. The current solicitation has a significantly expanded scope and includes tile and grout and upholstery cleaning services and additional City facilities to accommodate the incorporation of Emergency Medical Services (EMS) buildings, which were not included in the prior bids.

The RFP was advertised in the *Fort Worth Star-Telegram* on January 22, 2025, January 28, 2025, and February 5, 2025. The Diversity & Inclusion Department set a 18.27% Business Equity Goal for this solicitation and provided a list of 244 firms to notify of this bid opportunity. Invites to these firms were submitted via the Bonfire platform.

The City received a total of seven (7) responses: Ambassador Services LLC, Carpet Tech Ltd., DRC Fort Worth LLC dba SERVPRO of North Fort Worth, M&E Solution and Repair, LLC, RAS Services, Inc., Tigerhawk LLC dba SERVPRO of Southwest Dallas, and Technologies Link Business and Services Corporation. Carpet Tech Ltd. and M&E Solution and Repair, LLC, were deemed non-responsive for failing to submit all MWBE required documentation.

An evaluation panel, consisting of representatives from Library and Property Management Departments evaluated and scored the submittals using Best Value criteria. The individual scores were averaged for each of the criteria, and the final scores are listed in the table below. RAS Services, Inc. and Technologies Link Business and Services Corporation were deemed non-responsive as they did not score at least 50% or more of the total available points for the technical criteria necessary for price evaluation, and were disqualified from the evaluation process. Once the technical evaluation was completed, Purchasing staff allocated points associated with pricing to each vendor for each category for which the vendor submitted.

Category A-Carpet, Tile and Grout, Upholstery Cleaning Services							
Bidder Name	Evaluation Criteria						
	a.	b.	c.	d.	e.	Total Score	Rank
Ambassador Services LLC	26.83	6.00	1.67	6.33	30.00	70.83	1
DRC Fort Worth LLC dba SERVPRO of North Fort Worth	23.33	18.00	4.33	7.67	13.68	67.01	2
Tigerhawk LLC dba SERVPRO of Southwest Dallas	21.00	14.67	4.00	7.00	14.37	61.04	3
Category B-Restoration Services							

Bidder Name	Evaluation Criteria						
	a.	b.	c.	d.	e.	Total Score	Rank
DRC Fort Worth LLC dba SERVPRO of North Fort Worth	23.33	18.00	4.33	7.67	27.79	81.12	1
Tigerhawk LLC dba SERVPRO of Southwest Dallas	21.00	14.67	4.00	7.00	30.00	76.67	2

The RFP document specified the use of the following Best Value Criteria:

- a. Proposer's Qualifications and Experience providing services to other Government agencies similar in size to the City
- b. Distance of principal place of business from 100 Fort Worth Trail location
- c. Proposer's ability to respond to emergencies on-site within two (2) hours of notification
- d. Ability to meet the City's needs
- e. Cost

After evaluation, the panel concluded that Ambassador Services LLC, DRC Fort Worth LLC dba SERVPRO of North Fort Worth, and Tigerhawk LLC dba SERVPRO of Southwest Dallas presented the best value to the City for the categories they submitted a bid. Therefore, the panel recommends that City Council authorize non-exclusive agreements with the identified vendors for the categories in which they submitted a bid response. No guarantee was made that a specific amount of these services would be purchased. Staff certifies that the recommended vendors' bids met specifications.

FUNDING: To ensure City departments have enough spending authority under the non-exclusive agreements, considering the expanded scope of the solicitation and to account for unanticipated needs from additional departments, Purchasing has also included a 25% spending buffer for a combined annual amount up to \$1,252,750.00; however, the actual amount used will be based on the need of the department and available budget. Funding is budgeted in the various accounts within the participating departments' operating budgets, as appropriated.

BUSINESS EQUITY: The Business Equity Division placed a 18.27% business equity goal on this contract. Ambassador Services, LLC, will be exceeding the goal at 100% as a Business Equity Prime and self-performing the scope of the services, meeting the City's Business Equity Ordinance. Any changes in subcontractors will be reviewed by the Business Equity Division. SERVPRO of Southwest Dallas dba Tigerhawk and DRC Fort Worth, LLC, submitted a Prime Waiver Form, which is in accordance with the City's Business Equity Ordinance. SERVPRO of Southwest Dallas dba Tigerhawk and DRC Fort Worth, LLC., will be selfperforming the entire scope of the contract.

AGREEMENT TERM: Upon City Council approval, the initial term of these Non-Exclusive Agreements shall begin upon execution and shall expire one year from that date.

RENEWAL OPTIONS - These Agreements may be renewed for up to four one-year terms, at the City's option. This action does not require specific City Council approval, provided the City Council has appropriated sufficient funds to satisfy the City's obligation during the renewal term.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

These agreements serve ALL COUNCIL DISTRICTS.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budgets, as previously appropriated, in the participating departments' Operating Funds to support the approval of the above recommendation and execution of non-exclusive agreements. Prior to an expenditure being incurred, the participating departments have the responsibility to validate the availability of funds.

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