



## COUNCIL REPORT

Report Date: July 2, 2025  
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Meeting Date: July 23, 2025  
[Submit comments to Council](#)

TO: Standing Committee on City Finance and Services  
FROM: Deputy City Manager Armin Amrolia and Chief Procurement Officer  
SUBJECT: Contract Award for Supply of Contracted Janitorial Services

### Recommendations

- A. THAT Council authorize City staff to negotiate agreements for contracted janitorial services with each of the following three suppliers, for an estimated total combined cost of \$6,149,967 over the initial five-year terms and two (2) additional two (2) year possible extension terms (the "Agreements"), which will be funded from departmental operating budgets;  
List of Suppliers (Estimated amounts for the contract terms, based on projected required services, are shown):
- 1) SPAL Facility Services Inc. ("dba Integral Building Maintenance Inc.") - \$ 2,120,544
  - 2) Nutech Facility Services Ltd.- \$ 2,805,423
  - 3) Executive Building Maintenance Inc. - \$1,224,000.
- B. THAT Council delegate authority to execute the Agreements to the Director of Legal Services, Chief Procurement Officer and the Deputy City Manager.
- C. THAT no legal rights or obligations will be created by Council's approval of Recommendations A and B unless and until the City executes and delivers the Agreement.

### Purpose and Executive Summary

The City requires contractors that provide janitorial services to maintain the cleanliness, safety and professional outward appearance for citizens, employees and visitors of twenty-two different facilities operated by multiple departments at the City. Real Estate, Environment and Facilities Management ("REFM") centrally manages these service contracts. The City requires

to renew the third-party contracts to continue with the same scope of services currently provided by external contractors.

To this effect, the City issued a Request for Proposals ("RFP") PS20240785-REFM-RFP on November 22, 2024 for Contracted Janitorial Services. The City advertised the RFP on the City of Vancouver website and BC Bid in accordance with the City's Procurement Policy (ADMIN-008). City staff on the RFP evaluation committee and the Bid Committee have considered the responses received and recommended that the City negotiate agreements with each of the following vendors:

- 1) SPAL Facility Services Inc.
- 2) Nutech Facility Services Ltd.
- 3) Executive Building Maintenance Inc.

### **Council Authority/Previous Decisions**

The City's Procurement Policy (ADMIN-008) requires Council approve contracts with a total value greater \$3,000,000 following review and recommendations by the City's Bid Committee. The Bid Committee has considered the bids and recommends as the successful proponents:

- 1) SPAL Facility Services Inc.
- 2) Nutech Facility Services Ltd.
- 3) Executive Building Maintenance Inc.

### **City Manager's Comments**

The City Manager concurs with the foregoing recommendations.

### **Context and Background**

Real Estate, Environment and Facilities Management ("REFM") requires janitorial services to maintain the cleanliness and outward appearance of twenty-two sites which include public works yards, certain community centres, commercial buildings and park fieldhouse washrooms, Vancouver South Transfer Station, Vancouver Landfill and Mountainview Cemetery. These sites are operated by Engineering, Vancouver Board of Parks and Recreation, REFM and Arts, Culture and Community Service ("ACCS"), but the contracts are centrally managed by REFM.

The purpose of the RFP was to renew the expiring current third-party service contracts in place and identify suppliers with the capability to meet the same and existing scope of City's requirements for janitorial services currently provided by external contractors, while offering a competitive price and satisfactory service.

### **Discussion**

The RFP was issued in accordance with the City's Procurement Policy (ADMIN-008). The City received responses from the following 8 vendors:

|                                     |
|-------------------------------------|
| SPAL Facility Services Inc.         |
| Nutech Facility Services Ltd.       |
| Executive Building Maintenance Inc. |
| Brasiko Business Solutions Inc.     |
| DDJ Cleaning Services Ltd.          |
| Dexterra Group Inc.                 |
| Mahli Janitorial Services Ltd. *    |
| WUMBIS Concept Inc. *               |

\*Partial bids received

The responses were evaluated, using both quantitative and qualitative factors, by an evaluation team comprised of representatives from REFM, Engineering Services and Vancouver Board of Parks and Recreation under the stewardship of Supply Chain Management, to assess each response's overall value. The requirements focused on specified professional cleaning standards and training policies aimed at ensuring a high quality of work coupled with providing best value from a financial perspective.

Some of the criteria considered in the overall evaluation process included:

- Key personnel of the proponent;
- Association of Physical Plant Administrators Cleaning Standards (APPA) Compliance and Training Policies;
- Compliance with Sewer Bylaws;
- Proponent staff and Site Orientations;
- Quality Control;
- Service Level Agreements;
- Key Performance Indicators;
- Current Remediation Measures;
- Fall Protection and Safety Hazard Training; and,
- Cost.

The evaluation team concluded that the proposals submitted by SPAL Facility Services Inc., Nutech Facility Services Ltd. and Executive Building Maintenance Inc. met the City's requirements and provided the best overall value to the City.

### **Financial Implications**

Finance has reviewed and confirmed that funding is available from each department's existing operating budget.

### **Legal Implications**

The City's Procurement Policy (ADMIN-008) requires the Director of Legal Services to execute all contracts with a total value greater than \$3,000,000 that have been awarded by the Bid Committee and Council.

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