



Agenda Item

Orange City Council

Item #: 3.10.

8/25/2026

File #: 26-0430

TO: Honorable Mayor and Members of the City Council

THRU: Jarad Hildenbrand, City Manager

FROM: Christopher Cash, Public Works Director

1. SUBJECT

Award of Contract to Ultimate Maintenance Services, Inc. for Custodial Services for City Facilities

2. SUMMARY

Following a competitive Request for Proposals process, staff recommends awarding a three-year contract to Ultimate Maintenance Services, Inc. for comprehensive custodial services at City facilities, with options for two additional one-year extensions. Ultimate Maintenance was unanimously ranked first among nine proposers and submitted the lowest-priced proposal for the required scope of work. The new contract also expands services to include custodial and day porter services at the Old Towne West Parking Structure and increased custodial service frequency at the Main Library.

3. RECOMMENDED ACTION

1. Approve the contract with Ultimate Maintenance Services, Inc. in the amount of \$1,681,774.68, representing an original proposal amount of \$1,462,412.76, plus a 15% contingency of \$219,361.91, for Custodial Services for City Facilities; and authorize the Mayor and City Clerk to execute on behalf of the City.
2. Authorize the appropriation of \$204,353.95 from the General Fund (100) and \$19,482.61 from Water (600) unreserved fund balances to:

100-5601-56104- Janitorial Services \$139,121.24

100-5002-56104- Janitorial Services \$ 65,232.71

600-5601-56404- Janitorial Services \$ 19,482.61

4. FISCAL IMPACT

The annual not-to-exceed cost of the contract is \$560,591.56 and will be funded through the General Fund (100) and Water Fund (600), respectively:

100-5601-56104 - Janitorial Services - \$444,121.24

100-5002-56104 - Janitorial Services - \$96,987.71

600-5601-56404 - Janitorial Services - \$19,482.61

An additional appropriation of \$204,353.95 from the General Fund and \$19,482.61 from the Water

Fund is required to fully fund the Fiscal Year 2026-27 contract amount. While the General Fund appropriation increases the expenditure budget for custodial services, the City is currently experiencing salary and benefit savings associated with vacant positions that are projected to offset this additional General Fund expenditure within the overall Fiscal Year 2026-27 operating budget.

The contract is for three years with a total not-to-exceed amount of \$1,681,774.68. Funding for future years will be requested through the annual operating budget process

5. STRATEGIC PLAN GOALS

Goal 2: Enhance Economic Development and Achieve Fiscal Stability.

Goal 5: Improve Infrastructure, Mobility, and Technology.

6. DISCUSSION AND BACKGROUND

The City contracts for custodial maintenance services at City facilities, including City Hall, the Council Chamber, Community Services Department offices, Fire Headquarters (Administration Wing), Orange Public Libraries, Police Department Headquarters, the Corporation Yard, the Water Plant, and the Old Towne West Parking Structure. The scope of work also includes a full-time day porter assigned to the Police Department and a part-time day porter assigned to the Old Towne West Parking Structure.

On May 28, 2026, the City issued Request for Proposals (RFP) No. 25-26.23 for custodial services. Nine proposals were received by the June 11, 2026 deadline. A three-member evaluation panel consisting of two representatives from the Public Works Department and one representative from the Police Department evaluated the proposals based on the criteria established in the RFP: price (30%), timely performance and crew availability (30%), qualifications and professional experience (30%), and client references (10%).

The evaluation panel unanimously ranked Ultimate Maintenance Services, Inc. as the highest-rated proposer, with an average score of 89 out of 100 points. Ultimate Maintenance also submitted the lowest-priced proposal for the required scope of work at \$487,470.92 annually. A summary of the evaluation results for all nine proposers is included as an attachment.

Ultimate Maintenance is the City's current custodial services contractor and has performed its services to the City's satisfaction. Its familiarity with City facilities, service requirements, and operational needs will provide continuity of service and minimize transition-related disruption.

The proposed annual base contract amount is \$487,470.92. The contract also includes a contingency for optional carpet and window cleaning, emergency janitorial services, and other authorized custodial work. Contingency funds will only be expended for services authorized and performed.

The proposed contract represents an increase over the prior custodial services agreement due to a combination of increased labor costs and an expanded scope of services. The pricing reflects current California minimum wage requirements and Consumer Price Index (CPI) increases since the prior contract was awarded.

The new contract also expands the City's custodial services in two areas. First, based on City Council direction, the scope adds custodial and part-time day porter services at the Old Towne West Parking Structure, which was not included in the prior agreement. These services will provide regular upkeep of the parking structure's stairwells, elevator cars, and other common areas, with the associated expense offset by paid parking revenue.

Second, the frequency of vacuuming at the Main Library will increase from monthly to weekly to better maintain the facility given its high level of patron use.

The proposed contract has a not-to-exceed amount of \$1,681,774.68 for the initial three-year term. The agreement also provides the City with two optional one-year extensions. Compensation increases during the optional extension periods are limited to a maximum of 2% annually and tied to the CPI in accordance with the RFP. A compensation schedule is included as an attachment.

Based on the results of the competitive RFP process, Ultimate Maintenance's lowest proposed price, highest overall evaluation, and satisfactory performance under the City's existing contract, staff recommends awarding the contract to Ultimate Maintenance Services, Inc.

7. ATTACHMENTS

- Attachment 1 Contract with Ultimate Maintenance Services Inc.
- Attachment 2 Proposals Abstract Summary
- Attachment 3 Compensation Schedule for Ultimate Maintenance Services