

## MEMORANDUM

**TO:** Claire Powell, City Manager

**VIA:** Aaron Russell, P.E., Director of Public Services

**FROM:** Chris Presley, Internal Services Manager

**DATE:** July 21, 2025

**SUBJECT:** **Approval of a Bid Award for Annual Custodial Services for Various City-Owned Buildings to Southlake Leasing & Management dba Regent Services in the Estimated Annual Amount of \$646,085; and Authorization for the City Manager, or Her Designee, to Execute the Contract.**

### BACKGROUND

This contract provides custodial services for most City buildings. The contractor is responsible for providing personnel, insurance, transportation, supplies, and tools of the trade to perform custodial cleaning tasks at City facilities on scheduled days and frequencies as specified. The City requires the contractor to provide a high level of customer service in a timely and professional manner using industry standards for custodial services. The primary scope of work for custodial services includes cleaning all offices, restrooms, and public areas, emptying trash and recycling containers, and cleaning the City buildings. Custodial services have been provided by contractors for over ten years. City staff will continue to do the floor maintenance and other day-to-day custodial services at the Lewisville Grand Theater, Library, City Hall, and Annex due to the high traffic in these facilities and the frequency of service needed.

Since 2020 Southlake Leasing & Management dba Regent Services (Regent) has successfully completed a five-year custodial contract with the City of Lewisville. During this period, Regent has performed well in providing day-to-day custodial services throughout the City. Due to the current contract period ending in July 2025, the City conducted a request for proposals (RFP) for Custodial Services at the following locations:

- Annex
- Library
- Tittle McFadden Public Safety Center
- Water Treatment Plant
- Wastewater Treatment Plant
- Fleet & Facilities Bldg.
- Lewisville Municipal Jail
- City Hall and Well House
- Steven L Bacchus Public Service Center
- Parks Maintenance Building
- Lewisville Grand Theater
- Hedrick House
- Gene Carey Animal Shelter and Adoption Center
- Jerry R. Galler Training Center
- Wellness Clinic
- Fred Herring Parks and Recreation Center

- Visitor Information Center (VIC)

The scope of the work includes regular nightly cleaning along with day porter services for select locations.

The proposed contract is for one (1) year with the option of four (4) renewal periods in one (1) year increments based on satisfactory contract performance evaluation each year.

**ANALYSIS**

A request for proposals was created to solicit proposals from potential custodial services companies, to provide custodial services for City facilities. Specifications were created in accordance with the Texas Local Government Code Chapter 252.042.

Proposals were due on June 23, 2025, and Seventeen (17) proposals were received. The proposal was evaluated using the following criteria:

- References and Experiences (Questions 1,2,3,4,16,17,18) 25 pts
- Work and Staff Plan (Questions 5,6,8,9,10,19) 25 pts
- Quality Control Plan (Questions 7,11,12,13,14) 20 pts
- Sustainability Plan (Questions 1,2,14,15) 10 pts
- Price (Bid Table) 20 pts

The evaluation panel consisted of members from the City’s Public Services and Purchasing departments. The evaluation panel reviewed all submitted proposals and scored based on the above criteria.

Upon completion of evaluations, one was deemed non-responsive due to multiple required documents missing. In view of this, it was determined that Southlake Leasing & Management dba Regent Services was the highest scoring firm offering the best value to the City. Funding for this contract is available in the operating budget.

**CITY STAFF’S RECOMMENDATION**

That the City Council approve the award and authorize the City Manager, or her designee, to execute the contract as set forth in the caption above.