



**Massachusetts Bay  
Transportation Authority**

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## **Janitorial Contract Mgmt Update**

January 30, 2017



## Overview

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- On September 12, 2016 the GM first reported to the Board a plan to better manage cost associated with janitorial contracts.
- On December 5, 2016 Operations came back to the Board with an update on efforts to actively monitor the cleanliness of stations.
- The MBTA continues to hire additional staff and a significantly increase the level of inspections.
- Next Steps: Including, the release of a Request for Response (RFR) in order to secure janitorial services.



## Contract Management

<b>Month</b>	<b>Inspections</b>	<b>System Wide Score</b>
3/1/15 – 12/31/15	592	Ave. Score 91.5
1/1/16 – 8/31/16	917	Ave. Score 97.8
9/1/16 – 12/31/16	1,888	Ave. Score: 97.1

Since December 1<sup>st</sup> there have been 4 failed inspections requiring recovery plans:

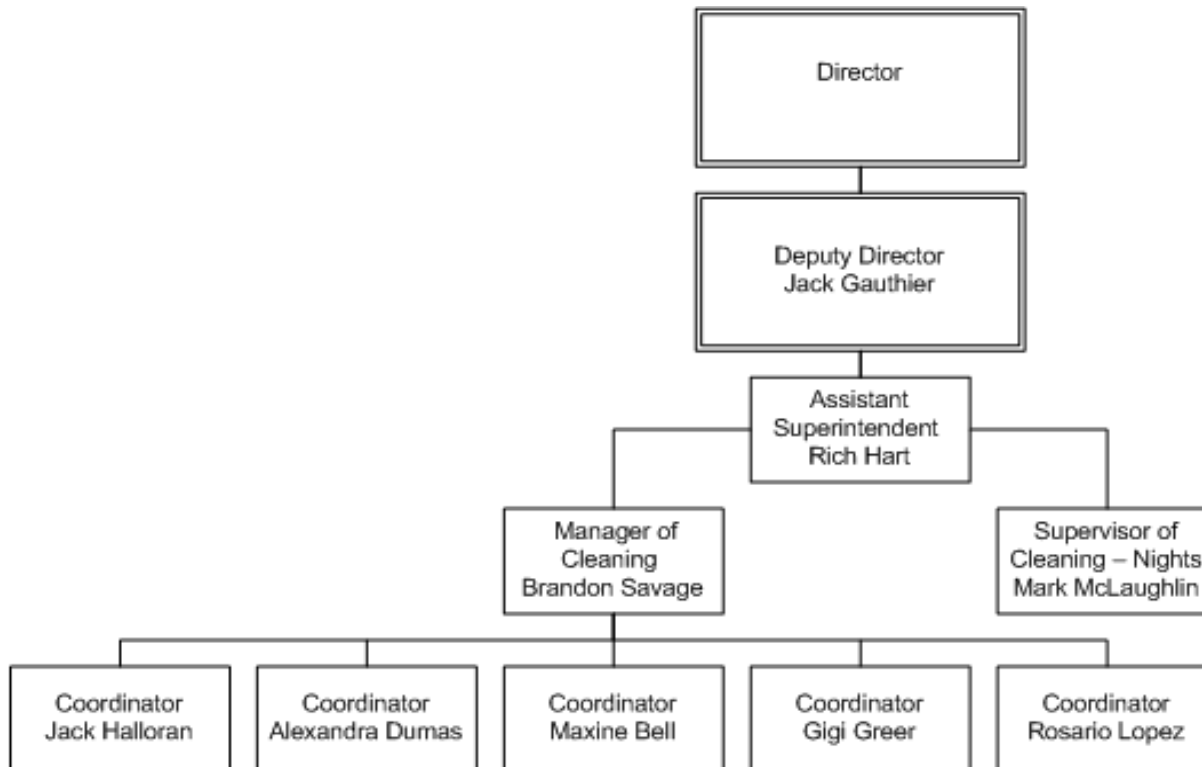
1. SJS – 12/20/16 Downtown Crossing had a cleanliness score of 70%
2. SJS – 12/22/16 State Street Station had a cleanliness score of 55%
3. SJS – 12/22/16 Aquarium Station had a cleanliness score of 78%
4. SJS – 01/12/17 Aquarium Station had a cleanliness score of 78%



## Staffing

Since last meeting we have hired 2 additional Cleaning management staff

- Supervisor of Station Support Systems
- Manager of Station Support Systems





## Contractor Management

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- Flagging of platform and pit cleaning: flagging has been provided for all pit and platform tactile edge cleaning activities
- Supply Closet Stocking: checked weekly and immediately notify contractor to correct
- Safety Vests: MBTA identified (middle of December) the improper vest type; SJ recently corrected the issue
- Training: All workers within station facility and paid area are Right-of-Way (ROW) certified prior to working on property (workers on sidewalks are not)
- Snow Shovels: MBTA identified the poor condition and SJS purchased approximately 100 new shovels





## MBTA janitorial contract covers facilities, stations, and bus stops divided across 4 works areas

Work Area	Facilities	Stations	Bus Stops	Contractor
1	9	57 Red: Alewife to Park Green: Boylston to Kenmore & B, C, D-Lines	16	ABM
2	19	23 Orange: Oak Grove to Downtown Xing Blue: Entire Line	2	S.J. Services
3	4	22 Orange: Chinatown to Forest Hills Green: Prudential, Symphony & E-Line	21	ABM
4	18	22 Red: South Station to Braintree, Ashmont & Mattapan Silver: Courthouse & World Trade	8	S.J. Services
<b>TOTAL</b>	<b>50</b>	<b>124</b>	<b>47</b>	



## Future of Existing Contracts

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- **Work areas 2 and 4**

- Request for Response (“RFR”) made to 5 prequalified vendors on state procurement system (Commbuys) on January 20.
- RFR has same performance based criteria as existing contract, but also emphasizes:

“while an effective cost structure is critical, the MBTA desires a staffing model that, whenever possible, maximizes the use of full-time employment. Please be advised that the staffing model will be included in the evaluation process.”

- Responses are due February 22
- Any contractor change would last either through June 30, 2018 or August 31, 2018. Whether the existing contract will be re-awarded will depend upon the quality of the proposals.



## Future Cleaning Contract

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- Future Procurement Team:
  - Transit Facility Management
  - Director of Operations Analysis
  - Procurement and Logistics
  - Legal
- New Procurement Team is developing a comprehensive Request For Information to seek input from industry on:
  - Most effective (and/or simpler) approaches to scoring criteria & penalty regimes, as compared with our current scoring regime, which was developed in advance of the 2013 procurement
  - The range of service levels (and associated costs) available from industry for transit station cleanliness so that FMCB/Management can evaluate best value/service
- Team is scheduled to meet with Logan Airport Facility Cleaning Officials for walkthrough and comparative discussion on performance based contract terms for benchmarking
- Team is developing a plan for initiating a new contract procurement such that the new contract(s) are to be effective July 1, 2018.