

# CITY OF PALM DESERT STAFF REPORT

MEETING DATE: September 11, 2025

PREPARED BY: Kevin Swartz, Project Manager  
Shawn Muir, Community Services Manager

SUBJECT: REJECT ALL PROPOSALS FOR CITY FACILITIES JANITORIAL SERVICES, AND AUTHORIZE STAFF TO READVERTISE THE REQUEST (PROJECT NO. MFA00023)

## **RECOMMENDATION:**

1. Reject all proposals submitted under Request for Proposal 2024-RFP-149, City Facilities Janitorial Services.
2. Authorize staff to readvertise the request and award with a more detailed scope of work.

## **BACKGROUND/ANALYSIS:**

On June 9, 2022, the City of Palm Desert (City) entered into Contract No. C42320 with Merchants Building Maintenance, LLC (Merchants) for janitorial services at City-owned facilities. The agreement was established for a five-year term, with three optional one-year extensions, at an initial annual contract amount of \$436,744 through June 30, 2027.

Over time, the scope of services expanded to meet the City's needs, increasing the annual contract amount to \$659,502. Additions included complete janitorial services at the Palm Desert Aquatic Center and Palm Desert Library, two additional daily service hours at the Corporation Yard, and day porter services at the Parkview Building.

Location	2022 Contract Amount	Price Change (add or remove work/locations)	2025 Contract Amount
Corporation Yard	\$32,015.71	\$16,083.10	\$48,098.81
Palm Desert City Hall	\$95,616.25	\$10,974.45	\$106,590.70
Portola Community Center	\$16,174.51	\$524.69	\$16,699.20
iHUB/REN Building	\$18,613.34	\$6,808.53	\$25,421.87
Sheriff Substation	\$95,325.26	(\$12,985.13)	\$82,340.13
Parkview Office Complex	\$95,325.26	\$41,878.03	\$137,203.29
State Building	\$71,816.44	\$3,285.89	\$75,102.33
Henderson Community Center	\$11,857.19	\$627.87	\$12,485.06
Aquatic Center	N/A	\$63,006.76	\$63,006.76
Library	N/A	\$92,553.97	\$92,553.97
<b>Total</b>	<b>\$436,744</b>	<b>\$222,758</b>	<b>\$659,502</b>

City of Palm Desert  
Reject All Proposals for City Facilities Janitorial Services

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To ensure continued high-quality service delivery at competitive rates, and consistent with best practices for high-value, long-term contracts, staff initiated a Request for Proposals (RFP). RFP No. 2024-RFP-149 was released on January 23, 2025, through the City’s OpenGov procurement portal, and nine proposals were received:

VENDOR	LOCATION	PROPOSAL AMOUNTS
Verde Facilities Services, LLC	Cerritos, CA	\$579,252
Universal Building Maintenance, LLC	Irvine, CA	\$434,532
Vested Solutions	Coachella, CA	\$640,000
Merchants	Pomona, CA	\$495,001
Santa Fe Janitorial Maintenance Services, Inc.	Chino Hills, CA	\$520,464
Slate USA Inc.	New York, NY	\$639,972
Premier Property Preservation, LLC	Van Nuys, CA	\$607,775
MEK Enterprises, Inc.	Santee, CA	\$660,862
Sherrod and Sons, LLC	Santa Ana, CA	Not provided

A selection committee (Committee) evaluated the proposals based on clarity and completeness of the proposal, the experience and qualifications of the firm, references, cost, and the proposed staffing plan and resource allocation.

After reviewing the proposals, staff found it challenging to fairly evaluate and score submissions due to inconsistencies in the level of detail provided by vendors. Some proposals included specific information on equipment and products (including eco-friendly options), employee benefits, staffing levels, and software systems, while others did not.

To ensure a more equitable and transparent comparison, staff recommends updating the RFP and re-advertising to receive more standardized and comparable proposals. The updated RFP package will include a more detailed scope of work, a standardized chart, and targeted questions that outline required information across key categories. This approach will ensure all vendors address the same criteria, improve consistency in responses, and support a more effective and objective scoring process. Staff has communicated this intent to the vendors that submitted proposals to the RFP.

If approved, staff will proceed with reissuing the RFP using a revised and more detailed scope of services to ensure a fair and comprehensive evaluation process. The RFP is expected to be released in December 2025, with a contract awarded to either a new or existing vendor in April or May 2026. Should a new vendor be selected, this timeline will provide ample opportunity for onboarding and transition, with a contract start date of July 1, 2026, to align with the beginning of the new fiscal year.

**Legal Review:**

This report has been reviewed by the City Attorney’s Office.

**FINANCIAL IMPACT:**

Rejecting all proposals and readvertising the request has no direct fiscal impact to the General Fund.