

# Action Brief

## ACC Board of Directors

### Open Session Agenda Number 9A

|                       |   |
|-----------------------|---|
| <b>CONTACT</b>        | Aaron Baker, Executive Director<br>Mike Krask, Director of Parks, Facilities and Construction |
| <b>MEETING DATE</b>   | January 28, 2026  |
| <b>AGENDA ITEM</b>    | Resolution 2026-R-02 Professional Cleaning and Janitorial Services                            |
| <b>RECOMMENDATION</b> | Adopt Resolution 2026-R-02  |

#### LINKAGE TO STRATEGIC PRIORITIES

- Operational Excellence - Manage community resources with care and pride.
- Fiscal Stewardship - Maintain an assessment rate with low volatility.

#### BUDGETARY IMPLICATIONS

|                                     |   |  |
|-------------------------------------|---|--|
| <b>Fiscal Impact</b>                | <input checked="" type="checkbox"/> Yes   | <input type="checkbox"/> No            |
| <b>Amount</b>                       | 2026 Base Price of \$565,236 annually (\$47,103.00 monthly)<br>2027 Base Price of \$575,410 annually (\$47,950.85 monthly)                                |  |
| <b>Duration</b>                     | <input type="checkbox"/> One-time <input checked="" type="checkbox"/> On-going <input type="checkbox"/> Other _____                                       |  |
| <b>Fund Source</b>                  | <input checked="" type="checkbox"/> Operations <input type="checkbox"/> Reserve <input type="checkbox"/> Enhancement <input type="checkbox"/> Other _____ |  |
| <b>Budgeted expense</b>             | <input checked="" type="checkbox"/> Yes   | <input type="checkbox"/> No            |
| <b>Exceeds budgeted amount</b>      | <input type="checkbox"/> Yes  | <input checked="" type="checkbox"/> No |
| <b>Long-term Impact</b>             |   |  |
| <b>Impact on Reserves</b>           | <input type="checkbox"/> Yes  | <input checked="" type="checkbox"/> No |
| <b>Impact on Annual Assessments</b> | <input type="checkbox"/> Yes  | <input checked="" type="checkbox"/> No |
| <b>Notes</b>                        |   |  |

#### PREVIOUS BOARD ACTION/ACTIVITY

|                  |   |
|------------------|---|
| 2013             | Contract with MJ Company to provide facility services contract expired March 31, 2024   |
| January 24, 2024 | ACC contracted with Desert Oasis Commercial Cleaners for professional cleaning and janitorial services not to exceed \$475,000 for the first year and \$487,000 for the second year with a two-year contract. |

#### ISSUE SUMMARY/DESCRIPTION

The ACC is responsible for the cleanliness and care of all ACC-owned facilities, including the Community Center Complex, Community Park, Anthem Dog Park, Opportunity Way Park, Liberty Bell Park and the Anthem Civic Building. These facilities encompass over 80,000 square feet of interior building space and a large variety of outside amenities that require regular cleaning and janitorial services. In addition, ACC-sponsored Special Events require increased janitorial services to keep the restrooms clean and stocked and trash and debris removed. The challenge of meeting the ACC's cleaning and janitorial needs is compounded by the high volume of residents and guests who enjoy these facilities and events.

In order to secure cleaning and janitorial services, staff initiated a competitive bidding process as required by the ACC's Bid and Professional Services Procurement Policy.

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#### Bidding and Selection Process

The following steps were utilized in the procurement process leading up to staff's recommendation to contract with Desert Oasis Janitorial Services.

1. Staff developed a comprehensive Request for Proposals (RFP) to outline the cleaning and janitorial service requirements for the Community Center and adjacent amenities, Community Park, Liberty Bell Park, Civic Building, Anthem Dog Park and ACC special events, including the process details and contract terms.
2. Staff posted the RFP on three separate websites and with the Arizona Cooperative Purchasing Association on December 10, 2025, and contacted ten professional commercial cleaning companies directly and invited them to submit proposals.
3. Seven companies indicated their intent to submit proposals and three companies attended individual site walks to investigate the scope of work and site conditions.
4. On January 7, the RFP submittal window closed at 4 pm- five of the initial vendors submitted proposals.
5. Beginning on January 8, staff started analyzing the proposals and pricing of the five candidate vendors. Based on financial viability and clarity of response, three were invited to interview with the PF&C contract analysis team to discuss additional details regarding their services and site conditions.
6. Staff recommends Desert Oasis Commercial Cleaners based on their qualifications, references, responsiveness, competitive pricing, and understanding of the ACC's needs and quality expectations.

Desert Oasis has been a locally owned service provider for many years. The owner of Desert Oasis is committed to a family-oriented, hands-on approach to overseeing the ACC contract and has outlined detailed supervision and quality control processes utilizing experienced, committed employees. Their commitment to their staff to provide better than average wages and promoting employee longevity and satisfaction. Each employee goes through a background check, pre-employment screening and an extensive selection and training process.

#### Fiscal Impact

All three finalists offered similar pricing and are within the 2026 budget.

| Vendor                           | Monthly Price |
|----------------------------------|---------------|
| Current Monthly Price            | \$46,168      |
| Desert Oasis Commercial Cleaners | \$47,103      |
| Explore Facilities Janitorial    | \$46,987      |
| MJ Maintenance Services          | \$43,811      |

#### Quality of Services

While the financial proposals from all three finalists were comparable and within budget, several qualitative factors distinguished Desert Oasis Commercial Cleaners as the recommended vendor.

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**Local Expertise:** All three finalists have principals with experience serving the Anthem community, demonstrating an understanding of local needs and expectations. That said, Desert Oasis's continued presence and established relationships within the community provide additional assurance of reliable, long-term service.

**Proven Performance:** Desert Oasis is the incumbent contractor and has demonstrated an understanding of and commitment to the ACC's high service standards. Their familiarity with the facilities, staff workflows, and community expectations positions them to continue delivering quality service without interruption.

**Priority Service Focus:** The ACC contract represents Desert Oasis's largest account. This ensures that our facilities will receive dedicated attention and prioritized service, rather than being one of many contracts competing for resources within a larger organization.

**Hands-On Management:** The company operates with a family-based supervision structure, with ownership maintaining direct oversight of operations. This management approach facilitates responsive communication, rapid issue resolution and consistent quality control.

Given the minimal variance in pricing and the demonstrated advantages in service delivery, continuity, and attention, staff recommends awarding the contract to Desert Oasis Commercial Cleaners.

#### **RECOMMENDED MOTION:**

I move to adopt Resolution 2026-R-02

#### **ATTACHMENTS**

- Proposal – DOJ-Anthem Estimate 2026 and 2027
- Resolution 2026-R-02-Professional Cleaning and Janitorial Services Contract