

Best Value Minimizes Cost in Services

UNIVERSITY OF ALBERTA

Campus-Wide Custodial Services



The owner used ASU to apply Best Value to deliver custodial services for its main campus. The risk and value focused procurement approach realized an initial contract savings of \$500,000 annually.

ASU provided pre-planning support to the selected vendor to address client concerns and facilitate risk identification, mitigation and documentation.

- \$400k internal savings during the initial year of implementation.
- Vendor adoption of full QA/QC responsibilities, allowing the Client to internally reassign 3 FTEs to different work on a full time basis (indirect savings of \$180k)
- Satisfaction Rating: 10 out of 10 Rating of Vendor Performance by Client PM

“This process gave Bee-Clean the freedom to find solutions that work for them as well as us, rather than us dictating...they are now coming to us with solutions rather than problems” –George Thomlison, Client PM.

REFERENCE: Brian Stewart, Director of Procurement | brian.stewart@ualberta.ca | 780-492-2775

Cost Savings:

- \$500,000 per year in upfront costs
- \$400,000 additional internal savings
- Reassigned 3 FTEs to different work

Type: Custodial Services

Vendor: Bee-Clean Building Maintenance

Location: Edmonton, Canada

Contract: \$18,000,000

Start Date: August 2011