

## Memorandum

Date: 6/29/2022  
To: Dr. Tracey, Finance and Operations Committee, and Members of the Board of Education  
From: Thomas Lamb, Chief Operating Officer  
RE: Facilities Management Services Contract Award to ABM Industries

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### **Introduction**

Facilities Management Services to the New Haven Public Schools has been posted for RFP and awarded to ABM Industries by a multi-disciplinary committee consisting of:

NHPS = New Haven Public Schools

CONH = City of New Haven

RFP = Request for Proposal

Thomas Lamb, NHPS COO

Dr. Michael Finely, NHPS Chief of Staff

Dr. Paul Whyte, NHPS Assistant Superintendent for Instruction

Michael Gormany, CONH Budget Director and Acting Controller

Giovani Zinn, CONH City Engineer

### **Summary of Cost**

Proposals that have been submitted and evaluated by this committee are included with this memorandum for your review. We understand that the ABM contract costs are higher but feel that ABM is better able to represent the future needs of the school district as it relates to the improvement of maintenance operations for our schools. A detailed comparison of costs is attached to this document. Some additions to this contract over previous contracts include the addition of a Project Manager that will be specifically utilized for managing the vast number of small and medium sized projects throughout the district. Another addition is a supervisor of Roofs and

Grounds what will be responsible of all items outside of the schools including landscaping, parking lots, snow removal, playgrounds, and roof maintenance. As part of the ABM service the district will have access to a regional manager that will be part of and conduct a quarterly business review that will include the NHPS COO and other member so senior leadership to continually assess and monitor contract performance. Another resource that the district will have access to the ABM Vice President of Engineering and Technical Support that will play an active role in not only setting up the needed resources for ABM to get the account started but provide services to the account for the long term assisting in capital planning and development of a Preventative Maintenance program for our schools.

In summary the contract will be for one year with a total of three renewals that include an 3.9% escalation that is less than the current Consumer Pricing index at 8.3% which is commonly used to measure contract year over year increases in multi-year contracts:

Yr 1	\$1,776,051
Yr 2	\$1,847,093
Yr 3	\$1,920,977
Yr 4	\$1,997,816

### **Staffing, Resources and Training**

In addition to the ABM facilities management team as outlined in the attached table of organization. The school district will have access to our regional manager, Vice President of Engineering and Technical Support and a vast number of other programs that come with a large organization. The selection of permanent AMB staff will be made in concert with and approved by the COO. Some additions to current staffing include a project manager that will coordinate all projects, a supervisor for Grounds and Roofs that will have responsibility for all items outside of all building including playgrounds, landscaping, snow removal and roof repairs. There is also a clearer division between building maintenance services and custodial services that concentrate more on building cleaning. ABM is a data driven organization that

### **RFP Process**

This RFP process has been guided by the City of New Haven purchasing department policies and procedures. The process included posting of the RFP for public response, a building sampling tour, a question period, and an interview and presentation of the RFP respondents' proposals. ABM and

Go2 Solutions were the only two organizations to submit proposals in response to the RFP. Others that had interest but did not continue in the process to submit proposals for one reason or another included JLL, CBRE and OR&L

GO2 Solutions has served the City of New Haven well for many years. The New Haven Public Schools and the City of New Haven now find ourselves needing to move in a direction to address the changing needs of our buildings. A direction with more innovation, process improvement, and plan development. The Education division of ABM provides services that leverage technology; engineering and technical expertise; a vast number of educational clients throughout Connecticut and in the New England region and data driven performance management that the committee believes will better serve the new Haven Public Schools. ABM is an international organization with a regional office located in New York City serving New England.

ABM is committed to providing the New Haven Public Schools a program that will implement the latest Facilities Management industry developments and technologies in a forward-thinking process that brings the vast experience of their client base together with proven programs for building operations.

### **Transition Team**

A transition team will be on site as soon as they are able and will begin transitioning services to a team that is selected by both ABM and the NHPS Leadership. A two-month transition contract is being discussed with Go2 Solutions that will focus on keeping programs running through the summer months. Go2 Solutions staff that meet ABM standards will be welcome to apply into positions and become part of that team in similar roles as they are currently in. Just as with any transition there will be challenges. The committee is confident that the ABM management team is capable of minimizing these challenges and working with NHPS central office and school leadership staff to quickly resolve issues and keep Facilities Services operations moving forward through the summer and be ready for start of the new school year at the end of August. A full transition plan is being created in coordination with ABM and the COO office with deliverables and milestones and will be shared as soon as it is ready.

Thomas Lamb  
*Chief Operating Officer*



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A quarterly business review process with ABM regional leadership and NHPS along with the addition of a Facilities Project Manager and a restructuring of the department table of organization will add resources where needed and develop a data driven improvement process that focuses on contract service delivery.

All proposals, presentations and supporting documentation have been included as attachments.



NEW HAVEN PUBLIC SCHOOLS

## COVER SHEET

**Cover Sheet is an Internal Document for Business Office Use**

### Please Type

Contractor full name: ABM

Doing Business As, if applicable:

Business Address: One Liberty Plaza, 7<sup>th</sup> Fl, New York, NY 10006

Business Phone: 212-960-8985

Business email: joe.lops@abm.com

Principal or Supervisor:

Agreement Effective Dates: From July 1, 2022 to June 30, 2022

Total amount: \$1,776,051.00

Funding Source & Acct # including location code: 19047400-56694

Description of Service: Please provide a one or two sentence description of the service. *Do not write, "See attached."*

Agreement with ABM to provide facilities management, custodial, and energy management services, from July 1, 2022 to June 30, 2022, in an amount not to exceed \$1,776,051.00.

Submitted by: Thomas Lamb, Chief Operating Officer



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

**To:** New Haven Board of Education Finance and Operations Committee  
**From:** Thomas Lamb, Chief Operating Officer  
**Date:** July 5, 2022  
**Re:** Agreement with ABM to provide facilities, custodial, and energy management services.

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Please **answer all questions** and have someone **ready to discuss** the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education.

**Contractor Name:** ABM

**Contractor Address:** One Liberty Plaza, 7th Fl, New York, NY 10006

**Is the contractor a Minority or Women Owned Small Business?** N/A

**Renewal or Award of Contract/Agreement?** Agreement

**Total Amount of Contract/Agreement and the Hourly or Service Rate:** \$1,776,051.00

**Contract or Agreement #:** TBD

**Funding Source & Account #:** 2022-2023 Operating Budget 190-47400-56694

### Key Questions:

1. **What specific service will the contractor provide:**  
Facilities Management, custodial, and energy management services.
2. **How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection:** RFP 2022-05-1456, 1 year 3 renewal options available.
3. **If the vendor is not the lowest bidder or a State contract please answer the following:**
  - a. **Please explain why the vendor was chosen?**  
ABM is committed to providing the New Haven Public Schools a program that will implement the latest Facilities Management industry developments and technologies in a forward-thinking process that brings the vast experience of their client base together with proven programs for building operations.
  - b. **Who were the members of the selection committee?**  
Dr. Michael Finley, Chief of Staff  
Dr. Paul Whyte, Asst. Superintendent



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

Thomas Lamb, Chief Operating Officer

Michael Gormany, Acting Controller

Giovanni Zinn, City Engineer

4. **If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** N/A
5. **If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?** N/A
6. **If this Contractor is New has cost for service increased from previous years? If yes, by how much?** Yes, by 12%. We understand that the ABM contract costs are higher but feel that ABM is better able to represent the future needs of the school district as it relates to the improvement of maintenance operations for our schools.
7. **Is this a service existing staff could provide? Why or why not?** No, this is a service that has always been bid out to provide facilities management services to the district for its properties.