

## MEMORANDUM

**To:** Finance and Operations Committee

**From:** Chief Operating

**Re:** F&O Agenda Item Request/Approval  
Third Option to Renew Agreement for Facilities Management with Go To Services

**Meeting Date:** January 7, 2021

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**Executive Summary:** Approval is requested for a Third Option to Renew an Agreement by and between the New Haven Board of Education and Go To Commercial Cleaning Services, LLC, 117 Kendall Street, New Haven, CT for Facilities Maintenance, Custodial Management and Energy Management and related services for the period of July 1, 2021 to June 30, 2022.

**Amount of Agreement and Daily, Hourly, or Per Session Cost:** An amount not to exceed \$1,574,733.56 to be payable in 24 installments of \$65,619.90. **Facilities:** \$547,934.57; **Custodial:** \$598,787.26; Six (6) Full Times employees: \$256,668.19 ,**Energy:** \$171,343.54

**Funding Source:** 2021-2022 Operating Budget, Acct. #190-47400-56694

### **Key Questions:**

- 1. Please describe how this service is strategically aligned with school or District goals:**  
Go To Services was the successful bidder chosen through a competitive process to provide Facility Management, Energy Management, and Custodial Management for the Comprehensive High Schools and Building Use (Permit) Management. Their fees for such services were both the lowest and most responsive to the RFP. Their work helps insure that our Schools and Facilities are fully functional and operational to serve the students, staff and community of NHPS. They also insure compliance for all applicable health, environmental, safety and building code regulations.
- 2. Please describe the evidence of effectiveness for this contractor. In addition, how is or will the contractor be evaluated? If a continuation service, what are the results of last year's evaluation?**  
Go To Services is evaluated through detailed review of data systems and weekly meeting with the Chief Operating Officer. Work order systems, budgets, project plans and stewardship and life cycle programs are reviewed in order to make sure that goals are being met and that projects remain on target. Inspections of staff performance and attendance are also a consistent topic of review and analysis. Labor Management meetings with applicable Union Leadership are also an element of the review process to confirm good working relationships and communication. Energy management and control of expense while seeking additional efficiencies with systems and operations are also critical items of review. Finally, best practices are continuously evaluated as appropriate value-add services such as collaborating with IT, Security and Food Services among other Divisions as well as the City Facilities team to seek collaborative solutions to common areas of concern. Go to Services is able to leverage and adjust its staffing model to respond to the needs of the District at no additional cost which allows for an extremely tailored solution to our needs.
- 3. Why do you believe this agreement is fiscally sound? Include how the contractor was selected (various quotes vs. RFP vs. Sole Source), whether and why the cost has increased over last year (if continuation), and what an alternative might cost.** Go To Services was selected via RFP 2019-4-1211. This renewal reflects a 3.5% increase from last year. Such increase was factored in by the committee when the selection was made and remains the lowest cost option of the bidders. The savings and cost avoidance on the Energy Management side and through the Hybrid Custodial plan which was implemented with the support and collaboration with Go To Services exceed the cost of the annual contract. Such innovations as the Hybrid staffing, the LED lighting and the BESAFER Security plan as well as project management for Commissioner's Network Schools are all confirmed results of an extremely proactive, cost effective and efficient partner that is deserving of continuation.

Copy of last year's agreement is attached. New agreement will be draft by Corp. Counsel upon approval.