

March 12, 2003

Merrett R. Stierheim, Superintendent of Schools

**SUBJECT: AUTHORIZATION TO ENTER INTO A SERVICE AGREEMENT
WITH UNICCO SERVICE COMPANY TO PROVIDE
MANAGEMENT SERVICES FOR THE OFFICE OF FACILITIES
MAINTENANCE OPERATIONS (OFO)**

COMMITTEE: FACILITIES MANAGEMENT

For reasons set forth below, it is recommended that the Board authorize the Superintendent to enter into a two-year agreement with UNICCO Services Company, at a cost not to exceed \$3,538,200 to commence urgent services for maintenance management.

The Miami-Dade County School Board, at its meeting held on July 10, 2002, authorized the Superintendent to issue a Request For Proposals (RFP) from private maintenance management firms to provide the management of the Facilities Maintenance Operations Department. The Board also approved a selection committee to review the proposals for approval by the Superintendent and subsequent submission to the School Board for the final approval.

The Bureau of Procurement and Materials Management issued the RFP with a due date of August 15, 2002, for the opening of proposals. The due date was later changed to August 29, 2002, to allow for additional information in response to questions received by the Superintendent from prospective proposers.

A meeting of the selection committee to evaluate the RFP was held on October 25, 2002. A total of five proposals were presented for consideration. After significant discussion, a motion was passed to recommend three firms to be invited for oral presentation, i.e., 1) Aramark Service Master, 2) Sodexo America, LLC, and 3) UNICCO Service Company. On November 22, 2002, a meeting composed of the selection committee members was called to hear presentations from the three aforementioned companies. Based on the discussion, the committee chose to recommend UNICCO Service Company as first choice and Sodexo America, LLC, as an alternate in case the District staff and UNICCO Service Company representatives do not agree on the scope of work and costs associated with the final plan.

The Chief Business Officer, the Administrative Director for the Office of Maintenance Operations, the union leadership representing DCSMEC, DCSAA, and AFSCME memberships and Dr. Ralph Lewis, serving as chair, have invested considerable amounts of energy and time in delineating the scope of work and the deliverables at completion of various phases of the agreement.

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District staff is recommending that the Superintendent engage UNICCO Service Company for a period of two years. Phase one, lasting six months will include the assessment and development of the Maintenance Operations Planning and Support processes, Performance Measurement and Control processes, and Human Resource management processes. Phase two will begin a staged implementation of reengineered departmental procedures. This initiative will also address all OPPAGA and Sterling recommendations. UNICCO Service Company has submitted its all-inclusive not-to-exceed costs for year one as \$1,876,896, and year two as \$1,661,304.

It is imperative that this work begins as soon as possible. Given the large and growing backlog of maintenance work throughout the District, increasing productivity is critical. The primary objectives of this proposed contract are improved productivity and customer service. The tasks and deliverables are defined in the agreement along with following provisions:

1. As a result of the improved processes to be implemented by UNICCO, performance provisions assure a minimum of 5% improvement in productivity. Based on data provided by the District, a 5% improvement will result in additional work being completed over the next five years, valued at approximately 20 million dollars. Both UNICCO and District staff anticipate that significantly greater productivity will be achieved.
2. UNICCO's work and recommendations must conform to the terms and conditions of the District's collective bargaining agreements.
3. Union leadership will be involved in the process.
4. District staff will provide the Board with progress reports on a quarterly basis.

The service agreement between The School Board of Miami-Dade County, Florida, and UNICCO Service Company will be forwarded to the Board under separate cover and will be placed on file in the Citizen Information Center and in the Office of the Recording Secretary.

RECOMMENDED: That The School Board of Miami-Dade County, Florida, authorize the Superintendent to:

1. Enter into an agreement pursuant to RFP #155BB10 with UNICCO Services Company for a period of two years with all-inclusive costs not-to-exceed \$1,876,896 during the first year and \$1,661,304 during the second year, with the option to renew for three one-year periods. Completion of this program is expected to yield a minimum of a 5% productivity improvement over the next five years, which is valued at approximately \$20,000,000 utilizing the existing workforce;
2. Present quarterly progress reports to the Board; and
3. approve the funding for these services over the contract period from a combination of Maintenance Department salary lapse savings, the two mill levy maintenance transfer and PECO maintenance funds.

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