



Integrated Facilities Management

January 25, 2017

History



- In 2014 CPS entered a contract with Aramark to manage all of the districts custodial services, creating the current distributed model.
- While saving the district over \$30M to date, the distributed model is wrought with deficiencies:
 - Multiple points of contact for Principals
 - Inadequate management ratios
 - Limited on-site supervision
 - Limited training and continuing education for Building Engineers
 - Large volumes of staff movement during implementation
 - “Big Bang” implementation approach



Improvements



- Since the fall of 2015 CPS has taken steps to increase management and oversight of building operations. Through these efforts:
 - Principal satisfaction ratings have risen 31%
 - Summer cleaning acceptance went from 45% to 80%
 - 96% of schools passed the most recent APPA cleanliness audits, the highest percentage in three years
- While significant progress has been made, only so much can be done given the distributed model's inherent flaw: creating a divide between building custodial and engineering services



Pilot Expansion



- While working to improve the distributed model, CPS expanded the original 33-school IFM pilot to an additional 54 schools this summer.
- Through its expansion, the pilot has delivered positive results by addressing the most problematic aspects of the distributed model:
 - Provided Principals with a single point of contact for all facility related needs
 - Increased the amount of on-site supervision
 - Identified building safety issues that had previously gone undocumented
- Overall, 84% of Principals have expressed satisfaction with IFM



Request for Proposals



- After months of engaging with stakeholders and listening to feedback from employees throughout the District, CPS released an IFM RFP in April 2016.
- The goal of the RFP was to capitalize on the lessons learned from the IFM pilot and correct the issues associated with the distributed model.
- After 8 months of reviews, evaluations and negotiations, CPS is recommending two vendors to provide IFM services in 10 of the District's 13 Networks.
 - Sodexo
 - Aramark



Implementation Plan



- Based off of previous lessons learned, CPS will transition schools in 10 identified Networks in two phases:
 - Phase I: 218 schools in Networks 1,5,6,7,10,12 (123 Aramark, 95 Sodexo)
 - Phase II: 124 schools in Networks 2,8,11,13 (90 Aramark, 34 Sodexo)
- A supplemental RFP will be issued later this year, seeking IFM proposals for schools in the remaining three Networks.
 - 91 total schools
 - Plan to incorporate these schools into Phase II transition in July 2018



Cost



- In 2013, prior to any changes, CPS spent **\$267M** on all facilities services
- Under the distributed model, CPS is currently spending **\$237M** on all facilities services, which is a cost savings of **\$30M**
- After full implementation the current IFM proposal we project to spend **\$238M** on facilities services



Ongoing Expectations



- In addition to the insights previously mentioned, CPS expect IFM to build on the current success and also provide:
 - Increased facility cleanliness
 - Proper implementation and use of Computerized Maintenance Management Systems (CMMS)
 - Identification and tracking of all building related issues and expenses
 - Highly skilled building engineers with mandatory and optional access to professional development resources and training
 - Properly trained management staff with recognized and relevant industry certifications

