

## **MEMORANDUM**

**To:** Finance and Operations Committee

**From:** Chief Operating Officer Thomas Lamb

**Re:** F&O Agenda Item Request/Approval  
Third Option to Renew Agreement for Part-Time Custodial Services with Eco-Urban  
Pioneers, LLC

**Meeting Date:** June 7, 2021

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### **Executive Summary:**

To approve a Third Option Year 2021-2022 to Renew an Agreement by and between the New Haven Board of Education and Eco-Urban Pioneers, LLC, 670 Winthrop Ave., New Haven, CT for custodial services to assist with the upkeep of the NHPS buildings including part-time labor force and management supervision from July 1, 2021 to June 30, 2022.

**Amount of Agreement and Daily, Hourly, or Per Session Cost:** An amount not to exceed \$4,835,999.11

**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:**  
This service provides for clean, safe and well maintained school buildings that produce an environment conducive to learning. Ensuring clean and healthy facilities allows the students and staff to rise in pursuit of excellence and focus on educational goals.
- 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?**  
The schools are clean and in satisfactory condition. Any deficiencies are addressed timely. There is a system in place whereby inspections are conducted regularly and each school receives a score with a goal of 100%. Schools that score below 80% result in repeated inspections and extra supervision as well as disciplinary action, if warranted. Last year's inspection results were favorable. The contractor implemented a reward system, recognizing one school per month with inspection scores of 100%, by hosting a pizza party for the custodial staff (Board of Ed and contractor employees). This has also promoted healthy competition amongst the custodial staff. Go to Services also participates in weekly meetings with the COO to review performance and metrics. Eco Urban Pioneers also joins monthly Labor Management meetings with the COO and the Custodial Union to review performance and maintain open lines of communication on best practices and efficiencies. Go to Services has also been very collaborative in hiring and promotional support with a focus on local and minority recruitment. Since the initial job fair that was conducted when the hybrid custodial system was developed the Part-Time staffing demographics have demonstrated a clear commitment to local hiring.

The workforce has also proven to be a good source for promotional opportunities as a number of Part-Time staff has successfully been promoted to full time positions within the organization. The training and technical support offered through Eco Urban Pioneers as a part of the contract have produced a well-trained and regulatory compliant staff at no additional cost to the District. The staffing, payroll, background checks and training support as well as employee benefits and insurance are major cost avoidance/savings for the District on an annual basis.

- 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.**

The RFP scoring/evaluating committee, which included a two Board Members, a member of the community, unanimously scored ECO Urban Pioneers as the highest, most qualified contractor for these services. The annual increase for the third option year is 1.69% or \$80,544.75. It should be noted also that the increase is almost entirely linked to the requirements in the RFP to honor the Living Wage ordinance and to respect the right of the workforce to Unionize. The cost associated with honoring these required provisions are passed on to the District per the Contract. This hybrid solution of utilizing a part time unionized workforce has resulted in an approximately \$4million savings annually. Workman's compensation issues have been significantly reduced. This contract is unique in that it is an hourly contract therefore the board of education is able to bank hours during the year then reassign the part time staff to cover weekend and special events thereby saving the district thousands of dollars in overtime.

Copy of last year's agreement are attached. Corporation Counsel will draft new agreement upon approval.