



To: Dr. Gail Siller, Superintendent  
From: Julie Novak, Director of Business and Finance  
Date: July 21, 2011  
Subject: Recommendation to Renew Sodexo Contract for 2011-12

On November 1, 2010, Fort Sam Houston ISD began a one-year contract with Sodexo to manage our maintenance, custodial, and groundskeeping services. Sodexo assigned Darrel Plumlee as our Facilities Manager to provide service management and employee supervision for these three operational areas. In the agreement, employees who had ten or more years of service with FSHISD remained as our employees; the others became Sodexo employees. The agreement stipulated that Sodexo would be responsible for hiring any new employees needed to fill any vacancies within these three departments.

While we can still be considered in a transition phase since we are in the first year of the agreement, improvement has been noted in the overall operations of the three departments. Attached with this memo is a list of the value-added services that have been provided by Sodexo during the past nine months.

When the Request for Proposals was issued for these services, an option was included for one-year renewals that would potentially allow for a total of five years of service with the approved vendor. Sodexo has presented a one-year renewal effective November 1, 2011 for \$821,503. This fee includes the salaries for two employees who had been FSHISD employees and were replaced with Sodexo employees as well as the addition of a maintenance employee. Guidelines for maintenance staff based on the square footage of facilities maintained justify the addition of a maintenance employee. The contract renewal fee is included in the proposed 2011-12 budget.

Due to the value-added services that Sodexo has provided to the school district, I am recommending a one-year extension of their contract for the period November 1, 2011 to October 31, 2012. Thank you for your consideration of this recommendation and please let me know if you have any questions.

Attachment: Value-Added Services and Improvements



## **Value-Added Services and Improvements for Fort Sam Houston ISD Since Sodexo Contract Commencement November 1, 2010**

### **Administrative**

- Developed and installed web-based work order system
- Developed and installed preventative work orders system
- Managed building automation system
- Evaluated and changed daily and weekly work schedules
- Improved department communication through cell phones
- Developed departmental policies and procedures

### **Capital Resources**

- Invested \$16,000 in computer hardware and software
- Invested \$22,600 in custodial equipment
- Invested \$15,500 in grounds equipment
- Invested \$2,500 in hand tools
- Invested \$18,420 in vehicle lease

### **Human Resources**

- Converted 10 employees to Sodexo payroll
- Background checks conducted on employees
- Pay for performance evaluation system
- Sodexo HR counseling provided
- Job descriptions developed
- Job routines established
- Tracked and monitored time and attendance procedures

### **Training**

- Orientation training
- Safety training
- Equipment use training
- Daily Task training
- Maintenance heavy equipment training
- Asbestos training
- Ladder/slips and falls training
- Lock out/tag out training

**Value-Added Services and Improvements for Fort Sam Houston ISD  
Since Sodexo Contract Commencement November 1, 2010  
(Continued)**

**Employee Development**

- Enrolled and currently participating in Front Line Supervisor Training – Jesse Sandoval
- Enrolled and currently participating in Front Line Supervisor Training – Steve Stole

**Managerial and Daily Supervision**

- Weekly meeting with campus administrators at Cole HS/MS and FSH Elementary
- Weekly meeting with Finance Director
- Monthly department wide meeting and in-service
- Daily meeting with Leads in maintenance, grounds, & custodial departments

**Financial**

- Base-line inventory on all supplies
- Purchasing of all cleaning supplies
- Purchasing of paper & plastic
- Purchasing of repair supplies
- Purchasing of grounds supplies
- Purchasing of subcontractor repair services
- Obtain quotes for district capital expenses

**Operating Standards**

- Improved quality of grounds “Curb Appeal”
- Improved quality of athletic fields
- Improved floor care program for all buildings
- Improved response time of maintenance repair requests
- Improved image of employees through uniforms
- Improve professional image of department through customer service training
- Holding employees accountable for work actions