



June 26, 2019

Dear Pace Faculty and Staff,

There are some significant new initiatives in the facilities and capital projects department effective at the start of the new fiscal year that I would like to share with you.

The current janitorial and operations maintenance contract held by our outsourced contractor ABM expires on June 30, 2019. We have solicited bid proposals from several companies, including ABM, who specialize in servicing higher education clients--our goal being to greatly improve performance and accountability while reducing operational costs. To that end, we have updated the contract requirements to include key performance indicator scores that are directly linked to the service fee. After careful review of the proposals, the contract has been awarded to Collins Building Services (CBS). CBS is located in New York City and has a significant citywide presence in the market, with a current client roster that includes New York University and St. John's University. Their service agreement with Pace University will commence July 1, 2019.

On a related note, the University held its first-ever live reverse auction for janitorial supplies this past May. Invited vendors had a chance to underbid their competitors online and in real time. This process resulted in significant savings for the University, with quality being controlled by our precise product specifications. W.B. Mason, our current janitorial product provider, was the lowest bidder and has now been selected to serve as our janitorial paper supply vendor. This continuing relationship with W.B. Mason will help realize significant savings.


I am also excited to announce the upcoming implementation of a new facilities work order system through Saber for Education. This system enhances the submission of work order tickets to our facilities department, and is configured for use on mobile devices. The design of the system will allow the facilities team to optimize tracking of work orders, response time, and the duration of work in real time. It also includes enhanced reporting and escalating capabilities that will allow us to analyze data and use it to construct an effective preventive maintenance plan for the University. The system is user-friendly, with icons and descriptions to help customers identify where to log/report their facilities concerns. As part of the implementation process, the facilities department has been collaborating with select members of the Pace Community to test the system and ensure a seamless transition. The system has been piloted with several buildings on all campuses and has proven adaptable, allowing us to incorporate changes based on feedback from both staff and students.

To submit a work order you can now go to facilitiesrequest.pace.edu and sign in using your Pace credentials. Our goal is to launch the system to the entire Pace Community at the start of the fall semester. Please reach out to Aisha Moyla at amoyla@pace.edu with questions or comments, and look for future communications about the launch of the system as it continues to be brought online.

In closing, I would like to extend special thanks to ABM management and staff for their long years of service and dedication to Pace University.

My team at facilities and capital projects is constantly striving to enhance and improve the educational and work environment at Pace, to realize increased efficiencies, and to discover smarter and better ways of operating. We welcome your input and thank you for your continued support in these efforts.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ibi Yolas", is displayed on a light blue background. The signature is fluid and cursive, with a long horizontal stroke at the end.

Ibi Yolas
Vice President, Facilities and Capital Projects