

23374 -

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508  
County of Cook and State of Illinois

QUALITY ASSURANCE of CUSTODIAL PROGRAM

THE CHANCELLOR

REPORTS

that there is a need to implement a Total Quality Management System <sup>(TQM)</sup> in order to enable inspectors, building managers, and others of the CCC management team to record and track the overall performance measurements and cleanliness of all City Colleges of Chicago facilities; and ✓

that the results of the TQM System will allow CCC to objectively measure the definition of clean, assist in preventing and troubleshooting major building deficiencies, provide a complete representation of the operation's success and/or need for restructuring or training of personnel, and enable CCC to structure performance contracts and incentive programs for employees and contractors; and

that the services required to obtain ~~the~~ implement the TQM System for the Custodial Program include the gathering and compiling of all building information (room type and size), inspection of the building(s) for quality of service and cleanliness, tracking of building deficiencies and/or note needed repairs, generating and analyzing inspection reports and maintaining and managing all aspects of the inspection data; and that these services shall be performed by Triad Consulting Services once per calendar quarter for four consecutive quarters; and ✓

that Triad Consulting Services is a Chicago based certified MBE/WBE firm, and has a satisfactory relationship with CCC and will comply with the District's MBE/WBE goals for this project; and

THE CHANCELLOR

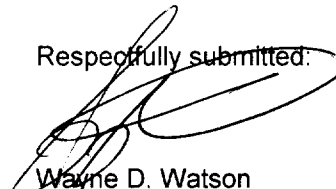
RECOMMENDS

that the Board of Trustees authorize <sup>the Chairman</sup> ~~Administrative Services~~ to enter into a professional services agreement with Triad Consulting Services for the Quality Assurance of Custodial Program in an amount not to exceed \$88,027.08.

FINANCIAL

\$88,027.08 - 05501 - O & M Fund

Respectfully submitted:

  
Wayne D. Watson  
Chancellor

