



## Consulting Services

Facilities  
Organization  
Assessments

O&M Best  
Practices

Staffing  
Strategies

Succession  
Planning

## Case Study – Trinity College

### Problem

In 2014, Trinity College retained Performance Resource Partners to provide an objective, third-party evaluation of the adequacy and efficiency of their Integrated Facilities Management provider. At the time, PRP identified a significant number of issues with Trinity's well-established service provider's contract compliance and performance. One of PRP's



recommendation was to improve and clarify the existing contract which favored the service provider at the expense of the College.

In the fall of 2017, even though two modifications to the contract had been executed, the apparent levels of management, cost effectiveness, maintenance and cleanliness were still not meeting expectations. Trinity College requested PRP re-evaluate the facilities' current conditions and determine the best course of action for the future of facilities operations and maintenance on the campus.

### Solution

PRP identified a significant number of issues with the contract compliance and performance of the Service Provider. In addition, an analysis of Trinity College's facilities maintenance costs determined the costs were significantly more than those of comparable campuses. PRP performed a further comparison of moving facilities maintenance back to an in-house vs. outsourced or a combination in-house/outsourced services

PRP determined that a system of specification writing, procurement, and contract replacement was justified. This strategy would permit the execution of a service provider agreement that was primarily performance-based, unlike the previous agreement that had very costly task-based components.

PRP recommended replacement of the current contract with a site-specific, performance-based, competitively-bid, multi-year, fixed cost integrated facilities maintenance agreement. With Trinity's acceptance of the recommendation, the process of specification writing, procurement, and contract replacement was completed.



## **Results**

Trinity College successfully awarded the contract to a new service provider with clarified responsibilities and firm projected costs. PRP is currently assisting Trinity College in monitoring the performance of the new provider. The service provider is maintaining the high-performance standards required by the contract at a significantly lower cost. As an supplementary benefit to the change in provider, an Environmental Health and Safety manager was added to the team, filling a crucial but missing role. Trinity's Facility Management is now operating more efficiently and cost effectively.

## **About PRP**

Performance Resource Partners is a collaboration of talented consultants, with extensive experience solving complex operational and organizational challenges. We help clients make significant and lasting improvements to the performance and profitability of their facilities. As a network of collaborating consultants, we deliver solutions faster, better and more cost-effectively than traditional consulting firms.

Learn more about this case study by contacting us at (781) 885-7245. For more information on our services, work and team, please visit [www.prpconsultants.com](http://www.prpconsultants.com).