



**Request for Proposal For  
Custodial Services**

Responses are due no later than 5:00 PM, Friday, April 26<sup>th</sup>.

## **Request for Proposal for Custodial Services**

LEAD Public Schools invites written proposals from qualified companies for custodial services at all campus locations.

The successful company shall be required to enter into a contract that incorporates this Request for Proposal (RFP), including all of its exhibits, and the Proposal, as may be modified by agreement of the parties. LEAD Public Schools reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

### **LEAD Public Schools Background**

LEAD Public Schools is a network of six public charter schools in Nashville, Tennessee that operates both "fresh start" schools and "zoned-enrollment" turnaround schools. From 5<sup>th</sup> through 12<sup>th</sup> grades, our schools serve predominantly minority and low-income populations who are likely to be first-generation college attendees. We are the largest charter school provider in one of the nation's most vibrant cities.

Founded in 2007 as LEAD Academy in North Nashville, LEAD Public Schools has grown from a fifth- and sixth-grade school of 92 students to become Nashville's largest charter management organization with six schools serving the needs of more than 2,600 students. The first five graduating classes of LEAD Academy High School -- the first in the school's history -- all earned 100 percent acceptance to college. Our academic success is rooted in the foundation of social-emotional learning programs and practices, including a commitment to Crew and our five Ethos: our students and staff members LEAD because they are COMMITTED, COURAGEOUS, DISCIPLINED, SELF-RELIANT and, above else, they always SERVE OTHERS.

### **Purpose of Request**

The purpose of this solicitation is to hire a vendor to provide all cleaning, janitorial, and custodial services for LEAD Public Schools for the 2019-2020 School Year. Vendors are encouraged to bid for the entire facility program that includes services for all sites, but may also bid for any number of sites including only one.

### **LEAD Facilities**

Location	Square Footage	Address	# of students served
LEAD Cameron	125,699	1034 1 <sup>st</sup> Avenue South, Nashville, TN	1000
LEAD Southeast	60,000	531 Metroplex Drive, Nashville, TN	800
LEAD Neely's Bend	107,762	1251 Neely's Bend Rd, Madison, TN 37115	500
LEAD Brick Church	89,830	2835 Brick Church Pike, Nashville, TN	300

## **Specifications & Scope of Service**

LEAD is seeking a custodial service provider with a proven track of record of providing custodial services with attention to detail and reliability. Service will need to be provided every regular business day regardless of school being in session, subject to scaling back as the school and network administration see fit on days when school is not in session. Service is to be provided at each site five times a week.

See Exhibit A for a detailed list of the ongoing cleaning responsibilities that should be included in the Contractor's proposal.

In addition to cleaning, each location will require a day porter(s) to perform the following duties daily:

- Exterior Grounds Maintenance: Maintain area around Building, pick up debris/trash
- Minor Maintenance: Moving furniture, replacing light bulbs, etc.
- Maintain Restrooms: Ensure consumables are stocked, maintain cleanliness
- Lunchtime: Empty trashcans, clean up spills, wipe off tables/chairs, collect trays
- General: Emergency cleanups, spot clean any messes, pick up debris/trash, empty trash cans, ensure entrance-ways are clean
- Management Requests
- Remaining time will be spent doing recurring cleaning, such as high/low dusting around building; etc.

## **Contract Requirements**

The Contractor must:

- Furnish all cleaning supplies, and materials necessary for the performance of the work specified. These supplies and materials shall be of quality acceptable to LEAD. Contractor shall not use any material that LEAD determines unsuitable for the purpose or harmful to the surface to which applied or to another part of the buildings, its content or equipment. In addition to cleaning supplies, the contractor will provide for each location trash liners (all sizes), bathroom tissue, paper towels, and sanitary bags.
- Furnish all necessary cleaning equipment, including power driven floor scrubbing machines, waxing polishing machines, and industrial type vacuum cleaners needed for the performance of the work specified shall be furnished by the successful contractor. Such equipment shall be of the size and type customarily used in work of this kind.
- Provide employees with suitable photo identification and uniform to be worn at all times when performing custodial services at LEAD.
- Establish a primary and secondary contact person whom would be available for any custodial emergencies.
- Ensure all his/her employees shall observe all rules and regulations when conducting businesses on LEAD premises.
- Contractor's employees may not bring children to facilities while performing services.
- No Smoking on school property, indoor and outdoor.
- LEAD will require background checks and bonding on all employees.

## Time Schedule

LEAD will use the following time line to select a custodial services vendor:

Date	Time	Task
April 12, 2019	N/A	Advertise Request for Proposal
April 19, 2019	5:00 PM	Deadline to request a site visit
April 23, 2019	9:00 AM	Deadline for Written Questions on RFP
April 26, 2019	5:00 PM	Deadline for Proposals
May 31, 2019	N/A	Anticipated Award of Contract Date

## Instructions

Further information or copies of the Request for Proposal may be obtained by emailing:

Gary Satyshur  
Director of Network Operations  
LEAD Public Schools  
Gary.satyshur@leadpublicschools.org

Permission to distribute this RFP in any form (paper or electronic) for any purpose other than to respond to this RFP is not granted without the knowledge of LEAD.

## Proposal Requirements:

1. All proposals should be submitted by email and addressed to:

Gary Satyshur  
Director of Network Operations  
LEAD Public Schools  
Gary.satyshur@leadpublicschools.org

2. Proposals are due no later than 5:00 PM, April 26, 2019.
3. Clarification or interpretation must be requested via email to the Gary Satyshur at [gary.satyshur@leadpublicschools.org](mailto:gary.satyshur@leadpublicschools.org) prior to the submission of a proposal.
4. LEAD Public Schools reserves the right to reject any and all proposals and to waive any “informalities” in the proposals received whenever such action, rejection, or waiver is in its best interests.
5. LEAD Public Schools intends to accept the proposal that is of the greatest benefit to its students.
6. LEAD reserves the right to accept or reject all or any part of any proposal, waive minor technicalities and award the proposal to best serves the interest of LEAD.

7. LEAD Public Schools will accept no claims of ignorance regarding any item in this RFP or the Agreement as a basis for any claim by the vendor for extra charges or fees.
8. It is the intent of LEAD to accept the proposal that will best promote the public interest and is most advantageous to LEAD. The minimum and comparative criteria attached hereto will be used in evaluating all proposals.

### **Review Committee**

The review committee shall consist of the Managing Director of Operations, Chief Financial Officer and a representative group of Operations Managers.

### **Exhibits to be Submitted by Vendor**

The proposer should submit the following:

1. A cover page with name and contact information;
2. A brief discussion of the firm, its organization, and services offered;
3. Information which demonstrates experience and history of providing said service as identified in this solicitation, including key staff qualifications;
4. Describe team staffing structure and how resources are allocated. Describe how staff turnover is handled and how staff are trained;
5. Describe regular review process with management for on-site performance;
6. Rate sheet including total annual contract and monthly charges that are inclusive of all labor, supervision, material and supplies for cleaning, equipment for cleaning, payroll taxes, insurance, etc.;
7. A minimum of three (3) clients (preferably school systems or similar organizations) to whom the contractor has supplied this service for the last three (3) years with a similar footprint as LEAD (or similar footprint to the school(s) included in the bid), with contact information including reference name, address, contact name, phone number, and a description of services provided;
8. Proposer must affirm that it carries at least \$1,000,000 in liability insurance and will maintain such insurance throughout the term of the contract. LEAD Public Schools will require the proposer to provide a Certificate of Insurance with the proposal or prior to the contract being granted.

### **Selection Criteria**

LEAD will award the contract to the responsive and responsible vendor who is offering the most advantageous proposal for all required services. The selection of the winning proposal will be based upon the following criteria:

1. Proven ability to provide timely, quality and efficient custodial services;
2. Knowledge and experience in the industry;
3. Adequacy of client references;
4. Adequacy of required corporate documentation;
5. Proposed cost.

## **Exhibit A: Custodial Scope of Work**

The Custodial Scope of Work provided in response to this contract must include, *at minimum*, the following items. Any of the following items that are excluded from the bid must be clearly notated in the proposed bid.

### **GENERAL CLEANING:**

Offices, Entrances, Reception Areas, Classrooms, Hallways, Common Areas

- Every day - Dust horizontal surfaces - desk, credenza, counter, and file cabinet tops
- Every day – Walk the school inside and out to determine any problems from previous day
- Every day - If snow or ice is present, remove snow/ice and salt all sidewalks and entrances. Salt will be vendor responsibility
- Every day – Every night check exterior lights (including parking lot) and report any that need replacement
- Every day – Lock up and secure buildings, close windows and turn off lights
- Every day - Spot clean horizontal surfaces for removal of beverage rings and spillage
- Every day- Disinfect desktop and tabletop surfaces used in classrooms
- Every day - Entrance doors and internal glass partitions cleaned of fingerprints and smudges
- Every day - Clean and sanitize drinking fountains
- Every day - Empty all waste paper receptacles
- Every day - Disinfect all telephone receivers and dust phone bases
- 1x / Week - Disinfect light switches, light switch plate covers and door handles
- 1x / Week - Walls cleaned of fingerprints and smudges
- 1x / Week - Polish all drinking fountains
- 1x / Week - Maintain janitors' closet in accordance with this cleaning schedule
- As Needed - Replace waste receptacle liners
- 1x / Month - High dusting (up to 10 ft. high) - air vents, tops of doors, door frames, ceiling corners
- 1x / Month - Low dusting- front and sides of desks, legs of chairs, tables, and chair bases
- 1x /Month Furniture - vacuum fabric and wipe down other surfaces to remove dust and lint

### **FLOOR CARE:**

Carpet, Wood, Ceramic, Vinyl, Cement

- Every day - Vacuum, sweep or dust mop all hard surface floors
- Every day - Vacuum all carpeted traffic areas
- Every day - Thoroughly mop all hard surface floors
- 1x / Month - Thoroughly clean entrance way thresholds
- 1x / Month - Wall to wall vacuuming of carpeted areas
- 1x / Month - Detail vacuum carpet edges and corners along walls and partitions
- 1x / Month - Dust all baseboards throughout entire building

#### ELEVATOR CARE (excludes LEAD Brick Church)

- Every day - Vacuum carpet inside elevator
- Every day - Remove fingerprints/smudges from elevator doors, disinfect control panel
- 1x / Week - Vacuum elevator door track

#### STUDENT CAFETERIA (Does not include cleaning of any kitchens or areas where food is prepped or served)

- Every day - Counters and table tops cleaned with approved disinfectant
- Every day - Fronts of counters and chairs cleaned
- Every day - Trash removed and replace waste liners
- Every day - Vacuum, sweep or dust mop all hard surface floors
- Every day - Thoroughly mop all hard surface floors
- Every day - Disinfect light switches, light switch plate covers and door handles
- Every day - Walls cleaned of fingerprints and smudges
- 1x / Month - High dusting (up to 10 ft. high) - air vents, tops of doors, door frames, ceiling corners
- 1x / Month - Detail vacuum edges and corners along walls and partitions
- 1x / Month - Table bases and chair legs cleaned

#### SUMMER CLEANING:

- Classrooms and staff work areas
- Diagram furniture placement and remove furniture from rooms
- Clean ventilation vents
- Clean all lamp covers
- Clean walls and dividers
- Clean door and window glass
- Strip and refinish tile floors. Apply finish with 5 coats of floor wax
- Clean and sanitize trash receptacles.
- Replace furniture in rooms

#### EMPLOYEE BREAK AREAS:

- Every day - Counters and table tops cleaned with approved disinfectant
- Every day - Fronts of counters and chairs cleaned
- Every day - Sinks cleaned with approved disinfectant Every Clean - Outside and top of refrigerator wiped down Every Clean - Inside and outside of microwave cleaned Every Clean - Trash removed
- Every day - Coffee machines turned off
- 1x / Week - Sink thoroughly scoured using liquid cleanser
- 1x / Month - Table bases and chair legs cleaned