

IVY PREPARATORY ACADEMY FOR GIRLS
Custodial Services Request for Proposals

CUSTODIAL SERVICES REQUEST FOR PROPOSALS (“RFP”)

Interested parties (“Vendors”) shall respond to this RFP by submitting proposals as soon as possible to: Ivy Preparatory Academy for Girls at Kirkwood (IPA).

Timeline

- June 2, 2021:** **Release RFP**
- June 8, 2021:** ***Virtual Tour*** 9-9:40am via Zoom Meeting ID: 872 2782 2023
<https://us02web.zoom.us/j/87227822023>
- June 8, 2021:** ***In-person Tour*** at 1807 Memorial Drive, Atlanta, GA 30317
10-10:30am, limited to five vendors
11-11:30am, limited to five vendors
2-2:30pm, limited to five vendors
3-3:30pm, limited to five vendors
4-4:30pm, limited to five vendors
5-5:30pm, limited to five vendors
- Email RFP@ivyprepacademy.org to schedule an in-person tour. Please DO NOT show up at the school without a confirmed appointment.**
- June 9, 2021:** **Written questions from vendors** are due to Ivy by 3pm Eastern; email to RFP@ivyprepacademy.org
- June 11, 2021:** **Responses to questions** will be posted to IPA website by 6pm Eastern
- June 15, 2021:** **Proposals due by 12pm Eastern to RFP@ivyprepacademy.org using the REQUIRED proposal submission template and vendor selected attachments**
- June 16, 2021:** **Proposal Review and Evaluation**
- June 18, 2021:** **Virtual Vendor Presentations and Interviews BY INVITATION ONLY (Zoom Links will be provided)**
- June 21, 2021:** **Virtual Vendor Presentations and Interviews BY INVITATION ONLY (Zoom Links will be provided)**
- June 22, 2021:** **Recommendations presented to the Ivy Preparatory Academy for Girls at Kirkwood Governing Board for Consideration**
- June 24, 2021:** **All Vendors of actions(s) of the Governing Board**

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Introduction

IPA is soliciting proposals from Vendors having specific interest and qualifications in the areas identified in this solicitation. Qualification statements and proposals for consideration must contain evidence of the Vendor's experience and abilities in the specified area and other disciplines directly related to the proposed work. Other information required by IPA includes the submission of profiles and resumes of the staff to be assigned to the projects, references, illustrative examples of similar work performed, and any other requested information which will clearly demonstrate the Vendor's expertise in the area of this solicitation.

A selection committee will review and evaluate all qualification statements and may request Vendors to make oral presentations. The selection committee will rely on the qualification statements in selection of finalists and, therefore, Vendors should emphasize specific information considered pertinent to this solicitation and submit all information requested.

IPA reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

Background

IPA, located in DeKalb County, Georgia, is a single-gender public charter school for girls serving families eligible for DeKalb County Schools and Atlanta Public Schools. IPA is a Title I school that serves 490 scholars in grades kindergarten through 8. IPA occupies a property located at 1807 Memorial Drive Southeast, Atlanta, GA 30317. The one-story, 55,838 square-foot, brick and mortar building was constructed in 1955 and renovated in 1988 and 2014.

Project Description

Vendors should be able to provide day, night, holiday, and summer cleaning for the entire physical plant. **Services would begin by July 1, 2021 and conclude June 20, 2022.** Services shall be performed between the hours of **7am and 4pm for day cleaning** services, unless otherwise noted by IPA. Services shall be performed between the hours of **4pm and 11pm for night cleaning** services, unless otherwise noted by IPA. Holiday and summer hours will be determined by IPA.

IPA is requesting an annual cost for services. IPA will divide this cost by 12 to determine the monthly cost. Additionally, IPA seeks pricing for day and night cleaning for:

- **A.** Five-day Monday-Friday cleaning work week employing hourly custodians with the awarded **Vendor supplying all equipment, materials, supplies** (cleaning chemicals, paper products, and trash bags) for the entire duration of the contract. Indicate how many staff (by role, hours, and start/end times) will

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complete day cleaning (i.e., 7 am to 4 pm) and how many staff (by role, hours, and start/end times) will complete night cleaning (i.e., 4 pm to 11 pm) .

- **B.** Five-day Monday-Friday cleaning workweek employing hourly custodians with **IPA supplying these materials and supplies** for the entire duration of the contract:
 - Foaming Soap Refills, 40.5 Oz.
 - Foam Hand Sanitizer 1000ml
 - Passive Whole-Room Passive Air System Refills
 - Paper Towels, 1-Ply
 - 2-Ply Coreless Toilet Paper, White, 1000 Sheets/Roll
 - 50-56 Gal. Trash Bags, Low Density, 0.95 Mil, Black
 - 30-33 Gal. Trash Bags, High Density
 - Indoor carpet matting
 - Indoor/outdoor scraper mat

Vendor should provide at least one day porter/custodian who will work in conjunction with the IPA-hired day facilities team member on a full-time, eight-hour daily schedule, Monday–Friday during regular school days. Cleaning must be completed in a manner so as not to disrupt normal day and evening school functions as determined by IPA. All special circumstances requiring additional/revised hours must be pre-approved by the IPA Director of Operations and the Chief Financial Officer.

All work performed by the Vendor and its personnel will, at all times, be subject to review and acceptance by IPA who reserves the right to modify these specifications at any time during the terms of the agreement and negotiate cost changes, if any.

The Vendor shall be responsible for careless workmanship. If a task is not performed so as to produce the specified standard result, it shall be re-done at the Vendor’s expense. Rework shall be performed without charge and shall not interfere with nor detract from the performance of regularly scheduled work.

The awarded Vendor is expected to use first quality workmanship and quality equipment, materials, and supplies in carrying out its duties. Best management practices of the school building cleaning industry are required with regard to sanitation, housekeeping, safety, and public relations. IPA requires compliance with IPA cleaning standard Grade B at a minimum. The IPA cleaning standards Grade A and Grade B are defined as follows:

GRADE A	GRADE B
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<ul style="list-style-type: none"> Floors and base moldings shine and/or are bright and clean, colors are fresh. 	<ul style="list-style-type: none"> Floors and base moldings shine and/or are bright and clean
<ul style="list-style-type: none"> There is no buildup in corners or along walls. 	
<ul style="list-style-type: none"> All floors are swept daily. 	
<ul style="list-style-type: none"> All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. 	<ul style="list-style-type: none"> All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close observation.
<ul style="list-style-type: none"> Lights and fixtures are clean (no bugs or dirt observed). 	
<ul style="list-style-type: none"> Restroom fixtures and tile shine and are odor-free. Supplies are adequate. 	<ul style="list-style-type: none"> Restroom fixtures and tile shine and are odor-free. Supplies are minimal.
<ul style="list-style-type: none"> Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free. 	
<ul style="list-style-type: none"> Front Parking Lot is clean and free of all trash and debris. 	
<ul style="list-style-type: none"> Back Parking Lot is clean and free of all trash and debris. 	

Only single-level subcontracting is allowed, and all subcontractors must be equally qualified and completely understand the scope and terms of the contract. All subcontractors must be approved by IPA prior to starting work under this contract.

Insurance Requirements

Vendors must submit proof of insurance once awarded and the certificate of insurance must list IPA as the additional insured. In addition to the insurance requirements, the approved Vendor must also have Crime Insurance in the amount of not less than \$100,000 per occurrence to include Employee Theft of client Property coverage during the term of the contract.

Personnel Expectations

Vendors will be required to be available to speak with IPA 24/7 should IPA have any questions or concerns about the way in which the buildings were left by the Vendor.

The Vendor is solely responsible for all matters concerning the recruitment, performance, and retention of their employees. The Vendor must fully comply with all

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federal, state, and local laws and regulations regarding employment and immigration, including nondiscrimination, compensation, taxation, benefits, etc.

Vendors must complete and submit with their proposal the applicable documentation related to E-Verify that determine the eligibility of employees to work in the United States and/or Georgia House Bill 87 (commonly known as the “Illegal Immigration Reform and Enforcement Act of 2011”) **OR proof of waiver of participating in E-Verify.** Failure to provide the required documentation may result in the Vendor’s response to the solicitation being deemed non-responsive and ineligible for evaluation.

The Vendor shall only assign duties under this contract to persons who have received the proper screening and training prior to deployment to IPA. All personnel employed by the Vendor must be trained by the Vendor on school facility cleaning.

All personnel shall be dressed in a manner authorized by the Vendor unless otherwise indicated by IPA in writing. A uniform that identifies the person as an employee of the Vendor and identification badge shall be worn at all times while working at IPA. The uniform should identify the company’s name. Vendors, at their cost, shall provide uniforms to their employees.

The Vendor’s employees are expected to exhibit professional, courteous conduct, and an appropriate appearance at all times. Any conduct or appearance deemed inappropriate by an IPA representative will be grounds for removal from IPA property. Vendor employees are to be respectful to faculty, scholars, and visitors and are prohibited from fraternizing with these groups. Flirtatious behavior, soliciting monies, names, addresses and other such inquiries will be cause for the employee to be removed from the premises.

The Vendor must staff the buildings in a manner to meet all expectations outlined in this document. IPA must be given a five business day notice of any staffing changes in order to activate badges, provide security codes, and provide site-specific keys.

The Vendor shall designate a primary company contact within 24 hours of notice of award. This representative should be someone other than the job supervisor. They shall be available to attend in person or virtual meetings as designated by the IPA Director of Operations. These meetings will be attended without any extra costs to IPA.

Work Hours

The Vendor shall provide custodial services during hours as specified or as requested by IPA. The Vendor shall have some mechanism in place to verify the attendance and punctuality of employees when reporting to and from IPA. The

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Vendor shall clean the facilities in accordance with the schedules issued by IPA. Services shall be performed between the hours of **7 am and 4 pm for day cleaning** services unless otherwise noted by IPA. Services shall be performed between the hours of **4 pm and 11 pm for night cleaning** services unless otherwise noted by IPA. Holiday and summer hours will be determined by IPA.

The exception will be for days declared as official IPA holidays. In the event IPA is not opened, or in the event IPA is closed early, due to inclement weather or emergency conditions, the IPA Director of Operations will notify the Vendor of any needed adjustments. The Vendor will typically be required to work in the event of such circumstances to ensure the readiness of the facility the following day. It is expected that the Vendor shall resume their regular schedule on the next available workday. Any work that was left incomplete due to an unexpected closure must be completed along with regularly scheduled duties, on the next available workday.

The Vendor must immediately notify IPA if they are not able to remove all trash from the building due to circumstances beyond their control. The notification of disruption in service will ensure the day employees are aware of the problem and immediately be dispatched to the areas not completed. No trash will be left in the building overnight.

All housekeeping, cleaning, and maintenance duties must always be done with a minimum of disruption to normal instruction and other functions. If the Vendor feels that the listed available hours for cleaning are not adequate for maintaining clean facilities, they may submit a proposed alternative schedule explaining the nature of the change(s) and why the change is an improvement. The Vendor should not use the proposed schedule before receiving written approval from IPA. The Vendor must notify IPA if they are not able to complete any duties due to circumstances beyond their control.

In the event of special evening meetings or activities occurring at the facility, as a general rule, the Vendor's cleaning crews should not stay beyond 12 am. If the Vendor's cleaning crews must stay later than 12 am, the supervisor shall notify the IPA Director of Operations no later than 9:30 pm on the same evening. If the Vendor plans or is scheduled to do weekend or holiday cleaning, the IPA Director of Operations or Chief Financial Officer must approve in writing. The Vendor may not work weekend or extended evening hours without written consent from the IPA Director of Operations or Chief Financial Officer.

The Vendor's employees shall not perform any services not specified in this proposal for the faculty and scholars, which are outside the scope of this contract. At no time, during the work shift, shall the Vendor's employees leave the facility premises on behalf of any IPA employee, scholar, or visitor. (NOTE: In the event of some extreme, life-or-death emergency the Vendor's employees should use their own best judgment

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as to whether to assist. IPA shall not incur any liability that may result from such an action.)

The Vendor's site supervisor, after confirming that all daily requirements have been met with regards to a properly cleaned facility, shall ensure that all outside doors and windows are secured and locked daily. Vendor assumes full responsibility in the event the exterior doors and windows are not properly secured upon exiting from the facility. Furthermore, the Vendor is totally responsible if the building is left in an unsecured position, including but not limited to, all doors and windows being left unlocked, failure to set alarms, failure to immediately notify the IPA Director of Operations if a problem is encountered, or failure to receive confirmation of "building secure" status. Vendor or site supervisor shall coordinate with the Director of Operation as to the appropriate times for these actions.

Periodic Inspection of Facilities

The Vendor shall provide custodial service during specified hours and shall include periodic inspection of IPA. Periodic inspection of IPA shall include, but is not limited to:

- Fire and fire hazards
- Safety hazards
- Water damage
- Property damage
- Leaking water or other liquids

The Vendor's employees shall observe the general level of cleanliness in classrooms, hallways, restrooms, offices, cafeteria/gymnasium. They shall look for pollutant sources, signs of water damage, blocked airflows, and evidence of rodents and pests. They shall smell for unique or objectionable odors. They shall feel for uncomfortable air temperatures. Any unsatisfactory condition shall be reported on the *Custodial Service Daily Report* which is submitted daily to the IPA Director of Operations.

Any dangerous or hazardous condition noted shall be reported immediately to the IPA Director of Operations.

Damage, Theft, Illegal or Inappropriate Conduct

The Vendor shall be responsible for reimbursing, repairing or replacing, to the satisfaction of IPA, any damage caused by any willful or negligent act of its employees or subcontractors. The Vendor is also liable for any theft proven to be either committed by its employees or subcontractors made possible by willful or negligent action of its employees.

The Vendor must reimburse any costs incurred by IPA due to illegal or inappropriate conduct by the Vendor's employees. Such costs shall include, but are not limited to the following:

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- Re-keying or restoring of locks;
- Service charges levied by security alarm vendors, law enforcement agencies, or security companies in response to false alarms;
- Payments to law enforcement agencies or security companies for investigations of conduct that prove an employee's inappropriate or illegal conduct;
- Replacement, repair or reimbursement costs of items missing or damaged, due to an employee's conduct; or
- Replacement, repair or reimbursement of property due to misuse of cleaning chemicals and cleaning equipment.

The Vendor shall be assessed a fee of \$500 for each time the Vendor's employees fail to set the alarm.

IPA reserves the right to remove the Vendor from the site based on the severity of the acts committed by the Vendor's staff.

Parking

The Vendor's employees may use the Front Parking lot, when on duty, in spaces so identified by the IPA Director of Operations. The Front Parking lot shall not be used for periods of time other than the work shift. The Vendor, nor its employees or subcontractors should obstruct parking of regular employees and visitors of IPA.

Trash Disposal and Recycling

IPA will provide containers for the Vendor's use, for the disposal of waste paper, trash, and debris. The Vendor shall ensure that all trash and debris collected each day is placed in these containers on a daily basis and the lids kept closed. If there is a recycling container on the site, the Vendor is required to support the recycling program by placing the approved materials in the recycling bin and not in the trash container. This is to be done on a daily basis.

Utilities

IPA will supply all utilities (electric, gas, water, and sewer) needed for custodial services. IPA utilities shall not be used for any purposes other than for the custodial services required under this contract. Violations of this provision will be considered theft and subsequently treated accordingly.

Supplies and Materials

If IPA awards a contract under the scenario where IPA supplies materials and supplies for the entire duration of the contract, IPA will provide:

- Foaming Soap Refills, 40.5 Oz.
- Foam Hand Sanitizer 1000ml
- Passive Whole-Room Passive Air System Refills
- Paper Towels, 1-Ply
- 2-Ply Coreless Toilet Paper, White, 1000 Sheets/Roll

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- 50-56 Gal. Trash Bags, Low Density, 0.95 Mil, Black
- 30-33 Gal. Trash Bags, High Density
- Indoor carpet matting
- Indoor/outdoor scraper mat

The Vendor shall provide:

- All labor, supervision, and equipment as are required under contract.

Adequate storage space for supplies and equipment will be provided for the Vendor. These areas shall be kept clean and organized by the Vendor.

If IPA awards a contract under the scenario where the Vendor supplies all materials, supplies, and equipment for the entire duration of the contract, the Vendor shall provide:

- All labor, supervision, equipment, materials, supplies, tools, etc. as are required under contract supplied and maintained by the Vendor at its sole cost and expense.
- Paper towels, toilet paper, and soap. These items will be stocked by the day custodian.
- Trash bags for the classrooms, offices, and cafeteria. These items will be stocked by the day custodian.
- A list of all chemicals used, along with two copies each of their Material Data Safety Sheets (MSDS), at IPA.

Adequate storage space for supplies and equipment will be provided for the Vendor. These areas shall be kept clean and organized by the Vendor.

The Vendor shall use environmentally safe cleaning products certified by a qualifying green seal agency. The Vendor must have updated equipment and said equipment must be available for inspection when requested by IPA personnel. All floors must be dust mopped before wet mopping using 18" or 24" dust mops for classrooms and 36" or 48" for large rooms, gyms, and hallways. If upon inspection improper equipment is being used to complete a cleaning task the IPA staff member identifying the misuse will notify the IPA Director of Operations.

All sanitary chemicals shall have UL approved labels. Abrasive cleaners and polishes shall not be used routinely. When these are essential they shall be used with great care and caution. The restrooms are to be stocked by the day cleaning personnel. The Vendor shall submit samples of these chemicals to the IPA Director of Operations upon request for approval prior to implementation. The Vendor shall not use any hazardous materials.

Prior to implementation, the Vendor must supply a detailed listing of all chemicals to be used during the custodial services contract and the list of chemicals must

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be approved in writing by the IPA Director of Operations prior to use at IPA (approval in writing is the only acceptable method of approval). This applies to any new products that the Vendor wishes to use in addition to the original list submitted.

The Vendor will use an odor control counteractant with enzymes for restroom care. This is to help combat the smell of urine salt. The Vendor will use disinfectants daily in restrooms and cafeterias. This product must be kept on-site at all times. Bleach is not allowed at IPA.

In the event that indoor air quality (IAQ) concerns develop, the Vendor must be prepared to assist in the resolution of the concern by providing wet wiping, carpet extraction and removing flood waters from vinyl composition tile or carpet as directed by IPA Director of Operations at no additional expense to IPA. The Vendor will use IPA approved cleaning supplies including wax and stripper products.

The Vendor must have, at a minimum, the following equipment onsite at IPA:

- Auto-scrubber - All hallways and common areas are to be auto-scrubbed each day, Monday-Friday.
- Four mop buckets. Two mop buckets are to only be used for restrooms.
- Four mops. Two mop heads are to be blue or red for restrooms only. The others can be white or green in color.
- Two HEPA filter equipped vacuum cleaners
- Chemical dilution stations to properly mix all cleaning chemicals.
- All vendor equipment and chemicals must be properly marked identifying it as belonging to the Vendor.

Floors

Hard surface floors shall be maintained without the accumulation of dirt in the corners and/or scuff marks throughout. Floors should be free from discoloration or build-up throughout the building and under desks, chairs, sinks, and other furnishings. All floors shall be swept free of debris and litter daily.

The Vendor's chosen floor finish material shall provide a long-lasting appearance and meet the slip resistance requirements of Underwriters' Laboratories or other approved testing agency. Finish or sealer materials should not discolor light-colored floor materials and shall not have an objectionable odor.

The Vendor must properly maintain floors throughout the year and during winter, spring, and summer break. The Vendor is required to top scrub and recoat to return the floors to a high gloss shine with five coats of wax per classroom and six coats of wax per corridor to protect the floors and maintain a high-gloss shining wet look at all times. This will require the Vendor to apply wax throughout the school year. During Summer Readiness the Vendor will apply five coats of wax per classroom and six coats of wax per corridor.

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The EPA (Environmental Protection Agency) requires the use of the custodial closet deep sink to dispose of stripper water by flushing with warm water into the sewer system. **Dumping stripper water onto ground or in storm drains is prohibited and subject to fine.** Kitchen drains cannot be used to dispose of stripper water.

The Vendor must provide with their proposal a list of all types of cleaning chemicals to be used on the different types of floors found at IPA. The Vendor must submit to IPA for approval the brand of floor finish to be used on all floors. All floors that are stripped must get approval from IPA before applying finish. Cleaning of kitchen and cafeteria floor must include deep cleaning and not just mop clean; moreover, the Vendor must state the number and frequency of deep cleaning schedule. The Vendor should not use any dust mop treatment chemicals that leave a residue.

Carpet and Rugs

The Vendor shall maintain the carpet and area rugs free of spots and soiled areas. All areas shall be vacuumed on a daily basis. The Vendor shall maintain the carpet and area rugs free of spots and soiled areas. Carpet and area rugs shall also be spot cleaned as frequently as needed (daily if needed). Carpet extraction shall be done on a monthly basis for Pre-K areas. Steam cleaning with a truck mount or like unit shall occur two times per year during the following:

- Winter break
- Summer break

Walls

Walls shall be cleaned in accordance with the schedule provided by IPA. Scuff marks and other marks or dirt on the walls shall be removed to maintain a clean appearance. If the appearance of the wall is altered after spot cleaning the entire wall must be cleaned.

Window and Window Frames

Both inside and outside of window and window frames shall be cleaned as specified by the IPA Director of Operations. The Vendor is responsible for any windows up to a height of 10 feet. All windows and frames shall be cleaned in accordance with the schedules.

Surfaces and Equipment

The Vendor must understand and will ensure their cleaning personnel understands no computer equipment is to be unplugged at any time without written approval from the IPA Director of Operations. The Vendor should have IPA personnel unplug all equipment. All horizontal surfaces, including desks, chairs, casework, and furnishings shall be kept free of dust and soil. Cleaners shall be used in a manner that imparts a glossy look, without leaving a discernible residue or without damaging the surface material.

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Restrooms

All restroom surfaces, including toilet seats, face bowls, mirrors, vent fans, floors, walls, and partitions, etc. shall be cleaned thoroughly each night with a disinfectant cleaner. They shall be maintained in a condition free of noxious odors and residues. All restroom floors shall be cleaned in accordance with the schedule defined by the IPA Director of Operations, or as often as is necessary to maintain a sanitary condition, free of noxious odors or residues. All restrooms are to be deep cleaned and scrubbed weekly. Deep clean shall be done with low speed and scrub brush or a pressure washer. All trash shall be emptied on a nightly basis.

Other Appurtenances

Blinds, curtains, drapes, vents, fountains, stage curtains, and all other appurtenances shall be cleaned as specified in the schedule as defined by the IPA Director of Operations.

Mechanical and Electrical Equipment Rooms

Mechanical, electrical equipment, and other such areas shall not be cleaned or entered unless otherwise requested by IPA. These areas may be cleaned on a semiannual basis as coordinated with the IPA Director of Operations.

Kitchen and Cafeterias

All food service kitchens shall receive a deep scrub cleaning to the walls and floors one time per month. All cafeterias or other areas in which faculty or students eat food shall be cleaned as defined by the IPA Director of Operations. The Vendor must provide checkpoints to ensure kitchen areas are deep cleaned and deep scrubbed.

Summer Cleaning

It is the expectation of IPA that the schools will be deep cleaned and fresh wax put down during the summer. The Vendor will be given a specified time period in which this is to happen. This time period will typically range from 3 to 4 weeks if possible, based on the schedule for school usage. Any changes to the schedule after that point will be recorded and reported to the IPA Director of Operations with reason noted. IPA expects this cleaning to be done in a certain specified sequence. This sequence is as follows:

Classrooms

- Area rugs removed to an area for cleaning. No dirty rugs are to be stacked on the clean furniture that is in the hallways.
- All trash shall be removed from the school.
- All furniture cleaned inside the classrooms. The cleaning of the furniture includes the removal of marks, graffiti, and gum. Once cleaned, the furniture may be moved out into the hallways. No dirty furniture is to be placed in the hallways.
- Do not remove computer tables or unplug any equipment.
- Hi-low dusting shall be performed. This is to include all light lenses and fixtures.

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- Walls shall be wiped down and scrubbed where necessary. This is to include all spills and marks, and graffiti removed. No tape residue or staples should be remaining.
- Windows shall be washed. Windows shall be cleaned with no tape residue or marks remaining.
- All horizontal surfaces wiped down. This includes sinks and chalk trays.
- Once all other areas are complete in the classroom, the floors may be stripped. There should be no old wax, tape, or other residue or foreign objects visible on the floors once the stripping has been completed.
- Once the IPA Director of Operations has given approval, the Vendor may proceed with laying the five coats of wax on the floor.
- Once the wax has dried, the furniture is to be moved back into the room.

Hallways

- Hi-low dusting shall be performed. This is to include all light lenses and fixtures.
- Walls shall be wiped down and scrubbed where necessary. This is to include all spills and marks, and graffiti removed. No tape residue or staples should be remaining.
- Windows washed. Windows shall be cleaned with no tape residue or marks remaining.
- All horizontal surfaces wiped down. This includes any student lockers.
- Once all other areas are complete in the hallways, the floors may be stripped. There should be no old wax, tape, or other residue or foreign objects visible on the floors once the stripping has been completed.
- Once the IPA Director of Operations has given approval, the Vendor may proceed with laying the seven coats of wax on the floor.

Restrooms

- Hi-low dusting shall be performed. This is to include all light lenses and fixtures.
- Walls wiped down and scrubbed where necessary. This is to include all spills and marks, and graffiti removed.
- All partitions shall be wiped down and scrubbed.
- All fixtures shall be wiped and scrubbed down.
- Windows shall be washed. Windows shall be cleaned with no tape residue or marks remaining. All horizontal surfaces shall be wiped down.
- Floors shall be deep cleaned and scrubbed. This deep cleaning shall be done with a low speed and grout brush or a pressure washer.
- Floor drains shall be cleaned.

Inspection and Evaluation Documentation

The Vendors must have a written inspection and corrective action program included with all proposals submitted. **The Vendors must state the inspections frequency and time table to ensure corrective actions are complete.**

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IPA will take the following steps for corrective action when conducting (scheduled and unscheduled) Vendor Performance Reviews. The frequency of the Vendor performance reviews will be determined by IPA:

- Performance Review 1- below IPA standard of cleanliness, written warning and request for plan of action from the Vendor to bring the facility back to IPA standards.
- Performance Review 2 –below IPA standard of cleanliness, request for plan of action from the Vendor to bring the facility back to IPA standards.
- Performance Review 3- below IPA standard of cleanliness, contract termination with the Vendor.

Vendor Performance Indicators

The Vendor will be evaluated based on the periodic vendor performance reviews conducted by IPA in adherence to the IPA schedule and cleaning standards. An average grade of B must be obtained during these random vendor performance reviews for the Vendor to be in compliance with the contract. These Vendor performance reviews will evaluate how well a company performs in key areas such as communication with IPA, quality control and following procedures according to the contract. How well a Vendor performs in these key areas are to be tracked and rated on a quarterly basis using A to F grades for scoring (Grade A being superior quality; Grade F being inferior quality).

The Vendor’s supervisor shall meet, at a minimum, once a month with the IPA Director of Operations to discuss service level being provided. In addition to monthly meetings, authorized IPA personnel shall make a written “negative performance report” each time the Vendor’s work performance falls below acceptable standards, as determined by IPA. The negative performance report shall detail each area in which the Vendor’s performance is deficient. After each negative performance report is issued, the Vendor will have an allotted time to demonstrate marked improvement.

It shall be noted as a warning when performance is showing deterioration from the standard. Where the latter is noted, the Vendor is required to take corrective action. It is the Vendor’s responsibility to correct the noted deficiencies within the allotted time frame. After the issuance of a negative performance report for substandard performance, IPA has the option to:

- Wait for a reasonable amount of time for Vendor’s cure; or
- Terminate the Vendor’s contract with IPA.

Vendor must provide IPA with written documentation regarding all inspections on a time table to be determined by IPA. IPA reserves the right to adjust the time table regarding written inspections and corrective actions to be taken as required.

Additional Requested Services

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Non-standard or unscheduled projects may occur. The Vendor is expected to perform these services at a negotiated additional charge. Some examples of these projects are:

- Dignitary visits
- Disinfectant for health concerns

Emergency On-Call Services

The Vendor may be required to perform emergency on-call cleaning services as requested by IPA. The Vendor is expected to perform these services at a negotiated additional charge. The services required may include but not be limited to the following:

- Floor restoration
- Fire and smoke damage
- Mold clean-up, wipe down and removal

Safety / Security / Criminal History Background Checks

IPA policy requires that all contractors, consultants, or vendors providing services on IPA premises be fingerprinted and submit to a criminal record check. The payment of this fee is the sole responsibility of the contractor, consultant, vendor or the employing company. Any contract awarded pursuant to this solicitation is contingent upon compliance with this requirement and a satisfactory background check as determined by IPA.

The Vendor shall not employ for the services of IPA nor assign duties under this contract any person who:

- does not pass the criminal history background check.
- has been convicted of a crime of moral turpitude.
- is listed in the **Georgia Sex Offender Registry** (http://state.sor.gbi.ga.gov/sort_public/).
- is unable to work in the United States because of immigration status.

The Vendor shall provide to the IPA Human Resources Department, the names of all personnel assigned to perform services for IPA, prior to the start of work. Employees and their personal items (i.e. Purses, lunch bags, etc.) may be subject to security inspection upon entering or leaving an IPA facility. Lunches and breaks are to be taken only in designated areas. Vendor is responsible for cleaning up after staff lunches.

Use of IPA property and equipment (phones, computers, copy machines, etc.) by employees is prohibited. The consumption of food, drinks, candy, etc. on the property that was not purchased or brought from home by employees is also prohibited. Employees are not allowed to remove any items from buildings. This includes food, trashed items, etc.

Badges

All Vendor employees deemed eligible to perform services for IPA shall wear photo ID badges and clothing identifying the name of the company. Contract

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employees shall not report to any IPA school or facility at any time to perform services without an ID badge and identifiable clothing. If so, the employee will not be allowed to enter the building to perform services. Badges and identifiable clothing shall be worn at all times when on property. The Vendor must enforce the badge policy throughout the term of the awarded contract. **Upon termination of a contract employee, the Vendor shall immediately retrieve the badge and identifiable clothing from the ex-employee, inform the IPA Director of Operations within 24 hours.** Any property belonging to the IPA must be returned within 72 hours.

Keys

Upon award of a contract, IPA may provide keys and an access code to the non-working supervisor, to allow entrance to and exit from the school. If keys and codes are provided, they shall be given **ONLY** to the non-working supervisor. **Neither the keys nor the access codes shall be duplicated, not given to other contracted employees in the non-working supervisor's absence unless the contractor has obtained written permission to do so from the IPA Director of Operations.** Any vendor's employee or supervisor found to have duplicated a key will be immediately removed from IPA property and this contract.

The Vendor is fully responsible for the cost of replacing lost keys, and the cost of replacing the facility locks, if this becomes necessary. Upon termination of a non-working supervisor or other management staff, the Vendor shall immediately, within 24 hours, retrieve the keys from the ex-employee and inform and provide the keys to the IPA Director of Operations. Any property belonging to the IPA must be returned within 72 hours. The keys shall be formally reassigned and a new access code shall be given to the new non-working supervisor by the IPA Director of Operations.

Code Compliance / Safe Operating Environment

The Vendor shall be solely responsible for compliance with all applicable federal, state, and local safety regulations, including training employees in the proper use of chemicals and equipment needed to perform their work. Any act or condition, created by the Vendor's employees, which affects the health or safety of IPA faculty, scholars, or visitors, may be grounds for immediate termination of the contract.

The Vendor shall keep safe and clean any work and/or storage area assigned for their use. The Vendor agrees to indemnify and hold harmless the IPA Governance Board and its officers and members, Ivy Preparatory Academy for Girls at Kirkwood and/or its employees from any loss, claim, or liability used by the failure of the Vendor or its employees to do so. **Whenever and wherever the Vendor's work creates a potential hazard to the public (e.g. slipping or tripping), the Vendor shall place appropriate barriers and warning signs to provide and ensure adequate protection.**

Buildings

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The Vendor shall be responsible for communicating with their employees on the security requirements of IPA. The Vendor is also responsible for enforcing these requirements.

The Vendor shall secure the building after completion of work or other activities. All rooms are to remain locked at all times, unless in use or being cleaned at that time. This includes locking all doors and windows as designed by the IPA Director of Operations.

The building shall be locked, if left unattended; the security alarm shall be set, before leaving the school campus or administrative facility. In the event, the school is occupied and the alarm cannot be set, the Vendor's supervisor must notify the IPA Director of Operations prior to leaving IPA.

Weapons

Guns, knives or any other recognized weapons or any tools or instruments intended for use, as weapons are not allowed upon IPA property. Possession of a weapon on the grounds or property of IPA, regardless of whether the weapon is on the person of the employee or in a location of the employee's knowledge, shall be cause for the immediate removal of the employee from IPA property and from any further work under this contract.

Alcohol and Drugs

Possession and/or use of alcohol, tobacco, or illegal drugs are prohibited on IPA property. Being under the influence of illegal drugs and alcohol, while on IPA property or grounds, is prohibited. Violation of this provision shall be cause for the immediate removal of the employee from IPA property and from any further work under this contract.

Use or possession of legally prescribed or over-the-counter medication is not prohibited. However, the Vendor is cautioned to closely monitor and supervise employees taking medication, such that they will not endanger themselves or others by being unable to work effectively and safely, while under the medication. IPA maintains a smoke-free environment. Smoking is not permitted on IPA property at any time.

Accessing Desks and Furnishings

The Vendor's employees shall not read, view, photograph, videotape, record, capture, or disturb papers on desks or on other office furnishings. They shall not open drawers of desks, furnishings, or cabinets, under any circumstances, unless otherwise directed by the IPA Director of Operations.

Visitations

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The Vendor's employees shall not be assisted, accompanied, or visited by family, friends, or associates, during their work shift, unless specific, written authorization has been granted by the IPA Director of Operations.

Chemicals, Equipment and Supplies

Wherever possible and reasonable, IPA will provide locked storage or the Vendor's use. The Vendor is solely responsible for the protection and safekeeping of Vendor's equipment, materials, and supplies. It is a possibility that after IPA reviews the submitted proposals, that IPA will supply all supplies and equipment.

Vendor Request for Proposals Response

Vendors shall submit the following:

1. **Firm Overview:** A **1000 word or less** statement of the firm, its organization, and services offered;
2. **Firm Experience and Qualifications:** A **1000 word or less** statement in which the Vendor demonstrates experience and history of providing said service as identified in this solicitation;
3. **Team Experience and Qualifications:** Proposed team and qualifications and experience of team members;
4. **Staff Training and Development:** A **1000 word or less** statement describing the Vendor's staff training programs;
5. **Proposed Scope of Services and Annual Cost for Plan A and Plan B** (i.e., **A.** Five-day Monday-Friday cleaning work week employing hourly custodians with the awarded **Vendor supplying all equipment, materials, supplies;** **B.** Five-day Monday-Friday cleaning workweek employing hourly custodians with **IPA supplying these materials and supplies**).
6. **Business license or state certificate of incorporation.**
7. **One to four client references.**

Submission Requirements

June 15, 2021: Proposals due by 12pm Eastern. The Vendor must email one electronic version of the proposal using the REQUIRED proposal submission template and vendor selected attachments/supporting documents to RFP@ivyprepacademy.org.

Proposal Review, Evaluation, and Recommendation

It is the intent of IPA to accept the proposal that will best promote the public interest and is most advantageous to IPA, its scholars, and the school environment.

A review team will examine and evaluate each proposal using comparative criteria:

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- **20 Points | Firm Overview; Firm Experience and Qualifications** (i.e, Knowledge and experience in the industry; Record and Qualifications)
- **20 Points | Team Experience and Qualification; Staff Training and Development** (i.e, Employees - Management and Staff; staff training programs)
- **30 Points | Proposed Scope of Services** (i.e., Technical Plan and Response to RFP)
- **15 Points | Annual Costs for Plan A and Plan B** (i.e, Cost)
- **15 Points** (with 10 points for references) | **Industry Reputation** (i.e, Business License or State Certificate of incorporation; Client References)

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100 Points

IPA 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.

For further information regarding this request for proposal, please contact RFP@ivyprepacademy.org.