

Miles Ahead Charter School
Cleaning Services Request for Proposals

CLEANING SERVICES REQUEST FOR PROPOSALS (“RFP”)

Interested parties (“Vendors”) shall respond to this RFP by submitting proposals as soon as possible to: Miles Ahead Charter School (MACS). MACS reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

Timeline

March 25, 2024: Release RFP

April 1, 2024: Written questions from vendors are due to MACS by 6pm Eastern; email to kolt.bloxson@milesaheadcharter.org

April 2, 2024: Responses to questions will be posted to bid notice page at the Georgia Procurement Registry by 6pm Eastern

April 8, 2024: REQUIRED proposal submission template and vendor selected attachments due by 12pm Eastern to kolt.bloxson@milesaheadcharter.org

April 12, 2024: Proposal Review and Evaluation

April 12, 2024: Virtual Vendor Presentations and Interviews **BY INVITATION ONLY**
(Zoom Links will be provided)

April 18, 2024: Recommendations presented to the Miles Ahead Charter School Governing Board for Consideration

April 30, 2024: All Vendors informed of action(s) of the Governing Board

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Introduction

MACS is soliciting proposals from companies 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 MACS 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.

Background

Miles Ahead Charter School, located at 4665 Macland Road, Building 300, Powder Springs, in Cobb County, Georgia, is a tuition-free, public SCSC authorized charter school serving grades Kindergarten through Fifth Grade during the 2024-2025 academic year. During the 2024-2025 academic year, Miles Ahead will occupy two adjacent buildings totaling just under 29,000 square feet.

Mission

Miles Ahead Charter is a K-8 school focused on student growth and academic achievement through a whole child approach to education. Our mission is to provide all students with the social and academic skills necessary to help them realize their potential for local impact and global change.

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Project Description

The Vendor would be responsible for the daily cleaning services of up to 30,000 square feet across two different facilities including around 280 scholars, 35 full time staff, and around 20 classrooms, activity areas, and cafeteria. The first day of school is August 5, 2024 and the last day of school is May 23, 2025. Scholars will be present at school for 176 days of which cleaning will be done on all instructional and staff training days.

To the extent possible, cleaning service providers will have experience working with school-aged children. Employees of the Vendor are asked to report to MACS from 12:00 – 7:00pm to complete cleaning after lunch, mid-day, and end of day restroom clean up, end of school day clean up, and building closing procedures on a detailed checklist. MACS, in collaboration with Vendor, shall be responsible for determining the best procedures, development of cleaning routines, and frequency of areas to be cleaned. If necessary, MACS may be required to have a single “day porter” to complete all of the tasks within the lists.

MACS is requesting an annual (ten-month school year) cost for cleaning and will divide this cost by 10 to determine the monthly cost. MACS is requesting cleaning services in all capacities including but not limited to those detailed below:

1. Maintaining the cleanliness of all restrooms for adults and scholars.
2. Ensuring the cleanliness of all common areas and rooms.
3. Removing all trash and debris from all hallways, cafeteria, and waste baskets.
4. Assist in cleaning up after emergencies related to the care of young children.
5. Complete all closing procedures including door security.

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6. Available to complete light handy work.

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 MACS prior to starting work under this contract.

All special circumstances requiring additional/revised hours must be pre-approved by the MACS Director of Operations and/or Executive Director and Treasurer of the Governing Board of Directors.

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

Scholar Behavior

The Vendor will support MACS's implementation of High Five Habits program. The Vendor will allow MACS to post information about High Five habits in the bus, and provide feedback on scholar behavior aligned to High Five Habits. The Vendor's drivers will be responsible for maintaining order to properly and safely operate the bus. The Vendor shall have the right to refuse service for disruptive passengers and/or passengers who are not eligible for transportation by the Vendor.

Insurance Requirements

The Vendor shall, at its expense, procure and keep in force during the entire term of the Agreement its own General Liability Insurance to protect the Vendor and other personnel. The Vendor shall provide copies of General Liability to MACS to cover all instances including Personal Injury or Bodily Injury. The Vendor agrees to provide MACS a certificate of insurance evidencing such coverage.

Personnel Expectations

The Vendor shall employ a sufficient number of personnel to assure MACS of continuous and reliable service; the qualified employees shall be trained and licensed in accordance with the

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laws of the State of Georgia and the rules and regulations of MACS including completion of state and federal background checks.

Services shall be performed under the immediate supervision of the MACS Director of Operations. Vendors will be required to be available to speak with MACS 24/7 should MACS have any questions or concerns about services.

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

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 MACS Director of Operations. These meetings will be attended without any extra costs to MACS.

Training and Professional Development

The Vendor will establish a thorough and comprehensive training program for all of its employees. All personnel employed by the Vendor must be trained by the Vendor. The course of instruction shall include instruction in each of the following general subject areas:

- Conflict de-escalation
- Communications/emergency response
- Ethics and professional conduct
- First aid/CPR/AED
- Any other subject areas determined as necessary

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MACS Crew Member Interaction

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 the MACS Executive Director or Director of Operations will be grounds for removal. 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 Vendor's employee to be removed from the premises.

All of the Vendor's employees should themselves demonstrate the High Five Habits MACS works with its community to develop in our scholars. Each employee assigned to MACS is an ambassador to the community and as such a high level of performance shall be expected.

Employees shall be required to provide general information to MACS and to maintain order. Employees shall be required to deal and interact with the public in a courteous and professional manner, and as such must be personable and capable of dealing with minor public relations during an emergency. Employees shall exercise tact and diplomacy in their daily contact with the public and staff.

Uniforms, Equipment, and Resources

All personnel shall be dressed in a manner authorized by the Vendor unless otherwise indicated by MACS 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 MACS. The uniform should identify the company's name. Vendors, at their cost, shall provide uniforms to their employees

MACS shall furnish all necessary cleaning supplies including cleaning product, equipment, or other resources. If the Vendor is able to identify or recommend a better product, then a quote shall be sent to the Director of Operations for review before procurement shall begin. At that point the Vendor and MACS shall determine who purchases and then outright owns the product.

Work Hours

The Vendor shall provide cleaning services in accordance with the schedules issued by MACS. The exception will be for days declared as official MACS holidays. In the event MACS is not opened, or in the event MACS is closed early, due to inclement weather or emergency conditions, the MACS Director of Operations will notify the Vendor of any

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needed adjustments. It is expected that the Vendor shall resume their regular schedule on the next available workday.

The Vendor must immediately notify MACS if they are not able to complete any duties due to circumstances beyond their control. The Vendor may not work weekend or extended evening hours without written consent from the MACS Director of Operations or Treasurer. 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.

Employee Termination

The Vendor should, within 24 hours after termination of an employee, inform the MACS Director of Operations in writing that the employee has been terminated. When the Vendor hires a new employee, the Vendor or responsible representative of the company shall meet the new employee at MACS. The new employee is to be instructed as to what the Contract provisions are and is to be given a list of these provisions.

In Case of Emergency

Employees will immediately notify 911 in case of emergency. Employees will notify the Vendor and MACS directly thereafter.

Safety / Security / Criminal History Background Checks

MACS policy requires that all contractors, consultants, or vendors providing services on MACS premises, in service of scholars or MACS community members, or those having direct supervised or unsupervised contact with scholars 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 MACS.

The Vendor shall comply with the following:

- The Vendor shall not employ for the services of MACS, any person who does not pass the criminal history background check. No person, who has been convicted of a crime of moral turpitude, may be assigned duties under this contract.
- The Vendor is responsible for ensuring that all workers have the correct immigration status.

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The Vendor shall provide to the MACS Executive Director the names of all personnel assigned to perform services for MACS, prior to the start of work.

Badges

All Vendor employees deemed eligible to perform services for MACS shall wear photo ID badges and clothing identifying the name of the company. Contract employees shall not report to any MACS school or facility at any time or 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 and while working with Scholars. The Vendor must enforce the badge policy throughout the term of the awarded contract.

Alcohol and Drugs

Possession and/or use of alcohol, tobacco or illegal drugs are prohibited on MACS property and when working with MACS Scholars. Being under the influence of illegal drugs and alcohol, while on MACS property or grounds, is prohibited. Violation of this provision shall be cause for the immediate removal of the employee from MACS 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. MACS maintains a smoke-free environment. Smoking is not permitted on MACS property or in the presence of MACS Scholars at any time.

Visitations

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 MACS Director of Operations.

Payment

The Vendor will submit to MACS a statement of its services rendered during the prior month. MACS will be invoiced with net 30 terms.

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 timetable

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to ensure corrective actions are complete.

MACS will take the following steps for corrective action when conducting (scheduled and unscheduled) Vendor Performance Reviews:

- Performance Review 1- below MACS standard of quality of service, written warning, and request for plan of action from the Vendor to comply with MACS standards.
- Performance Review 2 –below MACS standard of quality of service, written warning, and request for plan of action from the Vendor to comply with MACS standards.
- Performance Review 3- below MACS standard of quality of service, contract termination with the Vendor.

Vendor Performance Indicators

The Vendor will be evaluated based on the periodic vendor performance reviews conducted by MACS in adherence to the MACS cleaning schedule and quality 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 (1) communication with MACS, (2) quality control, and (3) 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 MACS Director of Operations to discuss service level being provided. In addition to monthly meetings, authorized MACS personnel shall make a written "negative performance report" each time the Vendor's work performance falls below acceptable standards, as determined by MACS. 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, MACS has the option to:

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

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

Indemnification

The Vendor agrees to indemnify, hold harmless and defend MACS, its Governing Board of Directors, officers, employees and agents from and against every claim or demand which may be made by any person, firm, or corporation, or any other entity arising from or caused by any act of neglect, default or omission of the Vendor, except to the extent that such claim or demand arises from or is caused by the negligence or willful misconduct of the Vendor, its agents, or employees.

MACS agrees to indemnify, hold harmless and defend the Vendor, directors, officers, employees, and agents from and against every claim or demand which may be made by any person, firm, or corporation, or any other entity arising from or caused by any act of neglect, default or omission of MACS, except to the extent that such claim or demand arises from or is caused by the negligence or willful misconduct of the Vendor, its agents or employees.

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 Cleaning Services Plan.** This plan should include but is not limited to daily cleaning services of up to 30,000 square feet across two different facilities including around 280 scholars, 35 full time staff, and around 20 classrooms, activity areas, and cafeteria. The first day of school is August 5, 2024 and the last day of school is May 23, 2025. Scholars will be present at school for 176 days of which cleaning will be done on all days.
6. **Business license or state certificate of incorporation.**

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7. One to four client references.

Submission Requirements

April 8, 2024: REQUIRED proposal submission template and vendor selected attachments due are by 12pm Eastern to kolt.bloxson@milesaheadcharter.org

Proposal Review, Evaluation, and Recommendation

It is the intent of MACS to accept the proposal that will best promote the public interest and is most advantageous to MACS, its scholars, and the school environment. A review team will examine and evaluate each proposal using comparative criteria:

Rubric for Scoring		
Firm Overview	Knowledge and experience in the industry; Record and Qualifications	_____ / 20 points
Team Experience and Qualifications	Employees - Management and Staff; staff training programs	_____ / 20 points
Scope of Services aligned to	Description of Plan aligned	_____ / 30 points

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Transportation Plan and/or Optional Plan	to Plans A or B with optional Field Trip Plan	
Annual Costs	Provide a detailed breakdown of the costs for all plan proposals	_____ / 15 points
References	Provide at least 4 references and include all business licenses, certificates, or awards received.	_____ / 15 points
Total Score		_____ / 100 points

Additional Information

MACS 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.

MACS 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 kolt.bloxson@milesaheadcharter.org

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