

Excelsior Village Academies
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: Excelsior Village Academies (EVA). EVA reserves the right to reject any and all qualification statements, to cancel this solicitation, and to waive any informalities or irregularities in procedure.

Timeline

July 25, 2024: Release RFP

July 26, 2024: Written questions from vendors are due to EVA by 6pm Eastern; email to mflowers@excelsiorvillageacademies.org and sdelossantos@excelsiorvillageacademies.org

July 29, 2024: Responses to questions will be posted to bid notice page at the Georgia Procurement Registry by 6pm Eastern

July 30, 2024: REQUIRED proposal submission template and vendor selected attachments due by 12pm Eastern to mflowers@excelsiorvillageacademies.org and sdelossantos@excelsiorvillageacademies.org

July 31, 2024: Proposal Review and Evaluation

August 1, 2024: Virtual Vendor Presentations and Interviews **BY INVITATION ONLY**
(Zoom Links will be provided)

August 2, 2024: Recommendations presented to the Excelsior Village Academies Governing Board for Consideration

August 5, 2024: All Vendors informed of action(s) of the Governing Board

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Introduction

EVA 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 EVA 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

Excelsior Village Academies, located at 5295 Highway 155 N; Stockbridge, GA 30281 is a tuition-free, public SCSC authorized charter school serving grades Kindergarten through third Grade during the 2024-2025 academic year. During the 2024-2025 academic year, EVA will occupy one building.

Mission

Our mission at EVA is to provide quality K-8 school choice by offering a rigorous academic program in a community-centered learning environment. Students will develop the skills needed to thrive in college and careers

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Project Description

The Vendor would be responsible for the daily cleaning services of the EVA facilities including around 120 scholars, 20 full time staff, and around 10 classrooms, activity areas, and cafeteria. The first day of school is August 5, 2024 and the last day of school is May 28, 2025. Scholars will be present at school for 177 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 EVA from 8:00 – 7:00pm to complete cleaning after breakfast, lunch, and aftercare, end of school day clean up, and building closing procedures on a detailed checklist. EVA, 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, EVA may be required to have a single “day porter” to complete all of the tasks within the lists.

EVA is requesting an annual (ten-month school year) cost for cleaning and will divide this cost by 10 to determine the monthly cost. EVA 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 EVA prior to starting work under this contract.

All special circumstances requiring additional/revised hours must be pre-approved by the EVA Director of Operations and/or Head of School.

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

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 EVA to cover all instances including Personal Injury or Bodily Injury. The Vendor agrees to provide EVA a certificate of insurance evidencing such coverage.

Personnel Expectations

The Vendor shall employ a sufficient number of personnel to assure EVA 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 EVA including completion of state and federal background checks.

Services shall be performed under the immediate supervision of the EVA Director of Operations. Vendors will be required to be available to speak with EVA 24/7 should EVA 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 EVA.

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

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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EVA Staff 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 EVA 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 CORE Values of EVA. Each employee assigned to EVA 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 EVA 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 EVA 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 EVA. The uniform should identify the company's name. Vendors, at their cost, shall provide uniforms to their employees

EVA 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 EVA 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 EVA. The exception will be for days declared as official EVA holidays. In the event EVA is not opened, or in the event EVA is closed early, due to inclement weather or emergency conditions, the EVA 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 EVA 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 EVA Director of Operations or Head of School. 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 EVA 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 EVA. 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 EVA directly thereafter.

Safety / Security / Criminal History Background Checks

EVA policy requires that all contractors, consultants, or vendors providing services on EVA premises, in service of scholars or EVA 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 EVA.

The Vendor shall comply with the following:

- The Vendor shall not employ for the services of EVA 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 EVA Director of Operations and Head of School the names of all personnel assigned to perform services for EVA, prior to the start of work.

Badges

All Vendor employees deemed eligible to perform services for EVA shall wear photo ID badges and clothing identifying the name of the company. Contract employees shall not report to any EVA 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 EVA property and when working with EVA Scholars. Being under the influence of illegal drugs and alcohol, while on EVA property or grounds, is prohibited. Violation of this provision shall be cause for the immediate removal of the employee from EVA 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. EVA maintains a smoke-free environment. Smoking is not permitted on EVA property or in the presence of EVA 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 EVA Director of Operations.

Payment

The Vendor will submit to EVA a statement of its services rendered during the prior month. EVA 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.

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

- Performance Review 1- below EVA standard of quality of service, written warning, and request for plan of action from the Vendor to comply with EVA standards.
- Performance Review 2 –below EVA standard of quality of service, written warning, and request for plan of action from the Vendor to comply with EVA standards.
- Performance Review 3- below EVA 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 EVA in adherence to the EVA 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 EVA, (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 EVA Director of Operations to discuss service level being provided. In addition to monthly meetings, authorized EVA personnel shall make a written “negative performance report” each time the Vendor’s work performance falls below acceptable standards, as determined by EVA. 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, EVA has the option to:

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

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The Vendor must provide EVA with written documentation regarding all inspections on a timetable to be determined by EVA. EVA 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 EVA, 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.

EVA 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 EVA, 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** the daily cleaning services of the EVA facilities including around 120 scholars, 20 full time staff, and around 10 classrooms, activity areas, and cafeteria. The first day of school is August 5, 2024, and the last day of school is May 28, 2025. Scholars will be present at school for 177 days of which cleaning will be done on all instructional and staff training days.
6. **Business license or state certificate of incorporation.**

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7. One to four client references.

Submission Requirements

July 30, 2024: REQUIRED proposal submission template and vendor selected attachments due by 12pm Eastern to mflowers@excelsiorvillageacademies.org and sdelossantos@excelsiorvillageacademies.org

Proposal Review, Evaluation, and Recommendation

It is the intent of EVA to accept the proposal that will best promote the public interest and is most advantageous to EVA, 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
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

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References	Provide at least 4 references and include all business licenses, certificates, or awards received.	_____/ 15 points
Total Score		_____/ 100 points

Additional Information

EVA 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.

EVA 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 mflowers@excelsiorvillageacademies.org and sdelossantos@excelsiorvillageacademies.org

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