



## Request for Proposal **Custodials Services**

Hope Community Public Charter School is seeking competitive proposals to provide Custodial Services for SY 2023-2024.

**Proposals are due no later than Tuesday, June 6, 2023 by 4:00 PM.**

### **School Overview**

Hope Community is an open-enrollment project-based learning public charter school that serves approximately 300 students in grades Pre-K through 8th grades that provides personalized and rigorous curriculums to develop skills essential for school, work, and life success. At Hope, we have a growth mindset that encourages our scholars in their continuous pursuit of excellence.

Additional information on the school is available at [www.Phalenacademies.org](http://www.Phalenacademies.org).

### **Contact Information**

All communication regarding this RFP shall be delivered via email to [operations@hopetolson.org](mailto:operations@hopetolson.org). Please include your point of contact's email to get answers to questions, updates, etc.

### **Response Submission Guidelines**

Responses to the RFP must be no more than **thirty (30) pages**, plus an appendix for personnel resumes and/or qualifications. Pages must be 8½" x 11".

The following actions may disqualify bids:

- Late submission of response.
- Submission of response in formats other than PDF (e.g., hard copies, Word, PowerPoint).
- Inquiries/questions regarding this RFP or RFP that are directed to any other HOPE COMMUNITY school's representative, vendor, agent, or email address other than [operations@hopetolson.org](mailto:operations@hopetolson.org).

### **Scope of Work**

Hope Community PCS is requesting proposals for the following services:

Service	Description & Requirements
Custodial Services	<p>The purpose of this Request for Proposal (RFP) is to solicit bids from qualified custodial service providers for the cleaning and maintenance of a PreK - 8th grade STEAM school located in Washington DC. The custodial services contract will be awarded for a period of one year, with the option for two additional one-year extensions at the discretion of the school.</p> <p><b>Scope of Work:</b> The custodial services provider shall be responsible for the following tasks:</p> <ul style="list-style-type: none"> <li>● <b>Cleaning and Maintenance</b> <ul style="list-style-type: none"> <li>○ Cleaning and disinfecting of all classrooms, offices, restrooms, and common areas on a daily basis, including all surfaces, floors, windows, and mirrors.</li> <li>○ Wiping down waste cans and glass windows on all doors.</li> <li>○ Emptying of all waste and recycling bins and replacing liners.</li> <li>○ Sweeping and mopping of all hard floors, including classrooms, hallways, stairwells, and common areas.</li> <li>○ Vacuuming of all carpets and rugs, including classrooms, hallways, and common areas.</li> <li>○ Dusting of all furniture, fixtures, and equipment.</li> <li>○ Cleaning and disinfecting of all water fountains and other drinking fixtures.</li> <li>○ Restocking of all paper products and soap dispensers.</li> <li>○ Cleaning of all exterior entrances and walkways.</li> <li>○ Replacement of light bulbs and ballast inside of the building as needed.</li> </ul> </li> <li>● <b>Special Cleaning and Maintenance</b> <ul style="list-style-type: none"> <li>○ Deep cleaning of classrooms, offices, restrooms, and common areas during school breaks.</li> </ul> </li> </ul>

Service	Description & Requirements
	<ul style="list-style-type: none"> <li>○ Cleaning and maintenance of all exterior areas including the front of the school, the playground, and the basketball court.</li> <li>○ Cleaning and maintenance of all cafeteria and kitchen areas, including trash removal.</li> <li>○ Cleaning and maintenance of all administrative offices and conference rooms.</li> <li>● <b>Supplies and Equipment</b> <ul style="list-style-type: none"> <li>○ Hope will be responsible for providing all cleaning supplies and equipment.</li> <li>○ The vendor will be responsible for notifying the school and supporting identifying vendors to repair any damaged equipment.</li> <li>○ The vendor will be responsible for inventorying supplies and providing ample notification to replenish supplies.</li> </ul> </li> <li>● <b>Performance Standards:</b> The custodial services provider shall be expected to meet the following performance standards: <ul style="list-style-type: none"> <li>○ High-quality cleaning and maintenance services that meet or exceed industry standards.</li> <li>○ Timely completion of all assigned tasks according to the schedule agreed upon by the Hope Operations Manager.</li> <li>○ Professional conduct and behavior by all custodial staff members, including proper attire and respect for school property and staff.</li> <li>○ Effective communication and coordination with school staff and administrators.</li> </ul> </li> <li>● <b>Reporting and Oversight:</b> The custodial services provider shall be required to submit regular reports to the Hope, including: <ul style="list-style-type: none"> <li>○ Daily cleaning and maintenance logs.</li> <li>○ Monthly inventory reports of cleaning supplies and equipment.</li> <li>○ Quarterly performance evaluations.</li> <li>○ Annual reports detailing progress toward meeting performance standards.</li> </ul> </li> </ul>

Service	Description & Requirements
	<ul style="list-style-type: none"> <li>○ Hope shall provide oversight of the custodial services provider, including regular inspections of work quality and performance, and may terminate the contract at any time for failure to meet performance standards or other reasons.</li> <li>● <b>Proposal Requirements:</b> The custodial services provider shall submit a proposal that includes the following information: <ul style="list-style-type: none"> <li>○ Company background and experience.</li> <li>○ Qualifications of key personnel.</li> <li>○ Description of cleaning and maintenance methods and equipment.</li> <li>○ Be able to accommodate the following schedule of services: <ul style="list-style-type: none"> <li>■ <b>Shift 1</b> (<i>1 person</i>): 6:00 AM - 3:30 PM (<i>30-minute break</i>)</li> <li>■ <b>Shift 2</b> (<i>1 person</i>): 10:00 AM - 6:30 PM (<i>30-minute break</i>)</li> <li>■ <b>Shift 3</b> (<i>2 people</i>): 3:30 - 8:30 PM</li> </ul> </li> <li>○ Cost proposal, including a breakdown of hourly rates and any additional fees or charges.</li> <li>○ Have the ability to provide services if needed on Saturdays</li> <li>○ Three references from previous clients.</li> <li>○ The vendor, shall submit a price proposal which indicated their full cost to provide the scope of services outlined in the proposal</li> <li>○ The vendor, as an independent contractor, shall request for Financing packages as necessary and Coordinate/assist in closing all financing.</li> </ul> </li> </ul>

## Response Requirements

Responses will be accepted until Tuesday, June 6th and should include the following information:

1. Proposals are to be submitted in **PDF Format** via email to:  
**operations@hopetolson.org**
2. To be considered, each vendor must submit a complete response to this solicitation.
3. Vendors or their authorized representatives are expected to fully inform themselves as to the conditions, requirements and specifications before submitting proposals; failure to do so will be at the vendor's own risk and he/she cannot secure relief on the plea of error.

### **Respondent Qualifications**

Vendors who can provide the services and meet the requirements specified in this RFP are invited to respond. A respondent, by submitting a proposal, represents to Hope Community PCS that:

- It is licensed to do business in the District of Columbia;
- It maintains liability insurance and will furnish, if selected to provide services to the school, evidence of insurance;
- It and its employees who will provide services to Hope Community PCS are legally and professionally qualified to provide services in the District of Columbia;
- It is not debarred and/or suspended from conducting business with locally or federally funded organizations;
- Within the two years before the anticipated contract start date, it has conducted or will conduct criminal and sex offender background checks for all its employees or subcontractors scheduled to engage with students;
- It possesses or is able to obtain adequate financial resources as required to perform under this RFP;
- It is able to comply with the required or proposed RFP; and
- It has a satisfactory record of integrity and ethics.

### **Response Evaluation Criteria**

Hope Community PCS will evaluate responses on a qualitative and quantitative basis. Evaluation criteria may include the following:

- Past experience working with nonprofits, including charter schools in the District of Columbia, for provision of relevant services;
- Clarity of goals and objectives;

- Cost structure;
- Capacity for success;
- Potential impact;
- Results of discussions with other clients; and
- Vendor's completeness and timeliness in its response to Hope Community PCS.

The contract will be awarded to the firm, which in Hope Community PCS judgment, best represents the interests of Hope Community. Hope Community Public Charter School, in its sole discretion, reserves the rights to notify firms for interviews if it deems them necessary; reject specific consultants and team members; approve all sub-consultants, subcontractors, and project team members; and reject any and all responses.