



Detroit 90/90 Request for Proposal

Custodial Services

April 17, 2017

For questions regarding the submission of the RFP, contact via email:

Nicole Cummings, Executive Director of Operations

Email: nicole.cummings@uprepschools.com

Proposals Due:

May 19, 2017; 12:00 P.M.

Detroit 90/90
610 Antoinette
Detroit, MI 48202

Detroit 90/90
Request for Proposal
c/o University Prep Academy

A. PURPOSE AND TERM OF CONTRACT

1. It is the desire of Detroit 90/90 to evaluate all possible options for administering and improving the custodial services at the University Prep Schools District buildings.
2. The RFP is issued for the purpose of negotiating a contract for the district’s custodial services to be performed after school hours starting July 1, 2017. The term of the contract will be for twelve (12) months with the option for renewal for up to four (4) additional one-year terms at the client’s sole discretion. Written notice of intent to renew for an additional one-year term shall be given to the Contractor at least sixty (60) days in advance of the expiration of the current contract period. The contract will include custodial services at all district facilities.
3. In the RFP, the bidder will be referred to as the “Contractor” and Detroit 90/90 will be referred to as “Client”. University Prep Academy and University Prep Science and Math are the school districts/locations for custodial services.
4. The Chief Executive Officer is the contracting authority and is responsible for contract matter, signatory and authority, while managerial oversight of all contractual matters is the responsibility of the Operations Department.
5. A Certificate of Insurance must be presented prior to start of service. The policy must reflect client as “additional insured”.
6. The contractor must disclose any familial relationships with any employees or board members of Detroit 90/90, University Prep Academy and University Prep Science and Math in the proposal.

B. SCOPE

1. The contract is for after hour custodial services for the University Prep Academy and University Prep Science and Math Schools Districts, a total of 11 buildings averaging 535,400 square feet in total including storage areas and kitchens.

Campus	Address	Square Footage
Mark Murray	435 Amsterdam, Detroit 48202	70,000
Ellen Thompson	957 Holden, Detroit 48202	59,000
UPA Middle School	5301 St. Antoine, Detroit 48202	53,800
UPA High School	610 Antoinette, Detroit 48202	89,000
UPSM Elementary School	2251 Antietam, Detroit 48207	95,600
UPSM Middle School	5100 John R, Detroit 48202	79,000
UPSM High School	2664 Franklin, Detroit 48202	89,000
Total Square Footage		535,400

2. The contractor will provide administrative and technical direction for management of custodial services that will ensure dependable and efficient performance of the sanitation and cleaning of Detroit 90/90 school buildings.
3. Detroit 90/90 is seeking a “turn-key” proposal to provide after-hours custodial services to U Prep campuses. Contractor’s performance will include, but is not limited to, management and responsibilities in the following custodial duties:
 - a. *Quality assurances* – establish and maintain a system that will also be used to establish acceptable cleaning standards.
 - b. *Procurement of Custodial Employees* – provide an efficient system for hiring of employees.
 - c. *Procurement of Cleaning Supplies* – provide a system of supply storage and delivery to campuses and buildings as necessary within the district for efficient accomplishment of custodial duties.
 - d. *Work assignments* – oversee a sound custodial program, including use of a system that will help align duties according to standard square footage ratios.

C. SERVICE SPECIFICATIONS

Management

1. The contractor will provide a management contact to oversee custodial services provided to the District. The contractor and its representatives will provide additional support as needed to provide the required and requested services under the contract.
2. The contractor’s management contact will coordinate all custodial services and operational matters with the Facilities Manager and/or District designee.
3. All contractual issues will be resolved between the contractor and Detroit 90/90’s contracting authority.
4. Any changes or modifications to the contract will be in writing and signed by an authorized contractor representative and Detroit 90/90’s contracting authority.
5. The contractor will pay all wages, taxes, insurance and benefits for employees as required by local, state and federal regulations.
6. The contractor will provide custodial employees with personal training, material, and technical support training necessary to service Detroit 90/90. Contractor must verify the number and names of staff assigned to service U Prep Schools prior to start date.
7. The contractor bears the responsibility to provide full background checks for criminal history and prior job performance on each employee. Contractor shall assume all expenses associated with the background checks. Copies will be provided to Detroit 90/90. Each employee must pass the background check in order to service Detroit 90/90 schools.

8. The contractor will provide employees with distinguishing clothing or other means of recognition for wear at all times while performing custodial duties.
9. The Detroit 90/90 Facilities Manager or its designee will approve custodial schedules during winter, spring and summer breaks to preclude conflict between custodial services and maintenance activities.
10. Detroit 90/90 will provide keys and security codes for all service areas. Contractor will report incidents of lost or stolen keys. Any cost associated with the rekey of a facility for security reasons will be reimbursed by the contractor.
11. Custodial personnel must adhere to the Detroit 90/90 integrated pest management plan. The contractor shall provide safety data sheets for all chemical products used in performing contractual custodial services. The contractor must be AHERA certified with staff training plan.
12. Contractor must have a complete understanding of and adherence to current school health and safety standards.
13. Monthly meeting may be scheduled by Detroit 90/90 to review performance goals.
14. Contractor will submit work schedule for review and approval within ten (10) days of contract award.

D. CUSTODIAL PERSONNEL

1. The contractor must supply sufficient personnel to ensure all Detroit 90/90 schools are clean and ready by 6:00 a.m. for the next school/business day.
2. All custodial employees will be furnished by the contractor and will be compensated using the contractor pay scale. It will be the right and responsibility of the contractor, in coordination with the Detroit 90/90 Facilities Manager, to adjust time schedules as required for the efficiency of services provided to Detroit 90/90 schools.
3. The contractor will perform all duties pertaining to custodial employment. Detroit 90/90 reserves the right of approval of all custodial employees and the contractor will notify Detroit 90/90 of any employment changes. The contractor further agrees that upon request of Detroit 90/90, it will remove from employment any employee who, in the opinion of Detroit 90/90, is guilty of improper conduct, not qualified to competently perform the work assigned, or whose presence is deemed detrimental to Detroit 90/90's interest.
4. The contractor will comply with all local, state, and federal policies and requirements and will provide employees with adequate training to meet these requirements.

E. DUTIES

1. All custodial duties will be scheduled and assigned by the contractor.
2. The frequency of these duties, as determined by Detroit 90/90, is attached as **Exhibit A**. Any alteration of these duties will be approved by the Detroit 90/90 Facilities Manager or its designee. These are minimum frequencies and may be changed to ensure client satisfaction. ***See attached cleaning specifications and frequencies on Exhibit A.***

3. Custodians will be responsible for securing buildings (lock and set alarm) at the end of each cleaning shift (no matter the time).
4. Upon notification from Detroit 90/90, the contractor will reschedule employees to cover clean-up duties after school-sponsored activities or games at night or on weekends.

F. EQUIPMENT AND SUPPLIES

1. The contractor will provide and maintain all necessary equipment for the successful completion of the services required. Any equipment that requires replacement or addition will be provided by the contractor.
2. The contractor will provide all cleaning chemicals, floor finishes, toilet paper, paper towels, hand soap, plastic trash liners and any other supplies deemed necessary to maintain a clean and healthy environment. All supplies (trash liners, hand soap and paper products) should be fully stocked each evening in preparation for the next day.
3. Detroit 90/90 will provide the contractor with storage space for equipment or supplies without charge to the contractor.

G. EXCLUSION OF DUTIES

1. Mechanical maintenance except the duty to report such.
2. Any internal kitchen cleaning and kitchen supplies.
3. Weekend cleaning or setup for any non-district events, unless requested by Detroit 90/90, at an additional negotiated charge between Detroit 90/90 and the contractor.
4. Post-construction cleanup of new or renovated facilities except at an additional charge negotiated with Detroit 90/90.
5. Custodial personnel will not use Detroit 90/90 equipment, mechanical or electronic devices, telephone, computers or internet services, or Detroit 90/90 facilities without the approval of the Facilities Manager or its designee.

Listed on Exhibit A are specifications and frequencies for specific areas. The bidder shall remember that these are only minimum requirements. Frequencies during the contract may be adjusted to the client's satisfaction.

PROPOSAL REQUIREMENTS

Contractors must submit a proposal containing the following information:

- a. Company Overview – include but not limited to: Name and address of operating company, legal status as a partnership, corporation, and other, number of years in business, list the total number of current school contracts with name, address, and telephone number, along with the length of time employed by each school or school district.
- b. Key Personnel – Owner and/or managers and number of custodians currently employed
- c. References – a minimum of three (3)
- d. List of current equipment
- e. Background Check Policy/Procedure
- f. Uniform/ID Policy
- g. Quality Assurance Program – Inspection Procedures, Customer Complaint Resolution and/or Customer Survey Examples
- h. Copy of AHERA training and certification

Sealed proposals with “*RFP Custodial Services*” on the envelope are due on **Friday, May 19, 2017** by 12:00 P.M. (Noon). Proposals must be addressed to:

**Detroit 90/90
Central Management Offices
610 Antoinette
Detroit, MI 48202**

Faxed and/or email proposals will not be accepted. Any submitted proposal shall remain a valid proposal for 30 days after the proposal date. Proposal should be signed by an authorized contractor representative.

Proposals will be evaluated based on Proposal Content (submitted documentation), Understanding of Need, Experience, References (education clients are a plus), and Pricing.

INQUIRIES & SITE VISIT

It is the responsibility of the contractor to preview the University Prep School facilities prior to submitting a proposal. Contractors should contact **Nicole Cummings** (313-920-3350 or nicole.cummings@uprepschools.com) to request a facilities tour up until **Wednesday, May 10, 2017**.

**U Prep Schools Facilities Department
Exhibit A**

Routine Cleaning Specifications			
All Facilities	Daily <i>(five (5) days per week)</i>	Weekly	Monthly <i>(performed on the last Friday of each month)</i>
Classrooms/ Work Rooms	Empty waste baskets and replace liners Spot clean all windows Clean and sanitize counters, tabletops and sinks Dust/mop floors Vacuum carpet and mats Spot clean carpet Spot clean desktops ¹ Clean, disinfect all light switches and door levers Dust telephones Make sure all windows and doors are locked	Low dust horizontal surfaces Damp clean baseboards Damp clean window ledges Wet mop where applicable	Dust blinds High dust horizontal surfaces
Offices	Empty waste baskets and replace liners Dust furniture - desks, chairs and tables Dust interior window ledges Dust telephones Spot clean windows and glass partitions Spot clean desktops Vacuum carpet and mats Spot clean carpet	Low dust horizontal surfaces Damp clean baseboards Damp clean window ledges Wet mop where applicable	Dust blinds High dust horizontal surfaces
Lounges/ Conference Rooms	Empty waste baskets and replace liners Dust furniture Dust interior window ledges Dust telephones Spot clean windows Clean and sanitize counters, tabletops and sinks Dust mop and spot mop floors Vacuum carpet and mats Shut off any coffee makers or portable heaters. Wet mop where applicable Spot clean carpet	Low dust horizontal surfaces Damp clean baseboards	High dust horizontal surfaces Dust blinds
Common Areas/ Entry Ways/ Hallways	Spot clean glass windows, partitions and doors Clean, sanitize and polish water fountains and drinking spout Dust interior window ledges Dust mop and spot mop floors/stairwells and hallways Vacuum carpet and mats Spot clean carpet Clean under entrance mats	Damp clean baseboards Damp clean window ledges Dust locker tops Low dust horizontal surfaces Clean walls	High dust horizontal surfaces
Restrooms	Empty waste baskets and replace liners Clean and polish chrome fittings Clean and sanitize toilets and urinals Clean and polish glass and mirrors Wash and sanitize exterior of containers Dust metal partitions Sweep floors Damp mop floors with germicidal disinfectant Re-supply toilet tissue, paper towels and soap dispensers (fully stock) Empty sanitary napkin receptacles and re-line Clean, sanitize and polish all light switches, door levers and handles on partitions and paper towel levers	Spot wash walls and partitions Damp clean baseboards	High dust horizontal surfaces Wash and sanitize metal partitions Machine scrub floors with germicidal disinfectant

**U Prep Schools Facilities Department
Exhibit A**

Routine Cleaning Specifications			
All Facilities	Daily <i>(five (5) days per week)</i>	Weekly	Monthly <i>(performed on the last Friday of each month)</i>
Cafeteria	Empty waste containers and replace liners Dust mop/sweep floors Damp mop floors Vacuum walk-off mats Clean exterior of waste containers with disinfectant Wash tables Clean, sanitize and polish water fountains and drinking spout	Low dust horizontal surfaces Damp clean baseboards and window ledges	High dust horizontal surfaces
Gymnasium	Empty waste baskets and replace liners Dust mop floors Clean bleachers where applicable Mop floor	Low dust horizontal surfaces Sweep baseboards	High dust horizontal surfaces
Elevators	Vacuum and/or mop floor Damp wipe operating panel with disinfectant cleaner Wipe other hard surfaces including doors	N/A	High dust horizontal surfaces

U Prep Schools Facilities Department

Deep Cleaning Specifications	
All Facilities	Summer (July-Aug), Winter (December) and Spring (April) Break
Classrooms	Wash all windows and glass partitions Clean and sanitize surfaces, tops and bottoms of student's desks and chairs High dust horizontal surfaces/lighting fixtures Remove dust and cobwebs from ceiling areas Wash whiteboards Dust blinds and air vents
Offices	Wash all windows and glass partitions Dust furniture - desks, chairs and tables Dust interior window ledges Dust blinds and air vents High dust horizontal surfaces Remove dust and cobwebs from ceiling areas
Lounges/ Work Rooms/ Conference Rooms	Damp clean all washable furniture Dust furniture - desks, chairs and tables Dust interior window ledges Dust blinds and air vents High dust horizontal surfaces Remove dust and cobwebs from ceiling areas
Common Areas/ Entry Ways/ Hallways	Sweep/mop stairwells and hallways Clean glass windows and partitions Clean and sanitize water fountains Deep clean floors Dust interior window ledges
Restrooms	Machine scrub floors with germicidal disinfectant Clean and polish chrome fittings Clean and sanitize toilets and urinals Clean and polish glass and mirrors Wash and sanitize exterior of containers Clean and sanitize partitions/remove markings/graffiti Scrub and sanitize walls High dust horizontal surfaces
Cafeteria	Wash all windows and glass partitions Clean, sanitize and polish water fountains Dust interior window ledges Dust blinds and air vents Clean and sanitize surfaces of tables and chairs Deep clean floors
Gymnasium	High dust horizontal surfaces Clean bleachers Sweep and mop floor

***Waste management guidelines will be provided for each location.