

FirstLine Schools, Inc.
Request for Proposal – Early Childhood
Provider

300 N. Broad Street-Suite 207
New Orleans, LA 70119

RFP Announcement: December 18, 2014

Pre-Bid Meeting: February 9, 2015, at 10:00 AM
John Dibert Community School at Phillis
Wheatley – Library
2300 Dumaine Street
New Orleans, LA 70119

Walkthrough: February 9, 2015, from 11:00 AM-12:00
PM
John Dibert Community School at Phillis
Wheatley – Library
2300 Dumaine Street
New Orleans, LA 70119

RFP Questions: February 13, 2015, 2:00 PM



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Questions directed to Emmy O’Dwyer, Director of Early
Care and Education, at eodwyer@firstlineschools.org

Proposal Submittal Deadline: March 2, 2015, at 2:00 PM

Joseph Neary
Chief Operating Officer
300 N. Broad Street-Suite 207
New Orleans, LA 70119

Finalists announced: March 9, 2015, at 2:00 PM

Finalists’ Interviews begin: March 16, 2015

Awards announced Deadline: March 23, 2015 at 2:00 PM



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Administrative and General Information

Background: The mission of FirstLine Schools is to create and inspire great public schools in New Orleans. We do this by directly operating non-selective public schools and by developing training programs for teachers and school leaders across New Orleans.

FirstLine Schools, Inc. (hereafter “FirstLine”) operates five (5) charter schools with approximately 2,600 students during the 2014-2015 school year. FirstLine also operates a central business office. Under this RFP, the awarded bidder will be responsible for providing full design and construction of a multipurpose artificial field.

Purpose: FirstLine Schools intends to contract with a qualified childcare provider to offer childcare services to FirstLine employees and possibly community members on-site, at one of our schools. The classroom will provide quality care to 15 children, ages 6 weeks to 15 months, in one classroom at one of our school sites. The provider would offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child.

Provider must currently operate a program that is licensed and of high quality and have the administrative bandwidth to meet the needs of an off-site opportunity. Provider must demonstrate clear and measurable evidence that it has a corporate philosophy that reflects the best practices in early care and education. FirstLine Schools requires that the program:

- Provide a safe, healthy and nurturing program;
- Ensure the optimal physical, social, emotional and intellectual development of each child;
- Assist each child in the development of positive self-worth through personal successes and positive reinforcement;
- Develop partnerships with families and the community; and
- Provide representation of children and adults of different ethnicity, ages, cultures, languages, socioeconomic groups, and abilities through enrollment, hiring procedures and programming.

Pre-Proposal Conference

A pre-proposal conference will be held at February 9, 2015 at Phillis Wheatley Charter School, 2300 Dumaine Street, New Orleans, LA 70119.

Contract Period: This RFP addresses the Contract Period June 1, 2015 through June 30, 2016.

Project TimeLine (subject to change)

March 23: Provider chosen

April: Recruitment of families begins

June 22: Site is available for organizing and arranging (staff reports)

July 6: Childcare services begin



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Proposal Authorities, Restrictions & Clauses

FirstLine Authorities and Options

- FirstLine reserves the right to reject any and all proposals for any reason.
- FirstLine reserves the right to correct or waive irregularities in submitted proposals should it be deemed in the best interest of FirstLine to do so.
- FirstLine reserves the right to negotiate any and all proposals for any reason.
- FirstLine reserves the right to award to more than one Proposer.
- FirstLine has 90 days to accept a submitted Proposal; the Proposer cannot withdraw a Proposal within that 90 day period without mutual consent with FirstLine.
- FirstLine reserves the right to require a performance bond; if such is required, the cost of that bond will be reimbursed to the Contractor by FirstLine.
- Final prices will be negotiated between the Proposer and FirstLine. FirstLine reserves the right to cancel the contract award if Proposer cannot commit to a contract that has prices within 5% of what is initially quoted.

Negative Assurances

- FirstLine cannot assure that the services will be awarded to any Proposer at any time.

Prohibitions

- FirstLine shall assess, negotiate and decide on this Proposal without influence from the Proposer's employees, the Proposer's representatives or agents, the Proposer's vendors, or any other parties with a business, financial or family relationship to the Proposer.
- The Proposer is prohibited from exploiting a conflict of interest, gratuities, kickbacks, or any other type of incentive or influence upon FirstLine, its Board(s) and its agents; violators will be prosecuted to the extent of the laws pertinent to FirstLine.
- Proposers must submit a firm bid. A Proposer shall not stipulate in its proposal any conditions not contained in the contract documents. Any qualifying statements or conditions may be declared irregular and as not being responsive to the advertisement for bids.

Proposer Responsibilities

- It is the Proposer's duty to inspect all submitted documents to assure completeness, legibility, etc.
- It is the Proposer's duty to understand the proposal; any misunderstanding is the responsibility of the Proposer; FirstLine has no obligation to correct, reject or question any portion of the proposal.
- Proposer must abide by all proposal requirements; the proposal may be rejected by FirstLine regardless of the type or significance of noncompliance.

Termination of the Contract: The contract will naturally expire at the end of the contract term. FirstLine reserves the right to terminate the Contract with thirty (30) days advance written notice as a result of inferior quality of materials, product, workmanship, and/or reductions/termination of funding. FirstLine reserves the right to terminate the Contract immediately if there are unresolved safety or liability concerns.



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Proposer Requirements

Staffing: The Proposer agrees not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age, disability, national origin or sexual orientation. The Proposer will ensure that all employees involved in their services pass a drug screening and background check prior to employment and will submit those tests to FirstLine upon request. Please see background check specifications listed in the below section-the clearance level for this particular proposal is **V1**.

The Proposer will ensure that all staff is supplied with uniforms and ID badges, and these are to be worn at all times. The Proposer will, at the request of the School Operations Manager, Director of Operations, or Chief Operating Officer, immediately remove from the Work Site any person employed on the Work Site who, in the opinion of FirstLine, is incompetent or who has been conducting him- or herself improperly. The Proposer will not permit a person so removed to remain on or return to the Work Site or any FirstLine site.

Background Check: Background checks to be used, according to vendor’s role and level of authority:

- LobbyGuard (See <http://lobbyguard.com/k-12-education-school-safety/>)
 - Sex Offender Registry
- Employment Research Services (ERS) online background check
 - 7-year Criminal History Search
 - Social Security Search (shows past addresses)
 - Child Abuse Search
 - Sex Offender Search
- [Louisiana State Police Bureau of Criminal Identification and Information](#)
 - State Criminal History Record
 - Federal Criminal History Record- FBI Report
 - National Criminal History Record

Guidelines for Disqualification (includes, but is not limited to)

- Conviction of any of the criminal offenses listed in the [Louisiana Child Protection Act](#)
- Registered sex offenders
- Criminally found guilty of or pled nolo contendere to a charge of child abuse or neglect
 - Pending charge of child abuse on a case-by-case basis
- Conviction or a plea of nolo contendere to any felony
- Conviction or plea of no contest to any misdemeanor that indicates the individual may pose a threat to the integrity or safety of the school environment
- Currently on probation for offenses that indicate the individual may pose a threat to the integrity or safety of the school environment will be further reviewed by HR
- A pattern of criminal charges and arrests, even if they were dismissed, which cause concern that the individual may pose a threat to the integrity or safety of the school or school environment
- Intentionally falsifying any information or documents submitted during the employment application process

Vendor Type	Background Check Required	Cost to Vendor
V0: No Student Contact, off-site vendors (e.g. works out of office and not in our	<ul style="list-style-type: none"> • No background check required 	\$0



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schools)		
V1: Assisting- Provides services while a school employee is present, such as in a classroom or school office. Does not handle money and is never left alone with a student	<ul style="list-style-type: none"> Must provide a state issued id to be scanned by LobbyGuard each time individual enters school building. 	\$0
V2: Limited authority- Vendor who is responsible for a group of children, but is always within eyesight of a school employee and is never in direct or sole supervisory or decision-making authority over students.	<ul style="list-style-type: none"> All of the above, and must be cleared by ERS online background check prior to working on campus (2-3 day process). 	\$30-70 depending on number of past zip codes
V3: Authority- Vendor who will have unsupervised access to or authority over students. Ex: bus drivers, cafeteria workers, custodial staff, facilities maintenance staff.	<ul style="list-style-type: none"> All of the above (except for ERS online background check), and a fingerprint background check through the Louisiana State Police Bureau of Criminal Identification and Information 	\$42.50 + cost of fingerprinting

NOTE: Vendors are NEVER allowed to transport students in any vehicle other than via a formal contract (school bus or van). Additionally, vendors at all tiers are not allowed to be one-on-one with a student without being within eye-site of a school employee.

Illegal Labor. The Proposer certifies that no services under this RFP will be laundered or produced in whole or in part by child labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children, or with the benefit of child labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor. Proposer adheres to the Louisiana Minor Labor Law as set forth on the Louisiana Workforce Commission website located at http://www.laworks.net/ors_minors.asp.

Shared Values. The Proposer certifies that it’s mission, corporate culture and organizational practices; align with those values that are central to FLS’ students, families, teachers, administrators and community as a whole. Specifically, the Proposer agrees with the values of:

- a. Service
- b. Learning
- c. Results
- d. Collaboration

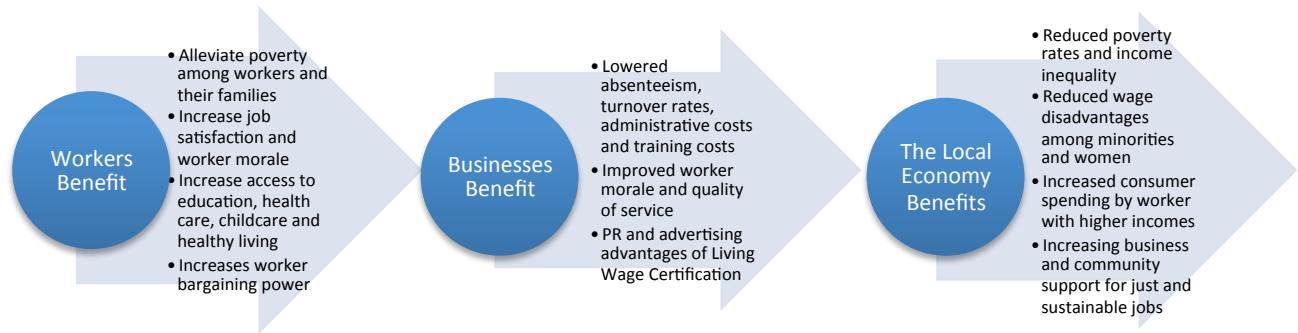
Local and Disadvantaged Business Enterprise (DBE) Program: FirstLine has established a local and Disadvantaged Business Enterprise (DBE) policy to help further The City of New Orleans (Ordinance 70.432.1) established goal of 35% utilization of socially and economically disadvantaged businesses for all public spending or private projects that utilize public funding and/or incentives. It is the policy of FirstLine Schools to ensure that DBEs have the maximum feasible opportunity to participate in the performance of our contracts. It is also the intention of Firstline to create a level playing field on which DBEs can compete fairly for contracts and subcontracts relating to FirstLine’s, procurement and professional services activities. In order to qualify as DBE, the prime must be a for-profit small business

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where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. As a certified DBE, a certificate issued by the city is required upon submission of bidder’s response.

Living Wage: The Proposer agrees to carefully monitor and enforce salaries and benefits that permit their employees to live comfortably. Today, working people struggle to cover the cost of housing, food, health care, childcare and other basic necessities for themselves and their families. A worker who is paid the minimum wage of \$7.25/hour, or any wage below a living wage, cannot possibly afford necessities without assistance. This creates problems not only for workers, but for businesses and the local economy. Paying a living wage leads to increased worker morale, worker health and quality of service. Paying a living wage also lowers absenteeism, turnover rates, and recruiting and training costs.

Living wages stimulate the economy through increased consumer spending and the money multiplier effect outlined below:



Because of the benefits to both community and individual, FirstLine mandates the following wages:

Occupation (SOC Code)	Max # of Staff Under Supervision (If applicable)	Hourly Wage (50th Percentile)	Maximum # of hours/day	Paid Days Off	Benefits Description
Infant Childcare teacher (252011)	na	\$13.82	8	10	Health Care Paid Days Off
Infant Childcare worker (399011)	na	\$9.42	8	10	Health Care Paid Days Off

SOC Code: Standard Occupational Classification code-see www.bls.gov/soc/home.htm

Appointment of Supervision: The Proposer will appoint an experienced Supervisor to be responsible for all work required under the contract. The Supervisor must be acceptable to FirstLine and receive on behalf of the Proposer any order or communication relating to the work on this contract. The Supervisor



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will be readily accessible to FirstLine personnel at all times and will have communication equipment (cell phone and email).

Security Clearance and Bonding: The Proposer will submit to FirstLine upon request, names and addresses of all individuals who will be performing the Work. FirstLine may request security clearance and insist that personnel who are not approved for clearance be replaced. The Proposer will provide evidence that all employees engaged in performing the Work are bonded.

Safety: The Proposer and its employees must wear adequate safety equipment for the tasks involved, and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled and stored safely at all times. All materials on school premises must be permissible per law. Any health and safety issues should be reported immediately to the School Operations Manager.

Security/Keys: The Proposer will ensure that the serviced facilities are secure at all times by ensuring that windows are closed and locked, and that doors and gates required to be locked are locked. All keys entrusted to the Proposer for the fulfillment of this Contract must be fully protected at all times. In the event of lost keys, it will be the responsibility of the Proposer to have any safety-compromised locks re-keyed, which may include the entire facility.

Confidentiality: Confidentiality is required from the Proposer and its employees at all times.

Assignments: The Proposer will not make any assignments or subcontract for the Work without written permission from FirstLine.

Legal: The Proposer must fulfill all obligations in compliance with all applicable laws and regulations, including the Occupational Health and Safety Act. The Proposer must notify FirstLine concerning any litigation involving the Proposer or its parent or subsidiary companies.

Responsibility and Control of Work: The Proposer will be responsible for all damage caused by its employees, its equipment or its supplies, the School's property, equipment, buildings and building



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contents. The Proposer will also be responsible for all injuries to persons caused by its staff, equipment or supplies. The Proposer must be knowledgeable about and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.

Insurance: Proposer must provide insurance coverage that will minimize FirstLine’s risk exposure:

- Worker’s Compensation/Employer’s Liability insurance to cover bodily accidents in the amount of not less than \$500,000 per accident
- Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad-form property damage, premises operations and completed operations in an amount of not less than \$1,000,000 combined unit
- Automobile Liability and Physical Damage insurance for an amount of not less than \$1,000,000 for each bodily injury and property damage combined, single limits, and extensions of comprehensive coverage for all leased, owned and hired vehicles
- Employees must be bonded

Equipment: The Proposer will ensure that all applicable equipment is serviced regularly to meet the manufacturer’s recommendations for cleaning and maintenance. This includes proper care of wood flooring, laminate furniture, etc., as well as proper care of vacuum cleaners, floor buffers, etc.

Critical Operating Hours: The Proposer will plan the Work to keep disturbances to the students, staff and site visitors to a minimum. Standard hours at each facility are given in Attachment A.

Vandalism: The employees of the Proposer will report to the School Operations Manager any vandalism and/or damages to equipment and buildings discovered during the course of their work. They will also notify the above of any required repairs.

Procurement of Materials and Use of Equipment: Should FirstLine supply certain equipment to enable the Proposer to complete work, such equipment must not be removed from the premises without written consent from FirstLine.

Inspection and Supervision: The Director of Operations or their designee will inspect the facilities on a regular basis and call upon the Proposer when it is determined the Work is not adequate or complete. The Proposer will address all safety-related concerns immediately. All non-safety-related concerns shall be addressed within 24 hours. Additionally, the Proposer will meet with the Director of Operations or their designee on a regular basis in order to ensure open, regular feedback and communication.



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Scope of Work

A detailed list of **minimum** services to be provided is outlined below:

The scope of services for this RFP is to provide space and administrative planning for ongoing childcare services, including but not limited to the following:

-Space planning: Prepare the physical space to meet the needs of all licensing agencies. Identify equipment and modifications required. Collaborate with the Director of Early Care and Education to purchase furnishings and supplies that meet quality-rating standards.

-Administrative planning: Organize outreach process to recruit interested employees. This may include an open house at the existing childcare run by the provider. Develop policies that meet the needs of the employees, and set fees that ensure high quality. Operate at full capacity to ensure the financial viability and appropriate staffing for the classroom.

-Childcare services: Provide a staff of highly trained early childhood educators that can work closely with parents to meet the needs of families served by the program. Provide one on-site director (who can also have teaching responsibilities) who can respond to any issues and problems that may arise.

Program Goals

This childcare service is meant to provide FirstLine employees high quality childcare to support them in their work with our students. We are outsourcing this work to a community provider who will:

1. Provide high quality care in a licensed space(including consumable supplies?);
2. Manage all financial transactions with customers;
3. Manage all training and staffing within the space.

General:

Guarantee of Service

The provider will oversee the services to the children of FirstLine School employees and community members for those who opt in. FLS reserves the right to establish guidelines in the enrollment procedures.

Administration by FLS

Upon approval and acceptance of a proposal and execution of a written contract, Services shall be performed on behalf of FirstLine Schools, which shall be responsible for the administration of the contract. All notices and correspondence regarding the executed contract shall be directed to Purchasing & Business Services office.

Site visits

Provider must allow ad-hoc visits by FLS personnel and must make available such records as may be requested for examination by FLS personnel.

Department of Education Rules and Regulations

Provider shall have and maintain childcare licensing through the Department of Education and other licensing agencies. Provider shall comply at all times with the most current DOE rules and regulations for operating a childcare classroom at a FirstLine Schools site.

Treatment of Children

Provider shall ensure that no staff member, volunteer and/or parent at the childcare classroom inflicts corporal punishment or encourages corporal punishment by others on any child enrolled in the childcare facility. Provider shall ensure that there is no foul language, no favoritism and no emotional punishment (e.g. withdrawal of warm emotional contact and/or communication).



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Loss of Property or Damage to Property

Provider shall be responsible for replacing at its sole expense any piece of equipment or item of inventory provided by FLS that is lost or damaged due to Provider's failure to exercise reasonable care. FirstLine Schools reserves the right to determine in its sole discretion whether Provider has exercised reasonable care.

Independent Contractor

Provider shall at all times represent itself as an independent contractor and shall not represent itself or its employees to be employees of FLS.

Provider shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, worker's compensation, employee insurance, minimum wage, overtime, etc.

Provider agrees to indemnify, save and hold harmless FirstLine Schools, their officers, agents and employees from and against all loss (including attorney's fees) and damage of any kind related to such matters.

Provider Services

Provider's services shall include but not necessarily be limited to the following:

- Provider must be prepared to provide services under the contract **beginning June 15, 2015.** — **Floor waxing-**
- Provider shall furnish qualified staff (refer to Staffing section for details), childcare services, office supplies, and paper goods.
- At all times shall equipment and materials comply with most current DOE guidelines.
- Provider shall ensure that they maintain FLS' environment and equipment in a manner conducive to the children's health, safety, comfort and developmental (physical, social, emotional and cognitive) needs. Provider shall contact FLS in a timely manner to obtain necessary repairs to equipment and/or facilities that are the responsibility of FLS.
- Provider shall ensure that the physical health and safety features of the environment conform to local, state and federal requirements. Provider shall protect children against the danger of fire and smoke, injury attributable to the environment, against electrical hazards, and the spread of disease and infection. The provider shall provide written notification to FLS immediately upon learning of any such hazard (s), and shall provide written notification to FLS within twenty-four (24) hours of any investigation or citations by local, state and federal authorities.
- Provider shall submit proof of compliance with all local, state and/or federal building, zoning, fire, safety and health codes, for the current contract year. Copies of inspection certificates must be on file at the childcare classroom for inspection by DOE. Provider shall ensure they maintain all inspection records and have them available to FLS at all times.

Programming

Provider shall prepare a twelve (12) month child care program observing the **same holidays at FLS** employees and students with service depending on need made available during the summer break. **Hours of operation are 7-6, Monday through Friday.**

Provider shall provide care of children infant-15 months. Provider shall adhere to a 1 to 5 staff child ratio at all times we are projecting to have 15 children.



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FirstLine School furnished facilities, property and services

FirstLine Schools will make available one classroom at Phillis Wheatley School, 2300 Dumaine Street, New Orleans, LA 70119 for programming.

FirstLine Schools for maintenance and upgrades to the facility. These include utilities, janitorial supplies (including paper towels, toilet tissue, gloves, Kleenex, etc.), grounds supplies and grounds services, pest extermination services and maintenance necessitated, in FirstLine Schools' discretion, by normal wear and tear.

FirstLine Schools shall maintain and replace when needed, specific indoor and outdoor equipment that shall include tables and chairs, bookcases, toy storage and outdoor play equipment.

FirstLine Schools provides and maintains a microwave oven, refrigerator, commercial refrigerators, cooktop, heavy duty dishwasher, clothes washer and clothes dryer.

FirstLine Schools maintains the existing electronic building security and **will provide a phone line.**

Firstline Schools **will provide a page for the classroom on our website.**

Enrollment and Wait List Policies and Procedures

FirstLine Schools shall determine the initial eligibility and on-going eligibility procedures for enrolled families. Policies and procedures shall include the following:

- Priority enrollment for FirstLine School employees. If there is limited availability, priority will be granted based on seniority. Secondary placement will be granted to charter school employees. Tertiary placement will be granted to community members.
- It is the responsibility of the Provider to maintain a full classroom to ensure the financial viability of the program.
- FLS reserves the right to change policies in regards to enrollment

Childcare Services Implementation Plan

Provider must specifically identify the method and manner in which it proposed to provide childcare services as described in the Scope of Work with an emphasis on the following items:

- Goals, objectives and curricular philosophy of the program.
- Describe how the goals, objectives and curriculum of the center
 1. Address the central aspects of child development
 2. is incorporated by the staff into the daily activities
 3. is play-based; and
 4. How the achievement of the goals, objectives and curriculum guide the teachers' ongoing assessment of a child's progress.
- Describe how Provider communicates the details for the curriculum and daily activities to families.

Curriculum must include the following components:

- Social-emotional development

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- Physical development
- Language development
- Early literacy
- Early mathematics
- Science
- Expression and appreciation for the arts
- Health and safety
- Social studies

-Describe how Provider will ensure that children have many and varied open-ended opportunities and material to express themselves creatively through music and art.

-Describe how materials and equipment used to implement the curriculum will reflect diversity, including gender, ethnicity, age, culture, language and ability.

-Describe how Provider will support children with special needs and how Provider's staff will receive training on how to meet their needs and the needs of the family.

-Include a typical daily schedule for the classroom (infants-15 months).

-Include a written narrative or any other printed technique to demonstrate the Provider's ability to satisfy the Scope of Work. The narrative, including dates, should describe a logical progression of tasks and efforts that Provider will implement to ensure the center is operational.

-Describe all record keeping and billing methods, including bookkeeping and auditing procedures and billing and fee collection systems.

-Describe procedures for how Provider will document and identify all visitors to ensure the safety and security of the children and to help family members identify visitors.

-FLS may require that Provider submit additional information with more detailed plans prior to entering into a contract with the successful provider.

-A sample staff schedule that meets licensing requirements and ratios

Family/Teacher Relations

Include a plan showing how parent involvement, networking and communication will be fostered, maintained and evaluated. The classroom shall be open to parents during all operating hours. Plan must include be not be limited to:

- Frequency and scope of the communication with parents, both written and oral;
- Methods in which technology will be used to communicate with parents
- Frequency and type of parent conferences (including development workshops, lectures, seminars), as well as methods of documentation
- Methods by which parent perspectives are brought to center management, including how quickly (timeframe) parental concerns will be resolved, how the resolution will be communicated, and procedures for parents if satisfactory resolution can't be found
- Methods by which parent communication will be evaluated for its effectiveness

Parent Handbook

Provider shall give families upon enrollment a handbook with current information listing center policies and procedures. At a minimum, the following information must be included:

- Program philosophy
- Child ratios and group sizes
- Childcare fees and policies
- Enrollment requirements
- Center policies regarding the treatment of children
- Health and safety procedures (e.g.,: posting rules related to illness)
- Enforcement of policies in relation to illness
- Current lesson plan
- Overview of curriculum for the current semester
- Staff names and biography
- Procedures outlining the steps involved in the disenrollment of a child from the child care program.

Staff Hiring/Policies/Retention

Include a comprehensive plan on hiring, policies and retention of staff. Include a copy of the staff handbook Provider distributes to all new employees. Staffing plan should include, but not be limited to:

- Detailed job description of the onsite director/teacher including specific educational requirements and specialized training
- Minimum and desired job qualifications for all other staff positions
- Detailed plan that indicates levels of compensation and benefits for each staff position
- Employee hiring and grievances procedures
- Recruitment and retention plan
- Staff and volunteer orientations
- Probation policies
- Staff records (what records are kept and on-file)
- Guidelines for treatment of children, including age appropriate methods for guidance and discipline
- Health and safety guidelines
- Communication with parents and other staff
- Classroom staffing patterns
- Training requirements

Budget and Childcare Fees

Provide a preliminary budget for the first year of center operation and childcare fees including:

- The method of calculating all fees charged to enrolled families
- Policies and procedures for how fees will be collected
- Policies for exemption from payment, e.g. extended illness, dis-enrolling over the summer, dis-enrolling during school year due to parent sabbatical, maternity/family leave of absence
- Breakdown of expenses for the operation of the center, e.g. staff salaries, staff training, program supplies, equipment, parking costs for staff
- Information on provider status (for –profit or non profit)

Proposer Qualifications

FirstLine Schools is soliciting proposals from childcare centers, which are in the business of providing services as listed in the Request for Proposal. Your proposal shall include, at a minimum, the following information. Failure to include these items may be grounds for rejection of your proposal.

1. Proposer shall present evidence that the firm or its officers have been engaged for at least in the past 7 years in providing the services as listed in this RFP. References must be included stating the name, position, telephone number and email address of a contact person.
2. Proposer must be currently operating, managing, or employed in a Louisiana licensed childcare facility.
3. Proposer shall prepare an organizational staffing chart of the employees to be utilized in performing this contract. Detailed resumes of key personnel, including principals, are required. Detail specific tasks or assignments proposed in the method of approach to accomplish the Scope of Work.
4. Proposer must list and describe any Louisiana or other state's licenses or certifications it possesses or any additional pertinent information that describes its qualifications to operate a childcare facility, e.g. childcare licenses, teaching certificates, training, work experiences, and written references. Provide dates of issuance of licenses, certificates, training, and/or job experiences.
5. Include a description of special resources, skills or services that the firm possesses and which are not addressed as part of this RFP that would be available as part of this agreement.
6. Proposer shall include a statement on any previous violations of State, Federal, or local guidelines for which the Provider was cited and became a matter of record.
7. Proposer shall include a statement of the center's policy identifying the standards and criteria used to define the quality of services offered.
8. Proposer shall provide a Certificate of Insurance.

Evaluation Criteria

Proposals will be evaluated on the following criteria, listed in order of their relative priority with most important listed first:

1. Childcare Program, Services and Curriculum
2. Family/Teacher Relations
3. Staff Hiring/Policies/Retention
4. Budget/Childcare Fees
5. Proposer Qualifications

RFP Bid Process

Walk-Through: A walk-through of the school’s field location will take place on February 9, 2015 from 11:00PM-12:00PM. The walk-through must be completed by interested Proposers as a requirement of this RFP. Please contact Rebekah Cain, Director of Operations, if you cannot make that time but wish to tour the facility.

Submission: The Proposer will submit the following by **March 2, 2015, at 2:00 PM:**

- Original copy of all proposal documents, including checklist and all attachments, bound, marked ORIGINAL and sealed in an envelope
- One additional hard copy of all documents
- One electronic copy of all documents (via USB)

Submission should be delivered by mail or by hand to:

Mr. Joseph Neary, COO
FirstLine Schools – Business Office
300 N. Broad Street– Suite 207
New Orleans, LA 70119

Any questions regarding this RFP should be directed to Emmy O’Dwyer, Director of Early Childcare and Education, at eodwyer@firstlineschools.org or 504.267.9041.

Evaluation: A variety of weighted criteria, given below, will be considered in evaluating proposals. This evaluation will be made based on information provided within the Proposal, by the Proposer during RFP specific presentations or negotiations, news articles, press releases, client references, industry references, vendors and related sources, and any other sources.

- Proposal Quality (0-50 points): Proposer is to have the staffing and resources necessary to complete the service required and a plan on how to deliver high-quality service.
- Price (0-30 points): Proposer offers the requested service at a competitive price, and all of the necessary factors that contribute to the price are accounted for.
- Executive Resumes (0-10 points): Proposer is to provide résumés of key contributors, operations manuals and other documentation that outlines existing policies and procedures for personnel

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management, training and professional development for its staff.

- Professional References (0-30 points): Proposer is to have a demonstrated track record of success in the industry and in New Orleans, and provide positive references.
- Company Financials (0-30 points): Proposer is to provide all requested information to show fiscal responsibility and sound business practices.
- Headquartered in Orleans Parish (0-20 points): Proposer is proven to be an established business operating in Orleans parish.
- State and Local and Disadvantaged Business Enterprise (DBE) Policy (0-20 points): Proposer meets FirstLine’s preference of working with a local business and DBE, and provides certification of such distinction.
- Community Involvement (0-10 points): Proposer demonstrates contribution to charitable programs and events that demonstrates genuine interest in improving community well-being.
- Innovation (0-10 points): Proposal demonstrates innovative means and methods

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Proposal Requirements

1. Executive Summary (2 pages maximum)
2. Company Overview/Fiscal Responsibility Summary
 - a. Experience in the education industry in New Orleans (Pre-K through College)
 - b. Cost-Containment Strategy
 - c. Organization Chart
 - d. Resumes of Key Contributors
3. Organization Policies and Procedures
 - a. Employee Sourcing, Screening and Hiring Procedures
 - b. Frequency and type of background/drug checks performed
 - c. Staff Training/Professional Development Program
 - d. Safety and Security Program
4. Performance History & Preparedness for FirstLine
 - a. Proposer's references (minimum 3)
 - b. Summary of ability to take on the additional workload expected by the Proposer
5. Customer Service Proposal
 - a. Management/Supervision Structure
 - b. How the Proposer plans to monitor and measure service quality (schedule of inspections)
 - c. When/how the Proposer plans to keep clients informed of service quality (sample reports)
 - d. Contingency/Coverage plan for expected and unexpected absences or staff turnover
 - e. Plan for maintaining responsiveness/communication with FirstLine leadership team(s)
 - f. Other methods for ensuring high-quality customer service
6. At least 5 conceptual images of your approach to the design
7. Pricing and Service Proposal – Attachment A
8. Contact Information/Bid Authorization – Attachment B
9. Checklist of Required Elements – Attachment C



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ATTACHMENT A
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PRICING AND SERVICE PROPOSAL

Please provide a breakdown of total price for the creation of the new field and all specifications required in the Scope of Work section of this RFP.

Item (labor-include hours, materials etc.)	Cost	Notes/Conditions

Price for Full Service:



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ATTACHMENT B

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CONTACT INFORMATION/BID AUTHORIZATION

Primary Contact Name	
Primary Contact Phone Number	
Primary Contact Email Address	
Company Legal Name	
Company Address	
Company Phone Number	
Company Website	
Year Company Founded	
Years Operating in New Orleans	
Number of Clients	
Number of Employees	
Certified DBE (yes/no) If	

Authorized Representative Name	
Authorized Representative Signature	
Date of RFP Bid Submittal	

ATTACHMENT C
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CHECKLIST OF REQUIRED ELEMENTS

ITEM	PAGE	INCLUDED (y/n)	INITIALS
Executive Summary			
Company Overview/Fiscal Responsibility Summary			
Organization Policies and Procedures			
Performance History & Preparedness for FirstLine			
Customer Service Proposal			
At Least 5 Conceptual Images			
Pricing Proposals – Attachment A			
Company Information/Bid Authorization – Attachment B			
Checklist (This Document) – Attachment C			
Proof of Insurance Ability			
DBE Certificate if Applicable			
Sealed Original + Hard Copy + Electronic Copy	n/a		



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END OF RFP DOCUMENT