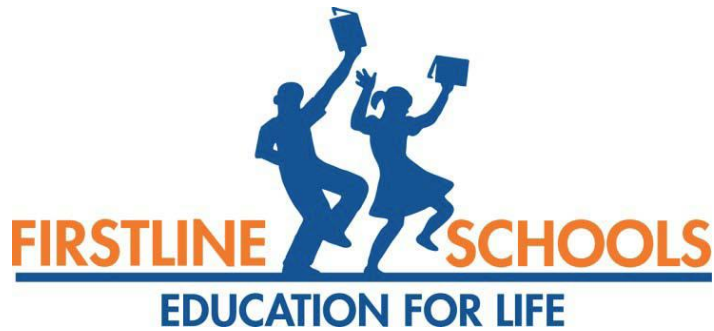


FirstLine Schools, Inc.
Request for Proposal – Custodial Services



FirstLine Schools, Inc.
Request for Proposal – Custodial Services

RFP Announcement:

Mandatory Pre-Bid Meeting:
Friday, February 16th, 2018 at 10:00 A.M.
Live Oak Facility
3128 Constance St, New Orleans, LA 70115

Facility Walkthrough to directly follow the Mandatory Pre-Bid Meeting

RFP Questions Due: Friday, March 9th, 2018 by 2:00P.M.

Questions directed to:
Rebekah Cain, Director of Operations,
at rcain@firstlineschools.org

Proposal Submittal Deadline: Friday, March 16th, 2018 by 2:00P.M.

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

FirstLine Schools, Inc.

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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 3,100 students during the 2016-2017 school year. FirstLine also operates a central business office and supports The NET Charter High School. Under this RFP, the awarded bidder(s) will be responsible for providing custodial services to one (1) FirstLine school: Tentatively named Live Oak Facility. Basic information about this site is available in Attachment A.

Purpose: FirstLine seeks proposals from qualified respondents interested in providing custodial services as described in this RFP.

FirstLine will require the Proposer to provide comprehensive services, management, superior workforce and service supervision, such that FirstLine is not burdened with facilitating the day-to-day operations and customer service requirements. The Proposer will supply and pay for all labor, materials, supplies (consumable and non-consumable), and plant equipment necessary to deliver their proposed service. The cleanliness, tidiness, safety, and sanitary standards of the facility are to be maintained at all times.

While the Proposer’s cost is of great importance, proposing the lowest price will not assure award of the service. FirstLine demands comprehensive, reliable, and efficient service. Failure to address FirstLine requirements or concerns with any matter will disqualify the Proposer from consideration.

FirstLine reserves the right to award service to a single provider or multiple providers based on the quality of the proposals.

Please note: This school is new to FirstLine Schools as of July 1, 2018, and some information regarding number of students, staff and building hours may change.

Contract Period: This RFP addresses the Contract Period July 1, 2018, through June 30, 2020.

FirstLine Schools, Inc.

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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 RFP; 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 RFP 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.

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

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 Attachment B for detailed information on background check requirements. 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/School Business 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.

*FirstLine would like the site's current custodial staff to be interviewed for positions by whomever wins the bid.

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 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 requires background checks 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/School Business 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/security codes entrusted to the Proposer for the fulfillment of this Contract must be fully protected at all times. In the event of lost keys/security codes, it will be the responsibility of the Proposer to notify the School Operations Manager/School Business Manager and 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.

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

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 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, State statute and local 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/School Business 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.

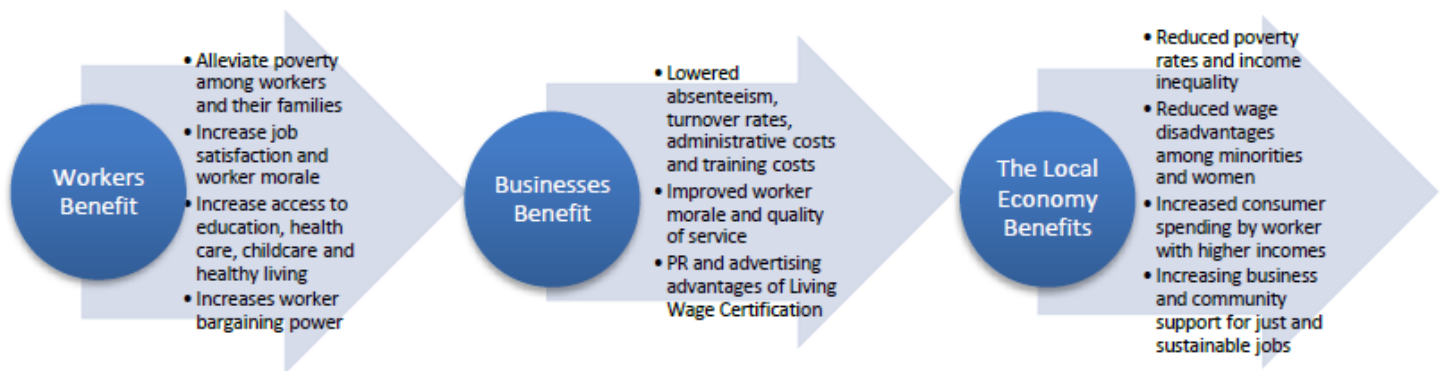
Inspection and Supervision: The School Operations Manager/School Business Manager will inspect the facilities on a regular basis and call upon the Proposer when it is determined the Work is not adequate or complete. The Proposer will address all safety-related concerns immediately. All non-safety-related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

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

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

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, **this matches the wages of custodians at our other schools:**

Occupation (SOC Code)	Max # of Staff Under Supervision (If applicable)	Hourly Wage (75th Percentile)	Maximum # of hours/day	Minimum Paid Days Off	Benefits Description
Janitors and Cleaners (37-2011)	n/a	\$12.34	8	10	Health Care Paid Days Off
Custodial Supervisor/Lead Custodian (37-1011)	8	\$17.18	8	10	Health Care Paid Days Off

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

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

Minimum Staff Per School: To get to a “Level 1” APPA level of cleaning (see Attachment C), we believe it takes 1.8 work-hours to clean 1,000 sq. ft. **Please submit a proposal that is at “Level 2.”** An example of how these levels can be used for staffing models can be found in the table below.

APPA Standard Space	Level 1 Orderly Spotlessness (sq. ft per custodian)	Level 2 Ordinary Tidiness (sq. ft per custodian)	Level 3 Casual Inattention (sq. ft per custodian)	Level 4 Moderate Dinginess (sq. ft per custodian)	Level 5 Unkempt Neglect (sq. ft per custodian)
Classroom with hard floor	8500	16700	26500	39500	45600
Classroom, hard floor, high use	4700	9600	10100	21000	22900
Classroom, carpeted, high use	5100	12700	13400	17900	18800

APPA Staffing Service Levels (subset used for example).

Pricing: For any service that the proposer will include in a price on another line, please indicate such with **INC** and reference the applicable line. Provide details as requested in all boxes, and additional information as necessary.

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

Scope of Work

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

Service Areas: All areas in each facility are to be serviced per the schedule of services below. This includes all classrooms, restrooms, offices, libraries, auditoriums, hallways, stairwells, as well as parking lots, grounds, entrance ways, play areas, fields and any other area within each facility's campus.

The Proposer should be aware that the school has different flooring. In general, floors are as follows:

First Floor: Hardwood flooring for 70% of the first floor. Polished concrete in the auditorium (5553 Sq. Feet), and parts of the first floor area.

Second Floor: Second floor is 70% wood and 25% VCT, except for the dance room which has a padded floor.

Third Floor: Hardware flooring for the majority of the 3rd floor. Band room has carpet squares.

Consumables and Fixtures: All service levels include restroom fixtures and consumables as well as any other equipment or materials necessary to deliver the service quoted.

Quality of Work: Care must be exercised during all cleaning service. Baseboards, walls, and furniture must not be splashed, marred, disfigured or damaged during daily, monthly and semi-annual floor-care and dusting operations. If baseboards, walls or furniture are splashed, marred, disfigured or damaged, these areas will be addressed at the Proposer's expense.

1-A. Daily Service (Porter, Light Maintenance): All areas, as directed by the School Operations Manager/School Business Manager, Director of Operations, Chief Operating Officer or School Leadership

- Daily sweeping of grounds and removal of litter, clutter, etc.
- Occasional porter tasks, including carrying boxes and moving furniture
- Occasional set-up, break-down, and support for daytime events and activities
- Any other duties that help in the day-to-day operations at the facility

1-B. Daily Service (Multiple Times per Day): Restrooms, locker rooms, etc.

- Stock towels, tissue, and hand soap
- Empty sanitary napkin receptacles and damp wipe with disinfectant
- Empty trash receptacles, wipe down, and re-line
- Clean and polish mirrors
- Wipe towel cabinet covers
- Clean and disinfect all toilets, toilet seats and urinals, inside and out
- Scour and disinfect all basins. Polish bright work
- Dust partitions, tops of mirrors and frames
- Remove splash marks from walls around basins
- Spot clean all instances of graffiti: Report vandalism or non-removable graffiti to School Operations Manager immediately
- Wet mop and rinse restroom floors with disinfectant

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1-C. Daily Service (All Meal Times): Cafeteria and Classroom

- Monitor for spills
- Wipe down tabletops between grade levels using the cafeteria, as well as at the end of service during breakfast, lunch and supper service
- Spot sweep as necessary during breakfast, lunch and supper service
- Empty, wipe out, and re-line all trash receptacles after breakfast, lunch and supper service
- Wet mop entire classroom/cafeeteria floor after breakfast, lunch and supper service

The following chart provides the approximate location for meals at the facility for 2018-19 School Year. As this is a new facility for FirstLine Schools, it is subject to change:

School	Breakfast	Lunch	Supper
Live Oak Facility	Grab and go and/or in Classroom	Cafeteria	Classroom

2. Nightly Service: All areas (all classrooms, offices, shared spaces, auditorium, library, etc.)

- Wipe down and disinfect all surfaces and tabletops in all areas
- Vacuum all carpeting (including rugs in classrooms)
- Sweep or dust mop all non-carpeted areas, including stairwells and hallways
- Wet mop hard-surface flooring, including hallways and cafeteria
- Clean entrance glass and interior glass
- Polish all stainless steel surfaces, including drinking fountains, door push-plates, etc.
- Pick up trash and debris from parking lot, play areas, grounds, etc.
- Empty and re-line all trash receptacles; place all trash in dumpsters or designated collection areas
- Empty and replace all recycling receptacles; place all recycling in proper recycling dumpsters or designated collection areas
- Empty and re-line exterior trash cans
- Straighten furniture, organize stacks, etc., as necessary to ensure a neat, orderly teaching and learning environment
- Clean all restrooms, per Scope of Work item 1-B given above
- Scrub high-use flooring (hallways, lobbies, cafeteria, etc.) with automatic scrubber and buff

3. Weekly Service: All areas

- Dust all vertical surfaces of desks and other furnishings (up to 8 feet)
- High-dust horizontal surfaces (all surfaces up to 8 feet)
- Clean all windows and doors, interior and exterior
 - Both sides of all windows between classroom/hallway and classroom/classroom
 - Both sides of all windows in all doors, interior and exterior
 - Both sides of all glass in entryways and vestibules etc.
 - Dust classroom blinds and windowsills
- Wet mop and vacuum stairwells and any other areas not mopped daily

FirstLine Schools, Inc.

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4. Monthly Service: All areas

- Accomplish all high dusting (over 8 feet), horizontal and vertical surfaces, floor to ceiling
- Wash all walls and bathroom stalls up to 8 feet
- Clean all glass and windows up to 8 feet
- Scrub all baseboards, door kick plates, and other high-visibility trim

5. Semi-Annual Service: All areas

- Buff and recoat all hard-surface classroom floors
- Machine strip, rinse, and re-seal all tile and terrazzo flooring
- Shampoo all carpets and rugs
- Wash all windows, inside and out.
- Deep clean commercial kitchen, including all surfaces and floor care
 - Daily cleaning of the kitchen will be completed by the food service subcontractor. Food service will conduct a deep cleaning of the inside of ovens, stoves, etc. The Proposer will be responsible for the semi-annual floor care, high dusting/scrubbing, window washing, etc.

6. Special Projects, as proposed and agreed upon in advance by School Operations Manager/School Business Manager, Director of Operations, Chief Operating Officer or School Leadership

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

RFP Bid Process

Walk-Through(s): A walk-through of the school will occur immediately following the mandatory pre-bid meeting on **Friday, February 16th, 2018 at 10:00A.M.** The walkthrough is a mandatory requirement of this RFP.

Submission: The Proposer will submit the following by **Friday, March 16th, 2018:**

- 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 email or USB device)

Submission should be delivered by mail or by hand to:

Ms. Rebekah Cain, Director of Operations
FirstLine Schools
300 N. Broad Street, Suite 207
New Orleans, LA 70119

Any questions regarding this RFP should be directed to Rebekah Cain, Director of Operations, at rcain@firstlineschools.org. Questions will be answered via a document on the [RFP page of the FirstLine Schools website](#). An email, notifying the document has been posted and/or updated, will be set to all attendees of the mandatory pre-bid meeting.

FirstLine Schools, Inc.

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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, client references, and industry references.

Component	Scoring Scale	Evaluation Criteria
Proposal Quality	0-50 points	Award of a purchase order or contract is based on the best value to FirstLine: quality, availability, delivery, specifications, terms, conditions, and fitness for the particular purpose. When a solicitation requires an oral presentation, submission of test samples, or inspection of facilities, these factors are part of the component evaluation.
Price	0-30 points for each (Price, Professional References & Company Financials) The highest score is 30 points; however, applicants failing to address a Component entirely will receive a score of zero.	Lowest bid(s) receive 30 points; Highest bid(s) receive 0 points; all other bids receive between 29 and 1 points. The total cost may include unit price, delivery and installation, and maintenance and cost of operation as defined in the solicitation. If there is a discrepancy between a unit price and its extension, the unit price will prevail.
Professional References		Relevant professional experience, but no expertise in project subject; between 5 and 10 years of specified expertise in project subject; more than 10 years of expertise in specific project subject.
Company Financials		Three years of most recent audited company financials are requested. The audited financial reports will be reviewed to determine if the company has the financial capacity to perform the work outlined in the contract.
Headquartered in Orleans Parish	0-20 points each	Principal of Business and Registered Office in Orleans Parish as listed with the Louisiana Secretary of State.
State & Local Disadvantaged Business Enterprise	Applicant has provided verifiable evidence of component described by the Evaluation Criteria	A for-profit small business 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 of New Orleans or other certifying agency must be provided with the submission.
Executive Resumes	0-10 points for each	Consideration is also given to the applicants' potential ability to perform successfully under the terms and conditions and their past performance record.
Community Involvement	Applicant can successfully demonstrate the Component as described by the Evaluation Criteria	Demonstrated organizational commitment to programs or public service initiatives serving the youth of New Orleans community relationships.
Innovation		Proposal demonstrates innovative means and methods.

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

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 (bios will not be sufficient)
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. Pay and benefit information for employees
 - e. 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. Implementation/Transition Plan
 - a. Employee Recruiting and/or existing staff transition plan
 - b. Training/On-boarding Plan
 - c. Proposed Transition Timeline
7. Service Proposal – Pricing Sheet – Attachment D (All 7 pages must be completed)
8. Contact Information/Bid Authorization – Attachment E
9. Non Collusion Affidavit – Attachment F
10. Responsibility Disclosures – Attachment G
11. Checklist of Required Elements – Attachment H

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT A
Page 1 of 1

FIRSTLINE FACILITIES INFORMATION SHEET
Subject to change

Live Oak Facility

Address	3128 Constance St, New Orleans, LA 70115
Square Footage	84,771 square feet
Year Built	1913
Refurbishment	Most recent refurbishment completed in 2017. Several prior to 2017.
Student Enrollment	Approximately 650
Student Hours	Approximately 7:00AM – 4:00PM
School Staff	Approximately 85-90
Staff Hours	Approximately 6:00AM - 5:00PM
School Contact	TBD

FirstLine Schools, Inc.

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ATTACHMENT B Page 1 of 2

Vendor Background Checks at FirstLine Schools

We are required to have a background check on all vendors that will work with our students and/or have unsupervised access to our students. [For more information, please go here.](#)

Background checks to be used, according to vendor's role and level of authority (see below chart for details, custodial staff are considered level "V3"):

- 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

Background check results remain in effect for 3 years, with the vendor's written agreement that the vendor will notify FirstLine if criminal status changes for any reason.

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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 schools)	• No background check required	\$0
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	• 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.	• All of the above, and must be cleared by ERS online background check prior to working in our building (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.	• 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).

NOTE: Vendors at all tiers are not allowed to be one-on-one with a student without being within eyesight of a school employee.

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ATTACHMENT C

Page 1 of 2

APPA Levels of Cleaning

APPA: The Association of Physical Plant Administrators (The Association of Higher Education Facilities Officers) was founded in 1914 and is dedicated to the maintenance, protection, and promotion of quality education facilities. It is the organization which sets the standards for custodial and maintenance rates for higher education facilities. This includes the Levels of Cleaning detailed below.

The levels of cleaning are noted in descending order and represent the amount of effort expended. The amount of effort was calculated by frequencies. As the frequencies increase, so also does the level of service or cleaning.

Level 1 – Orderly Spotlessness

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building, or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base moldings shine and /or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 2 – Orderly Tidiness

Level 2 is the level at which cleaning should be maintained. Lower levels for restrooms, changing/locker rooms, and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust smudges and fingerprints are noticeable upon close observation.
- Restroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 3 – Causal Inattention

This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon close observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
- Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

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Level 4 – Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People are being to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning”.

- Floors are swept clean but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out, and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 – Unkempt Neglect

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning”. The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out, and fixtures are dirty with dust ball and flies.
- Trays containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT D
Page 1 of 2

PRICING AND SERVICE PROPOSAL

Please Submit for APPA Level 2

Option 1: Full Service

- 200 Days/Year providing all services covered in Scope of Work items 1-A, 1-B, 1-C, 2 and 3 (Daily, Nightly, Weekly and Monthly services)
- 60 Days/Year providing all services covered in Scope of Work items 3, 4, 5 and 6 (Weekly, Monthly, Semi-annual and special services)

Price for Full Service:

--

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT D
Page 2 of 2

PRICING AND SERVICE PROPOSAL – ADDITIONAL SERVICES

Throughout the course of this contract FirstLine may be in need of planned, emergency, temporary or permanent additional custodial support. Any category the Proposer does not wish to bid on must be indicated with **N/A**.

	Contractual Days	After Hours / Weekends	Holidays
Hourly			
Daily			
Notes/ Conditions			

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT E

Page 1 of 1

CONTACT INFORMATION/BID AUTHORIZATION

Live Oak Facility

Primary Contact Name	
Primary Contact Phone Number	
Primary Contact Email Address	
Company Legal Name	
Company Address	
Company Website	

Company Website	
Year Company Founded	
Years Operating in New Orleans	
Number of Clients	
Number of Employees	
Certified SLDBE (yes/no) If YES, Year Certified	

Authorized Representative Name	
Authorized Representative Signature	
Date of RFP Bid Submittal	

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT F

Non-Collusion

AFFIDAVIT

STATE OF _____

PARISH/COUNTY OF _____

BEFORE ME, the undersigned authority, personally came and appeared, _____, (Affiant) who after being duly sworn, deposed and said that he/she is the fully authorized _____ of _____ (Entity), the party who submitted a Proposal/Contract/Bid/RFP/SOQ No. _____, to Orleans Parish.

Affiant further said:

(1) That Affiant has not and will not employ any person, either directly or indirectly, to secure the public contract under which he/she is to receive payment, other than persons regularly employed by the Affiant whose services, in connection with the project or in securing the public contract, are in the regular course of their duties for the Affiant; and

(2) That no part of the contract price was paid or will be paid to any person for soliciting the contract, other than the payment of normal compensation to persons regularly employed by the Affiant whose services with the project are in the regular course of their duties for the Affiant.

Signature of Affiant

SWORN TO AND SUBSCRIBED
BEFORE ME ON THIS _____ DAY OF
_____, 20____.

NOTARY PUBLIC

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT G

Responsibility Disclosures

Responses to the following questions must accompany the contractor’s bid. A bid may be deemed non-responsive if the contractor fails to provide complete answers or provides false statements to any of the questions provided herein. If any change(s) occur(s) during the bidding process, updated responses must be provided within thirty (30) calendar days of such change(s).

1. Please indicate whether, within the past five (5) years, your firm has been the defendant in any type of court action(s) for (an) alleged violation(s) of labor or employment laws in connection with a contract for custodial services. Yes No

If yes, please explain the circumstances, including the specific allegation(s) filed against your firm; the name of the plaintiffs; the case number; and the disposition/current status of each case.

2. Please indicate whether, within the past five (5) years, your firm or any of its owners, partners, or officers, has/have ever been investigated, cited, assessed any penalties, or found to have violated any labor or employment laws. Yes No

If yes, please explain the circumstances, including the specific charge(s) filed against your firm, its owners, partners, and/or officers; the agency that was involved; and the disposition/current status of each case.

3. If a license is required for any of the services performed by your firm, please indicate whether, within the past five (5) years, your firm, or any individual employed by your firm, has been investigated, cited, assessed any penalties, subject to any disciplinary action by a licensing agency, or deemed to have violated any licensing laws. Yes No

If yes, please explain the circumstances, including the specific charge(s) filed against your firm; the licensing agency that was involved; and the disposition/current status of each case.

Signature of Legally Responsible Party

Date

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT H
Page 1 of 1

CHECKLIST OF REQUIRED ELEMENTS

ITEM	PAGE	INCLUDED (y/n)	INITIALS
Executive Summary			
Company Overview/Fiscal Responsibilities Summary			
Organization Policies and Procedures			
Performance History & Preparedness for FirstLine			
Customer Service Proposal			
Implementation/Transition Plan			
Service Proposal – Pricing Sheet – Attachment D			
Contact Information/Bid Authorization – Attachment E			
Non-Collusion Affidavit – Attachment F			
Responsibility Disclosures – Attachment G			
Checklist (This Document) – Attachment H			
Sealed Original + Hard Copy + Electronic Copy	n/a		

FirstLine Schools, Inc.

Request for Proposal – Custodial Services

ATTACHMENT I

Page 1 of 2

Commonly Asked Questions

1. We do not bond our employees. We have employee practices liability insurance instead. Will this be acceptable?
 - a. Can you confirm that you have third party crime or coverage for this under their GL? Also, would you be able to name FirstLine as additional insured on their GL and show they you have workers compensation? If so, it should be fine. We would have this examined by our insurance agent during the contract negotiations stage of the process.
2. Does FirstLine own any of its own custodial equipment?
 - a. No
3. How long is a typical summer for these buildings?
 - a. While our regular year schedules end in late may to early June, summer school begins the second week of June and runs through the first week of July. Teachers are back the last two weeks of July, with new teachers coming back a week earlier (but only at one of our schools). This means we have 1-2 weeks of the summer with no one in the buildings. We will need to work with our custodial services contractor to creatively schedule summer cleaning to ensure it is completed in time for the school year to start in early August.
4. Who owns your trashcans (classroom, large ones in cafeteria/hallways):
 - a. FirstLine owns them
5. Currently FirstLine Schools is being billed and paying for day porters/day custodial staff by the current contractor(s). How many day porters/day custodial staff is being provided by the current contractor(s) for each school, and what are their hours?
 - a. Generally the lead will also start during the school day, finishing when the night staff finishes (the night staff is currently mainly part-time, though we are open to a longer day to ensure better ability to hire full-time staff. At a few of our schools we also have a full time custodian who may start around 11am and work until 8pm, but not at all of our schools.)
6. How many day porters/day custodial staff is FirstLine Schools requiring bidders to provide at each school for this RFP?
 - a. We leave this up to each proposer to provide an adequate staffing model to address all required services and quality of cleanliness noted in the RFP. The NET does not require a day porter and will not choose to have one.
7. Are custodial services required during the summer break?
 - a. Yes. The “semi-annual” work noted in the RFP is generally done over winter break and summer break.
8. APPA Levels (page 16). What time is allowed for bringing a long neglected facility up to Level 1 or 2? This becomes more critical given that the summer break only allows the vendor one to two weeks for deep cleaning.
 - a. We would look for a 30 day timeline to bring the facilities up to APPA Level 2.

FirstLine Schools, Inc.
Request for Proposal – Custodial Services

ATTACHMENT I

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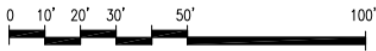
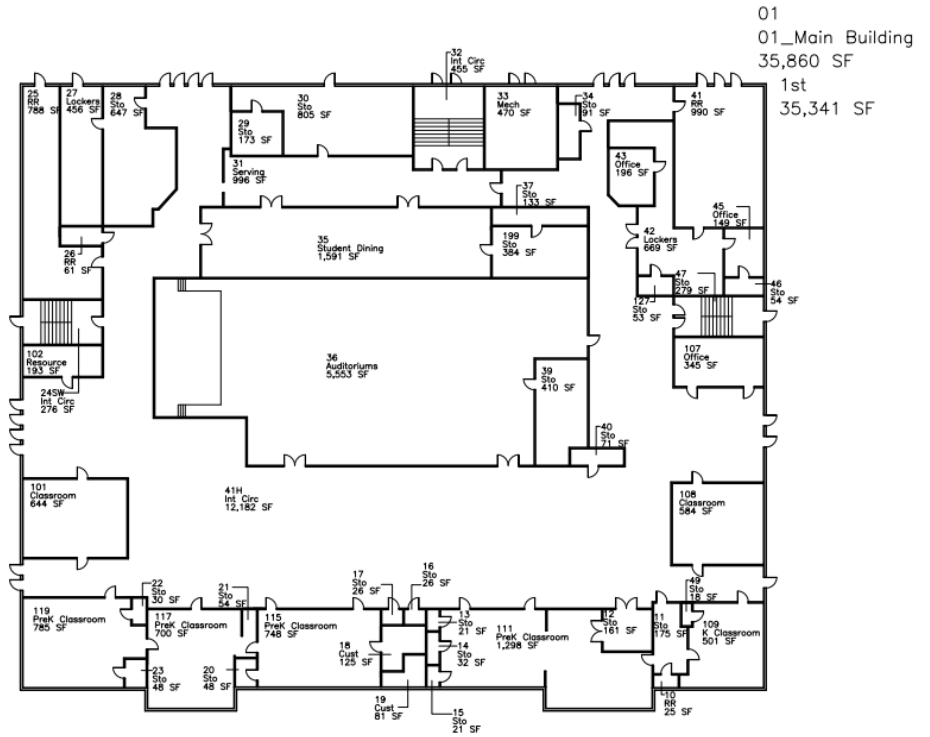
9. What type of medical benefits are expected to be offered? Full medical (like BlueCross Blue Shield) or supplemental (like Aflac)? Is the expectation the winning company pay for 100% of this coverage or a standard percentage (ours is around 10% employee/90% employer for full time employees).
 - a. Medical benefits need to be more than supplemental.
 - b. We don't expect 100% employee coverage of the premium, but whatever the company's standard percentage is, but also not 100% employee coverage of the premium.
10. What is the mandatory/expectation of medical benefits for part-time employees?
 - a. Whatever the affordable care act requires. We are flexible in our working hours to accommodate full-time employees if that is preferred.
11. What is the Schools 2018-2019 calendared schedule?
 - a. This will be available at the Pre-Bid meeting.
12. Are their custodial supply closets with sinks/drains on every floor?
 - a. There are custodial supply closets with sinks/drains on the 2nd and 3rd floor. There is a supply closet without a sink/drain on the 1st floor. The building does have an elevator to help ease supplies movement.

FirstLine Schools, Inc. Request for Proposal – Custodial Services

Attachment J

Building Floor Plan Pre-Renovation

Page 1 of 3



GRAPHIC BARSCALE

BUILDING 01 - 1ST FLOOR

SCALE: 1/32" = 1' - 0"

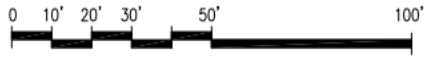
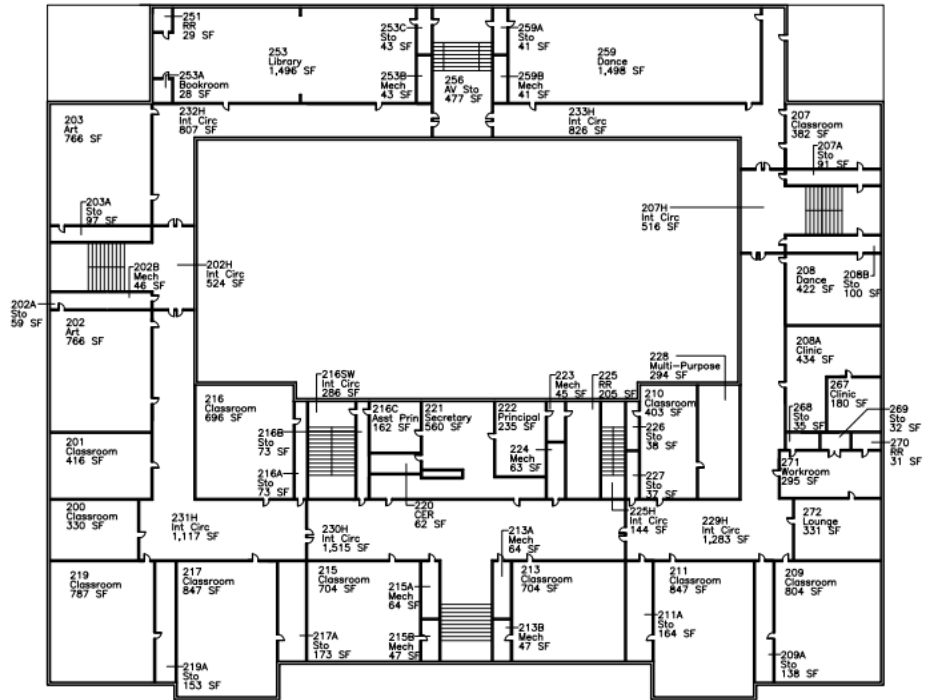


FirstLine Schools, Inc. Request for Proposal – Custodial Services

Building Floor Plan Pre-Renovation

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01 – 01_Main Building
2nd
24,714 SF



GRAPHIC BARSCALE

BUILDING 01 - 2ND FLOOR

SCALE: 1/32" = 1' - 0"

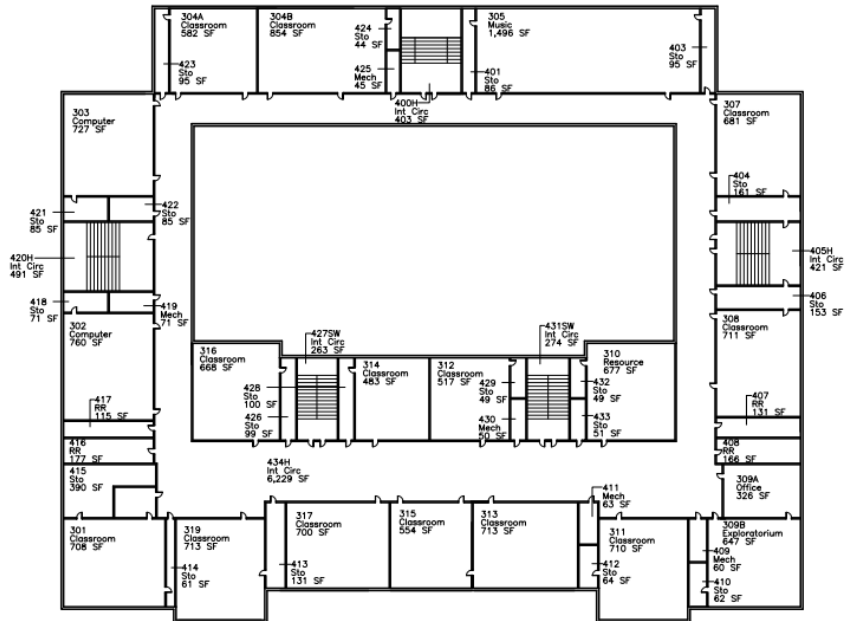


FirstLine Schools, Inc. Request for Proposal – Custodial Services

Building Floor Plan Pre-Renovation

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01 - 01_Main Building
3rd
24,716 SF



GRAPHIC BARSCALE

BLDG 01 - 3RD FLOOR

SCALE: 1/32" = 1' - 0"

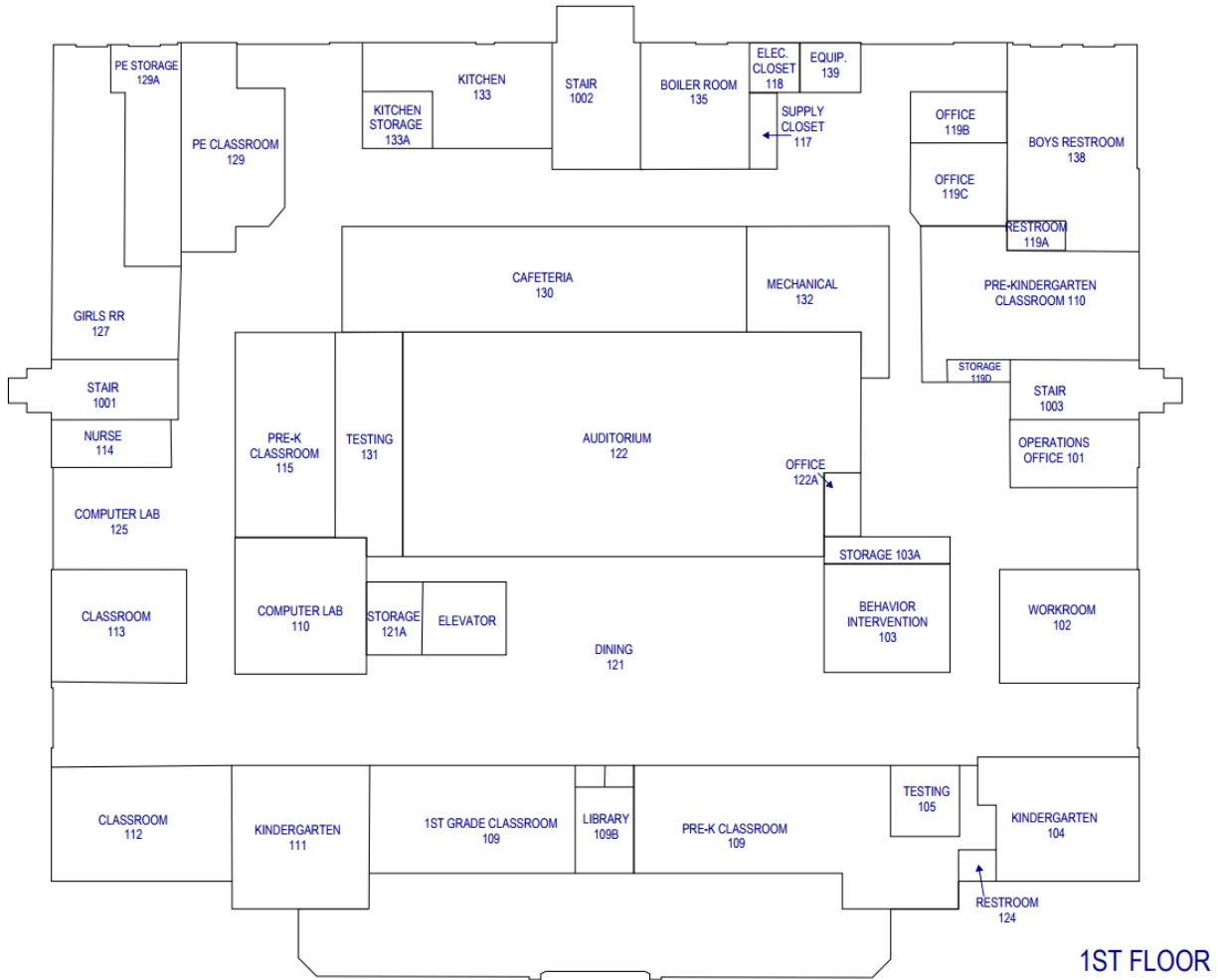


FirstLine Schools, Inc.
Request for Proposal – Custodial Services

Attachment K

Building Floor Plan Post-Renovation

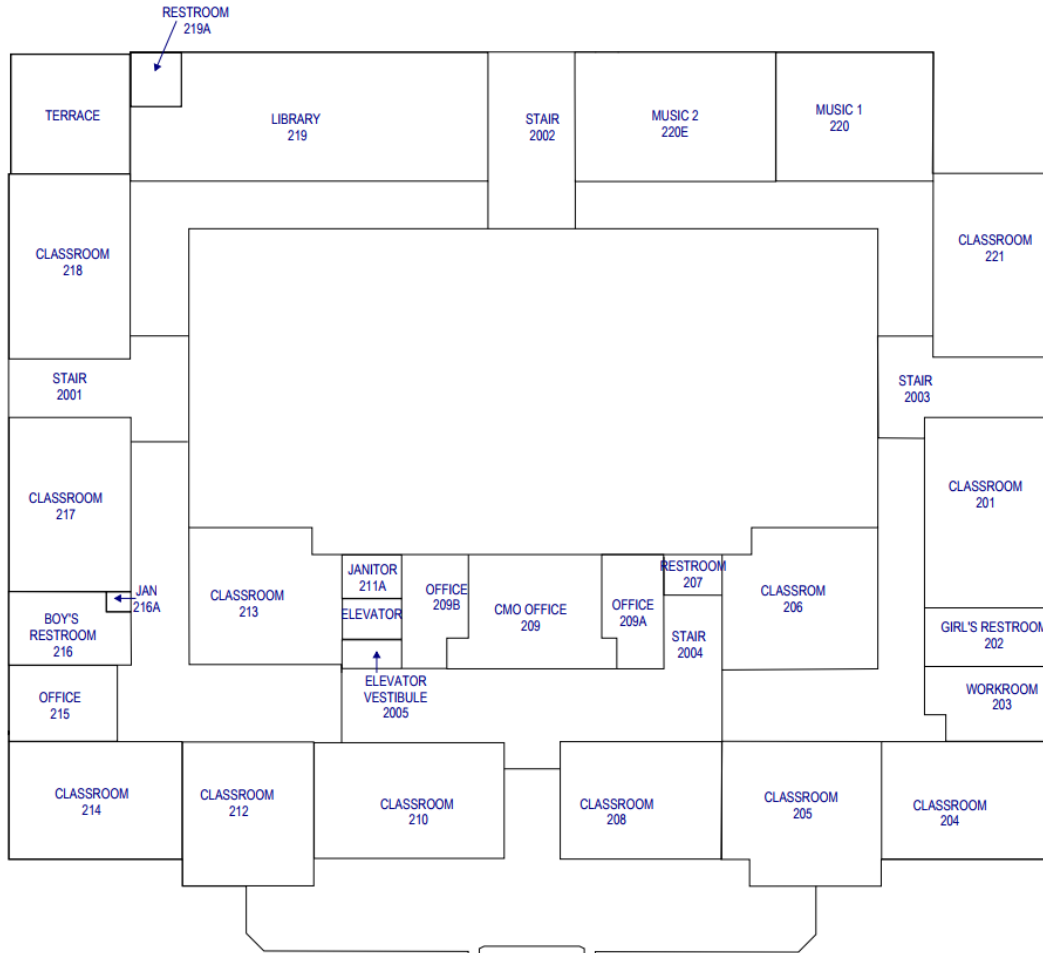
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FirstLine Schools, Inc.
Request for Proposal – Custodial Services

Building Floor Plan Post-Renovation

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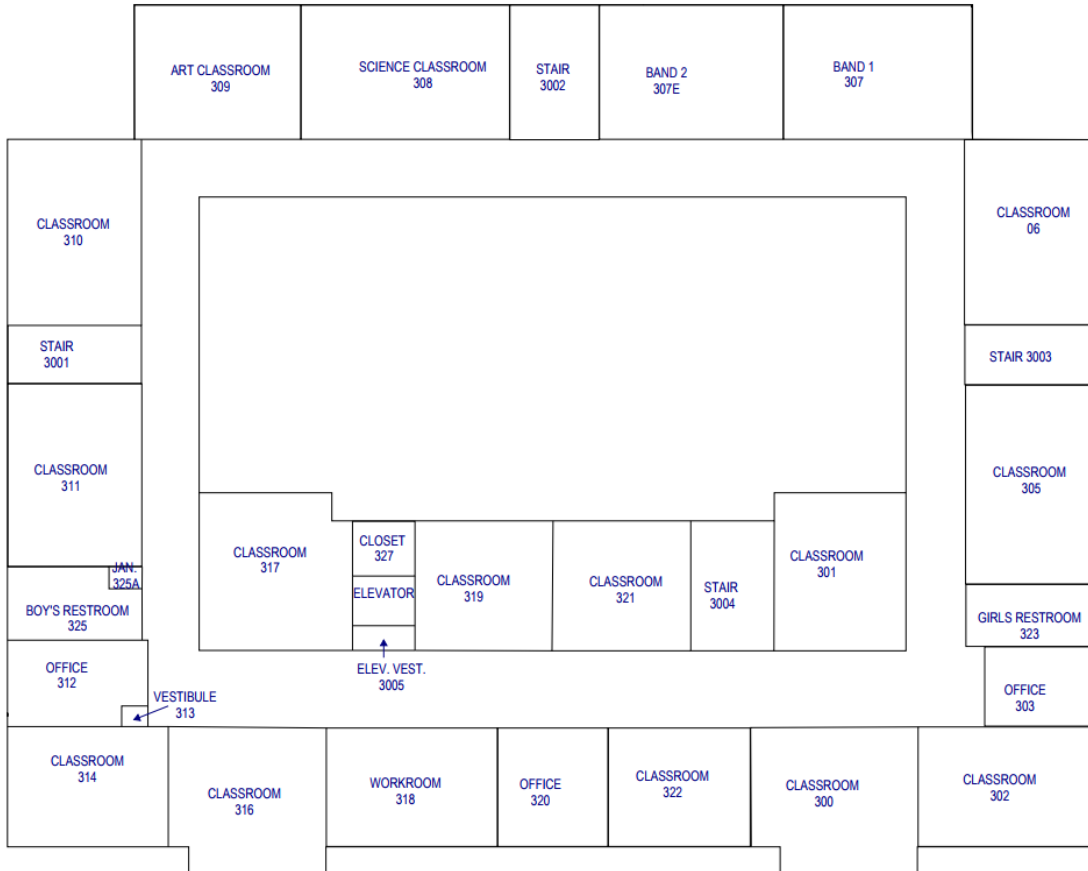


2ND FLOOR

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Building Floor Plan Post-Renovation

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3RD FLOOR

END OF RFP