

# Breckenridge Community Schools

REQUEST FOR PROPOSAL (RFP)  
CUSTODIAL SERVICES CONTRACT

Mandatory Pre Bid Meeting: April 29, 2014

Mandatory Walk of Facilities: April 29, 2014

Deadlines for Questions: May 6, 2014

Final Addendum Deadline: May 9, 2014

Bid Due Date and Time: May 13, 2014

Address for Pre Bid Meeting: 700 Wright Street, Breckenridge, MI 48615

E Mail Address for Any Communication on this Bid to:

Dean Havelka  
Superintendent  
dhavelka@breckhuskies.org

Questions are Welcome Prior to the Pre Bid Meeting via E Mail

Please Do NOT Walk our Facilities prior to the Bid Walk

April 29, 2014

To: Prospective Bidder

Subject: Request for Proposal

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| Section 1 – Bid Instructions |
|------------------------------|

Breckenridge Community Schools is accepting quotations to provide custodial services to the District. This request for proposal is for a 3 year contract period for which we are seeking guaranteed pricing for **July 1, 2014** through **June 30, 2017**. The District reserves the right to renew the contract for three (3) additional years. Renewal(s) will depend on pricing and level of service received during contract period.

**BID DUE DATE:** If you desire to bid on these services, please submit your Proposal no later than 4:00 p.m., **May 13, 2014**. Bids will be opened at **Breckenridge High School Media Center, 700 Wright Street, Breckenridge, MI 48615**. Mail or hand-deliver your sealed bid to: **Breckenridge Community Schools, 700 Wright Street, Breckenridge, MI, 48615, Attention: Dean Havelka, Superintendent.**

Your bid must be received before the bid opening date and time, when all bids will be publicly opened and read aloud. No fax, verbal, e-mail or telephone quotations will be accepted. The District is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail bids.

**BID COPIES:** Each Bidder must submit with the signed original Proposal, **three (3) complete copies of the signed original Proposal**. Each Proposal must be an original and hard copy, and signed by an authorized member of the Bidder's company. This member should be the highest-ranking officer at the local level.

**MANDATORY PRE BID MEETING AND WALK OF FACILITIES:** All prospective Bidders must attend a mandatory pre-bid meeting. The purpose of the meeting is to provide for questions and answers as required to clarify the requirements and specifications contained in the RFP. Only those prospective Bidders present will be deemed eligible to bid on this project. Any assistants or subcontractors in the project are also required to attend the pre-bid meeting to be held at **Breckenridge High School Media Center, 700 Wright Street, Breckenridge, MI 48615**. You must walk every site to ensure all contractors see all locations. No other walks will be available.

**QUESTIONS:** All questions will be directed to the Contract Administrator via e mail before or after the pre bid meeting, or during the question/answer period during the pre-bid meeting. Please do not ask questions on the walk of facilities. Instead, write them down and we will respond to these and all questions in addendum format in writing. Questions may be asked via e mail until the deadline of May 6, 2014.

**PROPRIETARY INFORMATION:** The information provided in the RFP is intended solely for internal use by the Bidder in response preparation. All information contained herein is proprietary and shall not be distributed to any third party, except as required by law.

**BID GUARANTEE:** Each Proposal must be accompanied by either a certified or cashier's check on an open, solvent bank or a bid bond with an authorized surety company in the amount equal to 5% of the first year's estimated dollar distribution to the district. Bid guarantee must be made payable to Breckenridge Community Schools a guarantee of good faith. If the successful Bidder fails to furnish satisfactory bonds and insurance within 10 days after notice of award, or if the bidder has to back out of the project prior to contract signing, such guarantee shall be forfeited as liquidated damages by the District to compensate for losses due to delay and/or increased costs for the project. The guarantees of the three finalist Bidders will be retained until the bond and insurance and start of work of the successful Bidder have been approved by the District. The guarantees of all other Bidders will be returned within ten days after the bid opening.

**PROPOSAL COSTS:** Any recipient of the RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to the RFP, or any negotiations incidental to its Proposal or the RFP.

**RFP/PROPOSAL INFORMATION CONTROL:** The following process described is intended to ensure that all prospective Bidders have equal access to information relative to the RFP. As part of the RFP preparation (which may have included previous discussions with selected prospective Bidders), every effort has been made to provide prospective Bidders with adequate disclosure. Each Bidder shall prepare their Proposal based only on the information contained in the RFP, notwithstanding any information that may have been previously provided. A prospective Bidder noting any inconsistency between the information contained in the RFP and any information previously provided should request clarification. No information communicated, either verbally or in writing, to or from a Bidder shall be effective unless confirmed by written communication contained in the RFP, an addendum to the RFP, a request for clarification or written response thereto, or in the Proposal.

**ADDENDA TO THE RFP:** Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective Bidders on record as having received the RFP. Each Bidder must acknowledge receipt of addenda, but the failure of a Bidder to receive or acknowledge receipt of any addendum, shall not relieve the Bidder of the responsibility for complying with the terms thereof. Acknowledgment shall consist, minimally, of returning a signed copy of all addenda cover sheets as part of the Proposal by the RFP closing date and time. All addenda shall become a part of the RFP. Acknowledgment of all addenda received must be submitted by the RFP closing date and time.

**RESERVATION OF RIGHTS:** The District reserves the right to accept or reject any or all Proposals not withdrawn before the opening date and to waive any irregularity or informality in the Proposal process. The District reserves the right to conduct discussions, request additional information and accept revisions of Proposals from any or all Bidders. The District reserves the right to negotiate with the Bidder whose proposal is deemed strongest by the Selection Committee. Bids may not be withdrawn within 60 days after opening date without forfeiting bid security. The District reserves the right to make such investigations as deemed prudent to determine Bidder's qualifications and eligibility.

## Section 2 - Requirements

**FACILITIES:** The District is comprised of two different buildings throughout the district servicing a pre-K – 12 education. Other buildings support the administration required to fulfill such education. The list of Buildings, addresses and Gross Square Footage for each is attached and will be used in the contract for the initial bid price. Should the District add or reduce square footage, a square footage reduction or addition in price will be established on the pricing form. Maps of Each Facility are also included; they may not be to scale.

**SCHEDULE:** The District is providing a list of the start and ending times of each school. The school reserves the right to change these times.

**COVER LETTER:** Please prepare on company's business letterhead an executive letter from the leader of the Contracted Organization with authorized signature. This should be limited to a brief narrative highlighting the Proposal and should be aimed at non-technical personnel.

**RESUMES OF KEY PERSONNEL:** The proposal should include profiles identifying specific management personnel (i.e., Direct and Indirect Management, etc.) in your employ that will be assigned to District's campus. The profiles should describe experience, education, and background, specific professional accomplishments and any special qualifications. Final selection of management personnel must be approved by the District.

**ORGANIZATIONAL CHART:** An organizational chart of overall Contractor's management, showing special staff personnel, line supervision, and their relationships to school personnel shall be included.

**LEADERSHIP REQUIREMENTS:** The Contractor will be responsible for On Site Management. The amount of time spent in the District by On Site Management needs to be delineated on the staffing form and will be used as part of our evaluation process. Supervisory positions will be required at all Secondary Schools at all times on second shift and available for District Leaders to access during events and emergencies for coverage throughout the District. Please list the Leadership program you propose for this contract and delineate their production vs. supervisory time on the staffing form.

**QUALITY ASSURANCE PROGRAMS:** Contractor shall provide an outline of Quality Assurance programs, communication systems and follow up to achieve Customer Service and results meet specified tasks. Look at the Specifications for minimal Quality Assurance requirements.

**COMMUNICATION REQUIREMENTS:** The Contractor will maintain e mail service for our contract and cell phone connection with the On Site Manager at all times. Each Secondary School will have cell phone communication to ensure communication with Supervision who is to be on site at all times during second shift cleaning hours. All Phones and Computers will be at the expense of the

Contractor. Please list the communication equipment and processes you plan to include in this District in your proposal.

**TRANSITION PLAN:** The Contractor must provide precise plans for each step in assuming management control and describe its ability to commit the staff personnel and resources required to develop a quick and effective transition into the responsibilities of this contract. A statement of the Contractor's management philosophy, Mission and/or Vision should be included. All Start Up Costs associated with this contract shall be part of the bid price.

**STAFFING REQUIREMENTS:** Each proposal must design a staffing table for each facility including shift times, hours and starting pay rates to complete the daily, weekly and monthly cleaning requirements during the school year. All hours are NOT to include lunch breaks, on or off the clock, only productive and supervisory time. Staffing is NOT to include Substitute or Fill In Staffing, only regular staffing scheduled to be in the buildings. Staffing is expected to be at School Year Levels starting Labor Day until the Last Day of School.

Reduction of staffing is expected on non student attended days (In Service Days, Snow Days, Closed Days). On all In Service and Snow Days, coverage will be expected to continue full staff on first shift (projects and snow removal), and second shift coverage for all events and to clean after any usage to ensure the schools are ready for service the following days.

Spring, Summer and Winter Schedules may reduce in staffing levels but the District will expect coverage throughout the summer for all regular cleaning and events as listed in the Specifications as well as the required break work. Team Cleaning is allowed on breaks; not all schools must be covered at all times, but staff is expected to remain on the designated shift of service agreed upon with the District. No day shall be left uncovered year round except for the noted holidays. While the Contractor will determine the level of staffing needed during breaks, ALL specifications are to be completed during the actual breaks and in the case of summer, two weeks prior to Labor Day. Cleaning of Athletic areas will continue throughout winter and spring breaks as well as Summer during the month of August.

Staffing schedules will be evaluated as part of the bid process. These are to be utilized as minimum staffing levels to achieve the specifications. **If specifications are not being met, payroll records may be accessed at anytime during the contract for the most recent two months of service to ensure those staffing levels are being met consistently.** If the payroll record audit demonstrates a shortage of staffing of over 5% on any given week for the entire district, or 10% on any given week for the school in question, (excluding non student day and break schedule reductions), the District may fine the Contractor up to \$1000.00 per week during that two month period. This is to ensure the Contractor's commitment to providing accurate data in the bid for anticipated staffing levels, and to ensure the Contractor's commitment to meeting bid specifications. **This audit will only be conducted if the specifications are not being met.**

Should there be a significant staffing issue on any particular week, detail cleaning may be caught up on weekends so the work doesn't get behind. It is the Contractor's responsibility to keep up on all tasks so as not to fall behind on detail cleaning. Detail cleaning includes any items on the weekly schedule. These are not billable events, simply an acceptable way to keep up with an unexpected staffing illness or transitions. However, any items listed as daily are expected to be completed daily. Missing a Day Shift or Missing a Building is not acceptable, and will result in a \$200.00 or \$500.00 fine respectively. Please list in your proposal your Substitute/Back Up Staffing Plan for the District to prevent short staffing.

As with any cleaning personnel, mistakes may be made. The intent of the above penalties is to prevent a lowering of the specifications or completely missing daily frequencies as a result of short staffing. The District is expecting to receive what was bid as a minimal staffing level. If the Contractor finds it needs to put in more time to achieve the Specification levels, then the Contractor must do so at no additional charge to the District. It is the responsibility of the Contractor to be a professional and bid the work accurately. Should the Contractor find it can provide less hours to achieve the Specification levels, then it shall negotiate an agreed upon savings at the end of each anniversary date, benefiting both groups as an incentive to be more cost efficient and share the savings.

**WAGES:** The Contractor is to provide the starting wages for each position on the staffing worksheet. The District reserves the right to check the wages at any time through accessing payroll records to ensure the Contractor's employees are indeed being paid the starting wage listed in the Bid document. Wages have a direct correlation to retention and will be evaluated as such in the proposal evaluation. Failure to provide the starting wage to employees upon their hire in that position can result in a fine up to \$500.00/week to the Contractor to be taken off their monthly billing. Once again, the intent is simply to ensure the Contractor is indeed stating accurate wages in their bid.

**BENEFITS, INCENTIVES, INCREASES:** The Contractor is to Provide a Detailed Outline of all Benefit Packages (including number of employees who qualify, coverage's, co pays and deductibles), Financial Incentives and Increase Schedules for their Staff. These will be used in the evaluation processes as the District Recognizes motivated employees increase retention. Additionally, it is the Contractor's obligation to stay within all State and Federal mandated wage and benefit programs.

**PAID TIME OFF:** Give in detail the paid time off including vacation, sick and holiday days for all classification of workers.

**HUMAN RESOURCES SUPPORT:** The Contractor shall provide the Human Resource structure that will support this District in acquiring good candidates for hire and describe the interview, selection, and screening process. All new hires must be FBI fingerprinted with results minimally meeting the State of Michigan requirements for staff placed in Public Schools, and a 5 Panel Drug Test Result that came back negative BEFORE they are to be place working at the District. Other Minimal levels of screening are listed in the Specification and Contract language. Please provide your Human Resources Program in your proposal.

**SAFETY:** The Contractor shall use a proactive safety program for its employees and operations at the schools, as well as comply with all District safety rules that apply to custodial services operations. The contractor shall include the corporate safety program in the proposal.

**TRAINING PROGRAMS:** The proposal shall include a description of training programs used for ALL levels that will be employed by the District, and will be expected to comply with all MIOSHA/OSHA training to schedule.

**EQUIPMENT PURCHASE:** The contractor will be expected to provide the necessary equipment to meet the demands of the Custodial Services Specifications in this document. The equipment list including make, model, number at each location and value of equipment must be included in the bid. Failure to include this Equipment List will result in being excluded from the bid process.

All equipment is to be purchased new for this contract. The initial equipment purchase invoice will be required in the first month of the contract start date to ensure the equipment was purchased to the level

listed in the bid document. Failure to do so will result in the District Purchasing the Equipment and charging the cost of the equipment to the Contractor through the reduction of billing during the first three months of service plus a 10% penalty on the equipment price for handling, administration and financing.

Should the District decide to sell existing equipment, purchase price agreements will be determined with the successful contractor. Bid the equipment based on new equipment only.

Repair and Replacement of the Equipment during the length of the contract and any subsequent renewal terms are the responsibility of the Contractor. Equipment is to be maintained in such a manner to ensure the frequencies of the specification are maintained, and the quality is not compromised due to equipment neglect, failure or absence. To that end, back up equipment must be readily available to the District at no extra charge to ensure specification frequency and quality is met.

It is understood and agreed that the District shall in no way be responsible for any theft, disappearances or other misappropriation of any equipment to be supplied by the contractor, nor for the theft, disappearance, or other misappropriation of any supplies or any other property of the contractor.

Please include in your Proposal your Equipment Preventative Maintenance, Repair and Replacement Processes. For the Purpose of this section, please include all Battery Operated, Propane and Electrical Equipment. All Non Battery Operated, Propane and Electrical Equipment needed for this contract will be considered part of the Cleaning Supply Section.

**CONSUMABLE SUPPLIES:** The District will provide all Toilet Paper, Paper Toweling, Soap, Trash Can Liners, Air Fresheners, Hand Sanitizer, Sanitary Products, Ice Melt, Light Bulbs, Chalk, Dry Erase Cleaner, etc. for use in the District. The Contractor may be asked to provide pricing for said items as well as receiving, storing and inventory for said items in each building.

**CLEANING SUPPLIES:** All Cleaning Chemicals, Small Tools, Microfiber, Mops, Dust Mops, Laundry, Mop Buckets, Vacuums, Carts, Handles, etc. are the responsibility of the Contractor and as such, supplied in a timely manner to ensure the specification frequency and quality are met. Please list in your proposal your cleaning supply program.

**GREEN PROGRAMS AND ENERGY CONSERVATION:** The District believes in Green Cleaning Programs which include the use of micro fiber, green seal certified chemicals and equipment, low moisture systems and recycling participation. The District does not expect a 100% Green Program, but does value a partner committed to Green processes. Include the Contractor's Green Cleaning Program for School Districts in the Proposal.

The Contractor agrees to keep energy consumption at a minimum and will comply with energy conservation practices and policies in keeping with the District's efforts. Include an energy conservation program in your proposal.

**FINANCIAL STABILITY:** The Contractor shall provide a certified letter of good standing for a line of credit from a reputable financial institution in the amount of \$750,000.00 or more. This letter must be dated as current within the last six months prior to this RFP.

**OPERATING STATEMENT:** The Contractor shall submit a complete estimated operating statement for the proposed contract period(s), indicating the following estimated costs by category.

- Salaries and Wages for this Contract
- FUTA and Tax Estimates for this Contract
- General Liability and Workers Compensation Insurance for this Contract
- Hourly Increases Prorated over 3 Years for this Contract
- Health Benefits Paid by Employer for this Contract
- Annual Vacation/Holiday/Personal Day Budgets for this Contract
- Training and Motivation Program Costs for this Contract
- Custodial and Office Supplies including Uniforms and Laundry for this Contract
- Equipment Purchase for this Contract
- Repair and Replacement of Equipment for this contract
- IT/Communication Equipment for this contract
- Contracted Window Cleaning Costs for this Contract
- Direct Management Costs Expenses for this Contract
- Indirect Management and Administration Expenses for this Contract
- Sales Commission and Marketing Expenses for this Contract
- Other – List Specific Items for this Category if included for this Contract
- Operating Profit for this Contract

**CONTRACTOR’S EXPERIENCE AND CAPABILITIES:** The Proposal must include a description of the general background, experience and qualification of the Contractor in K-12 locations. The Contractor must list at least three operations presently serviced that is similar in nature to that of the District's within the State of Michigan. One of these references must be for a PK-12 complete District with Custodial Service contract needs similar to this District within the State of Michigan. List the Square Footage of the Districts that the Contractor is responsible for cleaning, the number of FTE’s servicing that District and the period of time the Contractor has served the District. This information shall include the names, titles, addresses, and telephone numbers of individuals who are in a position to evaluate the general quality of the operation at their facilities. More references are welcome.

**PRESENTATIONS:** To assist in the evaluation process, a minimum of three (3) Bidders will be invited for an interview and opportunity to give an oral presentation of their Proposal to the District’s Selection Committee. The presentation should be no longer than forty five (45) minutes in length, with additional time allocated for questions and answers (30 minutes). Specific appointments will be scheduled with the invited Bidders.

**CONTRACT REQUIREMENT:** A Proposed Contract is Attached. The Expectation is the Contract will include the School Facility List, Specification, The Contractor’s Proposal and this RFP. Please read over all documents carefully and list any exceptions to the documentation together with an explanation as to the reason for the exception and the suggested change to be negotiated. Otherwise, the selected Contractor shall be required and expected to meet the documentation in its entirety, except to the extent exceptions are expressly noted in its Proposal.



## Section 3 – Evaluation Criteria

Contract award will be based upon a comprehensive review and analysis of the Proposals that best meet the needs of District. The specific evaluation criteria will include the following and is listed in order of importance to the District:

- Overall Sustainability of the Program – Likelihood of a Successful Transition and Consistent Performance to the Specifications for three to six+ years of expected contract length. The analysis of these criteria takes into consideration the entire proposal documentation as a sum of its parts.
- Price VALUE measured against the Sustainability over time, a contract that does not go well or has to end early is much more expensive than doing it right the first time
- Employee Wage, Benefit and Incentive Structure to promote Employee Retention and Satisfaction
- Past Experience in custodial service operations of a similar nature with References supporting positive, problem solving, result oriented relationships
- Presentation and Interview, Company demonstrates program in action and answers all questions on how they achieve results in all areas
- Staffing Levels Reasonable to Specification Completion
- Equipment Purchase meets the needs of the District
- All Data is Complete in all other Sections as asked, omission or nebulous information suspicious by nature.
- Contract Exceptions are Reasonable and Negotiable

## Section 4 – School Facility List

1. High School/Middle School – 700 Wright Street, Breckenridge, MI 48615, 441 students, 110,138 Square Feet, Start Time – 2:30 p.m., End Time – 11:00 p.m., Breakfast Time – N/A, Lunch Time – N/A, Hours of Expected Day Coverage – N/A
2. Elementary- 515 Summit, Breckenridge, MI 48615, 306 students, 50,885 Square Feet, Start Time – 2:30 p.m., End Time – 11:00 p.m., Breakfast Time – N/A, Lunch Time – N/A, Hours of Expected Day Coverage – N/A
3. Administration – 700 Wright Street, 3 Central Office Staff, Square Footage is included with High School/Middle School, Start Time – 2:30 p.m., End Time – 11:00 p.m., Hours of Expected Day Coverage – N/A

Breckenridge Community Schools  
CUSTODIAL SERVICES RFP/CONTRACT

Schedule - Checklist of Proposal Responses Due  
(return with proposal)

|  | Refer to Page | Complete | Incomplete | Reason for Incomplete |
|--|---------------|----------|------------|-----------------------|
| Attended Pre Bid Mtg                                     |               |          |            |                       |
| Attended All Walks                                       |               |          |            |                       |
| 3 Copies, 1 pdf CD                                       |               |          |            |                       |
| Addenda  |               |          |            |                       |
| Acknowledgments  |               |          |            |                       |
| Bid Guarantee  |               |          |            |                       |
| Cover Letter   |               |          |            |                       |
| Resumes  |               |          |            |                       |
| Organization Chart                                       |               |          |            |                       |
| Leadership Program                                       |               |          |            |                       |
| Quality Assurance Program                                |               |          |            |                       |
| Communication Program                                    |               |          |            |                       |
| Transition Plan  |               |          |            |                       |
| Staffing Schedule Filled Out,                            |               |          |            |                       |
| Starting Wages Filled Out in Staffing Plan, See Attached |               |          |            |                       |
| Benefits, Incentives, Increases Outlined                 |               |          |            |                       |
| Paid Time Off Plan for Employees                         |               |          |            |                       |
| Human Resources Structure                                |               |          |            |                       |
| Safety Program   |               |          |            |                       |
| Training Program   |               |          |            |                       |
| Equipment List by  |               |          |            |                       |

|                                      |  |  |  |  |
|--------------------------------------|--|--|--|--|
| Building for NEW equipment purchase  |  |  |  |  |
| Repair and Replace Equipment Program |  |  |  |  |
| Cleaning Supply Program              |  |  |  |  |
| Green Program                        |  |  |  |  |
| Energy Program                       |  |  |  |  |
| Financial Stability Letter           |  |  |  |  |
| Operating Statement                  |  |  |  |  |
| References                           |  |  |  |  |
| Exceptions to Documentation          |  |  |  |  |
| Price Page                           |  |  |  |  |
| Familial Disclosure Form Notarized   |  |  |  |  |
| Specifications Attached              |  |  |  |  |
| List of Buildings Attached           |  |  |  |  |
| Contract Attached                    |  |  |  |  |
| Other?                               |  |  |  |  |

Notes by Bid Selection Committee:

Breckenridge Community Schools

DISTRICT WIDE CUSTODIAL SERVICES PROPOSAL

Year One, 7/1/14 – 6/30/15 \$ \_\_\_\_\_

Year Two, 7/1/15 – 6/30/16 \$ \_\_\_\_\_

Year Three, 7/1/16 – 6/30/17 \$ \_\_\_\_\_

If Square Footage is deducted from the Contract, the price/sq foot reduced is: \$ \_\_\_\_\_

If Square Footage is added to the Contract, the price/sq foot increased is: \$ \_\_\_\_\_

\_\_\_\_\_  
Printed Name of Executive Official for Contractor      Date

\_\_\_\_\_  
Signature of Executive Official for Contractor      Date

**Affidavit of Bidder – Familial Relationships Form**

The undersigned, the owner or authorized officer of \_\_\_\_\_ (the "Bidder"), pursuant to the familial disclosure requirement provided in the Breckenridge Community Schools (the "School District") advertisement for construction bids, hereby represent and warrant, except as provided below, that no familial relationships exist between the bidder(s) or any employee of \_\_\_\_\_, and any member of the Board of Education of the School District or the Superintendent of the School's District.

List any Familial Relationships:

**BIDDER:** \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

STATE OF MICHIGAN     )

) ss.

COUNTY OF Gratiot     )

The instrument was acknowledged before me on the \_\_\_\_ day of \_\_\_\_\_, 2014, by \_\_\_\_\_.

\_\_\_\_\_  
\_\_\_\_\_, Notary Public  
\_\_\_\_\_, County, Michigan

My Commission Expires: \_\_\_\_\_

Acting in the County of: \_\_\_\_\_