



**EXCEL**  
ACADEMY CHARTER SCHOOLS

**Request for Proposal**  
**For**  
**Custodial Services**

**Excel Academy Charter Schools, Boston, MA**

**September 28, 2017 (*Date Issued*)**

**Responses are due no later than 5:00 PM,  
Thursday, October 26, 2017**

## **Request for Proposal for Custodial Services**

### **Request for Proposal for Custodial Services**

Excel Academy Charter School invites written proposals from qualified companies for custodial services at all campus locations.

The successful company shall be required to enter into a contract that incorporates this Request for Proposal (RFP), including all of its exhibits, and the Proposal, as may be modified by agreement of the parties.

### **Excel Academy Charter School Background**

Excel Academy Charter Schools is a network of tuition-free, public charter schools serving the Massachusetts communities of East Boston and Chelsea. It was founded to address the severe academic underperformance and low college matriculation rates of the student populations in these neighborhoods. Our founders envisioned a free, public school alternative where all students would be held to the highest academic and behavioral expectations, and college would become a reality.

The network's first school opened in fall 2003 in East Boston and now serves 224 students, grades 5 through 8. Excel Academy Chelsea, the 2<sup>nd</sup> school in our network, opened in fall 2011. Our third school, Excel Academy Orient Heights, opened in August of 2012. Our first high school, Excel Academy Charter High School, opened in fall 2015. Excel now educates 793 students in grades 5-9. At full scale in 2019, Excel will enroll a total of 1,350 students in grades 5-12.

Over the past seven years, Excel Academy has proven the achievement gap can be closed. For 6 years in a row, Excel 8th graders have been the top-performers of all 450 Massachusetts public district and charter schools on the state's MCAS exams.

Since its founding, Excel has adopted the identity of being a college-preparatory school — first as a single-site middle school, then as three middle schools, and now as a middle and high school network. Our purpose and theory of change is clear: we believe that a college degree has the potential to fundamentally change our students' life trajectories and close the opportunity gap that exists between kids growing up in disadvantaged circumstances and those who do not. Excel focuses on college from the day students arrive in 5th grade, and now with a high school of our own, we are closer than ever to ensuring we our students are prepared for a 21st century economy.

As Excel Academy grows to full enrollment at all its schools, we are committed to becoming fully sustainable on public funding.

## Request for Proposal for Custodial Services

### Purpose of Request

The purpose of this solicitation is to hire a vendor to provide all cleaning, janitorial, and custodial services for Excel Academy Charter Schools. Proposers are invited to submit proposals for one school, a group of schools, or all schools. Each campus retains the option to choose a vendor on a campus-by-campus basis.

### Specifications & Scope of Service

Excel is seeking a custodial service provider with a proven track of record of providing custodial services with attention to detail and reliability. Service will need to be provided every regular business day regardless of school being in session, subject to scaling back as the school and network administration see fit on days when school is not in session. Service is to be provided at each site five times a week. Weekend work is acceptable under certain circumstances, and only where approved in advance by school operations.

The scope of work for each campus is as follows:

#### **Excel Academy East Boston 58 Moore Street, East Boston, MA 02128**

<b>Area:</b>	<b>Task:</b>	<b>Frequency:</b>
BATHROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for toilet paper, paper towels, and soap will be checked and refilled. If these are depleted to the point where they are likely to run out the following day, replace them early.	Nightly
	Floors will be vacuumed and mopped with a disinfectant.	Nightly
	Prime all floor drains.	Nightly
	Toilet, urinal, sinks, counters, mirrors, and fixtures will be cleaned and disinfected.	Nightly
	Sills, dispensers, moldings, ledges, door and partition frames, reachable vents/ducts will be dusted	Weekly
	Tile and partition walls will be cleaned with a disinfectant.	Weekly
KITCHENS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for paper towels and soap will be checked and refilled.	Nightly
	Floors will be vacuumed and mopped with disinfectant.	Weekly
WATER FOUNTAINS	Clean and disinfect.	Nightly
WINDOWS	Close and lock all windows	Nightly
	Clean windows/window sills	Weekly
CLASSROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly

## Request for Proposal for Custodial Services

	Sweep, Mop, or vacuum floor (as appropriate)	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
HALLWAYS AND RECEPTION	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Recycling bins will be emptied, and recycling will be deposited into the recycling dumpster.	Nightly
	Stairwells will be policed for debris, swept, and mopped.	Nightly
	All common areas and entry area hard surface areas will be vacuumed and mopped.	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
COMMUNITY CIRCLE/CAFE	Sweep, Mop, or vacuum floor	Nightly
	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
OFFICES	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Sweep, Mop, or vacuum floor (as appropriate)	Weekly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Monthly
LIGHTS	Turn off lights when leaving	Nightly
	Replace burned out lights within 72 hrs	Nightly
TRASH AND RECYCLING	Put all trash and recycling in appropriate dumpster (keep separate). Do not overfill dumpsters.	Nightly
CEILINGS	Replace stained or broken ceiling tiles within 5 days	Nightly
ELEVATOR	Clean elevator floor and door area	Nightly
	Wipe down walls in elevator	Weekly
DEHUMIDIFIERS	Empty and makes sure dehumidifiers are left on (Turn off in winter)	Nightly
OUTSIDE	Cut grass	Weekly
	Pick up trash	Weekly
OTHER	Remove all cleaning and maintenance items and store in maintenance closets	Nightly
	Set alarm (if last to leave building)	Nightly

**Request for Proposal for Custodial Services**

**Excel Academy Orient Heights  
1150 Saratoga Street, East Boston, MA 02128**

<b>Area:</b>	<b>Task:</b>	<b>Frequency:</b>
BATHROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for toilet paper, paper towels, and soap will be checked and refilled. If these are depleted to the point where they are likely to run out the following day, replace them early.	Nightly
	Floors will be vacuumed and mopped with a disinfectant.	Nightly
	Prime all floor drains.	Nightly
	Toilet, urinal, sinks, counters, mirrors, and fixtures will be cleaned and disinfected.	Nightly
	Sills, dispensers, moldings, ledges, door and partition frames, reachable vents/ducts will be dusted	Weekly
	Tile and partition walls will be cleaned with a disinfectant.	Weekly
KITCHENS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for paper towels and soap will be checked and refilled.	Nightly
	Floors will be vacuumed and mopped with disinfectant.	Weekly
WATER FOUNTAINS	Clean and disinfect.	Nightly
WINDOWS	Close and lock all windows	Nightly
	Clean windows/window sills	Weekly
CLASSROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Sweep, Mop, or vacuum floor (as appropriate)	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
HALLWAYS AND RECEPTION	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Recycling bins will be emptied, and recycling will be deposited into the recycling dumpster.	Nightly
	Stairwells will be policed for debris, swept, and mopped.	Nightly
	All common areas and entry area hard surface areas will be vacuumed and mopped.	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
COMMUNITY CIRCLE/CAFE	Sweep, Mop, or vacuum floor	Nightly
OFFICES	Sweep, Mop, or vacuum floor (as appropriate)	Weekly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Monthly

## Request for Proposal for Custodial Services

LIGHTS	Turn off lights when leaving	Nightly
	Replace burned out lights within 72 hrs	Nightly
TRASH AND RECYCLING	Put all trash and recycling in appropriate dumpster (keep separate). Do not overfill dumpsters.	Nightly
CEILINGS	Replace stained or broken ceiling tiles within 5 days	Nightly
ELEVATOR	Clean elevator floor and door area	Nightly
	Wipe down walls in elevator	Weekly
DEHUMIDIFIERS	Empty and makes sure dehumidifiers are left on (Turn off in winter)	Nightly
OUTSIDE	Cut grass	Weekly
	Pick up trash	Weekly
OTHER	Remove all cleaning and maintenance items and store in maintenance closets	Nightly
	Set alarm (if last to leave building)	Nightly

**Request for Proposal for Custodial Services**

**Excel Chelsea  
180 2<sup>nd</sup> Street, Chelsea, MA 02150**

<b>Area:</b>	<b>Task:</b>	<b>Frequency:</b>
BATHROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for toilet paper, paper towels, and soap will be checked and refilled. If these are depleted to the point where they are likely to run out the following day, replace them early.	Nightly
	Floors will be vacuumed and mopped with a disinfectant.	Nightly
	Prime all floor drains.	Nightly
	Toilet, urinal, sinks, counters, mirrors, and fixtures will be cleaned and disinfected.	Nightly
	Sills, dispensers, moldings, ledges, door and partition frames, reachable vents/ducts will be dusted	Weekly
	Tile and partition walls will be cleaned with a disinfectant.	Weekly
KITCHENS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for paper towels and soap will be checked and refilled.	Nightly
	Floors will be vacuumed and mopped with disinfectant.	Weekly
WATER FOUNTAINS	Clean and disinfect.	Nightly
WINDOWS	Close and lock all windows	Nightly
	Clean windows/window sills	Weekly
CLASSROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Sweep, Mop, or vacuum floor (as appropriate)	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
HALLWAYS AND RECEPTION	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Recycling bins will be emptied, and recycling will be deposited into the recycling dumpster.	Nightly
	Stairwells will be policed for debris, swept, and mopped.	Nightly
	All common areas and entry area hard surface areas will be vacuumed and mopped.	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
COMMUNITY CIRCLE/CAFE	Sweep, Mop, or vacuum floor	Nightly
OFFICES	Sweep, Mop, or vacuum floor (as appropriate)	Weekly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Monthly

## Request for Proposal for Custodial Services

LIGHTS	Turn off lights when leaving	Nightly
	Replace burned out lights within 72 hrs	Nightly
TRASH AND RECYCLING	Put all trash and recycling in appropriate dumpster (keep separate). Do not overfill dumpsters.	Nightly
CEILINGS	Replace stained or broken ceiling tiles within 5 days	Nightly
OUTSIDE	Pick up trash	Weekly
OTHER	Remove all cleaning and maintenance items and store in maintenance closets	Nightly
	Set alarm (if last to leave building)	Nightly



**Request for Proposal for Custodial Services**

**Excel Academy Charter High School  
401 Bremen Street, East Boston, MA 02128**

<b>Area:</b>	<b>Task:</b>	<b>Frequency:</b>
BATHROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for toilet paper, paper towels, and soap will be checked and refilled. If these are depleted to the point where they are likely to run out the following day, replace them early.	Nightly
	Floors will be vacuumed and mopped with a disinfectant.	Nightly
	Prime all floor drains.	Nightly
	Toilet, urinal, sinks, counters, mirrors, and fixtures will be cleaned and disinfected.	Nightly
	Sills, dispensers, moldings, ledges, door and partition frames, reachable vents/ducts will be dusted	Weekly
	Tile and partition walls will be cleaned with a disinfectant.	Weekly
KITCHENS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Dispensers for paper towels and soap will be checked and refilled.	Nightly
	Floors will be vacuumed and mopped with disinfectant.	Weekly
WATER FOUNTAINS	Clean and disinfect.	Nightly
WINDOWS	Close and lock all windows	Nightly
	Clean windows/window sills	Weekly
CLASSROOMS	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Sweep, Mop, or vacuum floor (as appropriate)	Nightly
	Classrooms with sinks and dispensers (rooms 115, 208, 217) will be restocked with paper towels and sinks wiped down.	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
HALLWAYS AND RECEPTION	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Recycling bins will be emptied, and recycling will be deposited into the recycling dumpster.	Nightly
	Stairwells will be policed for debris, swept, and mopped.	Nightly
	All common areas and entry area hard surface areas will be vacuumed and mopped.	Nightly
	Stairwell railings will be wiped and cleaned with disinfectant.	Nightly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Weekly
	CAFETERIA	Sweep, Mop, or vacuum floor
	Cafeteria tables will be moved and floor underneath will be dry mopped twice/week.	2x per week

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OFFICES	Sweep, Mop, or vacuum floor (as appropriate)	Weekly
	Open horizontal surfaces will be dusted and damp wiped where appropriate including open desk, counters, file cabinets, and window ledges.	Monthly
LIGHTS	Turn off lights when leaving	Nightly
	Replace burned out lights within 72 hrs	Nightly
GYMNASIUM	Trash will be emptied and receptacles will be relined. Trash will be deposited in dumpsters.	Nightly
	Floor will be dry mopped nightly.	Nightly
	Bleachers are swept and wiped down.	2x per week
	Floor will be wet mopped twice/week.	2x per week
TRASH AND RECYCLING	Put all trash and recycling in appropriate dumpster (keep separate). Do not overfill dumpsters.	Nightly
CEILINGS	Replace stained or broken ceiling tiles within 5 days	Nightly
ELEVATOR	Clean elevator floor and door area	Nightly
	Wipe down walls in elevator	Weekly
OUTSIDE	Cut grass	Weekly
	Pick up trash	Weekly
OTHER	Remove all cleaning and maintenance items and store in maintenance closets	Nightly
	Set alarm (if last to leave building)	Nightly

## Request for Proposal for Custodial Services

### Time Schedule

Excel will use the following time line to select a custodial services vendor:

Date	Time	Task
September 25, 2017	N/A	Advertise Request for Proposal
October 6, 2017	N/A	Deadline to request a site visit
October 16, 2017	9:00 AM	Deadline for Written Questions on RFP
October 26, 2017	5:00 PM	Deadline for Proposals
November 2, 2017	N/A	Award of Contract

### Instructions

Further information or copies of the Request for Proposal may be obtained by emailing:

Stevie Roberts  
Manager of Network Operations  
Excel Academy Charter Schools  
sroberts@excelacademy.org

Permission to distribute this RFP in any form (paper or electronic) for any purpose other than to respond to this RFP is not granted without the knowledge of Excel.

### Proposal Requirements:

1. All proposals should be addressed to:

Stevie Roberts  
Manager of Network Operations  
Excel Academy Charter School  
401 Bremen Street  
East Boston, MA 02128

2. Proposals are due no later than 5:00 PM, Thursday, October 26, 2017.

3. Clarification or interpretation must be requested via email to the Manager of Network Operations, Stevie Roberts, at sroberts@excelacademy.org prior to the submission of a proposal.

4. In accordance with competitive purchasing procedures, Chapter 30B, and Chapter 149 (G.L. c. 149, §27H), the proposals will be publicly available on request after the determination of award is made.

## **Request for Proposal for Custodial Services**

5. Excel Academy Charter School reserves the right to reject any and all proposals and to waive any “informalities” in the proposals received whenever such action, rejection, or waiver is in its best interests.
6. Excel Academy Charter School intends to accept the proposal that is of the greatest benefit to its students.
7. Excel Academy Charter School will accept no claims of ignorance regarding any item in this RFP or the Agreement as a basis for any claim by the vendor for extra charges or fees.
8. Any edits made to this RPF or to the Agreement must use “Track Changes” feature and be printed showing all language and format changes.
9. It is the intent of Excel to accept the proposal that will best promote the public interest and is most advantageous to Excel. The minimum and comparative criteria attached hereto will be used in evaluating all proposals.

### **Review Committee**

The review committee shall consist of Andrew Solomon, Managing Director of Finance and Operations, and Stevie Roberts, Manager of Network Operations.

### **Exhibits to be Submitted by Vendor**

The proposer should submit the following:

1. Exhibit A: Proposer must submit a cover page with name and contact information.
2. Exhibit B: Proposers must provide a summary of all custodial service contracts comparable in size to the proposed contract (within 20% of Excel’s square footage), with name and telephone number of each school contact person.
3. Exhibit C: Proposer must provide its rate sheet. Must provide total annual contract and monthly charges that are inclusive of all labor, supervision, material and supplies for cleaning, equipment for cleaning, payroll taxes, insurance, etc.
4. Exhibit D: Proposer must provide a list of education clients for the past two years with contact information, including reference, address, contact name, phone number, and a description of services provided.
5. Exhibit E: Describe team staffing structure and how resources are allocated. Describe how staff turnover is handled. Describe regular review process with management for on-site performance.
6. Exhibit F: Proposer must affirm that it carries at least one \$5,000,000 in liability insurance and will maintain such insurance throughout the term of the contract.

### **Rule for Award**

Excel will award the contract to the responsive and responsible vendor who is offering the most advantageous proposal for all required services.

## **Request for Proposal for Custodial Services**

### **Selection Criteria**

The selection of the winning proposal will be based upon the following criteria:

1. Proven ability to provide timely, quality and efficient custodial services;
2. Knowledge and experience in the industry;
3. An excellent reputation in the industry;
4. Adequacy of client references;
5. Adequacy of required corporate documentation;
6. Proposed cost.

### **Form of Contract**

**Contract Period:** This agreement shall become effective on December 1, 2017, and shall terminate on July 1, 2018, unless an extension is agreed to in accordance with the terms stated below, or unless terminated earlier.

**Contract Extension:** Pursuant to state regulations, any extensions of this contract shall be executed prior to expiration of the preceding contract period. Any such extensions shall not extend the contract period more than one year beyond the original contract period.