



REQUEST FOR PROPOSAL (RFP) for School Custodial Services Vendors

I. RFP Purpose & Contract Term

BIA Charter School (BIA) is seeking proposals from qualified and experienced vendors to provide comprehensive day, evening, holiday, and summer cleaning for its school building located at 186 Hunter St NW, Norcross, GA 30071.

A. Contract Duration

The initial contract term is anticipated to begin on and following a transition period beginning December 22, 2025. The contract will be for an initial one year-nine months ending August 31, 2027, with the option to renew for two (2) additional one-year periods, contingent upon satisfactory performance and mutual written agreement, with contract term dates beginning September 1st and ending August 31st.

B. Service Hours

The vendor shall clean the facilities five (5) times per week, Monday through Friday, in accordance with the schedule issued by BIA.

- Day Custodian (Primary): Services shall be performed between the hours of 7:00 a.m. and 3:30 p.m., unless otherwise noted by BIA. The Day Custodian is responsible for immediate response to spills and continuous maintenance of restrooms and common areas during school operating hours.
- Evening Crew (Comprehensive): Services shall primarily be performed during after-school hours between 4:00 p.m. and 10:00 p.m.
- Special Events: Services shall be performed for special events on weekends (e.g. open houses) and shall be approved in writing ahead of time.
- Holiday and Summer Work: Hours will be determined by BIA and will consist of scheduled large projects (e.g., floor stripping and waxing) and shall be approved in writing ahead of time.

II. Facility Overview

The proposal must cover janitorial services for the areas listed below. BIA will provide current blueprints and a more detailed floor plan upon request and participation in a mandatory site walk-through.

Location	Square Footage	Notes
First Floor	33,494 sq. ft.	Common areas and hallways are VCT. All classrooms are tile carpet. Restrooms are ceramic tile. Kitchen is ceramic tile.
Second Floor	10,097 sq. ft.	Common areas and hallways are VCT. All classrooms are tile carpet. Restrooms are ceramic tile.
Gym	5,588 sq. ft.	Offices and entryway are VCT. Restrooms are ceramic tile.

III. Scope of Services & Quality Standards

Cleaning must be completed in a manner so as not to disrupt normal school functions. The vendor is responsible for all labor, supervision, equipment, materials, supplies, and tools required to meet the following standards:

A. Daily Services

- Continuous Maintenance (Day Custodian): Immediate response to spills, cleanup of bodily fluids, and continuous replenishment of all consumable products (paper towels, soap, toilet paper) in common areas and restrooms.
- Comprehensive Evening Cleaning: All vertical and horizontal surfaces in classrooms and common areas shall be cleaned and dusted, maintaining an appearance free of dirt, marks, streaks, or smudges. Frequently touched surfaces (doors, door handles, railings, light switches, desks) shall be cleaned and disinfected daily.
- Restrooms: Restrooms must be cleaned and disinfected daily, maintained in a sanitary condition, and free of noxious odors or residues.
- Trash Removal: Daily emptying of all trash and recycling receptacles in all building locations, with refuse properly sorted and placed in BIA-provided exterior containers. No trash shall be left in the building overnight.
- Exterior: Exterior walkways and entrances shall be swept or blown and kept free of litter daily.
- Lunch Service Area Maintenance: The Day Custodian shall be responsible for continuous monitoring and immediate cleaning of the cafeteria and surrounding dining areas during all scheduled lunch service hours. This includes promptly wiping down tables and benches after use, cleaning up spills, and continuously emptying high-volume trash and recycling

receptacles to prevent overflow and maintain a sanitary environment for subsequent lunch periods.

- Severe or Inclement Weather Events: In the event the school is not opened, or in the event school is closed early, due to inclement weather or emergency conditions, BIA or designee will notify the vendor of any needed adjustments. The vendor will typically be required to work in the event of such circumstances as to ensure the readiness of the facility the following day. It is expected that the vendor shall resume their regular schedule on the next available workday. Any work that was left uncompleted due to an unexpected closure must be communicated and completed along with regularly scheduled duties on the next available workday.

B. Floor Care

- Daily Maintenance: All hard surface and carpet floors shall be swept, vacuumed, and/or mopped daily, free of debris, litter, and scuff marks. Floors should be free from discoloration or buildup in corners or under furnishings. A weekly schedule should include regular buffing of hallways.
- Deep Cleaning Schedule (Minimum): Periodic deep cleaning, stripping, and waxing of VCT tile floors shall be scheduled and performed a minimum of two (2) times per year during scheduled school breaks (e.g., Winter Break, Spring Break, and Summer Break). Vendors must submit a proposed annual floor care schedule. All carpets shall be steam cleaned twice per year during Winter and Summer school breaks.
- Kitchen/Cafeteria: Floors in all food service kitchens and cafeterias must be thoroughly cleaned daily. Kitchen areas shall receive a deep scrub cleaning to walls and floors two (2) times per year.
- Exterior Walkways and Porches: An annual pressure washing must be performed.

C. Other Appurtenances

- Windows: All windows shall be kept clean on a scheduled basis (e.g., quarterly).
- Blinds/Fixtures: All blinds shall be dusted regularly. Lights and fixtures must be kept clean and free of bugs or dirt.
- Mechanical/Electrical Rooms: These rooms shall not be cleaned or entered unless specifically requested by the BIA Chief Operations Officer.

IV. Supplies, Materials, and Equipment

The vendor is responsible for the provision, inventory management, and stocking of all necessary janitorial supplies and consumables.

- Green Cleaning Mandate: Vendor shall use Green Seal certified or EPA Safer Choice products for all general cleaning chemicals, unless otherwise specified by BIA for disinfection needs. Vendor shall maintain a color coded cleaning system, or similar acceptable industry standard, to ensure proper hygiene and reduce cross contamination risk. Vendor employees and subcontracts shall use the custodial closet deep sink to dispose of stripper water by flushing with warm water into the sewer system. Dumping stripper water onto the ground or in storm drains is prohibited. Kitchen drains cannot be used to dispose of stripper water.

- **Prohibited Materials:** Chlorine bleach (sodium hypochlorite) and other harsh abrasive cleaners are strictly prohibited on BIA property for cleaning or disinfection purposes. No bleach, Fabuloso, or retail products not specifically provided by reputable commercial or industrial suppliers, or any other unauthorized product, as determined by BIA to be unacceptable, is allowed. This section also applies to equipment and supplies, including, but not limited to, brooms, dust pans, mops, dust brooms, spray bottles etc. No chemicals or solutions will be refilled into ordinary, off the shelf, local retail products (i.e Big Lots, Family Dollar, Dollar General, Wal-Mart etc.). Vendor will provide sufficient inventory of these professional grade items to prevent delay of services and/or to call into question a perceived violation of this section.
- **Disinfectants:** Vendor must use disinfectants daily in restrooms and cafeterias.
- **Stocking:** The Day Custodian is responsible for the ongoing replenishment (stocking) of restrooms, breakrooms, and common areas during school operating hours. The vendor is responsible for managing the inventory of all consumable products.
- **Equipment:** Vendor must have updated, well-maintained equipment, available for inspection upon request. All vendor equipment and chemicals must be properly marked, identifying it as belonging to the vendor.
- **Computer Equipment:** Vendor must understand and ensure their cleaning personnel understands no computer equipment is to be unplugged at any time without written approval from the Chief Operations Officer.

Vendor-Provided Dispenser Installation:

As part of the initial contract execution and setup, the selected vendor will be responsible for providing and professionally installing all necessary paper towel, toilet paper, and soap dispensers throughout the facility. This initial installation cost for the dispensers themselves (fixtures only, not including the initial fill of consumables) will be invoiced directly to BIA as a one-time setup fee upon completion. The vendor must specify the brand and model of the proposed dispensers in their response, ensuring the equipment is high-quality, durable, and compatible with the ongoing provision of supplies.

Location(s)	Number of Dispensers
First Floor Restrooms	10 Paper Towel 18 Toilet Paper 8 Soap Dispensers
Second Floor Restrooms	2 Paper Towel 8 Toilet Paper 2 Soap Dispensers
Gym Restrooms	2 Paper Towel 2 Toilet Paper 2 Soap Dispensers

Staff/Office/Nurse Restrooms	8 Paper Towel 5 Toilet Paper 8 Soap
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V. Personnel and Safety Requirements

A. Personnel Screening and Training

The vendor is solely responsible for all matters concerning the recruitment, performance, and retention of their employees.

- **Background Checks (Mandatory):** All vendor employees and subcontractors assigned to BIA property must successfully pass a comprehensive criminal background check and drug screening in compliance with all state and local laws governing school personnel. Vendor must provide written certification that all assigned employees meet this requirement prior to the start of the contract.
- **Training:** All personnel must be fully trained by the vendor on school facility cleaning, safety protocols, and the use of all chemicals/equipment.

B. On-Site Conduct and Appearance

- **Uniforms & ID:** A clean, professional uniform that clearly identifies the company's name, along with an identification badge, shall be worn at all times while working on the BIA site. BIA reserves the right to request the immediate removal of any employee whose uniform or appearance is deemed unprofessional.
- **Professionalism:** Vendor employees are expected to exhibit professional, courteous conduct and an appropriate appearance at all times. Any conduct deemed inappropriate by a BIA representative will be grounds for immediate removal from BIA property. At no time shall vendor employees be assisted, accompanied, or visited by family, friends or associates, during their work shift, unless specific, written authorization has been granted by the BIA Chief Operations Officer.
- **Security:** Employees shall not disturb papers on desks or open drawers or cabinets, under any circumstances, unless directed by an authorized BIA representative.

C. Supervision and Communication

- **Primary Contact:** The vendor shall designate a primary company contact (other than the job supervisor) within twenty-four (24) hours of notice of award. This representative must have full authority to make operational and financial decisions and shall be available to BIA 24/7 for questions or concerns.
- **Staffing Changes:** BIA must be given a minimum of three (3) business days notice of any permanent staffing changes and shall be notified immediately of any temporary staffing substitutions (for badging and security purposes).
- **Subcontractors:** All subcontractors must be approved by BIA in advance and shall be limited to a single-level subcontracting for a specific task (e.g. pressure washing, carpet steam cleaning, second level window cleaning).

- Scheduling: Vendor shall provide a weekly, monthly, and quarterly checklist of duties and responsibilities for each employee, with quality control and reporting to the Chief Operations Officer on a monthly basis.

D. Facility Security

The vendor shall secure the building after completion of work. This includes ensuring all doors and windows are locked and the security alarm is set before leaving the school campus, unless the school is occupied. Vendor will be subject to disciplinary action if doors or windows are negligently left unsecured.

E. Day Custodian Staffing Mandate

The awarded Vendor shall be required to hire a specific BIA-recommended candidate to fill the role of Day Custodian (7 a.m. - 3 p.m.), provided the candidate successfully passes the Vendor's mandatory background screening, drug testing, and professional suitability evaluation.

BIA reserves the right to designate the individual for this key role, and the Vendor must offer this individual employment under the same wages, benefits, and conditions as other employees performing similar work for the Vendor. Should this individual vacate the role, BIA retains the right to approve all subsequent candidates for the Day Custodian position.

VI. General Terms and Conditions

A. Performance Guarantee

The vendor shall be responsible for careless workmanship. If a task is not performed to produce the specified standard result, it shall be redone at the vendor's expense without charge and shall not interfere with regular scheduled work.

B. Insurance and Liability

The successful bidder shall procure and maintain Professional or General Liability Insurance for the life of this contract/agreement, plus two years after completion. This insurance shall provide coverage against such liability resulting from this contract. The minimum limits of coverage shall be \$1,000,000.00 with a deductible not to exceed \$25,000. The deductible shall be the responsibility of the insured. [If professional services: Professional liability policies shall hold harmless the school and each officer, agent and employee of the school against all claims, against any of them, for personal injury or wrongful death or property damage arising out of the negligent performance of professional services or caused by an error, omission or negligent act of the awarded bidder or anyone employed by the awarded bidder.

The vendor is responsible for all damages to BIA property caused by the negligence or willful acts of its employees or subcontractors. The vendor is liable for any theft proven to be either committed by its employees or subcontractors, made possible by the willful or negligent action of its employees.

C. Utilities

BIA will supply all utilities (electric, gas, water, and sewer) needed for custodial services. BIA utilities shall not be used for any purposes other than those required under this contract.

VII. Proposal Submission Requirements

Your proposal in response to this RFP must include the following information. You may utilize whatever form of proposal you choose; however, to facilitate our prompt and thorough comparison of proposals, please address your response in the same order as the numbered items below. Should you desire to include additional information not requested, please do so as an appendix following your certification.

- 1) Background
 - a) Describe when the business was organized.
 - b) Describe your experience providing requested goods or services to organizations.
 - c) Describe your experience providing requested goods or services to charter schools.
- 2) Key Staffing
 - a) List the names and provide brief background of individuals expected to provide service to BIA Charter School.
- 3) Service to be Provided – make as detailed as necessary
 - a) Identify the goods or services you are able to provide in response to this RFP.
 - b) Describe the brand, specifications, and condition of all goods you are able to provide in response to this RFP.
 - c) Identify any specific terms or conditions related to your provision of the requested goods.
- 4) Delivery
 - a) Describe your estimated timeline for delivery of all services to be provided.
 - b) Identify any specific costs or needs required for delivery.
 - c) Describe expected terms and liability for delivery.
- 5) Pricing
 - a) Identify the total price for individual goods to be provided.
 - b) Describe any terms and conditions related to prices, discounts, and rebates.
 - c) Identify any taxes and fees expected to be assessed to BIA Charter School, assistance desired, expected, or required of school staff to support your services.
 - d) Describe your process, if any, for training school support staff to adhere to financial policies and procedures.
 - e) Identify your desire and ability to assist in developing financial capacity of school staff.
- 6) Certification
 - a) Your proposal must include the following statement: “The statements made in this proposal are true and correct representations at the time made. If selected, [bidding company] shall negotiate in good faith with BIA Charter School.”
- 7) Prospective Staffing
 - a) List the names and provide brief resumes of individuals expected to provide service to BIA Charter School.
 - b) Discuss your ability to commit staff to the engagement for business continuity.
- 8) Onboarding
 - a) Describe your approach to beginning service to BIA Charter School, including the nature and timing of such services.
 - b) Identify any specific costs or needs required for the transition or implementation of services.

- 9) Engagement with School Staff
 - a) Describe the assistance desired, expected, or required of school staff to support your services.
 - b) Describe your process, if any, for training school support staff to adhere to financial policies and procedures.
 - c) Identify your desire and ability to assist in developing the financial capacity of school staff.
- 10) Fees and Contract for Services
 - a) Indicate the estimated hours and staff necessary to provide proposed services.
 - b) Indicate the basis for the fee structure.
 - c) Identify any contractual terms, with suggested language, that you may require for your proposal.
 - d) Provide a fee proposal for each year individually and all three years collectively.
- 11) References
 - a) Provide at least three clients who we may contact.

Method of Evaluation

The BIA Charter School Executive Committee and Leadership will review the proposals and make a recommendation to the school's Governing Board of Directors.

The school's Governing Board reserves the right to reject any or all bids, waive technicalities, and to be the sole judge of the suitability of the services for its intended use and further specifically reserves the right to make the award in the best interest of the school. Failure to respond to any requirements outlined in the RFP, or failure to enclose copies of the required documents, may disqualify the bid.

Non-Exclusive Agreement

This RFP does NOT establish an exclusive arrangement between the school and vendor. The school reserves, but is not limited to, the following rights:

- The right to engage itself or others to perform work and services described in this RFP;
- The right to request proposals from other Vendors for work described in the RFP; and
- The unrestricted right to further bid any work or services described herein.

Confidentiality of Information

The school reserves the right to retain all copies of vendor proposals submitted in response to this Request for Proposals. You are hereby notified that under Georgia Law, proposals submitted in response to this solicitation cannot be granted immunity from public scrutiny. All information submitted must be made available to the public for examination, if so requested. Vendor requests to hold certain submitted materials in confidence cannot be honored. If it is essential to your organization that certain materials be kept confidential, and they are a required element of this Request for Proposal, it is recommended that you decline to respond to this solicitation.

Qualifications of Vendors & Eligibility Requirements

The school expressly reserves the right to reject any proposal if it determines that the business and technical organization, equipment, financial and other resources, or experience of vendor, compared to work proposed, justifies such rejection.

Proposal Preparation Costs

The costs of developing proposals are entirely the responsibility of the vendor, and shall not be charged in any manner to the school. This includes, but is not limited to, the direct cost of vendor personnel assigned to prepare the vendor's response to the RFP and any out-of-pocket expense (including, but not limited to, travel, accommodation, supplies) incurred by vendor in preparing the response to the RFP.

Solicitation of School Employees

The school expressly prohibits vendors from making any offer of employment, equivalent offer or any other offering of value to any employee or representative of the school.

Lobbying

Respondents are hereby advised that lobbying is not permitted with any school personnel or Board members related to or involved with this RFP. All oral or written inquiries must be directed to the individual and email address indicated above. Lobbying is defined as any action taken by an individual, firm, association, joint venture, partnership, syndicate, corporation, and all other groups who seek to influence the governmental decision of a Board member or school personnel on the award of this contract. Any respondent or any individuals that lobby on behalf of respondent may result in rejection or disqualification of said proposal.

Ownership of Work Product

The school shall have ownership rights, including copyrights and patents, to all work products developed for the school by the vendor.

Taxes

Purchases are exempt from all federal excise and state sales taxes.

Georgia State Contracts

If a company currently holds a contract with the State of Georgia, Department of Management Services, Division of Purchasing or the Georgia Department of Education, to supply the products or services requested in this bid, the bidder shall quote not more than State contract price(s). Failure to comply with this request may result in disqualification. The Board reserves the right to reject bids and purchase from State contracts if to do so represents its best interest.

Basis of Award or Rejection of Bids

The school's Governing Board reserves the right to reject any or all bids, waive technicalities, and to be the sole judge of suitability of the services for its intended use and further specifically reserve the right to make the award in the best interest of the school.

Submission Requirements

All proposals in response to this RFP must be submitted to Jerry Lashley, Chief Operations Officer, jlashley@biaschool.org no later than **11:59 PM, December 3, 2025** for consideration. All

submissions, attachments, and materials must be in **electronic** format only. All inquiries regarding the RFP must be directed to Jerry Lashely at the aforementioned email address.