

Notice of Request for Proposals

Custodial Services

RFP No. 2019-1

Notice is hereby given that ISANA Academies (hereinafter referred to as “**ISANA**”) is requesting proposals for a provider of custodial and related services (hereinafter referred to as **Proposer[s]**) to assist with ISANA’s operation of five charter school programs in Los Angeles, California and one in Compton, California.

Proposers should not construe from this notice that ISANA intends to enter into a contract with the Proposer unless, in the opinion of ISANA, it is in the best interest of ISANA to do so. ISANA reserves the right to negotiate final contractual terms with the successful Proposer.

The Request for Proposal (RFP) documents are available at
ISANA’s Web site at <http://www.isanaacademies.org>

To request the RFP documents by e-mail or postal mail, please contact:

John Vargas
jvargas@isanaacademies.org
3580 Wilshire Blvd. Suite 1130
Los Angeles, CA 90010

ISANA will record and provide answers to any questions or requests for clarifying information about the RFP through April 23, 2019. All questions should be sent via email to John Vargas (jvargas@isanaacademies.org) with the email subject line – “Custodial Services RFP No. 2019-1”. Responses to all questions received through April 23, 2019 will be posted online on or before 3:00 p.m. on April 26, 2019.

Proposers must submit written proposals via email or in a sealed package, which should be labeled:

“**Proposal – Custodial Services [RFP No. 2019-1]**”

Addressed to:
John Vargas
jvargas@isanaacademies.org
3580 Wilshire Blvd. Suite 1130
Los Angeles, CA 90010

ISANA will accept all proposals received on or before **Wednesday, May 1, 2019**. Except for unusual circumstances as determined by ISANA, ISANA will not accept proposals that are received after this date.

ISANA reserves the right to reject any or all proposals, and to waive any errors or corrections in a proposal or in the proposal process. ISANA will award the contract based on a review and analysis of the proposals that determines which proposal best meets the needs of ISANA. Following the review and analysis of all responsive proposals, ISANA staff will make a recommendation to the ISANA Board of Directors at a duly noticed board meeting. The ISANA Board of Directors is responsible for selecting the schools’ provider of custodial and related services.

**REQUEST FOR PROPOSAL
for
CUSTODIAL SERVICES**

**RFP No. 2019-1 AMENDED
CUSTODIAL SERVICES**

by

ISANA ACADEMIES

ADDRESS ALL PROPOSALS TO:

John Vargas
ISANA ACADEMIES
3580 Wilshire Blvd. Suite 1130
Los Angeles, CA 90010
jvargas@isanaacademies.org

Request for Proposal

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Introduction/Purpose of Solicitation

The purpose of this Request for Proposal (RFP) is to enter into a contract with a provider of custodial and related services (collectively referred to herein as “Provider”) that will provide ISANA Academies (hereinafter referred to as “ISANA”) with assistance in the operation of ISANA’s network of California public charter schools. The Provider will provide services to ISANA as described in **RFP Exhibit 1, Scope of Work**.

Since the first ISANA charter school opened in 2005 in Los Angeles, each school has been an anomaly in the community it serves because of its sustained academic success. ISANA enters communities continually impacted by high crime rates, high unemployment rates and poverty, and brings its culture of academic rigor, engaging curriculum, and high expectations to students who may have never had high expectations set for them. ISANA has earned a reputation for creating an atmosphere of academic excellence and also a true learning community for families. The ISANA educational program is designed to meet the needs of all pupils, but is specifically tailored to respond to its target population of primarily at-risk and historically underperforming and underserved students. Thousands of traditionally-underserved public school families continue to choose ISANA schools because ISANA is an institution for high-quality student learning that strives to operate with integrity and transparency.

Through this RFP, ISANA seeks to promote open and free competition consistent with applicable federal and state laws and standards.

Outlined below are examples of basic competitive bidding standards ISANA will use in the issuance of this RFP:

- ISANA is soliciting competitive proposals in order to secure public objectives in the most effective manner and avoid the possibilities of fraud, collusion, etc.
- ISANA released this RFP to benefit ISANA and not the Proposers.
- Fulfillment of RFP specifications is based on full and fair competition and acceptance by ISANA of the most responsive and responsible Proposer to ISANA’s requirements, as determined by ISANA when evaluating proposals based on the criteria contained in the RFP.
- The RFP provides a basis for full and fair competition among Proposers to a common standard, free of restrictions that tend to stifle competition.

The above four points are for illustrative purposes only.

To respond to this RFP, interested Providers must present evidence of experience, ability, and financial standing necessary to meet the requirements stated in this RFP. ISANA staff will measure this evidence by scoring the proposals, using a point system that will rank each proposal from highest to lowest, to determine which proposals they will consider for the award of a contract.

To be competitive in this solicitation, the Proposer must:

- Carefully read the entire RFP, attachments, exhibits, addenda, and ISANA responses to questions before submitting a proposal.
- Ask appropriate questions or request clarification.
- Submit all required responses by the deadlines.
- Follow all instructions and requirements of the RFP thoroughly and appropriately.

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other errors in this RFP, the Proposer shall immediately notify ISANA of the error in writing and request clarification or a modification of the RFP. If the Proposer fails to notify ISANA of the error prior to the date for submission of proposals, and is awarded the contract, the Proposer shall not be entitled to additional compensation or time by reason of the error or its later correction.

**Schedule of Events
for
RFP No. 2019-1
Custodial Services**

- Release of RFP April 15, 2019
- Tours of Facilities** April 15 – April 24, 2019
- Questions due April 24, 2019
- Posting of Question Responses April 26, 2019
- Proposals due date May 1, 2019
- Proposals Evaluated Week of May 6, 2019
- Anticipated Board Approval Week of May 13, 2019

ISANA will make every effort to adhere to the schedule. However, ISANA reserves the right to amend the schedule, as necessary, and will post a notice of any said amendment at www.isanaacademies.org.

*** Interested Providers must schedule a tour of each facility (as outlined in the Scope of Work), prior to submitting a bid. If proposer has already toured the facilities, this is not required. To schedule a tour, please email jvargas@isanaacademies.org*

General Instructions for Proposers

1. Prepare proposals simply and economically. Provide a straightforward concise description of the Proposer's capability to satisfy ISANA's requirements. Emphasis should be placed on completeness and clarity of content.
2. Submit proposals for the performance of all the services described within this RFP.
3. The Proposal's initial term shall be through June 30, 2020, with two one-year renewable term extensions, as mutually agreed upon by the Proposer and ISANA. Target start date of the initial term is June 1, 2019
4. The number of sites awarded to a qualified proposer may vary depending on the bids received. Proposers are requested to bid on ALL 5 sites. Contract awards may be distributed amongst qualified proposers who meet the criteria in this RFP.
5. Provider must be able to provide evidence of Commercial General Liability Insurance as well as Worker's Compensation insurance coverage and name ISANA as additionally insured.
6. ISANA may reject a proposal if the proposal is conditional or incomplete, deemed nonresponsive, or if it contains any alterations of form or other irregularities of any kind. ISANA may reject any or all proposals or waive any immaterial deviation in a proposal. ISANA's waiver of an immaterial deviation shall in no way modify the RFP document or excuse the Proposer from full compliance with all other requirements if awarded the contract.
7. Proposers are responsible for the costs of developing proposals, and shall not charge ISANA for any preparation costs.
8. Proposers may modify their proposal after submission by withdrawing the original proposal and resubmitting a new proposal prior to the submission deadline.
9. Proposers may withdraw their proposal by submitting a written withdrawal request to ISANA, signed by the Proposer or their authorized agent, through the contact person named in the "Contact Information" provided on page ii of this RFP. Thereafter, a Proposer may submit a new proposal prior to the proposal submission deadline. Proposers may not withdraw their proposal without cause after the proposal submission deadline.
10. ISANA may modify the RFP prior to the date given for submission of proposals by posting an addendum on www.isanaacademies.org.
11. ISANA reserves the right to reject all proposals for any reason and at ISANA's discretion. ISANA is not required to award a contract.
12. ISANA will not consider more than one proposal from an individual, firm, partnership, corporation, or association under the same or different names. Reasonable grounds for believing that any Proposer has submitted more than one proposal for work contemplated herein will cause ISANA to reject all proposals submitted by the Proposer. If there is reason

to believe that collusion exists among the Proposers, ISANA will not consider any of the participants of such collusion in this or future solicitations.

13. Additional charges for regular or express delivery, parcel post, packing, cartage, insurance, license fees, permits, or for any other purpose shall be included (and separately identified) in the proposal.
14. All proposals should include the forms provided as attachments to this RFP. Proposers may copy these forms. A proposal is considered responsive if it follows the required format, includes all attachments, and meets all deadlines and other requirements outlined in this RFP.
15. Proposers are responsible for examining the entire RFP package, seeking clarification for any item or requirement that may not be clear to them, and checking all responses in their proposal for accuracy before submitting it.
16. Proposers may submit their questions regarding the information presented in this RFP to John Vargas, jvargas@isanaacademies.org through April 24, 2019. ISANA will answer all questions received by the deadline in writing without exposing the query source. Responses to all questions received through this date will be posted online on or before 3:00 p.m. on April 26, 2019.
17. ISANA representatives reserve the right to request to inspect a Proposer's operations prior to any award of a contract.
18. ISANA reserves the right to negotiate the final terms and conditions of the contract, which may differ from those contained in the proposal, provided ISANA considers such negotiation to be in its best interest.
19. Interested Proposers are required to inspect ISANA's premises prior to submitting a proposal in order to determine all requirements associated with the proposed contract.
20. Proposers should submit one paper copy and one copy in digital format (e.g., email, CD, DVD, or flash drive.).
 - a. The paper copy should contain the original signature of the individual(s) authorized to bind the Proposer contractually and be labeled "Master Copy."
 - b. The Proposer must ensure the digital copy is complete and inclusive of all materials contained in the paper copy, including any required signatures. If there is an inconsistency between the paper and digital copies, the paper copy will take precedence.
 - c. The proposal envelopes should be marked legibly with ISANA's RFP number and title, and ISANA name and address, as shown in the following example:

Proposal—Custodial Services [RFP No. 2019-1]

[*Enter Custodial Services Provider Name Submitting RFP*]

for

ISANA Academies

Submitted to:

John Vargas

ISANA Academies

jvargas@isanaacademies.org

3580 Wilshire Blvd. Suite 1130

Los Angeles, CA 90010

Proposal Requirements

To be eligible for evaluation, a proposal should adhere strictly to the format set forth below; failure to do so may result in disqualification. Proposers should complete, label, and separate each section, and number all pages. The content and sequence of the proposal will be as follows:

Section	Title
1.	Cover Letter
2.	Table of Contents
3.	Attachments Checklist
4.	Minimum Qualifications
5.	Proposal Questionnaire
6.	Proposer References
7.	Authorization Agreement
8.	Fee Proposal

1. Cover Letter

Only the individual(s) authorized to bind the Proposer contractually may sign the cover letter, which shall be a part of the proposal package. ISANA may reject the proposal if the Proposer fails to include the following information:

- Name and address of responding company
- Organizational structure of the responding company (e.g., corporation, partnership, etc.)
- Proposer's Federal Employee Identification Number and Corporate Identification Number, if applicable
- Name, title phone number, fax number, and e-mail address of the representative who will be designated as the primary liaison to ISANA
- Name, title, phone number, and e-mail address of the representative(s) authorized to bind the Proposer in a contract if different from the primary liaison
- A statement expressing the Proposer's willingness to perform the services described in this RFP
- A statement expressing the Proposer's ability to perform the services required in the Scope of Work, including availability of staff and other required resources to meet all deliverables as described in this RFP
- A statement regarding the Proposer's proprietary information; if applicable, the Proposer must clearly mark in the upper right hand corner those pages to be considered proprietary (**Note:** the Proposer cannot consider the entire proposal to be proprietary)

- The following certification:

By signing this cover letter, I (we) certify that the information contained in this proposal is accurate and that all attachments required to be submitted as part of the proposal are certified to be true and binding upon our company.

2. Table of Contents

Immediately following the cover letter, include a comprehensive Table of Contents that lists all submitted proposal sections, subsections, attachments, and materials.

3. Attachments Checklist

The Proposer shall include all documents identified in the Attachments Checklist (Attachment A). ISANA may reject proposals that do not include the proper required attachments.

4. Minimum Qualifications

ISANA will only consider Proposers that **meet all minimum qualifications** (as listed on Attachment B).

5. Proposal Questionnaire

The Proposal Questionnaire (Attachment C) is intended to provide ISANA with specific information concerning the Proposer's capability to provide services as described in this RFP. Proposers should limit their responses to the number of pages noted in the questionnaire and answer each question in the same order.

6. Proposer References

Proposers must provide two references on the Proposer References form (Attachment D). ISANA reserves the right to contact any of the references listed, and retains the right to conduct reference checks with individuals and entities beyond those listed.

7. Authorization Agreement

The Proposer or their authorized representative must sign the Authorization Agreement (Attachment E) and return it with the proposal package.

8. Fee Proposal

The Proposer must complete the Fee Proposal (Attachment F) and return it with the proposal package.

9. Licenses & Insurance

Proposer must add copies of all licenses, certificates and authorizations need to provide the solicited services. Proposer must also provide evidence and copies of liability insurance and all other needed insurance cover for the entity and agree to naming ISANA as additional insured.

Evaluation of Proposals

Proposals will be opened on or after the date and time specified in the Schedule of Events. During the evaluation process, ISANA may ask Proposers to clarify information in the proposals, but Proposers may not change their proposals.

An error in the proposal may cause ISANA to reject that proposal; however, ISANA may, at its sole discretion, retain the proposal and make certain corrections. When determining if a correction will be made, ISANA will consider the conformance of the proposal to the format and content required by the RFP and that the Proposer's intent is clearly established based on review of the whole proposal.

ISANA will open proposals to determine if they contain all the required information in accordance with this RFP. ISANA will evaluate qualifying proposals using the following factors (listed in no particular order):

- Administrative Requirements: Did the Proposer include all required information in accordance with the General Instructions and Proposal Requirements?
- Experience: Did the Proposer demonstrate experience with school custodial services? Does the Proposer have the requisite capability and experience, as measured by performance record, years in the industry, client retention and satisfaction, and references?
- Capacity: Based on the Proposal Questionnaire responses and the Cover Letter, did the Proposer demonstrate a complete understanding of ISANA's service requirements, as described in the RFP and the Scope of Work, and can the Proposer perform those services to ISANA's satisfaction?
- Reputation: Has the Proposer demonstrated a track record in the industry of providing high quality, professional, and timely customer service, and provided positive references?
- Cost: Does the Proposer offer the requested services described in the RFP and the Scope of Work at a competitive price?

ISANA staff will recommend to the ISANA Board awarding the contract to the most responsive and responsible Proposer based on the factors above.

ATTACHMENTS

Attachment A

Attachments Checklist

Proposer Company Name

Please complete this checklist to confirm that the items listed below have been included in your proposal. Place a checkmark or "x" next to each item submitted to ISANA. For your proposal to be considered, all required attachments must be returned, including this checklist. Submit one copy of your proposal in a sealed package.

Section	Title
_____ 1	Cover Letter
_____ 2	Table of Contents
_____ 3	Attachments Checklist
_____ 4	Minimum Qualifications
_____ 5	Proposal Questionnaire
_____ 6	Proposer References
_____ 7	Authorization Agreement
_____ 8	Fee Proposal

Attachment B

Minimum Qualifications

A Proposer must meet all of the following minimum qualifications to ISANA's satisfaction to be given further consideration. Failure to satisfy any of the minimum qualifications may result in the immediate rejection of the proposal.

As of April 1, 2019, both the Proposer's company and its key personnel meet all of the following minimum qualifications:

1. The Proposer has at least three years of experience with providing custodial services to private and public institutions similar to that of ISANA.

Yes _____ No _____

2. The Proposer has professional references that demonstrate and evidence the ability to perform the required services.

Yes _____ No _____

3. The Proposer is licensed to do business in the state of California.

Yes _____ No _____

Attachment C

Proposal Questionnaire

This proposal questionnaire is intended to provide ISANA with specific information concerning the Proposer's capability to provide services as described in the RFP. Please be as concise as possible and limit your responses **to no more than two pages per question, unless instructed otherwise. Type each question in the same order as listed in the questionnaire.**

1. Provide a general description of your company's qualifications and experience relevant to the minimum qualifications in Attachment B, along with any necessary substantiating information. Limit your responses to information about your company's capabilities.
2. Provide a statement indicating the year your company was founded; what the primary business(es) of the company is(are); the length of time the company has been providing custodial services and related services as described in this RFP. In addition, provide the duration and extent of experience the company has with providing any similar services.
3. Provide a general description of your company's experience with California charter schools.
4. Provide a general description of how your company will be able to provide the experience, ability, and financial standing necessary to meet the requirements set forth in this RFP.
4. Provide a complete list of organizations or schools that have discontinued or terminated your company's services in the last five years and the reason(s) why.
5. Provide an organization chart for your company, a description of the lines of communication, and the responsibilities at each company level.
6. Provide a recommended transition plan that describes the steps the Proposer will take to begin providing the services described in this RFP.

Attachment D

Proposer References

List at least two references to which the Proposer has provided custodial services within the past three year(s).

Reference 1		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 2		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		
Reference 3 (optional)		
Name of Reference		
Street Address		
City	State	Zip Code
Contact Person	Contact Title	Contact Phone Number
Brief Description of Services Provided		
Dates of Service		

Attachment E

Authorization Agreement

Request for Proposal for Custodial Services
RFP No. 2019-1

We, [*Enter Company Name*], by our signature on this document certify the following:

1. That we will operate in accordance with all applicable California state and federal laws, regulations, and statutes.
2. That the terms, conditions, warranties, and representations made within this RFP and our proposal shall be binding upon us and shall be considered a part of the contract as if incorporated therein.
3. That the proposal submitted is a firm and irrevocable offer good for one year, with yearly renewal options.
4. That we have made examinations and verifications, and are fully conversant with all conditions under which services are to be performed for ISANA.
5. That negligence in the preparation or presentation of, errors in, or omissions from proposals shall not relieve us from fulfillment of any and all obligations and requirements in the resulting contract.

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Web Site Address: _____

Name of Authorized Representative: _____

Title of Authorized Representative: _____

Signature of Authorized Representative

Date Signed: _____

Attachment F

Fee Proposal

Please make careful note of the following points about the rate requirements:

- ISANA seeks a *separate* monthly price breakdown for *each* service location as describe in the Scope of Work.
- In order for your proposal to be considered, you must indicate the number of personnel included to service each site and the hours per each person.
- You must provide details on which services your daily work crew would perform as part of the monthly service rate vs. the type of maintenance tasks that would require additional billing. Please provide rate for any additional services not covered in the monthly service rate. We realize that each business may handle this in a different way. Certain maintenance services are only called for as needed.
- Be sure to include cost of additional steam cleanings, power washings, and other additional services that your company provides that may not be included as part of the regular scope of work.
- Providers are invited to offer in their proposal value added discounts (e.g. discount if all sites are awarded to proposer, speed to pay discounts for specific payment terms, etc.).

COST BREAKDOWN

Proposer Instructions

⇒ Provide a breakdown of all costs included in the fixed price, including personnel costs.

⇒ **Clearly identify all costs**

Item #	Description of Services	Annual Cost
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
GRAND TOTAL		

RFP EXHIBIT 1 – Scope of Work

LOCATIONS

ISANA Requires custodial services per the below scope of work for each of the following 5 school sites:

- ISANA Nascent Academy
3417 W. Jefferson Blvd., Los Angeles, CA 90018

- ISANA Himalia Academy – Central 1 Campus
4607 South Central Avenue, Los Angeles, CA 90011

- ISANA Himalia Academy – Central 2 Campus
4700 South Central Avenue, Los Angeles, CA 90011

- ISANA Himalia Academy – Wadsworth Campus
4501 South Wadsworth Avenue, Los Angeles, CA 90011

- ISANA Himalia Academy – Paradise Campus
5100 S. Broadway, Los Angeles, CA 90037

Walkthroughs of the sites would be offered so as to allow each Provider to physically see the number of classrooms, offices, restroom count, and other auxiliary rooms that will be required to be services.

DAYS OF OPERATION

Each ISANA school operates on a 175-day instructional calendar. Daily Services (as listed below) would be required on those days, with additional services required prior to the start of the school year, during breaks and holiday, and after the school year ends.

DAILY SERVICE

Classrooms/Offices/Meeting Rooms/Etc.

1. Clean all entrance doors inside and out.
2. Empty all wastebaskets and trash receptacles.
3. Sweep and mop clean all composition floors.
4. Vacuum all carpeted areas thoroughly.
5. Clean, sanitize and polish all drinking fountains.

6. Dust all ledges, windows treatments and horizontal surfaces, and remove all cobwebs.
7. Clean fingerprints from door knobs and light switches with an appropriate germicidal solution.
8. Remove any floor or desk stains.
9. Return all furniture to a neat and orderly position.

Restrooms

1. Empty and wipe out all waste paper receptacles.
2. Empty sanitary napkin containers and replace insert.
3. Polish all metal and mirrors.
4. Clean and polish all dispensers.
5. Clean and disinfect washbasins, toilet bowls and urinals.
6. Disinfect underside and tops of toilet seats.
7. Spot clean walls around wash basins.
8. Mop all restroom floors with germicidal cleaning solution.
9. Refill soap, towel, tissue containers and seat cover dispensers.

Lunch Areas

1. Wipe down all tables and benches with appropriate germicidal solution.
2. Clean, sanitize and polish all drinking fountains.
3. Sweep and mop clean floors.

WEEKLY SERVICE

1. Clean all staff and student desk tabletops with an appropriate germicidal solution.

MONTHLY SERVICE

1. Perform high dusting in all areas, including tops of doors, partitions and high ledges.
2. Brush all wall and ceiling vents.
3. Clean and disinfect all telephones.
4. Descale all commodes and urinals in all restrooms.
5. Buff and Restore all floors.
6. Clean and polish all door kick plates.

BI-ANNUAL SERVICE

1. Machine scrub and refinish (re-wax) all composition floors.
2. Steam clean all carpeted areas and classroom carpets.
3. Power wash all exterior concrete surfaces, including lunch areas and entry ways.

OPTIONAL SERVICES

1. Please provide listing and pricing of any additional optional services you can provide to the school that will enhance the cleanliness of the school environment.