



New Frontiers Public Schools

**REQUEST FOR PROPOSAL  
FOR CLEANING SERVICES**

**Request for Proposal #RFP 2023**

**June 30, 2023**

New Frontiers Public Schools is requesting proposals for **Cleaning Services for Greg A. Garcia Early College Intermediate School, 9550 S. Zarzamora St. San Antonio, TX.** General Conditions, Scope of Services, General Specifications and Cleaning Specifications for this proposal are contained on the following pages.

Proposals are due no later than **3:00 P.M., Central Time, Friday, July 14, 2023**, in Purchasing Services, New Frontiers Public Schools District Office 901 NE Loop 410 Ste 711 San Antonio, TX. All proposals must be time stamped in Purchasing Services, New Frontiers Public Schools District office 901 NE loop 410 Ste. 711 San Antonio, TX. prior to **3:00 P.M., Central Time, Friday, July 14, 2023**. Proposals received after the specified date and time will be considered late and will not be opened. Proposals will not be accepted via any form of electronic media.

New Frontiers Public Schools reserves the right to reject any or all Request for Proposals, waive defects or informalities in Requests for Proposals and to make awards as deemed to be in its best interest. If awarded, awards will be made to the lowest and best Proposer.

In compliance with this Request for Proposal, in consideration of the detailed description attached hereto; and subject to all conditions thereof, the undersigned agrees, if this RFP be accepted, to furnish any or all the items upon which prices have been quoted in accordance with the specifications applying at the price set opposite each item. The undersigned further agrees, if awarded this bid, the undersigned Proposer shall indemnify, protect, defend and hold harmless New Frontiers Public Schools, and its Board Members, agents and employees from all judgments, claims, suits or demands for payment that may be brought against New Frontiers Public Schools its agents and employees arising out of the use of any product or article that is provided pursuant to the RFP. Proposer further agrees to indemnify, protect, defend and hold harmless New Frontiers Public Schools, its Board Members, agents and employees from all judgments, claims, demands for payment, or suits or actions of every nature and description brought against the aforementioned alleging injuries and damages sustained by any person arising out of or in the course of the Proposer performing or failing to perform the service and/or providing or failing to provide the goods related to this Request for Proposal.

Proposer also certifies that he/she/it does not discriminate against any employee or applicant for employment on the grounds of race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Texas state constitutional, or statutory law; and does not and will not maintain or provide his/her/its employees any segregated facilities at any of his/her/its establishments.

New Frontiers Public Schools offer educational and employment opportunities without regard to race, age, color, national origin, religion, sex, disability or genetic information.

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<p>_____</p> <p><b>COMPANY NAME</b></p>	<p><b>TERMS:</b> _____ <b>DELIVERY: Days A.R.O.</b> _____</p>
<p>_____</p> <p><b>ADDRESS</b></p>	<p>_____</p> <p><b>PHONE</b> <span style="margin-left: 100px;"><b>FAX</b></span></p>
<p>_____</p> <p><b>CITY</b> <span style="margin-left: 50px;"><b>STATE</b></span> <span style="margin-left: 50px;"><b>ZIP</b></span></p>	<p>_____</p> <p><b>E-MAIL ADDRESS</b></p>

**Names and signatures below certify that you understand and agree to all information in this Request for Proposal.**

<p>_____</p> <p><b>AUTHORIZED REPRESENTATIVE (Print)</b></p>	<p>_____</p> <p><b>SIGNATURE</b> <span style="float: right;"><b>DATE</b></span></p>
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## GENERAL CONDITIONS:

1. Proposals are due no later than 3:00 P.M., Central Time, Friday, July 14, 2023, in Purchasing Services, New Frontiers Public Schools 901 NE Loop 410 Ste. 711 San Antonio, TX.
2. Initial contract period will run from September 1<sup>st</sup>, 2023, through August 31<sup>st</sup> 2024 with the option to extend annually for up to one (1) additional period at the same price as the original bid price and two (2) additional consecutive one (1) year periods at a price as agreed upon by the parties.
3. Proposals should provide a straightforward and concise presentation, adequate to satisfy the requirements of the Request for Proposal (RFP). Emphasis should be on completeness, clarity of contents and responsiveness to the RFP. Proposals should be structured to respond to the RFP specifications. Format of Request for Proposal response should be as follows:
  - I. Company Organization Chart/Management Structure and Personnel Qualifications (include experience in cleaning schools, management, supervisors, custodians, and/or sub custodial contractors)
  - II. Staffing Recommendations for Project, including but not limited to staffing and shift recommendations in response to a pandemic event
  - III. Project Plan
  - IV. Quality Control Procedures. (Standardized process for handling claims arising from accidents or other incidents such as theft associated with cleaning services provider; including but not limited to a mechanism for reimbursement for incurred expenses)
  - V. Standard Cleaning Procedures; including but not limited to handling of pandemic events
  - VI. List of Supplies and Equipment with specifications
  - VII. State firm's retention rate of clients over the last five (5) years and explain termination of any contract
  - VIII. References: List five (5) references from clients from whom you are currently providing full-service cleaning services. Include contact name, address, telephone number, and email address.
  - IX. Fee Schedule
  - X. State any exceptions to RFP
  - XI. Other information as specified or included for consideration
  - XII. Completed and Signed Request for Proposal Cover Sheet
  - XIII. Completed and Signed Certificate of Non-Discrimination Form
  - XIV. Completed and Signed Request for Proposal Agreement
  - XV. Completed and Notarized Hold Harmless Agreement
  - XVI. Completed and Signed Request for Pricing Sheet

**GENERAL TERMS AND CONDITIONS:** cont'd.

4. Estimated project timing:
  - RFP Issued July 3, 2023
  - Deadline for Questions July 7, 2023  
(no later than 4:00 P.M., Central Time)
  - RFP Responses Due July 14, 2023
  - Board Contract(s) Approval July 19, 2023
  - Implementation Begins September 1, 2023
5. The proposals will be evaluated, and a vendor selected using the following criteria:
  - Project Plan, including staffing recommendations
  - Firm Experience, Qualifications, and Personnel
  - Cost
  - References related to current clients
6. Cleaning services will be provided for all areas as listed in this Request for Proposal. Square footage is included in this Request for Proposal.
7. New Frontiers Public Schools reserves the right to add and/or delete locations during the term of this agreement. Any future additions or reductions to contract will be based on the average square footage costs set forth by the successful Proposer(s) in response to this RFP.
8. The General Conditions, Scope of Services, General Specifications, and Cleaning Specifications in no way favor one (1) vendor over another. Proposers shall abide by and comply with the true intent of the General Conditions, Scope of Services, General Specifications, and Cleaning Specifications and not take advantage of any unintentional error or omission of New Frontiers Public Schools.
9. Any statement or words (*i.e.*: must, shall, will, etc.) are declarative statements and the Proposer must comply with the condition. Failure to comply with any such condition may result in the proposal being non-responsive and disqualified.
10. It is agreed and understood that state laws shall govern any contract and/or order placed as a result of this RFP. The rights and obligations of the parties hereto shall be determined in accordance with the laws of the State of Tennessee.
11. During the period of this contract, no change will be permitted in any of its conditions and specifications unless the Proposer receives written approval from New Frontiers Public Schools.
12. Proposer to submit Two (2) complete hardcopy sets. Responses shall be delivered in a sealed envelope and/or carton clearly marked, "RFP 2023 – Cleaning Services". All price quotations and related materials must be received in a sealed envelope and/or carton.

**GENERAL TERMS AND CONDITIONS:** cont'd.

13. By agreeing to provide goods or services to any school within the New Frontiers Schools District(s), you are attesting that you are aware of your obligations under Wh{dv#Igxfdwlrq#Frgh#WHF ,/#Fkdswhu#55/#Vxefkdswhu#F# to ensure that all of your employees who have direct contact with NFPS students or to children in NFPS's childcare program, if any, or who have access to the grounds of any NFPS facility when children are present have done the following:

- (1) Supplied a fingerprint sample and submitted to criminal history records check to be conducted by the Texas Bureau of Investigation and the Federal Bureau of Investigation prior to having any contact with the School District's(s') children or entering the grounds of the School District(s);
- (2) Successfully passed the criminal history records check.  
Employees that do not pass the criminal history records check may not enter the grounds of the School District(s) or have direct contact with students of the School District(s) or to children in the School Districts'(s') child care program.

The Proposer also agrees that if one of your employees commits a sexual offense or violent sexual offense after you have conducted your initial criminal history check on such employee, said employee will notify you of the offense and you will subsequently not permit that employee to have contact with NFPS students or to children in a NFPS child care program, if any, or to enter the grounds of any NFPS facility.

You also agree and understand that your failure to satisfy all the requirements of employee criminal history records checks will be deemed to be a material breach of this contract which could subject you to breach of contract damages.

14. The successful vendor must carry insurance as specified below and must submit evidence of such insurance within five (5) business days from date of request. Insurance shall be provided by a company licensed to write insurance policies in the State of Texas and acceptable to New Frontiers Public Schools. All such insurance shall be in form and substance satisfactory to NFPS and shall provide that it will not be subject to cancellation or non-renewal except after thirty (30) days prior written notice to New Frontiers Public Schools

1. Worker's compensation coverage in accordance with the statutory requirement and limits of the State of Texas.
2. Employer's Liability Insurance including coverage for claims for damages arising out of bodily injury, occupational sickness or disease or death of vendor's employees under any applicable workers' compensation statute or any other applicable employers' liability law for an amount not less than \$1,000,000 bodily injury each accident, \$1,000,000 bodily injury by disease each employee, and \$1,000,000 bodily injury by disease in the aggregate.
3. Comprehensive General Liability Insurance for bodily injury (including death) and property damage for an amount not less than \$1,000,000.00 per occurrence.
4. Comprehensive automobile liability insurance covering owned, hired and non-owned vehicles to apply to all liability arising out of the ownership or use of any automobile for an amount not less than \$1,000,000.00 combined single limit each accident.

**GENERAL TERMS AND CONDITIONS:** cont'd.

5. Excess Liability or Umbrella Liability Insurance for an amount not less than \$1,000,000.00 per occurrence. Any combination of primary and excess or umbrella limits totaling \$2,000,000 or greater is acceptable.
  6. Fidelity/Employee Dishonesty Insurance with a \$100,000.00 limit
  7. Employment Practices Liability Insurance (EPLI) with a \$100,000.00 limit
15. Purchasing Services shall be supplied satisfactory proof of coverage of the above required insurance and vendor shall also provide certificates evidencing all renewals of such policies. In addition, New Frontiers Public Schools shall be conspicuously named on the Certificate of Insurance as an additional insured on all Policies. Any coverage applicable to New Frontiers Public Schools under vendor's insurance policies shall be primary and non-contributing with any insurance maintained by NFPS in its own name and on its own behalf. In the event the vendor fails to furnish and maintain the required insurance or to furnish certificates of insurance New Frontiers Public Schools shall have the right, at its option, to terminate this bid or to take out and maintain such insurance and hold the vendor liable for the cost. Compliance by the vendor with the insurance requirements above shall in no way relieve the vendor from liability under any other provision of this bid agreement or subsequent contract documents if any.
16. The successful Proposer(s) agrees that they will function as an independent contractor and agrees to indemnify and hold harmless New Frontiers Public Schools, its Board Members, employees, and agents for all claims that may arise out of its duties contracted for pursuant to this RFP.
17. I further attest and agree to immediately notify Purchasing Services ("PS") if either I or the entity I represent can no longer make the foregoing certification. I understand that failure to notify PS may invalidate all agreements I have with the municipal school districts.
18. New Frontiers Public Schools reserves the right to require a Performance, Materials and Labor Bond from the successful vendor. If a notarized Performance, Materials and Labor Bond is required by the Owner, the notarized Performance, Materials and Labor Bond must be from an insurance company licensed in the State of Texas for 100% of the contract amount awarded. The document cost for the Performance, Materials and Labor Bond will be reimbursed to the successful vendor. If required the notarized Performance, Materials and Labor Bond must be provided to:
- Mario Mendiola  
New Frontiers Public Schools  
901 NE Loop 410  
San Antonio, TX. 78209
19. Upon signature of this RFP by the parties, this RFP and the Proposer(s) response may serve as the contract between the parties. If there is a conflict between the RFP and the RFP Response, the RFP shall control.

## GENERAL TERMS AND CONDITIONS: cont'd.

20. Purchasing Services reserves the right to request any additional information deemed necessary in the evaluation of this RFP. Additional requested information shall be submitted to Purchasing Services within five (5) business days from date of request.

Companies submitting RFPs must, if deemed necessary, be willing to meet with New Frontiers Public Schools at the Proposer's expense, to discuss their proposal. New Frontiers Public Schools shall not bear any costs or obligation regarding the preparation of the proposal.

If at any time New Frontiers Public Schools is dissatisfied with the quality of service provided, a written notice of dissatisfaction noting the specific problem(s) will be furnished to the Proposer by letter or e-mail. If the problem(s) is not corrected to the satisfaction of New Frontiers Public Schools within thirty (30) business days of this notice, this entire contract may be unilaterally terminated by New Frontiers Public Schools with no further obligation on its part. This contract may also be terminated if three (3) or more such notices of dissatisfaction are issued to the Proposer within any twelve (12) month period.

The General Conditions, Scope of Services, General Specifications, and Cleaning Specifications, and resulting contract, if any, listed in this proposal constitute the total terms and conditions that will be acceptable. New Frontiers Public Schools will not be bound by conditions other than those stated. RFP award will be made to the best responsive company and/or firm meeting the requirements of New Frontiers Public Schools.

21. New Frontiers Public Schools reserves the right to reject any or all responses, waive defects or informalities in responses and to make awards as deemed to be in its best interest. Award will be made to the best company and/or firm to be determined by New Frontiers Public Schools, if awarded **New Frontiers Public Schools reserves the right to make final determination as to the award of this RFP and resulting separate contract with New Frontiers Public Schools. RFP award is contingent upon Board approval.**
22. As deemed necessary, Purchasing Services reserves the right to seek competitive pricing for bid items listed during the duration of the awarded contract.
23. New Frontiers Public Schools' Project Liaison shall approve all cleaning procedures, supplies and equipment. All supplies and equipment must meet or exceed all Federal, State and Local requirements and, in the event of a federal, state, or local emergency, such as, but not limited to, a pandemic or other infectious disease event, must meet or exceed all related supplies and equipment guidance and related best practices. SDS (Safety Data Sheets) must be provided and kept current on all supplies and/or equipment. Only approved supplies and equipment will be used. The responsible party to approve substitutes of supplies and equipment during the term of the contract will be Jeff Waller, Operations Supervisor. Failure to comply will be grounds for immediate contract termination.
24. **Any and/all revisions made to this RFP prior to due date will be posted on the following website and will be the responsibility of the Proposer to check for any and/all revisions, <http://www.newfrontierspublicschools.org>, under About US click Bid & RFP Opportunities.**
25. NON-APPROPRIATION OF FUNDS: Notwithstanding any other provision of this Contract, funds for this Contract are payable from state, federal and or local appropriations. If no funds or insufficient funds are appropriated and budgeted for monetary obligations which would otherwise be due and owing under the terms of this Contract, this Contract shall become null and void. After such termination of this Contract, the Customer shall have no continuing obligation under the terms of this Contract.
26. Any alteration to this RFP document by a Proposer will deem that Proposer's response to this RFP as null and void.

## GENERAL TERMS AND CONDITIONS: cont'd.

27. New Frontiers Public Schools reserves the right to extend the terms, conditions, and prices of this contract to other Institutions (such as State, Local and/or Public Agencies and/or School Districts) who express an interest in participating in any contract that results from the bid. Each of the piggyback Institutions will issue their own purchasing documents for purchasing of the goods/services by bidding of this service. Bidder agrees that Bartlett City Schools shall bear no responsibility or liability for any agreements between bidder and the other Institution(s) who Bartlett City Schools permits to exercise this option.
28. Successful Proposer(s) and its employees will be expected to adhere to all applicable New Frontiers Public Schools' Policies and Procedures.
29. Prices quoted shall be guaranteed for a minimum of one (1) year from the date of the award and may not be modified between the time of proposal and the time the RFP is awarded.
30. RFP award will be made to the lowest and best responsive Proposer(s) meeting the requirements of Bartlett City Schools. **New Frontiers Public Schools reserves the right to make final determination as to the award of this RFP and resulting separate contract with New Frontiers Public Schools. RFP award is contingent upon Board approval.**
31. Proposer's recommendations must comply with all local, state and federal codes, ordinances, regulations and laws. The successful Proposer(s) shall perform its obligations hereunder in compliance with all applicable federal, state, and local laws; rules, and regulations, including applicable licensing requirements, according to sound engineering, management and safety practices, and in compliance with any and all reasonable rules of New Frontiers Public Schools relative to the premises. No instructions given in the contract documents shall be construed as an authorization to violate any codes, ordinances, regulations, or laws.
32. Any and/or all equipment damaged by proposer resulting from this project shall be repaired and/or replaced within five (5) business days after notification by New Frontiers Public Schools at no additional charge to New Frontiers Public Schools. Any damages to New Frontiers Public Schools' property shall be repaired at no additional cost and in accordance with New Frontiers Public Schools' guidelines. New Frontiers Public Schools reserves the right to withhold any payments, until the repair is made and accepted by New Frontiers Public Schools.
33. New Frontiers Public Schools has the right at its discretion to terminate or renegotiate this Agreement due to occurrence of any event or action beyond its control including, but not limited to, any act of God, civil disturbance, property damage, inclement weather, impassable roads, governmental action, or any condition or cause beyond the district's control. After such termination of this Contract, the Customer shall have no continuing obligation under the terms of this Contract.
34. Costs not delineated in the RFP response will not be negotiated in the contract.
35. Successful Proposer(s) must be prepared to provide custodial services to groups that use New Frontiers Public Schools' facilities after hours at the same rates as included in this proposal. Provision of said services shall be billed separately from the bill of scheduled charges, with the event properly identified.
36. Any exceptions to the General Conditions, Scope of Services, General Specifications, and Cleaning Specifications must be clearly stated in the RFP response.
37. New Frontiers Public Schools reserves the right to award this RFP by line item, groups of items or the entire list of items (Lump Sum Total), whichever is deemed to be in the best interest of New Frontiers Public Schools. Lump sum totals will be determined by the total of the extended unit cost of each item in a lump sum grouping. In all cases, the unit cost multiplied by the quantity bid will determine the extended

cost of a line item.



**GENERAL TERMS AND CONDITIONS:** cont'd.

38. New Frontiers Public Schools offers educational and employment opportunities without regard to race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Texas state constitutional, or statutory law.
39. New Frontiers Public Schools encourage qualified minority and/or women-owned businesses to submit bids. New Frontiers Public Schools award bids without regard to race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, Tennessee state constitutional, or statutory law.
40. Questions regarding bid specifications should be directed to Jennifer Limas, [jlimas@newfrontierspublicschools.org](mailto:jlimas@newfrontierspublicschools.org) no later than Friday, July 7, 2023. **All questions must be submitted by email.**

**CERTIFICATE OF NON-DISCRIMINATION**

By submission of this Request for Proposal, the Proposer (NAME OF FIRM)

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certifies that he/she/it does not discriminate against any employee or applicant for employment on the grounds of race, age, color, national origin, religion, sex, disability, genetic information, or any other classification protected by federal, state or statutory law; and does not and will not maintain or provide for his/her/its employees any segregated facilities at any of his/her/its establishments; and, further, that he/she/it does not and will not permit his/her/its employees to perform their services at any location under his/her/its contract where segregated facilities are maintained.

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PROPOSER'S NAME

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SIGNATURE

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DATE

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Printed or Typed Name of Individual Signing for the Proposer



**HOLD HARMLESS AGREEMENT**

This Hold Harmless Agreement is between \_\_\_\_\_  
(Name of Proposer)  
(Hereinafter Proposer), and New Frontiers Public Schools named in this RFP.

Proposer agrees that as a condition precedent to "Proposer" being awarded this contract from New Frontiers Public Schools "Proposer" agrees to indemnify, protect, defend, and hold harmless New Frontiers Public Schools, their Board Members, agents, and employees from all judgments, claims, demands for payment, suits or actions of every nature and description brought against New Frontiers Public Schools, their Board Members, agents and employees alleging injuries or damages sustained by any person arising out of or in the course of "Proposer's" providing goods or services to New Frontiers Public Schools.

\_\_\_\_\_  
(Name of Proposer)

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

State of Texas  
County of Bexar

\_\_\_\_\_ personally, appeared before me, the undersigned, with whom I am personally acquainted and who, upon oath, acknowledged that he/she/it executed the within instrument for the purposes therein contained, and who further acknowledge that he/she/it is authorized to execute this interment on behalf of

\_\_\_\_\_.

\_\_\_\_\_  
Signature

Witness by hand and Notaries seal at office this \_\_\_\_\_ day of \_\_\_\_\_, year of \_\_\_\_\_.

\_\_\_\_\_  
Notary Public

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

## SCOPE OF SERVICES:

This is a full-service contract for cleaning services. Successful Proposer(s) will be required to furnish all cleaning supplies (glass cleaner, disinfectant, polish, etc.); operational equipment (buffer, brooms, vacuum cleaners, mops, buckets, large cleaning trash cans and liners, etc.); and all labor and supervision. The successful Proposer(s) is responsible for supervision of their employees, and for performing service requirements and specifications at the frequency specified in the Request for Proposal.

Initial contract period will run from September 1, 2023, through August 31, 2024 with the option to extend annually for one (1) year at the same contract price as the original bid price and up to two (2) additional consecutive one (1) year periods at a price agreed upon by the parties. **Contract pricing for the additional two (2) consecutive years following the first two (2) years of the contract may not exceed the previous year's Consumer Price Index or 5% of the original bid price, whichever is the lesser.** Right is reserved to begin contract earlier if agreeable with selected Proposer(s). It is the responsibility of the Proposer to provide and maintain a schedule for completion of summer floor cleaning that is satisfactory to New Frontiers Public Schools. **No Proposer may subcontract their responsibilities provided herein.**

## GENERAL SPECIFICATIONS:

1. Project Liaison is Mario Mendiola 210-360-9266 New Frontiers Public Schools.
2. During each year of the contract, New Frontiers Public Schools will evaluate the performance of the cleaning services as specified on a monthly basis. Service Provider(s) will be required to perform weekly inspections and be proactive with addressing all problems with New Frontiers Public Schools' Project Liaison to ensure maximum quality control. Service Provider(s) will be informed of deficiencies in writing by the Project Liaison. Failure to take corrective actions may result in contract termination.
3. Most of the cleaning will be done Monday through Friday, 4:00 P.M. through 8:00 P.M. The right is reserved to change and/or adjust hours based on special events.
4. The Service Provider shall be responsible for ensuring that the fire and security alarm systems are set after the completion of all cleaning services.
5. The Service Provider(s) shall always employ the quantity and quality of personnel and supervision necessary for the effective and efficient management of cleaning operations.
6. Service Provider(s) to always utilize safe cleaning procedures and will accept responsibility for personal injury to Service Provider's employees and New Frontiers Public Schools' staff during performance of service under this contract.
7. Service Provider(s) to adequately conduct safety training and emphasize safety during use of powered and non-powered equipment and mopping, buffing or otherwise cleaning floors.
8. For all operations where furniture and equipment must be moved, no chairs, wastepaper baskets or other similar items shall be stacked on desks, tables, or sills. Upon completion of work, all furniture and equipment are to be returned to its original position.
9. All Service Provider's personnel must complete required EPA and OSHA training including but not limited to asbestos awareness, hazard communications, and blood borne pathogen awareness. Any additional training deemed necessary by New Frontiers Public Schools must be supplied by Service Provider. Service Provider must furnish records of training to New Frontiers Public Schools no later than September 1st of each year. New-hire records of training shall be provided to New Frontiers

Public Schools no later than seven (7) calendar days after completion of such training or five (5) business days after such new member has been assigned to the job site, whichever occurs first. A management representative of Service Provider(s) must be present when any and/or all training occurs.

## GENERAL SPECIFICATIONS: cont'd.

10. All Service Provider's personnel shall have the proper training, equipment, and personal protective equipment (PPE) to safely clean potentially infectious materials/bodily fluids and prevent cross-contamination into other areas of the building.
11. All Service Provider's personnel must ensure the proper disposal of chemicals, including strippers and waxes. **Chemicals shall not be disposed of onto New Frontiers Public Schools' grounds or into storm water sewers.**
12. Service Provider's employees are to always wear uniforms and company ID badges while performing services at any New Frontiers Public Schools' property. Service Provider's employees not wearing uniforms and ID badges will not be permitted on any New Frontiers Public Schools' property.
13. Service Provider(s) is expected to accept responsibility and provide supervision for its employees. Failure of the Service Provider(s) to provide supervision of its employees shall constitute a material breach of contract.
14. All of Service Provider's supervisors shall have a thorough knowledge of cleaning procedures, supplies and equipment in order to properly train and direct their employees and provide quality control.
15. Service Provider's employees are required to maintain facilities during working hours, Monday through Friday. The number of day porters and costs for those services included in this RFP must be maintained by Proposer throughout the term of this contract. Failure to maintain the staffing levels set forth herein shall be grounds for terminating this contract and shall be considered a material breach. If the assigned day porter is not on site, an alternate day porter must be on site within one (1) hour. Service Provider's supervisors are required to complete day porter's responsibilities until the alternate arrives.
16. Service Provider's personnel must be trained on procedures for properly handling on-site emergencies, *i.e.*, how to cut off water valves and who to call, etc.
17. Service Provider's personnel will be required to clean all restrooms and/or kitchens.
18. If property damage results from Service Provider's personnel's negligence or intentional acts, costs to repair or replace property damage will be deducted from monies due the Service Provider; this includes but is not limited to facility damage resulting from equipment operator errors and or faulty equipment. Deductions will be taken from the next billing remittance after the property damage is incurred.
19. The lack and/or omission of detailed specifications do not minimize acceptable levels of service and only the best commercial practices are acceptable.
20. All equipment must be safe and in good working order. All equipment is to have safety features and accessories where applicable as required by existing (OSHA) standards and/or other laws. Safety inspection reports are to be always available on job sites. If any equipment is found to be unsafe and not in good working order, the equipment is to be removed from the site and replaced within one (1) business day of discovery of the unsafe condition, with acceptable equipment.

## **GENERAL SPECIFICATIONS:** cont'd.

Service Provider's employees are to always maintain a professional appearance and demeanor with all staff. Service Provider's employees must be able to communicate with New Frontiers Public Schools' administrators and Project Liaison. Any inappropriate behavior of any kind, verbal or otherwise, with any New Frontiers Public Schools' employee and/or visitor and/or student will be grounds to require that the Service Provider prohibit their employee from working at or otherwise entering all New Frontiers Public Schools properties. New Frontiers Public Schools shall be indemnified and held harmless by Service Provider for all claims, lawsuits and/or judgments arising out of the inappropriate conduct of Service Provider's employees.

21. Should any cleaning activity be overlooked and/or cleaning activities found not to have been completed or cleaning did not occur, the Service Provider(s) must take immediate steps to rectify this situation. Cleaning must occur within a twenty-four (24) hour time frame from notification by New Frontiers Public Schools. If at any time New Frontiers Public Schools is dissatisfied with the quality of service provided, a written notice of dissatisfaction noting the specific problem(s) will be furnished to the Proposer by letter or e-mail. If the problem(s) is/are not corrected to the satisfaction of New Frontiers Public Schools within thirty (30) business days of this notice, this entire contract may be unilaterally terminated by New Frontiers public Schools with no further obligation on their part. Contract may also be terminated if three (3) or more such notices of dissatisfaction are issued to the Proposer within any twelve (12) month period.

If the Service Provider(s) receives three (3) or more notices of dissatisfaction within the contract term, the Service Provider(s) shall forfeit ten percent (10%) of the monthly billing for the month following the third notice of dissatisfaction. If the Service Provider(s) receives a fourth (4th) notice of dissatisfaction within the contract term, the Service Provider(s) shall forfeit fifteen percent (15%) of the monthly billing for the month following the fourth notice of dissatisfaction. If the Service Provider(s) receives a fifth (5th) notice of dissatisfaction within the contract term, the Service Provider(s) shall forfeit twenty percent (20%) of the monthly billing for the month following the fifth notice of dissatisfaction.

22. Service Provider shall provide credentialed persons in mold removal. Service Provider must have access to equipment, such as industrial dehumidifiers, air scrubbers, HEPA Vacuum and similar equipment, necessary for remedial actions, within a two (2) hour time frame of request.
23. Service Provider agrees to provide credentialed persons in "mold remediation".
24. Service Provider agrees to provide credentialed persons in "green cleaning".
25. Service Provider's employees assigned to work at New Frontiers Public Schools' facilities during contracted hours must be able to speak and understand the English language.
26. Service Provider shall supply all soap and towel dispensers. Dispensers must be full of soap and towels and in always working condition.
27. Cleaning services are to be provided after all related functions held Mondays through Fridays (excluding Central Office Holidays) at no additional cost from New Frontiers Public Schools' monthly lump sum pricing as stated herein. Cleaning services provided on Saturdays, Sundays and Central Office Holidays shall be provided at the agreed upon hourly rate stated herein.



## **CLEANING SPECIFICATIONS:**

### **Scope of Services:**

#### I. Classrooms, Offices, and Conference Rooms

##### A. Daily (Five (5) days per week)

1. Empty wastebasket and replace liners (items not identified as trash will not be disposed)
2. Spot clean and dust furniture and fixtures, including desks, chairs tables, lamps, etc.
3. Spot clean all windows
4. Dust interior window ledges
5. Spot clean all windows and glass partitions to hand height
6. Dust all telephones
7. Clean, sanitize and disinfect counters, all desktops and sinks etc.
8. Dust mops all composition floors (with chemically treated dust mop)
9. Spot mop composition floors with all-purpose cleaner
10. Spot clean carpet to remove all stains, spills, and soiled spots/carpet care carpeted areas to include shampooing
11. Vacuum walk-off mats
12. Check safety of steps and/or stairs. Report any unsafe conditions to Project Liaison
13. Remove fingerprints from doors, frames, light switches, kick plates, handles and railings
14. Notify Project Liaison of any dangerous or unsafe condition.

##### B. Weekly

1. Low dust all horizontal surfaces to hand height (70")
2. Damp clean baseboards
3. Damp clean window ledges
4. Clean all instructional boards
5. Vacuum all carpets

##### C. Monthly

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating, outlet etc.
2. Remove dust and cobwebs from ceiling areas and lights
3. All crevices must be wiped and cleaned with an approved method. Items such as paper towels will not be allowed.
4. Clean/dust all HVAC vents and grilles

D. Semi-Annually

1. Clean entire surfaces of all desks and chairs
2. Clean carpet to remove all stains, spills, and soiled spots/carpet care on all carpeted areas to include shampooing, extraction, and timely drying of carpet
3. Clean/dust all HVAC vents and grilles
4. All windows must be cleaned inside and outside

2. Break Room

A. Daily (Five (5) days per week)

1. Empty wastebasket and replace liners (items not identified as trash will not be disposed)
2. Clean, sanitize and disinfect (wipe down tables, clean up spills, etc.)
3. Sweep and mop
4. Dust furniture and fixtures, including desks, chairs, tables etc.
5. Damp clean counter tops
6. Damp clean vending machines
7. Dust mops all composition floors (with chemically treated dust mop)
8. Remove fingerprints from doors, frames, light switches, and kick plates, handles and railings
9. Notify Project Liaison of any dangerous or unsafe condition.

B. Weekly

1. Damp clean baseboards

C. Monthly (To be performed the last week of each month)

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating outlet etc.
2. All crevices must be wiped and cleaned with an approved method. Items such as paper towels will not be allowed.
3. Clean/dust all HVAC vents and grilles

B. Semi-Annually

1. High dust above hand height horizontal surfaces, including shelves, ceilings, moldings, pipes, ducts, heating, outlet etc.
2. Remove dust and cobweb from ceiling areas
3. Clean underneath table as required
4. Clean/dust all HVAC vents and grilles

D. Annually

1. Damp cleans all washable furniture

3. Common Areas: (Cafeteria inside and outside dining areas/Gym and Dressing rooms/Lobbies/Corridors/Stairs/Elevators)
  - A. Daily (Five (5) days per week)
    1. Clean glass partitions and doors
    2. Clean, sanitize and disinfect water fountains
    3. Dust interior window ledges
    4. Dust mop composition floors with chemically treated dust mop
    5. Spot mop composition floors with all-purpose cleaner
    6. Clean under entrance mats daily, inside and out
    7. Sweep and dust stairwell
    8. Clean all common areas as required
    9. Notify Project Liaison of any dangerous or unsafe condition.
  - B. Weekly
    1. Damp clean baseboards
    2. Damp clean window ledges
    3. Dust furniture and fixtures
  - C. Monthly (To be performed the last week of the month)
    1. High dust above hand height (70") all horizontal surfaces including shelves, molding, ledges, pipes, ducts, heating outlets, etc.
    2. Remove dust and cobwebs from ceiling areas
    3. Clean all hallways as needed
    4. Clean/dust all HVAC vents and grilles
  - D. Semi- Annually
    1. Clean/dust all HVAC vents and grilles
    2. All windows must be cleaned inside and outside
4. Restrooms
  - A. Daily
    1. Check and clean all restrooms
    2. Empty wastebaskets/dispensers and replace liners
    3. Clean, sanitize, disinfect and polish all vitreous fixtures including toilet bowls
    4. Clean and polish chrome fittings
    5. Clean, sanitize and disinfect toilet seats

6. Clean and polish glass and mirrors
7. Wash, sanitize and disinfect exterior of containers
8. Remove spots, marks, stains, and splashes from wall area and counter tops
9. Clean partitions
10. Sweep floors
11. Mop floors with germicidal disinfectant daily and as required
12. Notify Project Liaison of any dangerous or unsafe condition.

B. Weekly

1. Low dust horizontal surfaces to hand height (70")
2. Damp clean baseboard

C. Monthly

1. High dust above horizontal surfaces, including shelves, ceilings, moldings, ledges, pipes, ducts, heating outlets, etc.
2. Remove dust and cobwebs from ceiling areas
3. Clean/dust all HVAC vents and grilles
4. Sweep baseboards
5. Replace all plastic can liners in waste receptacles

**NOTE:** Scrub tile floors as needed

C. Special Events during regular cleaning operation hours shall be covered as part of the contract

**NOTE:** Check and maintain clean restrooms, halls, lobbies, etc. as required

5. Grounds

A. Daily

1. Remove trash and debris from grounds (includes but is not limited to all areas from edge of building to property bounds)
2. Empty trash containers
3. Sweep entrances, doorways, walkways, steps and curbs
4. Notify Project Liaison of any dangerous or unsafe condition.

6. Miscellaneous

1. Assist New Frontiers Public Schools with event setup as required
2. Pick up trash alongside of building
3. Clean and mop any accident that may occur during the day
4. Maintain all window shades at the same height
5. Respond to clean up requests by Project Liaison
6. Clean electrical rooms and storage closets

7. Notify Project Liaison of any dangerous or unsafe condition.

#### 7. Management of Energy Consumption

1. Lights should only be turned on in areas where cleaning is taking place and are to be turned off immediately after cleaning each room
2. Service Provider's employees are not to change or override established heating and cooling temperatures in schools
3. New Frontiers Public Schools shall have the ability to charge the service provider a penalty for leaving the lights on or changing the thermostat. Charges will be equal to the energy charge for an eight (8) hour period at the location in question
4. Service provider shall be responsible for proper and timely disposal of all containers and/or other regulated wastes

#### 8. Annually

1. In the event there is a disagreement between the owner and contractor regarding whether floors should be stripped or deep scrubbed, the owner has the final decision.
2. Wash all windows and glass partitions on the inside and outside
3. Annual carpet care on all carpeted areas to include shampooing to remove all stains, spills, and soiled spots

#### 9. Notification of Needed Repairs

1. Service Provider's employees are to advise Project Liaison of all needed repairs at the end of each day or sooner if appropriate

10. Service Provider's employees will be responsible for locking buildings each night. Service Provider's employees are required to ensure that all lights are off, and windows and doors are secure after exiting an area

11. Service Provider shall be required to be licensed and bonded.

**New Frontiers  
Public Schools  
Purchasing Services  
901 NE Loop 410  
San Antonio TX  
78209**

**REQUEST FOR  
PROPOSAL  
PRICING SHEET**

**Consumables consists of toilet tissue, paper towels, soap, etc.**

<u>New Frontiers Public Schools</u>	<u>Approx. Sq. Ft.</u>	<u>Monthly Cost per Location <u>Including</u> Consumables</u>	<u>Monthly Cost per Location <u>Excluding</u> Consumables</u>
<b>Greg A. Garcia Early College Intermediate</b> 9550 S. Zarzamora San Antonio 78224	40,000	\$ _____	\$ _____

State your hourly rate for cleaning services for events or activities occurring on Saturdays, Sundays and/or Central Office Holidays.

\$ \_\_\_\_\_

State your cost per \$1,000.00 for Performance, Materials and Labor Bond, if required \$ \_\_\_\_\_

As the representative of the Proposer, I represent by my signature below that the company I represent agrees to all terms contained in RFP #FY20029 and the pricing quoted above.

COMPANY NAME

\_\_\_\_\_

AUTHORIZED REPRESENTATIVE

\_\_\_\_\_

(PRINT)

\_\_\_\_\_

AUTHORIZED REPRESENTATIVE  
(SIGNATURE)

\_\_\_\_\_

DATE