



Élan Academy, Inc.

## Request for Proposal – Custodial Services

RFP Announcement: March 25, 2022, at 10:00 AM

Question Submittal Deadline: April 8, 2022, at 5:00 PM

Proposal Submittal Deadline: April 25, 2022, at 5:00 PM

Award Notification Deadline: April 29, 2022, at 5:00 PM

**SUBMIT**

Via email to

Robert Carter III at [rcarter@elanacademy.org](mailto:rcarter@elanacademy.org)

## General Information

Élan Academy is a free, public college preparatory charter school in New Orleans, Louisiana. Élan Academy will serve pre-kindergarten, kindergarten, first, second, third, fourth, fifth, sixth, and seventh grades beginning in August 2022.

The winning Proposer shall provide full-service student transportation. Full-Service is defined as including all vehicles, consumables, maintenance, insurance, staffing, supervision, and management necessary to operate school buses as well as running a staffed Dispatch operation. The Proposer may also include route creation and routing support if desired. The primary obligation of the Proposer is to operate its affairs so that Élan Academy will be assured of continuous, reliable service and such that Élan Academy is not responsible for day-to-day operations.

Élan Academy expects the Proposer to have the staffing, resources, and expertise necessary to complete the service required as well as a plan to deliver high-quality, dependable transportation service. The proposer is to have a management structure that will ensure high-quality customer service, as well as a plan to maintain responsiveness and effective communication with Élan Academy leadership and parents. The proposer is expected to offer the requested service at a competitive price, and all the necessary factors that contribute to the price must be included in the proposed price. Proposer is to have a demonstrated track record of success in the industry, is to provide positive references, and is to have sound business practices that show fiscal responsibility.

The Proposer is responsible for all day-to-day Student Transportation operations. The intent of this RFP is for Élan Academy to hold the Proposer accountable for the reliable and efficient operation of a Transportation system that services our students both efficiently and effectively. It is not the intent of this contract to specify required practices or procedures but to hold the Proposer to a very high level of performance. While the Proposer's cost is of great importance, proposing the lowest price will not assure award of the service. Élan Academy demands comprehensive, reliable, efficient, professional service and high-quality customer service. Failure to address Élan Academy requirements or concerns about any matter will disqualify the Proposer from consideration.

**Contract Period:** This RFP addresses the Contract Period from June 1, 2022, through May 31, 2023. The contract will be renewable by mutual written agreement with one-year extensions through May 31, 2025. The contract will expire naturally at the end of this contract term, but Élan Academy reserves the right to terminate the Contract with thirty (30) days advance written notice in the event of inferior quality of service, product, and/or reductions or termination of funding Élan Academy also reserves the right to terminate the contract immediately in the event that there are unresolved safety or liability concerns.

**Questions:** All questions regarding this RFP must be emailed directly to Robert Carter III, Director of Operations, at [rcarter@elanacademy.org](mailto:rcarter@elanacademy.org) by 5:00 PM on April 8, 2022. Questions received by that time will be compiled and answered by 5:00 PM on April 15, 2022. Answers to questions and another addendum to this RFP will be available on the Élan Academy website at <http://www.elanacademy.org/rfps>.

## Section I: Narrative

Élan is seeking a price for a complete janitorial contract. All labor, material and supplies for custodial work will be supplied by the contractor.

The contract award will not be based solely on lowest cost. Service levels, vendor references, and innovative approaches to providing services will be considered.

Vendors can make appointments with Robert Carter at [rcarter@elanacademy.org](mailto:rcarter@elanacademy.org) for a walk-through of the buildings, preferably before or after student intake.

Élan is currently housed at Schwartz at 709 Park Blvd with a gross floor area of approximately 20,000 sq. feet until June 30, 2022. Élan will be housed at Fischer School which is located at 1801 L. B. Landry Ave with a gross floor area of approximately 92,000 sq. feet starting July 1, 2022.

Both schools may host limited summer programming in the month of June and professional development in the month of July. The school calendar for 21-22 is attached in Appendix C. The school calendar for 22-23 will look similar, but Élan Schools reserves the right to change its academic calendar with written notice to the vendor.

## Section II: Statement of Work

The contractor shall provide all management, supplies, tools, equipment and labor necessary to ensure custodial services at Élan are conducted in a manner that will maintain a satisfactory facility condition and present a healthy, clean, neat and professional appearance. The contractor shall ensure cleaning is performed to improve the total environment of the facilities. The vendor will be responsible for the cleanliness of all spaces inside the facility and on the grounds outside the facility (excluding groundskeeping). The kitchen will not be part of the vendor's responsibility, but the vendor is expected to maintain all aspects of cleanliness in the cafeteria, including pulling trash, cleaning tables, and maintaining the floor.

The contractor is expected to follow all applicable state and federal laws in effect at the time and locations of the work. The vendor must provide personnel to open, close, and secure the school each day: 6:00 AM Monday through Friday, unless a noted school holiday. Any changes to the normal daily schedule must be communicated ahead of time and approved by the operations staff at the school.

The Vendor personnel must assist the school in preparation for any severe weather events based on NOLA-PS hurricane protocol. Vendor personnel will be expected to prepare the school for re-opening after any weather-based school cancellations.

### Section III: Instructions to Vendors

The Vendor is advised to carefully consider the school's physical features and activities and occupancies by faculty, staff and students, and to plan activities so as not to disrupt the normal operations and activities of the schools except as expressly permitted by Élan in writing. The vendor should be especially aware of existing electric, gas, water, telephone and/or other utilities and facilities which may be in the way of or adjacent to the school sites and shall take appropriate action to protect these utilities and facilities.

### Section IV: General Information

Élan may terminate the contract at any time by giving thirty (30) days written notice to the vendor. The vendor shall be entitled to payment for work performed (monthly charges to be prorated), to the extent work has been performed satisfactorily.

Vendor/Contractor must have at least 3 years experience in providing commercial janitorial and maintenance services (routine cleaning, floor finishing and carpet cleaning).

Vendor/Contractor must provide 3-5 references that can confirm this experience requirement of which two (2) must be customers that the Vendor/contractor has a current service agreement with and has served a minimum of six (6) months. All references must be for facilities in which the Vendor/Contractor has served or is currently serving a minimum of eighty thousand (80,000) square feet on a routine basis (at least 5 times per week). Each vendor/Contractor must complete the Reference Form in the proposal form. References will be evaluated by Élan staff.

The Vendor/Contractor (as a company) must have the necessary experience and not a particular employee of the company. Franchise operations submitting a proposal for this contract should provide reference for the specific franchise (store) performing this work.

The contractor will certify in writing, upon award of the contract, that all personnel placed at either site during the term of the contract will have a background check on file.

A well-trained employee is an asset to both the customer and the employer, and is more capable of providing a higher level of quality than an untrained employee. Vendors are required to give all new employees not less than eight hours of instruction within the first two (2) weeks of employment. Training program should be included with proposal.

The contractor shall defend, indemnify, and hold harmless Élan, all of its officers, agents and employees from and against all claims, actions, suits, demands, proceedings costs, damages, and

liabilities, arising out of, connected with, or resulting from any acts or omissions of contractor or any agent, employee, subcontractor, or supplier of contractor in the execution or performance of this contract.

The Contractor, prior to commencing work, shall provide at his expense, proof of insurance coverage with insurance companies licensed in the State of Louisiana.

Section IV: Proposal Form- page 1 of 3

<b>School Site</b>	<b>Schwartz (Current Campus)</b>	<b>Fischer (New Campus)</b>
Approximate square footage this bid is based upon	20,000	92,000
Custodial cost per square foot (including all labor, materials and supplies)		
Hourly rate for straight time for custodian		
Hourly rate for supervisor		

Please ensure that a complete cleaning schedule, preferably in a grid format, for the school year and summer work outlining the location or type of space, tasks and frequency is attached.

Please ensure that detailed information about the offered maintenance plan is attached, including an outline of regular floor care, including daily maintenance of hallways to ensure a professional appearance.

Anything affecting the cost structure should be clearly explained in the vendor's attached documents.

Section V: Proposal Form- page 2 of 3

The vendor should note any and all holidays observed. These are considered holidays for his/her employees and days for which the school would not receive services.

Date	Holiday
<b>Ex: Tuesday, Feb 9, 2016</b>	<b>Mardi Gras Day</b>

Section VI: Proposal Form page 3 of 3

The vendor should provide, based on the school schedule, a proposed staffing model with hours for each staff member, based on the schedule and needs of the site. Please also indicate whether or not each staff member will be provided benefits by the vendor.

**Élan Academy @ Fischer – 1801 L. B. Landry**

Staff Member	# of hours each day	Sample Schedule	Benefits offered?
<b>EX. PT Night Time Custodian</b>	<b>5</b>	<b>4:00 – 9:00 pm</b>	<b>N</b>
Total FTE			



**REFERENCE**  
**FORM**

**VENDOR TO COMPLETE** (ensure for each reference listed all blanks are complete).

1. \_\_\_\_\_ (Contract Administrator)  
(School Name)

\_\_\_\_\_ (Phone Number)  
(Address)

\_\_\_\_\_ (Facility Size-Sq.Ft.)

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2. \_\_\_\_\_ (Contract Administrator)  
(School Name)

\_\_\_\_\_ (Phone Number)  
(Address)

\_\_\_\_\_ (Facility Size-Sq.Ft.)

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3. \_\_\_\_\_ (Contract Administrator)  
(School Name)

\_\_\_\_\_ (Phone Number)  
(Address)

\_\_\_\_\_ (Facility Size-Sq.Ft.)

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4.

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(School Name)

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(Contract Administrator)

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(Address)

(Phone Number)

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(Facility Size-Sq.Ft.)

## Appendix B - Élan Schools Daily Schedules

	Élan Academy
Instructional staff arrival	7:00 am*
Intake	7:20 – 7:50 am
Breakfast**	7:20 – 7:50 am
Lunch Times*** (approx.)	10:30 am – 12:45 pm
Dismissal	3:45 – 4:00 pm
Afterschool program (approximately 100 kids using 7-8 classrooms and common spaces, including cafeteria)	4:00 – 6:00 pm

\*Many staff members choose to arrive earlier than this

\*\* Most students eat breakfast in their classroom. Trash must be pulled promptly after breakfast is finished.

\*\*\* Lunch times are spread out throughout this time, with varying number of times