Monroe County Community
School Corporation

Request for Proposals
Facilities Custodial Management Services

Issue Date: April 30, 2010

This document constitutes a Request for Proposals from firms qualified to design and implement a comprehensive Facilities Management plan and program for the Monroe County Community School Corporation.

Sealed proposals will be received until 2:00 p.m. on Thursday, May 20, 2010.

All inquiries and requests for information regarding proposal submission requirements shall be directed to:
Michael Scherer
MCCSC, Director of Extended Services
401 E. Miller Drive
Bloomington, IN 47401
812-330-7720
812-330-7791

Send all e-mail inquiries to Debra Moore:
dmoore@mccsc.edu

Proposals should be mailed or delivered to:
Michael Scherer
MCCSC, Director of Extended Services
401 E. Miller Drive
Bloomington, IN 47401

Email and faxed proposals will not be accepted. Late proposals will be returned unopened.
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GENERAL INFORMATION AND GOALS

This document constitutes a request for sealed proposals from qualified firms to design and implement a comprehensive Facilities Management plan and program for the Monroe County Community School Corporation, further referred as MCCSC.

A. PURPOSE: The purpose of this Request for Proposals (RFP) is to solicit sealed offers from qualified firms to negotiate an agreement for the purchase of facilities management services for specified departments and functions as outlined herein.

B. BACKGROUND: Monroe County Community School Corporation is a public school district encompassing 342 square miles in and around Bloomington, Indiana. The MCCSC utilizes 29 educational and support buildings on 25 sites and has a student population of 10,676. The MCCSC operates approximately 2,235,828 square feet of space and maintains approximately 440 acres of grounds.

With the expectation of maintaining high levels of service in an environment of decreasing resources, the MCCSC foresees the necessity to maximize the value currently received from support service departments. To this end, it is desirable to seek the services of a professional specialized firm, with programs and resources to support and complement the MCCSC’s existing programs.

C. STATEMENT OF NEEDS: The selected firm shall furnish all necessary resources (including but not limited to personnel, training programs, support, materials, services and supplies) to conduct a management study, provide a thorough and comprehensive analysis, develop a concept of operations, and implement a program to maintain efficiency and effectiveness of operations.

D. GOALS: The services performed by the selected firm shall be accomplished within the framework of attaining the following goals established by the MCCSC.

1. Improve the appearance and functionality of all buildings. Develop a program that will create and maintain a clean and safe environment for students and will effectively support the education mission.

2. Determine and implement appropriate level of staffing for operations.

3. Implement a system to improve productivity and encourage an employee philosophy of excellence, teamwork, and personal growth.

4. Enhance personnel development through a program of motivation, in-service education, training and recognition.

5. Improve departmental performance through the utilization of specialized tools, equipment, technologies and processes.
6. Introduce a systems approach and quality assurance program which will define, establish, quantify and maintain desired level of service.

7. Manage custodial service in a value driven and more cost-effective manner.

NOTE: These goals are provided for informational purposes only in an effort to support an understanding of established MCCSC objectives. They are not provided as an indication of the actual work to be performed by the selected firm.

F. MANAGEMENT STUDY AND PLAN: Each firm making a proposal shall, upon completion of a management study, in concert with the goals identified above, shall submit a written report which includes, but is not limited to, a thorough and comprehensive description of actual findings, recommendations with associated fees and budgets and subsequent action plan.
**CONDITIONS AND PROPOSAL SUBMISSION**

**SCOPE OF AWARD:** Award will be made on an “All-or-None Offer, Total Offer” basis. Any contract awarded pursuant to this Request for Proposal will be awarded to single firm or to none at all.

**PROPOSAL REJECTION:** The MCCSC shall have the right to reject any or all proposals and in particular to reject a proposal not accompanied by data required by the RFP or in any way incomplete or irregular, including omission of cost and budget information. Conditional proposals will not be accepted.

**CONTRACT AWARD:** Award shall be made to the qualified firm whose proposal is determined to be the most advantageous when taking into consideration the evaluation factors set forth in the sections that follow, including overall long-term value to the MCCSC. Fees/pricing consideration will not be the sole determining factor. There is no obligation on the part of the MCCSC to award a contract.

**CONTRACT TERM AND RENEWAL:** Pending negotiation of final conditions, the successful firm shall be awarded a contract with a term of five years. The contract will include the option to renew for similar additional periods under the same terms and conditions, so long as they remain advisable and advantageous to the MCCSC.

**PRE-PROPOSAL CONFERENCE AND SITE VISITS:** There will be no pre-proposal conference held. However, any firm wishing to submit a proposal must schedule a district site visit between May 10 and May 14. Failure to schedule and carry out a site visit will result in the rejection of the proposal.

**ORAL PRESENTATION:** A firm or firms submitting proposals which meet the selection criteria and which are deemed to be most advantageous to the MCCSC may be requested to give oral presentation(s) to MCCSC officials. The MCCSC is under no obligation to schedule an oral presentation with any specific firm, and any scheduling of oral presentations will be done by the MCCSC.

**QUALIFICATIONS:** A contract will be awarded only to a qualified firm with proven experience to provide the full range of services specified. The MCCSC may require submission of the following evidence of eligibility:

a) Evidence that the firm is licensed by the appropriate government agency to perform the work specified.

b) Experience record showing the firm’s training and experience in similar work.

c) A listing of projects of similar size and/or complexity which have been managed successfully.
ERRORS: The MCCSC is not liable for any errors or misinterpretations made in responding to this Request for Proposal.

PROPOSAL SUBMISSION: One (1) original Proposal document and twelve (12) complete photocopies (or additional originals) are to be submitted in a single sealed envelope or box. Please indicate with the response the name of the firm, contact person and contact information.

INQUIRIES: The MCCSC will not give verbal answers to inquires regarding the Request for Proposals, or verbal instructions prior to the award of a contract. A verbal statement regarding same by any person shall be non-binding. The MCCSC is not liable for any increased costs resulting from the acceptance of verbal direction.

Any questions as to the meaning of the Request for Proposal should be directed in writing to the office of the Director of Extended Services. The MCCSC will attempt to provide adequate clarification to specific questions directly to the firm submitting the question. Only in cases where the MCCSC discovers probable cause for all proposing firms to misinterpret the meaning and intent of the document will an addendum be issued. All clarifications and interpretations issued by the MCCSC will be final and binding upon the recipient.

Cost or problems associated with misinterpretation of the intent of the MCCSC will be the responsibility of the proposing firm.

Anyone obtaining Request for Proposal documents from any other source must notify the MCCSC of their name, address, telephone, and facsimile numbers in order to receive any addenda.

OPEN COMPETITION: The MCCSC encourages free and open competition. Whenever possible, specifications and proposal terms and conditions are designed to accomplish this objective, consistent with the necessity to satisfy the needs of the MCCSC and to guarantee an economically sound solution. The signature on this proposal guarantees that the prices quoted have been established without collusion with other firms and without effort to preclude the MCCSC from obtaining the best possible competitive value. The firm certifies that neither its officers nor its employees have bribed or attempted to bribe or influence in any improper manner any officer, employee or agent of the MCCSC.

PREPARATION EXPENSE: All proposals submitted in response to this RFP must be submitted at the sole expense of the proposing firm, irrespective of the final decision of the MCCSC as to contract award.

INSPECTION OF FACILITIES: It is the responsibility of each firm to become fully informed as to the nature and extent of the work required and its relation to any other work in the area, including possible interference from academic or other activities.

INSURANCE: NON-CONSTRUCTION: The selected firm shall purchase from and maintain with a company or companies, lawfully authorized to do business in the State of Indiana, such insurance as will protect the firm from claims arising out of or resulting from the firm’s operations under the Contract and for which the firm may be legally liable,
whether such operations be by the firm or by a subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable. The firm shall file Certificates of Insurance with the MCCSC prior to the commencement of the contract.

**General Liability Insurance** – The selected firm shall provide the ISO Commercial General Liability policy for general liability coverage with limits of not less than of $5,000,000 per occurrence. Coverage shall be maintained without interruption from date of commencement of work until date of final payment.

**Worker’s Compensation** – The selected firm shall secure and maintain for the life of this agreement valid Worker’s Compensation Insurance as required by law.

**Automobile Liability** – The selected firm shall secure and maintain during the life of this Agreement, automobile liability insurance on all vehicles against bodily injury and property damage in the amount of at least $100,000 per person, $300,000 per occurrence.

**OSHA REGULATIONS:** It is the responsibility of the selected firm to insure that all OSHA regulations applying to this job are adhered to at all times.

**LABELS:** Labels shall be affixed as required by any or all state and federal statutes or regulations.

**PERFORMANCE INVESTIGATIONS:** As part of the proposal evaluation process, the MCCSC may make inquiries and investigations, including verbal or written references from the firm’s customers, to determine the ability of the firm to provide service.

**AMERICANS WITH DISABILITIES ACT:** If special accommodations are needed in order to attend meetings or to accomplish building site visits, please contact the MCCSC one (1) week prior to the event to insure such accommodations.

**NOTICE TO OFFEROR:** The MCCSC shall consider the intentional employment by the selected firm of unauthorized aliens in violation of U.S. immigration laws cause for unilateral cancellation of the contract resulting from this RFP.

**PROPOSAL FORMAT:** Proposals should be prepared simply but completely, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. The response should be formatted in major sections as follows: (1) company overview, (2) proposed performance improvement, (3) personnel impact, (4) financial impact, (5) training capabilities, (6) custodial technologies, (7) references, (8) additional information the firm may wish to provide.
SPECIFIC REQUIREMENTS: Proposals should be as thorough and detailed as necessary so that the MCCSC may properly evaluate the capabilities of the firm to provide the required services. Each firm is required to submit completely the following items.

1. A complete response to the RFP, fully responsive as requested.

2. A minimum of fifteen (15) public school district clients for whom the firm is currently providing services of the same scope as outlined herein. Include the dates of service, the client name, address, and the name and telephone of the contract administrator. **Five of these references must be of similar size and scope as the MCCSC.**

3. Evidence of experience in providing services of the size and scope as described herein **for at least a ten year period.**

4. As evidence of financial stability, please include the firm’s last two annual reports.

5. As evidence of a support organization sufficient to deliver the proposed services, please include a chart and information demonstrating the organization that would support the firm’s proposed program.

6. Please include any other pertinent information that demonstrates the firm’s corporate capability to successfully perform the management services.

SELECTION: Selection shall be made of one firm deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors identified above. Fee structure/pricing will be considered, but will be one among many determining factors. The MCCSC may cancel this RFP, reject proposals or any portion thereof at any time prior to an award, and is not required to furnish a statement of the reason why a particular qualification was not deemed to be the most advantageous. Should the MCCSC determine in writing and in its sole discretion that only one firm is fully qualified, or that one firm is clearly more highly qualified than the others under consideration, a contract may be awarded to that firm.
GENERAL SPECIFICATIONS

A. ADMINISTRATIVE, FINANCIAL AND MATERIALS MANAGEMENT

1. Assist with the preparation of necessary budgets, the analysis and explanation of variances of actual expenditures as compared with budget and the provision of financial and statistical data as requested.

2. Provide consultation and technical advice in preparation of specifications for procurement of parts, supplies and services incidental to operations as requested. Recommend vendors as necessary.

3. Provide consultative and technical advice regarding the receipt, inspection, storage, safeguarding, and issuing of materials or items purchased.

4. Recommend annually or more often, if necessary, the needs for replacement of capital equipment. Make recommendations for changes in existing equipment, or measures to extend its useful life or performance, as appropriate.

5. Recommend programs to ensure the MCCSC complies with local, state and federal regulations and other regulatory agencies as they apply to managed operations.

B. FUNCTIONAL SAFETY AND RISK MANAGEMENT

1. Assist in the collection of available documentary evidence of structural safety and building safety compliance (such as Statement of Construction and Fire Protection) as needed for accreditation requirements.

2. Maintain on file documents and certification of compliance with the requirements of applicable local, state and federal codes and regulations.

3. Make recommendations to administration to facilitate compliance with applicable building codes, fire prevention codes, state and/or federal occupational health and safety codes, and life safety codes, as appropriate.

4. Maintain good safety practices and keep equipment, workspaces and shops in safe and acceptable condition.

5. As requested, assist in preparation of external and internal disaster plans.

C. QUALITY CONTROL OF SERVICES:

1. Make weekly facility inspections in the company of a representative from the MCCSC, generally a building principal.
2. Records of schedules and work accomplished will be maintained for review by the MCCSC upon request.

3. The MCCSC shall retain complete and final jurisdiction in all determinations of the quality of services provided by the firm.

D. ADDITIONAL SUPPORT

1. Fully developed training and in-service programs for all employees.

2. Written standards, procedures, schedules, daily journals and other records required by regulating and accrediting agencies and good business practice.

3. Individual and predictive maintenance instructions for each predictive maintenance requirement

4. Line and staff support personnel available on a scheduled and on-call basis, to provide effective quality, technical support and consulting capabilities. All such support personnel will be on the payroll of the firm.
CUSTODIAL SERVICE: The selected firm will implement a custodial management program for the MCCSC that will provide service to all current MCCSC buildings and include but not be limited to the following:

1. Provide standardization of the custodial program.

2. Provide all management, production and technical personnel as may be required to efficiently assist in the cleaning/custodial duties.

3. Provide training, management and direction of all custodial personnel in the performance of their respective custodial duties.

4. Provide the necessary supplies and equipment for the custodial staff to use in proper performance of their duties as a part of the custodial program.

5. Provide daily work schedules and project schedules.

6. Provide a computerized custodial management system including building and room inventory, scheduling, personnel information and asset tracking.

7. Provide adequate cleaning coverage for both evening and day activities within the building.

8. Provide custodial staff to accommodate such activities as opening of the building, closing of the building, lunch room monitoring, extracurricular activity coverage, and other duties commonly associated with school district operations.

Firms should detail their proposed tasks and frequencies based upon their knowledge and experience in providing these services to public school districts.
Monroe County Community School Corporation  
Request for Proposal

Proposed terms and conditions to be included in the RFP for outsourcing custodial staff at Monroe County Community School Corporation

1. All custodial staff will retain their salary level in effect June 30, 2010

2. The number of accumulated sick days, vacation days, and personal business days each employee has will be transferred to the Contractor. No benefit days will be lost.

3. All custodial staff who will have a minimum of twenty years of service with the Monroe County Community School Corporation as of December 31, 2010, will remain employees of the MCCSC. There are 21 people (+/-) on staff in this category. Every effort will be made to have this staff work a day shift.

4. Custodial staff who will have ten years of PERF (Public Employees Retirement Fund) covered service with the MCCSC by December 31, 2012 will remain employees of the MCCSC. Once ten years of service has been reached, they will become employees of the Contractor. There are thirteen employees (+/-) in this category.

5. The Contractor will employ a full-time Administrator plus an Administrative Assistant of their choice to manage daily operations. That Administrator will be housed in the Service Building.

6. Each respondent must furnish detailed information about the employee benefits available from their company.

7. Initial contract will be for five years.

8. If there is a reason to dismiss a staff member for cause, the Contractor must follow the same process used by the Monroe County Community School Corporation.

9. Reductions in staff may take place only through attrition, resignation, or cause.

10. Work hours of staff cannot be reduced below forty (40) hours per week without written consent from the individual employee.

11. MCCSC will retain ownership of all custodial equipment and maintenance of that equipment.

12. Pay periods are bi-weekly.

13. Currently the custodial staff (D-1, D-2, D-3, and D-4) is represented by AFSCME. The Contractor will recognize AFSCME as the bargaining unit for the current custodial staff classified D-1, D-2, D-3, and D-4.
14. A ninety (90) day cancellation clause will be incorporated into the contract.

15. Payment to Contractor will be monthly.

16. A performance bond equaling the total cost of the contract naming the MCCSC as Owner will be required.
### TENTATIVE SCHEDULE

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
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<tbody>
<tr>
<td>April 27, 2010</td>
<td>Board approval to send out RFP</td>
</tr>
<tr>
<td>April 30, &amp; May 7, 2010</td>
<td>Run legal ad</td>
</tr>
<tr>
<td>May 20, 2010</td>
<td>RFP due at 2:00 p.m.</td>
</tr>
<tr>
<td>June 8, 2010</td>
<td>Board approval of vendor</td>
</tr>
<tr>
<td>June 22, 2010</td>
<td>Board approval of contract with vendor</td>
</tr>
<tr>
<td>July 1, 2010</td>
<td>Vendor begins</td>
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</tbody>
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The following items will be included in the RFP:

1. Map of School Corporation
2. Line Drawings and details concerning all schools
3. List of current custodial staff including salaries, location, classification, and accumulated benefit days
4. List of staff at each school and schedule worked