



Request for Proposal – Janitorial Services

Issue Date: May 1, 2009

Date: April 30, 2009

Bid Opening: May 07, 2009

Closing Date: May 22, 2009

Time: 5:00 p.m.

Please follow the format below when responding to the request for proposal (RFP). In addition please thoroughly answer the questions listed in Section VII.

I. Company Overview

Imagine Hope Community Charter School operates from two campuses: The Lamond Campus located at 6200 Kansas Ave, NE, 20011; and The Tolson Campus located at 2917 8th St, NE, 20017. We are a free, public charter school serving families and students in grades Pre-K thru 8.

At Imagine Hope Community Charter School (CCS) it is our mission to shape the hearts and minds of our students positively, by providing them with an academically rigorous, content rich curriculum, an environment in which character is modeled and promoted, and a community in which to build trusting relationships with others. It is our vision to create a school environment that helps students gain confidence and hope for their futures, as they acquire a sense of joy and satisfaction that comes through diligent effort and attention to their daily work.

II. Product Overview

Imagine Hope Community Charter Schools – Lamond and Tolson Campuses are seeking proposals for janitorial and facilities management services. If your organization wishes to be considered, we are requesting a written proposal that addresses the points detailed in this RFP be submitted no later than Friday, May 22, 2009 at 5:00 p.m.

III. Scope of Work

Imagine Hope CCS is seeking a janitorial services or facilities management company with a proven track record for providing clean and dependable waste removal and recycling collection services. The selected company must be able to service both campuses. Core activities may include, but not be limited to the following:

- Building Clean-up (all common areas such as classrooms, offices, bathrooms, kitchen etc.) - daily
- Buffing of hallway floors – weekly
- Outside Clean-up (sidewalk, entrance walk-way) - daily
- Light Repairs – daily (replacing light bulbs, plumbing, painting etc.)
- Minor Beautification projects
- Monitor and manage all preventive maintenance contracts and warranties (elevator services, HVAC contractor, fire and security monitoring company, etc.)
- Manage relationships and schedule services with other service providers (lawn service, plumbers, etc.)
- Manage/lead activities related to major repair maintenance activities if needed (secure contractor, negotiate budget, etc.)

IV. Agency Selection Criteria

For selection, janitorial services/facilities management companies must meet the following criteria:

- Proven ability to provide timely and efficient janitorial services.
- A commitment to environmental responsibility and green initiatives
- Knowledge of, and experience in, the industry.
- An excellent reputation and strong relationships with industry influencers including relevant trade and business press.
- Qualified Staff.
- Good Client and Press references.

V. Budget

The budget for fiscal year 2010 will be structured at the discretion of Imagine Hope Community Charter School.

VI. Process of Evaluation (Timeline)

The following is a timeline to ensure an efficient review process of the vendor. Please review and adhere to the dates outlined in this timeline.

Projected Timeline for selection and award:

May 1, 2009: RFP document distributed to companies

May 7-14, 2009: Imagine Hope CCS is available for companies to schedule inquiry calls and visits (if desired). Please call 202-832-7370 or email harold.henry@imagineschools.com

May 22, 2009: Completed and sealed bids/proposals must be mailed and are due to Harold S. Henry, Jr. by 5:00 p.m. at the Tolson Campus (2917 8th St., NE, Washington DC 20017). **Late and/or faxed proposals will not be accepted.**

May 25, 2009: Contracts submitted to Subcommittee

May 29, 2009: Initial decision; Preliminary winning bid company notified

June 11, 2009: Selected contract presented to Imagine Hope CCS Board of Directors

June 30, 2009: Board approved contract submitted to DC Public Charter School Board

August 2009: Final award letter issued to selected company; contract signed

September 1, 2009: 1st day of new contract

VII. Request for Proposal

The below list of questions represent the key areas Imagine Southeast PCS will focus on during the proposal review and selection process. Please address these questions thoroughly.

Agency Overview Client Related Questions

- Please provide a brief overview of your agency history.
- Please provide a brief overview of your agency philosophy.
- Please provide an in-depth list of your agency capabilities.
- Describe what you consider to be your strongest competitive advantage.
- As an agency what are you passionate about?

Client Related Questions

- Please provide a current client list.
- Please list some clients you've had long-term relationships with and why the relationship has been successful.
- What is the average term a client works with your agency?
- Please give an example of a recently acquired account and list some successful public relation (PR) tactics you've implemented for them (please include results.)
- Do you have any clients that might pose a conflict to managing our account?

Account Team Related Questions

- Describe the team structure and how resources would be allocated to us.
- Please provide brief bios for the team you would assign to our account.
- Please provide client references for the PR representatives.
- Staff/team structure. What is your firm’s process for choosing members on staff/team?
- Who would be responsible for managing timelines and budgets?
- How do you handle staff turnover on accounts and what role do you typically want/allow the client to play in this process?
- How are new staff/team members brought up to speed on the account?
- What programs do you have in place for enhancing the skills and knowledge of your people? Do you have development requirements and budgets?

Industry Experience Related Questions

- Describe your familiarity with our market. What are some of your successes?
- Please provide a SWOT analysis based on our marketplace.
- Please provide information for any certifications or endorsements that your company has achieved.
- Please outline any Green environmental protection initiatives that your company currently employs.

Budget Related Questions

- Outline how your firm handles client work from a pricing perspective?
- How do you bill for services?
- Please provide your fees, per month.
- Please provide hourly rates for the various team members you anticipate utilizing to support this account.
- What is your mark-up for project managing other service vendors and/or for out-of-pocket expenses?
- Terms of agreement
- Please indicate whether the company provides supplies and equipment.

Miscellaneous Questions

- Do you have any concerns with this project?
- Is there any additional information you want to share?
- Please provide samples of bylines, stories and speaking slots and awards that your agency has received.
- What do you feel makes for a successful client/agency relationship?
- If your agency were a “juice,” which brand and type best typifies your agency, and why?

Company Submitted Proposal: _____

Signature of Authorized Representative: _____

Print Name: _____

Date: _____