



NursesMCTM
N A S H V I L L E

Request for Proposals (RFP)
Janitorial Services for Nurses Middle College Nashville

Issued By: Nurses Middle College Nashville

Issue Date: May 22, 2025

Submission Deadline: May 30, 2025

Nurses Middle College - Nashville (NMC) does not discriminate on the basis of race, color, gender, age, religion, sexual orientation, or national or ethnic origin. Nurses Middle College - Nashville (NMC) will provide equal opportunities without regard to race, color, gender, disability, age, religion, sexual orientation, or national or ethnic origin by requiring that any organization doing business with NMC provide equal opportunities to persons and businesses employed by or contracting with the supplier of products or services to NMC.

Purpose

Nurses Middle College Nashville (NMC) is soliciting proposals from qualified janitorial service providers to maintain a clean, safe, and healthy learning environment for students, staff, and visitors. This RFP is for services beginning June 15, 2025, with the potential for multi-year renewal based on performance.

Nurses Middle College - Nashville anticipates serving about 125-140 9th grade students in the SY25-26 school year.

School Information:

- Address: 3010 Tuggle Avenue, Nashville, TN 37218 (for the first 2 years)
- Current Building Size: Approx. sq.ft 20,000
 - Utilizing a portion of the building, 14,770 sq.ft., in year 1 and utilizing the entire building [sq.ft](#) 19,694, in year 2
- Grade Levels: Growing to Grades 9-12 over the next few years

Interested companies are invited to submit digital copies in PDF format (no more than 25 pages) to NMC via email. Proposals should be submitted no later than Friday, May 30th, to the following address: apoynter@nursesmcnashville.org

Subject Line: NMC Janitorial Services Bid Response

The Request for Proposal (RFP) does not commit to awarding a contract or paying any cost incurred in preparing a proposal responsive to this request. NMC reserves the right to accept all or part of any proposal or to cancel this RFP in part or its entirety.

NMC further reserves the right to accept any proposal it considers in the best interest of the School. Your proposal must address all requirements. Non-responsive

proposals will not be considered. All proposals, whether selected or rejected, shall become the property of Nurses Middle College- Nashville. Companies are responsible for periodically checking for any RFP updates or revisions.

Requests for Information

Questions related to this RFP should be submitted via email to Paula Chavez, Director of Business Operations, no later than Wednesday, May 28th, at the following email address: pchavez@nursesmcnashville.org with the: Subject Line: NMC Custodial Services Bid Response.

Proposed Term of Agreement

The initial contract period will run from June 15, 2025, through July 1, 2026, with the option to extend annually for up to three (3) additional consecutive one (1) year periods if all parties agree.

If all parties agree to extend the initial contract beyond the first year, future contract pricing may not exceed the previous year's Consumer Price Index, not to exceed 5%. The proposer must explain in the RFP response how the company will accommodate increases due to the Federal Minimum Wage Law in any extension year.

Summer cleaning will be flexible on and/or around holidays. All required summer cleaning must be completed before August 1 of each year. The contractor is responsible for providing and maintaining a schedule for completing summer deep cleaning and floor cleaning to the owner.

Cost Proposal

This section must fully describe the expected expenditures for the work described in this RFP. The cost proposal must include all service costs. Additional costs that must be referenced include, but are not limited to, winter maintenance costs, flower bed care, etc.

All invoices should be NET30.

Selection Criteria

Companies submitting proposals are advised that all proposals will be evaluated to determine the company deemed most qualified to meet the needs of the School. The selection criteria will include, but not be limited to, the items listed below:

Points	Category	Description
35pts	Cost & Value	The total cost of providing exceptional services for the requested categories. How well does the proposal align with the school's overall budget?
25pts	Project Plan & Staffing	The proposer should include the recommended number of day porters and any general start-up expectations to ensure a clean and safe building on the first day of school.
15pts	Expertise & References	What is the level of expertise of personnel working with our school and equipment? Is there a diverse set of references for follow-up on service experiences?
15pts	Supplier Diversity	Is the company minority or women-owned?
10pts	Service Agreement	Does the company display flexibility in the proposed contract to modify the agreement amid any uncontrollable or unforeseen circumstances?
100 pts = Total Possible Points		

Expected Timeline

Timeline	Event
Wednesday, May 28, 2025	Deadline for RFP questions - 4:00 pm CST
Thursday, May 29, 2025	Responses to RFP questions via addendum on school website - 8:00 am CST
Friday, May 30, 2025	Deadline for RFP submissions - 4:00 pm CST *Late bids will not be reviewed*

Friday, Jun 13, 2025	Contract Awarded - 8:00 am CST
Monday, Jun 16, 2025	Anticipated earliest begin date

Termination of Agreement

Either party to this agreement has the right to terminate it upon 30-day written notice. Both parties are liable for payments or services due before the date of termination, but no further fees are due or payable after the notice of termination is received.

Specifications & Scope of Service

This is a full-service contract for janitorial services. Successful proposer(s) will be required to furnish all commercial-grade 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 the supervision of their employees and for performing service requirements and specifications at the frequency specified in the Request for Proposal.

General Cleaning: The contractor understands that they shall provide all management, supplies, tools, equipment, and labor necessary to ensure custodial services at NMC 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; this includes the interior and exterior of the building. The contractor will be responsible for the cleanliness of all spaces inside and on the grounds outside the facility. Still, the vendor is expected to maintain all aspects of cleanliness in the cafeteria, including pulling trash, cleaning tables, and maintaining the floor. The contractor shall include a detailed and itemized cleaning schedule for the bid submission.

- All contractor personnel must properly dispose of chemicals, including strippers and waxes. Chemicals shall not be disposed of on school grounds or in stormwater sewers.

Building	Sq. Ft (Approx)	Classrooms/Office Space	Restrooms
Nurses Middle College (3010 Tuggle Ave, Nashville, TN 37218)	Approx. 20,000 sq. ft	14 Classrooms 10 Offices	13

Client Satisfaction: The contractor understands that during each year of the contract, NMC will evaluate the performance of the cleaning services as specified every month. The contractor must perform weekly inspections and proactively address all school system personnel problems to ensure maximum quality control. Nurses Middle College will inform the contractor of deficiencies in writing. Failure to take corrective actions may result in contract termination or invoice adjustments. Should any facility be overlooked and/or cleaning activities are found not to have been completed, or cleaning did not occur, the contractor must take immediate steps to rectify this situation. Cleaning must occur within a one-hour time frame from notification by the school.

- The contractor is expected to accept responsibility and supervise its employees. Failure of the Service Provider(s) to manage its employees shall constitute a material breach of contract. The Service Provider's supervisors shall thoroughly know cleaning procedures, supplies, and equipment to train and direct their employees and adequately provide quality control.
- During each year of the contract, the School will evaluate the performance of the cleaning services as specified every month. To ensure maximum quality control, the Service Provider(s) must perform weekly inspections and proactively address all problems with the Executive Director. The Executive Director will inform the contractor of deficiencies in writing. Failure to take corrective actions may result in contract termination.

Time On-Premises: The contractor understands they are expected to begin staffing prior to student and staff arrival to ensure readiness for the start of the school day. They are also responsible for securing the building after cleaning is completed at the end of the day.

- The constructor's employees are required to maintain facilities during school hours. The proposer should include the recommended number of day porters and costs for these services in their RFP. 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 must complete the day porter's responsibilities until the alternate arrives.

- The contractor understands that most cleaning will be done after students leave the premises. Cleaning required during school hours is to be done with minimum disruption to the instructional process. The right to change and/or adjust hours based on special events is reserved.

Movement of Furniture

The contractor understands that for all operations where furniture and equipment must be moved, no chairs, waste paper baskets, or other similar items shall be stacked on desks, tables, or sills. All furniture and equipment are to be returned to their original position upon completion.

Procurement Support

The contractor understands that to ensure that NMC funds are spent wisely, the contractor will assist and sometimes lead in procuring all facility needs related to custodial services.

Employee Recruitment, Hiring, & Training

The contractor will employ professional, properly licensed (if applicable), and trained employees. The contractor will be responsible for ensuring that employees remain licensed, comply with any new training requirements that may arise, and have successful background checks on file. During the term of this contract, all employees must comply with Federal drug and alcohol testing and physical ability testing requirements at the contractor's expense. The contractor's personnel must complete required EPA and OSHA training, including but not limited to asbestos awareness, hazard communications, and blood-borne pathogen awareness. The contractor must supply any additional training deemed necessary by the school system. The contractor must furnish training records to NMC no later than June 1 of each year for the duration of the contract.

Management representatives of the contractor must be present when any and/or all training occurs. The contractor's personnel shall have the proper training and personal protective equipment (PPE) to safely clean potentially infectious materials/bodily fluids and prevent cross-contamination into other building areas.

Compensation

The contractor will be responsible for all salaries, payroll, and other taxes, benefits, fees, and insurance required by any federal, state, and local law, statute, or regulation (including but not limited to unemployment taxes.)

- Social Security contributions, worker's compensation premiums, and all similar taxes and payments). At a minimum, employees should make \$15/hr to ensure competitive pay and adequate staffing.

Adherence to Nurses Middle College Policies:

All contractor employees assigned to NMC will be subject to the rules and regulations of NMC while at the school facility. The contractor, including its employees and agents, will be responsible for knowing NMC's policies and procedures concerning the appropriate behavior of persons in its facilities and will comply with all such policies and procedures. NMC will use its best efforts, as reasonably requested by the contractor, to assist the contractor in complying with all applicable policies.

- Service Provider's employees must wear uniforms and/or company ID badges at all times while performing services at any school property. Employees not wearing uniforms and ID badges will not be permitted on school property.

Grievances

In case of improper employee conduct according to school policies, safety guidelines, or as otherwise identified by Nurses Middle College, the contractor will work with NMC to devise an acceptable resolution, potentially including imposing sanctions and/or removing employee(s) from the facility temporarily or permanently. Nurses Middle College may, orally or in writing request the removal or replacement of any prospective or actual employee or agent of the contractor from working under the contract. The contractor shall comply with any such request.

Insurance Requirements

Enclosed with the proposal, the bidder must include a certificate of insurance signed by an insurer(s) employee providing coverage (not an agent). The insurer's employee must possess the authority to bind that the insurer(s) will meet no less than the minimum limits of insurance required in this RFP will be completed.

Minimum liability and property damage coverage shall be no less than \$1,000,000.00 in combined limits. The vendor selected must also list NMC as additional insured for General Liability. A Waiver of Subrogation in favor of NMC should also be included in the vendor's General Liability coverage. The vendor selected should also provide

Nurses Middle College with a certificate of insurance as proof of insurance requirements by Sunday, June 16, 2025.

Vendor Qualifications & References

Companies that have not contracted with NMC within the past three years must provide the following documentation of experience and references:

1. **Experience:** To demonstrate the company's experience with similar schools or businesses.
2. **Business Stability:** To demonstrate sufficient financial soundness and capacity to provide the services and carry out the contractor's requirements and obligations under this RFP and the subsequent contract, please provide: (1) A company financial report for the most recent fiscal year or (2) explanation of unavailability and equivalent alternative financial documentation and documentation of company legal operating status. Provide copies of all relevant certificates or disclosures.
3. **Organization and Staff Capacity:** To demonstrate how personnel will manage, supervise, and perform the services and communicate with NMC effectively to maintain a high standard of services, please include a description of the experience and qualifications of key personnel providing the services with a clear explanation of personnel roles and responsibilities. Include personnel responsible for work order completion, hiring/training, employee management, quality assurance, issue resolution/customer service, billing, compliance, and documentation. For all personnel, describe the planned level of effort, anticipated duration of involvement and on-site availability, and tenure with the contractor. Include a description of management and reporting relationships.
4. **Quality Assurance Plan:** To demonstrate how the bidder will ensure the quality of service, please include a description of how the bidder will monitor, measure, and provide service quality, safety, and reliability. Include details on the bidder's methods/program for project management and quality assurance (e.g., work standards, inspections, resolution of unacceptable work, safety issues log).
5. **Training Plan:** To demonstrate the contractor's capacity and quality of training provided to employees, please include evidence and description of the scope of the bidder's formalized in-service training and educational programs and requirements for all employees, including a detailed list of orientation, training, subject, and other ongoing job training subjects. Description of how the bidder

will ensure effective employee recruiting and/or staff transition and conduct employee training and safety programs.

6. **List of Exceptions:** If applicable, submit a detailed list of any requested exceptions, including explanations, to the RFP (i.e., specific services the bidder will not provide and justifying reasons).
7. **Bid Pricing:** Provide firm bid pricing information with a breakdown of specific service costs.
8. **Additional Capacities (if applicable):** If applicable, provide a description of any other resources to be provided by the contractor that would enhance the contractor's ability to carry out the services (cost savings guarantees, etc.) specific to light maintenance.
9. **Budget and Estimated Pricing:** All vendors must provide a cost breakdown for implementing their solution for NMC's project as described in this RFP.

Additional Terms & Conditions

Depending on the circumstances, Nurses Middle College may require information about the qualifications and experience of persons who are proposed or available to provide services, including resumes, documentation of accreditation, and/or letters of reference. The vendor should not submit as part of its response any information related to the qualifications and experience of persons who are proposed or available to provide services unless specifically requested. Unless specifically requested, any such information, whether in the form of resumes or other documentation, will be returned immediately to the vendor.

Requested Personal Information: Any personal information defined in the RFP requested from each vendor by NMC shall only be used to consider the qualified individuals to undertake the project/services and confirm that the work performed is consistent with these qualifications. It is the responsibility of each vendor to obtain the consent of such individuals before providing the information to NMC. Nurses Middle College will consider vendors that obtain the appropriate consent for the disclosure to and use by NMC of the requested information for the purposes described.

Non-Disclosure Agreement: NMC reserves the right to require any Respondent to enter into a non-disclosure agreement.

Costs: The RFP does not obligate Nurses Middle College to pay any incurred costs whatsoever that a vendor or any third parties may have in connection with the Response. All responses and supporting documentation shall become the property of

NMC and are subject to confidentiality claims regarding the response and supporting documentation.

Intellectual Property: The vendor should not use any intellectual property of NMC, including, but not limited to, all logos, registered trademarks, or trade names of NMC, at any time without the prior written approval of NMC, as appropriate.

Vendor's Response: All accepted responses shall become the property of NMC and will not be returned.

Governing Law: This RFP and the vendor's response shall be governed by the laws of the State of Tennessee.

No Liability: Nurses Middle College shall not be liable to any vendor, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, because of, or attributable to, the vendor responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

Entire RFP: This RFP, any addenda to it, and any attached schedules constitute the entire RFP.

Proposal Package

Proposals should provide a straightforward and concise presentation that is adequate to satisfy the Request for Proposal (RFP) requirements. Emphasis should be placed on completeness, content clarity, and RFP responsiveness. Proposals should be structured to respond to the RFP specifications.

The format of the Request for Proposal response should be as follows:

- ☐ Executive Summary
- ☐ Company Organization Chart/Management Structure and Personnel Qualifications (include experience in cleaning schools, management, supervisors, custodians, and/or sub-custodial contractors)
- ☐ Staffing Recommendations for Project
- ☐ Project Plan
- ☐ Recruitment, Background Check(s), Drug-Free Workplace Certification, and Training Procedures
- ☐ Personnel Policy Handbook
- ☐ 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)

- ☐ Standard Cleaning Procedures, including but not limited to best practices in handling pandemic events
- ☐ List of Supplies and Equipment with specifications
- ☐ Itemized cost to include the percentage of local spend and plan for such that is verifiable on labor cost, equipment cost, material, and supplies cost, subcontractors list of names, references, and percentage dollar spend
- ☐ State the firm's retention rate of K-12 district contracts over the last five (5) years and explain the termination of any contract
- ☐ References: List five (5) references from clients from whom you currently provide full-service cleaning services, especially schools. Include a contact name, address, telephone number, and email address.
- ☐ Fee Schedule
- ☐ Copy of insurance as specified and Certificate of Insurance
- ☐ Other information as specified or included for consideration