

## **MEETING MINUTES**

### **PRE-PROPOSAL CONFERENCE**

#### **CUSTODIAL SERVICES FOR HALL COUNTY SCHOOL DISTRICT**

**APRIL 01, 2020**

***Following is a brief outline of items discussed at Pre-Proposal Conference held this date in an online conference call. Items discussed / decisions reached form a part of the contract and must be included by the Proposers in assembling their price.***

#### **I. GENERAL INFORMATION**

##### **A. SIGN-IN AND INTRODUCTIONS**

###### **1. HALL KEY PERSONNEL**

- Eric Radich, Purchasing Manager
- Matt Cox, Executive Director of Facilities and Construction, HCSD
- Joe Cravero, Custodial Coordinator, HCSD
- Suzanne Jarrard, Director of Middle and High School Education, HCSD
- Matt Alexander, Director of Elementary Education, HCSD

###### **2. MEETING FORMAT**

- Open forum, chat comments preferred
- Questions to be answered in writing

##### **B. INTRO TO HALL COUNTY SCHOOL DISTRICT (HCSD)**

###### **1. OVERVIEW**

- 27000+ students
- 37 Schools; 35 school campuses; 42 Buildings
- 32 campuses outsourced under this contract
- Custodial outsourcing done through attrition; others may follow

###### **2. RELATIONSHIP BETWEEN HCSD AND CUSTODIAL SERVICE PROVIDER**

- Partnership
- Secret to success is good communication
- Joe Cravero – Custodial Coordinator

- Confidence of principal / building relationships
- Proper staffing and weekly hour requirements
- Clean to our standards

## **C. PROPOSAL REQUIREMENTS & SELECTION PROCESS**

### **1. INFORMATION REQUESTED**

- Follow formatting requirements
- Answer completely and clearly
- Provide all required information
- Price must include all required insurance for staff (ACA)
- Proposers are responsible for researching competitive hourly rates for the Hall County / North Georgia area.
- Provide additional information in last tab

### **2. SUBMISSION**

- Submit to Hall County Schools at Facilities Department
- Hard copies only; no email or fax
- Will not be publicly opened
- Due April 22, 2020 at 2:00 p.m.

### **3. SELECTION PROCESS**

- Selection Committee and scoring
- Negotiations / Interviews (online)

## **D. QUESTIONS / CORRESPONDENCE**

### **1. GENERAL**

- All correspondence to Eric Radich, except as stated for scheduling site visits
- No Proposer contact with other staff or board members
- No Proposer contact with Selection Committee

### **2. OBTAINING RFP**

- Contact Eric Radich through information posted on website

### **3. DURING PRE-PROPOSAL CONFERENCE**

- During conference period
- Minutes, including sign-in sheet, issued via Addenda

### **4. DURING PROPOSAL PERIOD**

- Submit to Eric Radich; email only
- No phone calls
- Responses sent via Addenda

**5. DURING SELECTION PROCESS**

- No phone calls or emails unless in response to question from HCSD / Selection Committee
- Responses in writing only
- All information requested must be sent as quickly as possible

**E. VISITING HCSD PROPERTIES**

**1. VISITING PROPERTIES**

- Contact Joe Cravero at [joe.cravero@hallco.org](mailto:joe.cravero@hallco.org) to schedule visits
- Please use "Custodial Visit" in the subject line of the email

**2. PROCEDURES ON SCHOOL PROPERTIES**

- No contact with principal, staff (school or custodial)
- No photos of students or staff
- Check in and check out through main office
- No disruption of school activities / daily function.

**II. SERVICE PROVIDER RESPONSIBILITIES**

**A. AWARD / START DATE / DURATION OF CONTRACT**

**1. AWARD DATE AND PROCESS**

- Anticipated award at HCBOE May 2020 Work Session
- All responders will be notified, successful and unsuccessful

**2. START DATE / START UP PROCESS**

- Contract start date: June 1, 2020
- Frequent meetings should be anticipated in May to coordinate start

**3. CONTRACT**

- HCSD will provide the contract
- Contract period 12 months with extension for up to four additional one-year terms
- Successful Responder's Proposal, the RFP, and all Addenda (including Pre-Proposal Conference Meeting Minutes) will be a part of the contract

**B. CONTRACT MANAGEMENT TEAM**

**1. REQUIREMENTS OF ENTIRE CONTRACT MANAGEMENT TEAM**

- Ability to communicate effectively and respectfully with the Custodial Coordinator and School Administration.

- Maintain residence in close proximity for quick response to after hour issues, as they arise.

## **2. CONTRACT MANAGER**

- Provide a sole responsible and qualified contract manager
- Capable of making day-to-day decisions / commitments for the Company
- Empowered with ability to move / place / relocate employees
- On call 24-hours, as needed

## **3. AREA MANAGERS (FOUR POSITIONS REQUIRED)**

- Provide as “districts” within the School System to oversee a reasonable number of campuses, with real time knowledge of each campus’ issues and status. Number of proposed area managers should be stated in the Proposal.
- Maintain relationship with school administration in their district
- Oversee campus management (day porters / night managers)

## **4. TRAINING PERSONNEL (FOUR POSITIONS REQUIRED)**

- Responsible for new employee training and continuous training of all employees
- Also used to fill in / for special projects

# **C. MANAGEMENT AT EACH CAMPUS / HOURS**

## **1. DAY PORTER**

- Minimum of One Full-time employee per Campus
- Open facility each morning / confirms “ready for the day”
- Provides direct support for Principal (on call)
- In facility during entire “school day”

## **2. NIGHT MANAGER**

- Minimum of One Full-time employee per Campus
- Manages night cleaning staff
- Insures campus is locked / secure at end of shift
- Overlap with Day Porter is required

## **3. MAN-HOURS**

- Minimum weekly man-hours are listed in proposal

## **D. ACCOUNTABILITY / QUALITY CONTROL**

### **1. HCSD REPRESENTATIVE / POINT OF CONTACT**

- HCSD Representative / point of contact for Custodial Service Provider will be Custodial Coordinator Joe Cravero
- Contract Manager will maintain close and frequent contact with the Custodial Coordinator (CC)
- Contract Manager to make himself easily accessible to Custodial Coordinator, keeping schedule flexible enough to meet with CC on individual campuses and issues arise

### **2. REQUIRED ACCOUNTABILITY**

- Entire Contract Management Team to meet (minimum weekly) with Custodial Coordinator for detailed update on all campuses.
- Weekly tracking of hours
- Summer cleaning: execution plan and timeframe
- Custodial Coordinator will perform random audits of the properties. Contract Management Team to insure deficiencies are quickly and completely corrected and are to provide written notification of same.

### **3. DEDUCTIONS FOR NONCONFORMANCE OF CONTRACT DUTIES**

- Listed on Page 14 of RFP
- List is example of both type and amount of deduction
- Issues will be evaluated on a case-by-case basis
- At HCSD discretion; CC will inform Contract Manager of violation and proposed deduction amount.
- HCSD will only enforce as needed.
- Goal is contract compliance, not financial penalty.

## **E. EQUIPMENT / SUPPLIES**

### **1. EQUIPMENT**

- New equipment required
- List on page 23

### **2. SUPPLIES**

- Supplies (as listed) are the responsibility of the Custodial Service provider; all costs should be included in the Proposal
- Cleaning products must be safe for use in buildings inhabited by children.
- Supplies on hand listed on page 23; must be maintained.
- Proposers are responsible for all counts

- Waterless Urinal Maintenance: Proper maintenance, per manufacturer's recommendations, is required.

### III. DISCUSSIONS

***END OF MINUTES***

*Attachment: Sign-In Sheet*