

Q&A: Custodial Services for 2025-2028 RFP

This Q&A attempts to answer questions brought up by the February 14 questions deadline, whether verbal or written, to ensure all bidders are on the same page. Not all of the description shared verbally from the walkthroughs is included here. Questions that were about information found in the RFP are not generally duplicated here, and the majority of questions here are additional information, not changing the expectation of the RFP. Unless noted otherwise in this document, to ensure fair comparison, please ensure your base bid reflects what was requested as written in the RFP. Areas of difference from what was originally noted in the RFP that should be reflected in the bid are **highlighted in yellow**.

General

- **Are these new properties?** The majority of these properties are owned and currently serviced by Tulsa Public Schools. Starting July 1, Tulsa Public Schools will no longer do the custodial services, so the schools are reviewing options.
- **Do you want all properties through one company?** Ideally yes, but that is not required.
- **Who will be the ultimate decision makers for the RFP?** A committee, comprised of Tulsa Charter Collaborative and charter school representatives will review all proposals and make a recommendation to the schools. We anticipate the same vendor being recommended to all schools but that is not guaranteed, depending on the bids received. Each school's board will approve the final contract.
- **Are you open to one vendor doing both grounds and custodial?** We could be interested in one vendor doing both as long as streamlining maintains quality. If doing this, please turn in separate bids for custodial and grounds and include any information about what might change should we choose one service versus both.
- **Is the timing for deep cleaning the same for all schools?** Yes, generally all schools will be able to deep clean over the summer with some availability in the winter or Spring Break.
- **What is your budget or contract value?** The schools will be utilizing information, including bids from this RFP, to help shape their budgets for the coming years.
- **Are you able to provide a comprehensive floor-type breakdown for the square footage per classroom, office, cafeteria, bathroom space, etc?** No. The layouts are the best reference to estimate these.
- **What is the bid grading scale?** The evaluation will take into account cost, scope of work, including the ability to include value-added services and a clear accountability structure, experience, responsiveness, and reputation.

Bid Scope

- **Does the scope of work at all locations listed require nightly (5x/week) custodial services and deep cleanings during school breaks?** Yes.
- **Will consumables (such as soap, paper towels, etc.), including paper towel dispensers and batteries, be supplied by the vendor? Will schools be supplying any consumable items?** Most schools are open to purchasing their own consumables or purchasing them through a vendor. Schools will likely have their own dispensers and batteries, but may be open to suggestions from the vendor.
- **What is the required frequency for custodial services over the summer? Will nightly (5x/week) custodial service be required?** This varies by school, but oftentimes, nightly cleaning can be minimized in exchange for deep cleaning or other significant projects.
- **Is there a minimum deep cleaning frequency required during school breaks?** Generally, schools will work with the vendor to do schedule this over breaks, typically twice a year.

Bid Pricing

- **Should the day porter hourly cost be combined with the total bid?** The day porter cost should be separate from the nightly services.
- **Should we include kitchen cleaning in the bid?** To ensure comparability, please do not include kitchen cleaning in the base bid but include what the added cost would be for the schools who requested it.
- **Regarding consumables, it looks like we have the option of supplying a fixed-monthly cost that would include the cost of monthly consumable supplies. Alternatively, we can structure it as a cost-plus model representing actual spend. What is the current system being implemented, or is there a preference?** The proposal does not have to be a fixed monthly price for consumables. The schools are open to options, including a cost-plus model, and vendors may include any option in their bid. Currently, for the majority of the schools, these costs are incorporated in a fixed price with their contracts with Tulsa Public Schools.
- **Can we price ice-melt as an ancillary cost?** That is an option that the schools are open to.
- **Who is responsible for the material costs for handyman tasks? (light-bulbs, paint, ceiling tiles, etc.)?** Schools would generally provide the materials for the light maintenance, although they may be open to the vendor sourcing them.

Cleaning Processes and Preferences

- **Can you explain the cleaning protocol for high-traffic areas like the main hallway, considering the need to maintain cleanliness while students are actively using the space?** While the schools will actively review quality and provide feedback, they will largely rely on the vendor for specific protocols that will allow them to meet the level of quality needed in the school.

- **Are there particular areas or tasks that you feel need more attention or improvement? Are there specific cleaning tasks or areas you prioritize over others?** This varies by school.
- **Do you have any preferences or requirements for cleaning products and equipment used?** Generally, there are no preferences for these products or equipment aside from ensuring they meet any applicable OSHA, federal, or state regulations. Under the Canopy School does have some preference for more natural cleaning products.
- **How do you measure the quality of cleaning services? What standards or benchmarks do you use?** The schools will generally provide regularly feedback and meet with the vendor to align on standards. One aspect of the RFP is to share how you manage quality control to ensure high quality services.
- **What is your protocol when illnesses are high?** The schools would rely on the vendor to be able to provide recommendations for this protocol. Sample responses may be increasing cleaning of high touch areas or electrostatic sprays, similar to what was used in the height of the COVID-19 pandemic. In extreme cases, schools may close for a short period.

Current State

- **Will all schools be changing their dispensers?** That is a decision each school will make.
- **What is the current schedule of work?** Tulsa Public Schools has a daily, weekly, and monthly checklist. We do not expect vendors to necessarily follow these and will largely rely on the vendor's expertise for the appropriate frequencies.
- **How are gym floors currently maintained and what are the current finishes? What is the current maintenance schedule?** We are checking on this information but do not yet have it. We would generally anticipate major floor work to happen 1-2 times a year.
- **What are the current contract frequencies for Pressure Washing?** We do not currently have this information.

Staffing

- **What is the pay rate for current custodial staff or the salary expectations of staff who may move to the custodial vendor?** We are working on getting the range of the current staff members. However, you can find TPS's current pay scale [here](#). A Building Grounds Site Supervisor ranges from grade H-10 to H-15, depending on a number of factors, and a custodian is at pay grade H-7.
- **Will TPS start the summer work since the contract starts July 1?** TPS currently anticipates completing regular summer cleaning, but we are still finalizing.

**TULSA CHARTER
COLLABORATIVE**

- **Can you provide the names of current daytime porters who would need jobs and nighttime staff who are interested in continuing?** To the extent possible, we will provide this to the successful bidder.
- **Can you provide a list of schools not satisfied with their current staff?** We will not be providing this information.
- **Do you require services during school hours? How often and for how many?** Schools that are interested in a day porter would require services during the day, generally 1 person for 8 hours.

SITE-SPECIFIC QUESTIONS

College Bound Academy: Brookside

- **Will chairs be put up at the end of the day?** The school can adapt, based on company preference
- **What is the extent of the day porter work with the boiler and chiller?** This is generally limited to turning it on at the beginning of the day and off at the end.
- **How many scholars attend the school?** It is currently 300-400 and will expand to 500-600 in the next two years.
- **How many custodial staff do you currently have?** One in the day and two and a half at night.
- **Will the gym that is used as storage currently need to be cleaned next year?** Yes.
- **What cleaning is needed in the cafeteria and kitchen?** There is meal trash, tables, and kitchen floors.
- **What regular use happens after school?** The daycare uses some classrooms.

College Bound Academy: Eastside

- **What is the current rate of the day porter you want to keep?** \$15.80/hr
- **What regular use happens after school?** The daycare uses 2 classrooms and the gym until 5:30pm.
- **How many custodial staff do you currently have?** One in the day and two at night
- **Who would custodial staff report maintenance issues to?** Small maintenance issues would go to the principal. Larger issues would be reported to the superintendent or assistant superintendent.
- **Will this campus continue to increase students?** No.
- **Are custodial staff responsible for cleaning in the staff kitchen areas?** Not usually, although it may be included in deep cleaning.

Tulsa Honor Academy: Sheridan

- **Who is currently servicing the school's needs?** The school works with a variety of vendors currently.
- **Is there an expectation to clean in the kitchen?** No.
- **How many custodial staff do you currently have?** One in the day and it can vary at night.
- **How does the day porter typically spend the day?** Cleaning at mealtimes is a big part of the day. Some other time is spent cleaning staff restrooms, restocking and cleaning scholar restrooms, cleaning staff kitchen areas.
- **What is the custodial expectation for evening games?** No expectation during the games, but the day porter may ensure it's set up the following morning.

- **Are the showers used?** No.
- **How many bathrooms are there?** There are 6 noted in the RFP, and those are each sets with one side that is boys and one side that is girls.

Tulsa Honor Academy: Lakewood

- **Is there an expectation to clean in the kitchen?** No.
- **How many custodial staff do you currently have?** One in the day and one at night
- **Will the dispensers be changed?** That is not currently decided.

KIPP Tulsa: University Prep

- **Are the showers in the nurse area used?** Not really.
- **What is the cleaning expectation in the nurse area?** They will wipe beds and take out trash.
- **What cleaning is needed in the kitchen?** Sweeping, mopping, trash, bathroom, office
- **How far out does the day porter need to go out for perimeter cleaning?** 20 feet.
- **Does the soft furniture need to be cleaned?** Only during deep cleaning
- **How often is the hall carpet cleaned?** Twice a year, spot-cleaned otherwise
- **Will the dispensers be changed?** The school is considering that.
- **What is the cleaning expectation in the weight room?** Trash and sweeping
- **What is the cleaning expectation for lockers?** Wiping the inside after students clean them out once a year
- **How many custodial staff do you currently have?** One in the day and one at night.
- **What are the custodial hours?** Around 6am-2:30pm and 2:30pm-10:30pm
- **Can you confirm the square footage for KIPP Tulsa: University Prep? Under The Schools and Building it is stated to be 57,462 sq ft but under Building-Specific Information it is 57,462?** It is 57,462.

Tulsa School of Arts and Sciences

- **How many custodial staff do you currently have?** One in the day and two at night.
- **How big of a priority is keeping current staff?** That is the biggest factor in the decision. Current staff pay is unknown.
- **Do the current staff know how to use equipment for deep cleaning?** Yes.
- **How many square feet?** There are 88,731 usable/occupied square feet. The RFP listed just over 102K, but the bid should be based on the occupied space.
- **For rooms with things on the floors, like band, what is the cleaning expectation?** Usually, the vendor can vacuum around those spaces. If requested, students can put chairs up.

- **When is summer deep cleaning done?** The building is closed in June and July, and that is when the tile is stripped and waxed along with larger projects like carpet cleaning. Classroom stripping and waxing can be done, as needed.
- **What is the kitchen cleaning expectation?** The kitchen staff will do that.

Under the Canopy

- **Will the space remain open?** Yes, generally with some acoustic panels to separate
- **Will the flooring change with renovations for the fall?** We are likely to change hall carpet to laminate and the pods to carpet tiles.
- **What is the kitchen cleaning expectation?** Floors and trash. We will rely largely on staff members for meal service.
- **Do you have cleaning chemical preferences?** We prefer more natural cleaning products but understand that harsher chemicals need to be used sometimes.
- **When will you start classes?** Around August 20
- **Will a final clean be necessary after renovations?** We are interested in quotes for that.

Tulsa Legacy: Primary Academy

- **How many custodial staff do you currently have?** One in the day and one and a half at night.
- **Who will be the maintenance contact if the custodial team notices something?** The Director of Campus Operations. The process for reporting and managing maintenance is yet to be determined right now.
- **Do you want to keep current staff members?** We are open.
- **Have current staff members been there long?** The day person has been there for a while, but the night are newer.
- **What are the cafeteria responsibilities?** Pick up tables, wipe, clean, then reset at breakfast and lunch
- **What are the lunch hours?** 10:15am-12:40pm with a constant rotation

Tulsa Legacy: Upper Academy

- **How many custodial staff do you currently have?** One in the day and one and a half at night.
- **Are you happy with staffing now?** We'd like to have an additional person overlapping with the day person to increase capacity.
- **Are there bathrooms in the classrooms?** No
- **Any specific odor control needs in the bathroom?** Open to suggestions
- **What are the cafeteria responsibilities?** Pick up tables, wipe, clean, then reset at breakfast and lunch
- **What are the lunch hours?** 11-12:20 with 4 blocks
- **What are the locker cleaning needs?** Wipe once a year inside and regularly outside and on slanted top surfaces
- **What is the average class size?** About 25
- **What is the last day of school?** May 22
- **When do you usually clean in the summer?** We typically focus on big furniture moves in June, then do the floors in June and early July, and focus on maintenance in late July
- **Do you have summer programs?** No

KIPP Tulsa: College Prep

- **Were portables included in the sq foot in the RFP?** Yes
- **How many custodial staff do you currently have?** One in the day and one at night.
- **What cleaning is needed in the kitchen?** Sweeping, mopping, trash, bathroom