



InspireNOLA Charter Schools

Request for Proposals Custodial Services

Alice Harte, Edna Karr, Dwight Eisenhower, Eleanor McMain, McDonogh 35

Contract Term: July 1, 2024 to June 30, 2026*

(*Option – up to two mutually agreed upon one year extensions)

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Deadline	Date	Place
RFP Announcement	1/8/2024	InspireNOLA Website
Site Visits	1/15 – 1/16/2024	<p>School Sites</p> <p>1/15 *8am – 8:50am – Edna Karr HS (4400 General Meyer Ave. New Orleans, LA 70131 9am - 10am – Alice Harte Elem (5300 Berkley Dr. New Orleans, LA 70131) 10:15am - 11:15am – Dwight Eisenhower Elem (3700 Tall Pines Dr. New Orleans, LA 70131</p> <p>1/16 9am – 10am – Eleanor McMain HS (5712 S. Claiborne Ave. New Orleans, LA 70125 10:30am – 11:30am - McDonogh 35 HS (4000 Cadillac St. New Orleans, LA 70122</p>
Questions & Answers	1/22 - 1/26/2024	Email: sam.bear@inspirenolaschools.org
Submission Deadline and Public Bid Opening	2/16/2024	<p>InspireNOLA Charter Schools Attn: Sam Bear – Director of Facilities 2401 Westbend Pky, Suite 4040 New Orleans, LA 70114 Email: procurement@Inspirenolaschools.org</p>
Award Notification	3/1/2024	

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Proposals and all supporting documentation should be submitted via email and/or postal service to:

InspireNOLA Charter Schools
Attn: Sam Bear – Director of Facilities
2401 Westbend Parkway, Suite 4040
New Orleans, LA 70114
Email: procurement@Inspirenolaschools.org

Submission Deadline: 2/16/2024 at 12:00 PM

Business Name: _____

Tax ID #: _____

Business Address (street, city, state, zip): _____

Business Phone: _____

Business Fax: _____

Business Web Address: _____

Contact Person: _____

Contact Person Title: _____

Contact Person Phone: _____

Contact Person Email: _____

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Background

InspireNOLA Charter Schools (“Network”) operates seven public charter schools in New Orleans, Louisiana. Founded in 2013, InspireNOLA is currently the highest performing charter management organization in New Orleans. In the 2024-2025 academic year, InspireNOLA will serve more than 5,800 students in pre-kindergarten through 12th grades.

In addition to providing rigorous, high quality academic instruction, InspireNOLA is dedicated to educating the whole child and meeting their social, emotional, and physical needs through wrap around services. The holistic InspireNOLA educational program also includes enrichment classes, numerous extracurricular activities including sports and clubs, advisory classes, after-school programs, and off-campus learning activities such as field trips, college visits, and volunteer opportunities.

The InspireNOLA schools associated with this Request for Proposals are located as follows:

School	Address	Approx. Sq. Ft.	Grades	Budgeted Students
Alice Harte	5300 Berkley Dr. New Orleans LA 70131	111,815	PK-8	740
Dwight Eisenhower	3700 Tall Pines Dr. New Orleans, LA 70131	54,017	PK-8	675
Edna Karr	4500 General Meyer New Orleans, LA 70131	154,000	9-12	1100
Eleanor McMain	5712 S Claiborne New Orleans, LA 70125	173,532	9-12	850
McDonogh 35 HS	4000 Cadillac St. New Orleans LA 70122	234,000	9-12	850

NOTE: Enrollment numbers are subject to change

Purpose

InspireNOLA seeks to award one contract to a full service Custodial Services company to provide a safe and clean environment for the students and staff of each of our network school sites.

The purpose of this Request for Proposals (“RFP”) is to establish a contractual relationship with an experienced and qualified firm to provide Custodial Services in the most efficient and cost-effective manner possible while, at the same time, maintaining quality of service, safety and

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reliability. InspireNOLA may select one or more experienced and qualified firms to proceed with the negotiation process from those submitting Proposals. The process will include the review and evaluation of methods and procedures used to provide custodial services within the scope of this RFP. Past experience will also be judged by employee retention rates and the references of each Proposer. A major portion of the negotiations will include the financial terms of the Contract.

InspireNOLA expects the Proposer to have the operational expertise, management capability, and systems infrastructure to ensure high-quality, consistent custodial services that align with the mission, vision and core values of InspireNOLA Charter Schools.

Contract Period: The RFP addresses the contract period from July 1, 2024 to June 30, 2026* (Option – mutually agreed upon 3rd and 4th year).

Process Overview

Below is a summary of key deadlines for the RFP process:

Deadline	Date	Place
RFP Announcement	1/8/2024	InspireNOLA Website
Site Visits	1/15 – 1/16 2024	School Sites
Questions & Answers	1/20 – 1/24/2020	Email: sam.bear@inspirenolaschools.org
Submission Deadline	2/16/2024	InspireNOLA Charter Schools Attn: Sam Bear, Director of Facilities 2401 Westbend Parkway, Suite 4040 New Orleans, LA 70114 Email: procurement@inspirenolaschools.org
Award Notification	3/1/2024	

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School Site Visits

The Proposer is invited to attend a guided tour of the facilities on the following schedule.

School	Address	Time
Alice Harte Elementary	5300 Berkley Dr. New Orleans, LA 70131	1/15/2024 9am – 10am
Edna Karr High School	4500 General Meyer Ave. New Orleans, LA 70131	1/15/2024 8am -8:50am
Dwight Eisenhower Elementary	3700 Tall Pines Dr. New Orleans, LA 70131	1/15/2024 10:15 – 11:15am
Eleanor McMain High School	5712 S. Claiborne Ave. New Orleans, LA 70125	1/16/24 9:00am – 10:00am
McDonogh 35 High School	4000 Cadillac St. New Orleans, LA 70122	1/16/24 10:30am – 11:30am

Questions

All questions should be directed to sam.bear@inspirenolaschools.org and must be received within the timeline listed on page 1 of this RFP. **Questions received outside of that timeline will not be answered.**

Submission Guidelines

Proposals are due by 12:00 PM 2/16/2024. Late or incomplete proposals will not be evaluated. Proposals and all supporting documentation should be submitted via email and/or postal service to:

InspireNOLA Charter Schools
Attn: Sam Bear, Director of Facilities
2401 Westbend Parkway, Suite 4040
New Orleans, LA 70114
Email: procurement@inspirenolaschools.org

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InspireNOLA seeks a full service Custodial Service provider to fulfill the following expectations:

A. Services

- 1) The Proposer is expected to use first quality workmanship and quality equipment, materials, and supplies in carrying out the requested services with the prescribed frequencies:

	Daily	As Needed	Weekly	Semi-annually
Classroom & Office				
Space Cleaning	X			
Black/White Boards	X			
Walls (Marks, Stains, Smudges, Scuffs)	X			
Spot Mop	X			
Sweep with dust control	X			
Disinfect work surfaces	X			
Interior glass doors & windows	X			
Empty trash/replace liners	X			
Damp Mop/Sweep		X	X	
Buff hard floors			X	
Vacuum carpets, rugs & mats	X			
Dust (furniture, ledges, shelving)		X	X	
Entrances, Commons & Hallways				
Space Cleaning	X			
Walls & Doors	X			
Spot Mop	X			
Dust mop/sweep	X			
Clean kick plates	X			
Buff hard floors			X	
Damp Mop/Sweep		X		
Dust/wipe surfaces: High and Low			X	
Empty interior trash/replace liners	X			
Exterior trash collection and disposal around building perimeter	2X			
Furniture: spot clean	X			
Water fountains: disinfect and shine	X			
Vacuum carpets, rugs & mats	X			
Interior glass doors & windows	X			
Clean & Polish elevator including door slide wells	X			
Gymnasium				
Dust mop floor and risers	X			
Remove trash	X			
Remove graffiti	X			

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	Daily	As Needed	Weekly	Semi-annually
Restrooms, Locker Rooms & Showers				
Empty trash & replace liner	X			
Refill soap, paper products, sanitary supplies	X			
Disinfect toilets & urinals	X			
Clean and polish all metal fixtures	X			
Walls & Partitions: Clean, polish, remove graffiti	X			
Floors: Sweep, damp mop	X			
Clean Grout: floors & lower walls			X	
Dust/wipe surfaces: High and Low			X	
Clean & disinfect benches, shower stalls, equipment			X	
Holiday, Vacation & Summer Deep Cleanings (Summer/Winter/Spring)				
Strip, scrub, finish: All hard floors Lobby floors Hallways Restroom floors Locker room & shower floors				X
Deep clean: All carpets Rugs Mats				X
Dust, sweep, mop: Storage closets Electrical closets All stairwells				X
Power Wash: Exterior sidewalks (50ft from doorways) Secondary exit landings Courtyards/breezeways				X

The selected Proposer agrees and understands the primary role of the Custodial Service Provider will be to maintain a clean and safe school facility. To that end, the services and frequencies described above may be adjusted as necessary to maintain the building appropriately. The expectation is that the provider meets a service level consistent with APPA Level 2 as defined below.

Level 1 – Orderly Spotlessness

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- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam, and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 – Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam, and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 – Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4 – Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is an obvious buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks.
- Lamp fixtures are dirty and some (up to 5 percent) lamps are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked.
- Trash containers smell sour.

Level 5 – Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

B. Hours and Methods

1. The Proposer shall clean the facilities five (5) times per week, on Monday-Friday, in accordance with the schedules issued by the Director of Facilities and Assistant Principal of Operations with the exception of Alice Harte, Eleanor McMain, McDonogh 35, and Edna Karr. These sites are to be fully staffed and cleaned six (6) days per week, Sunday – Friday.

The exception will be for days declared as official InspireNOLA holidays, where alternate schedules are acceptable if agreed upon.

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2. In the event schools are not opened, or in the event schools are closed early, due to inclement weather or emergency conditions, an InspireNOLA representative will notify the Proposer of any needed adjustments. The Proposer will typically be required to work in the event of such circumstances as to ensure the readiness of the facility the following day. It is expected that the Proposer shall resume their regular schedule on the next available workday. Any work that was left incomplete due to an unexpected closure must be completed along with regularly scheduled duties, on the next available workday. It is a possibility that after InspireNOLA reviews the submitted proposals, that the Network will adopt a six (6) day cleaning schedule, Sunday-Friday for all school sites.
3. InspireNOLA facilities begin operations at 6:00 AM. Employees are required to complete all required items as outlined in frequency chart above.
4. All housekeeping, cleaning and maintenance duties must always be done with a minimum of disruption to normal instruction and other functions. If the Proposer feels that the listed available hours for cleaning are not adequate for maintaining clean facilities, they may submit a proposed alternative schedule. Please explain the nature of the change(s) and why the change is an improvement. The Proposer should not use the proposed schedule before and unless receiving written approval from InspireNOLA. Proposer must notify InspireNOLA if they are not able to complete any duties as outlined on the frequency chart due to circumstances beyond their control.
5. The Proposer's site supervisor, after confirming that all daily requirements have been met with regards to a properly cleaned facility, shall ensure that all outside doors and windows are secured and locked daily. Proposer assumes full responsibility in the event the exterior doors and windows are not properly secured upon exiting from the facility. Furthermore, the Proposer is totally responsible if the building is left in an unsecured position, including but not limited to, all doors and window being locked, setting of the burglar alarm, immediate notification to the respective InspireNOLA Assistant Principal of Operations if a problem is encountered.
6. **Inspection and Supervision.** The Assistant Principal of Operations will inspect the facilities daily. The Proposer will be formally evaluated monthly using the InspireNOLA Custodial Inspection Form. It is an expectation the Proposer maintains an overall score of 90% for the duration of the contract period. The Proposer will address all scores less than 100% by re-cleaning the named areas within 24 hours. Along with the InspireNOLA Custodial Inspection Report, the Proposer will meet with the Assistant Principal of Operations on a weekly basis in order to ensure open, regular feedback and communication. The Supervisor of the awarded contract will meet with the Director of Facilities on a bi-weekly basis.

C. Staffing

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1. The Proposer is responsible for hiring and training necessary staff to ensure consistent, reliable, and high-quality service. While specific employees are at the discretion of the Proposer, InspireNOLA expects experienced and qualified custodial, training, and supervisor-level employees.
2. Only persons, who have received the proper screening and training, prior to employment, shall be assigned duties under this contract. All contract personnel will receive training on the expectations outlined within the InspireNOLA Custodial Services Inspection Form. Proposer must provide written documentation that any employee working on an InspireNOLA site has received this training.
3. All personnel shall be dressed in a manner authorized by the Proposer, unless otherwise indicated by InspireNOLA in writing. A uniform that identifies the person as an employee of the Proposer's and identification badge shall be worn at all times while working on an InspireNOLA site. The uniform should identify the company's name. Proposers, at their cost, shall provide uniforms to its employees that have been approved by InspireNOLA.
4. The Proposer's employees are expected to exhibit professional, courteous conduct and an appropriate appearance at all times. Any conduct or appearance deemed inappropriate by an InspireNOLA representative will be grounds for removal from InspireNOLA property. Proposer's employees are to be respectful to faculty, students and visitors; Proposer's employees are prohibited from fraternizing with these groups. Flirtatious behavior, soliciting monies, names, addresses and other such inquiries will be cause for the Proposer to be removed from the premises.
5. In accordance with all federal, state, and local laws, the Proposer agrees not to discriminate against any employee or applicant on the basis of race, color, age, sex, religion, national origin, disability, sexual orientation, gender identity, marital status and military or veteran's status.
6. The Proposer's site supervisor, after confirming that all daily requirements have been met with regards to a properly cleaned facility, shall ensure that all outside doors and windows are secured and locked daily. Proposer assumes full responsibility in the event the exterior doors and windows are not properly secured upon exiting from the facility. Furthermore, the Proposer is totally responsible if the building is left in an unsecured position, including but not limited to, all doors and window being locked, setting of the burglar alarm, immediate notification to the respective assigned School Maintenance Manager if a problem is encountered.
7. **Living Wage.** The Proposer agrees to carefully monitor and enforce salaries and benefits that permit their employees to maintain a "living wage." InspireNOLA places strong value on a commitment to the riddance of poverty and its associated ills. Additionally, InspireNOLA believes that paying a living wage leads to increased worker morale, worker health and quality of service, as well as lowers absenteeism, turnover rates, and recruiting and training costs.

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8. **Healthy Business Practices:** The Proposer is responsible for delivering consistent, high-quality service that meets the expectations outlined in this RFP.
 - a) InspireNOLA Schools expects the Proposer to operate a business in good standing, which includes but is not limited to, healthy financial records, accident-free operations, competent staff with low turnover.
 - b) InspireNOLA Schools sees added value (and will evaluate accordingly) in Proposers who provide evidence of New Orleans-based operations, community involvement, diversity & inclusion initiatives, living wages, and overall best practices.

D. Supplies and Equipment

1. The Proposer shall provide at their cost:
 - a) All labor, supervision, equipment, materials, supplies, tools, etc. as are required for undertaking custodial services for the schools/facilities under contract.
 - b) All cleaning materials and equipment to be used by the Proposer are to be supplied and maintained by the Proposer at its sole cost and expense. This includes hand soap and toilet tissue dispensers.
 - c) Adequate storage space for supplies and equipment will be provided for the Proposer. These areas shall be kept clean and organized by the Proposer.

E. Legal and Compliance

1. **Safety:** The Proposer is responsible for designing and implementing a comprehensive safety management policy that goes above and beyond the “minimum standards.” The program must include health and wellness training for on-site custodians as well as recurrent training that include emergency exit drills, chemical child safety.
2. **Security Clearance and Bonding:** The Proposer will submit to InspireNOLA upon request, names and addresses of all individuals who will be performing the work. InspireNOLA requires background checks for clearance and insist that personnel who are not approved for clearance be replaced. The Proposer will provide evidence that all employees engaged in performing the Work are bonded.
3. **Damages:** The selected Proposer agrees, at its sole cost and expense, to repair or replace in kind any damage caused to school property and fixtures by Proposer’s employees, subcontractors, or equipment. In the event Proposer fails to make repairs in a reasonable timeframe, or a time frame dictated by the InspireNOLA representative, InspireNOLA reserves the right to obtain the necessary repairs from an outside source and bill the Proposer for the repairs plus a repair management fee equal to 10% of the total cost of repairs.

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4. **Compliance:** The Proposer is responsible for fulfilling obligations in compliance with all federal, state, and local laws and regulations, including the Occupational Health and Safety Act (OSHA). The Proposer is responsible for any damage to InspireNOLA Schools property or harm inflicted on InspireNOLA Schools staff. The Proposer must notify InspireNOLA Schools of any pending litigation involving the Proposer and its affiliates, subsidiaries, and/or parent companies.
5. **Insurance:** The Proposer is responsible for providing proof of insurance coverage that will minimize InspireNOLA Schools' liability and exposure as outline below. In addition, it is understood and agreed that InspireNOLA Schools will not be held responsible for damage to provider's equipment or vehicle regardless of cause.
 - a) Worker's Compensation/Employer's Liability insurance to cover in the amount of not less than \$1,000,000 each accident/disease each employee/ disease policy limit; including a waiver of subrogation in favor of InspireNOLA Schools.
 - b) Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad-form property damage, premises operations and completed operations in an amount of not less than \$1,000,000 per occurrence and \$3,000,000 aggregate; including naming InspireNOLA Schools as additional insured and including a waiver of subrogation in favor of InspireNOLA Schools.
 - c) The Proposer will submit to InspireNOLA upon request, names and addresses of all individuals who will be performing the work. InspireNOLA requires background checks for clearance and insist that personnel who are not approved for clearance be replaced. The Proposer will provide evidence that all employees engaged in performing the Work are bonded.
 - d) If awarded, Proposer is responsible for providing insurance certificate within 5 days of award.

Proposal Inclusion: Each proposal shall include the following

1. **Company Qualifications and Experience**
 - a) Describe your company's experience and qualifications in providing custodial services in K-12 public schools.
 - b) Provide detail evidence that your company is currently providing custodial services for other K- 12 schools. Three (3) references form other similar sized or larger clients, at least one K-12 school organizational reference required
 - c) Describe your company experience in APPA (Association of Physical Plant Administrator), Level 1 cleaning or a qualifying equivalent cleaning environment. List all organizations/schools where services were provided.

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- d) Company financial statements from the past **three** years

2. **Methodology / Operations**

- a) Provide a start-up plan for this project including timelines and milestones. Include specific details for space preparations between July 1 – July 20.
- b) Describe your procedures for assuring quality of work, deliverables, performance measures, etc. Describe your processes/procedures for monitoring quality control for this project or for the services being provided.
- c) Describe your employee training programs including topics, frequency and method of delivery for:
 - i) Supervisors
 - ii) Quality Assurance staff
 - iii) Custodial staff
- d) Describe your quality control program including:
 - i) Personnel involved in the QC program
 - ii) Inspections
 - iii) Reporting
- e) Staffing outline for each school site listed on page one of this document:
 - i) A description of capacity and skillsets necessary to complete the job
 - ii) Proposed number of personnel
 - iii) Number of full & part time workers
 - iv) Wage scale
 - v) Anticipated work schedules
 - vi) Penalty for not being fully staffed

3. **Support Staff**

- a) Describe your organizational structure, listing all key personnel functions and support services available to InspireNOLA and how they will be provided.
- b) Describe the process to address questions and complaints.
- c) Describe the procedures for requesting emergency services.
- d) Provide a step by step plan of action to be used by the Proposer's staff to resolve problems that may occur during the contract period.
- e) Provide your company guidelines for screening prospective employees including but not limited to drug testing policy and background checks.

4. **Additional Information**

- a) Copies of Workers Compensation Insurance coverage and Certificate of Liability declaration pages

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- b) Provide a list of all chemicals that will be used at InspireNOLA facilities.
 - c) Provide a detailed explanation on methods to be used in cleaning the following:
 - i) Classroom & offices
 - ii) Entrances, commons & hallways
 - iii) Restrooms, locker rooms & showers
 - iv) Cafeteria and kitchen areas
 - v) Gymnasium
 - vi) Describe your guidelines and standards for cycle cleaning low traffic and difficult to access areas.
5. **Pricing.** All bids should include total annual proposed service price. Additional staffing hours for afterhours athletic and academic events should also be reflected in a line item, indicating per hour additional cost for events happening outside of the regular facility schedule.
- InspireNOLA invites proposers to submit a bid package in the following manner:
- A. Individual Site
 - B. West Bank Pod Comprehensive (Harte/Eisenhower/Karr)
 - C. East Bank Pod Comprehensive (McMain/Mc 35)
 - D. Entire Network

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Proposal Evaluation

A wide variety of criteria will be used to evaluate the strength of each proposal. Evaluation criteria are weighted on a point system, with the strongest proposals receiving full points.

The following chart provides summary guidance on the evaluation criteria:

Criteria	Points	Notes
Price	35 Points	Total cost of providing the cleaning services outlined in
Overall Value and Quality of Service	25 Points	Safety, innovation, professionalism and fit with the InspireNOLA mission, vision and culture
Company Management	15 Points	Experience of senior leaders and key staff; policies and procedures; compliance with applicable laws and regulations; and organizational structure
Company Financials	10 Points	Historical financial performance, financial projections, asset management and replacement policies, etc.
Reputation/References	10 Points	As evidenced by professional, volunteer and philanthropic references
New Orleans Community	5 Points	Includes: New Orleans office, community involvement, company diversity and inclusion, innovation and best practices.
Total:	100 Points	

The issuance of this RFP is in no way an offer or contract, all proposals are property of InspireNOLA once received. InspireNOLA reserves the right to accept or reject any or all proposals, waive any anomalies, negotiate, and modify or cancel the RFP at any point in the process.

Thank you in advance, for taking the time to review InspireNOLA's Custodial RFP. If you are awarded this proposal you will be partnering with our network of schools as we continue to transform and inspire an educational movement.