

The Cutter Morning Star School District is accepting bids for custodial services. Bid packets including timelines for bidding are available on the district website at [https://www.eaglesnest.dsc.k12.ar.us/documents/request-for-proposal-\(rfp\)/19875712](https://www.eaglesnest.dsc.k12.ar.us/documents/request-for-proposal-(rfp)/19875712) and the Superintendent's Office. Additional information can be obtained by contacting Lance Campbell at 501-262-2414 ext.9102. Bids may be submitted to the Cutter Morning Star School District, 2801 Spring Street, Hot Springs, Arkansas 71901, faxed to 501-262-0670, or delivered to the superintendent's office by 3:00 pm on Wednesday, December 3, 2025. A bid bond is required with any bid over \$20,000.00 The Cutter Morning Star School District reserves the right to reject all bids.

Cutter Morning Star
School District
Request for Proposal

Custodial Services
Plant Operations

RFP #2025-10

Cutter Morning Star School District
2801 Spring Street
Hot Springs, Ar 71901
www.eaglesnest.k12.ar.us



October 17, 2025

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Timeline

Request for Proposal Released	<u>October 17, 2025</u>
Mandatory Pre-Proposal Conference Time: 9:00 am Location: Administration Board Room	<u>October 31, 2025,</u>
Site Visit Time: 10:00 am (immediately following Pre-Proposal Conference) Location: Departing from Administration Board Room	<u>October 31, 2025</u>
Provider Questions Due	<u>November 5, 2025</u>
Response to Questions Due	<u>November 12, 2025</u>
PROPOSAL DUE DATE	<u>December 3, 2025</u>
Review of Proposals and References	<u>Week of December 8, 2025,</u>
Contract Award	<u>December Board Meeting, 2025</u>
Contract Commencement	<u>January 1, 2026</u>

Overview

Purpose

The purpose of this RFP is to offer experienced Facilities Management Providers the opportunity to present a thorough and detailed proposal (or the contracting of Custodial **Services** at Cutter Morning Star School District. Our goal is to improve our overall support service operation, enhance quality and service, reduce short- and long-term risk, and optimize efficiency and effectiveness, all while protecting and offering opportunities for our current employees.

Process

The process will include the review and evaluation of methods and procedures that would be used to provide Custodial Services within the scope of this RFP. Past experience will also be judged by, but not limited to, the references of each Provider. A major portion of the negotiations will include the financial terms of the contract. Providers should be prepared to make a presentation to a committee at Cutter Morning Star School District after submitting a proposal.

After thorough review and consideration of all proposals and presentations, Cutter Morning Star School District will award a contract to the Provider whose proposal best meets the Custodial Services within the financial resources of the Cutter Morning Star School District. If none of the proposals submitted properly meet the needs of Cutter Morning Star School District, we reserve the right to decline all proposals and not award a contract at this time.

Contact

All inquiries related to this RFP are to be directed to
Lance Campbell at Lance.Campbell@cmseagles.net

Requirements for Qualified Providers

1. Attendance is required at the pre-proposal conference. Date, time, and location details are found in the Timeline section.
2. Providers must have a comprehensive quality assurance program that covers all facets of services being proposed including measured inspections and formal reporting capabilities.
3. Providers must have formalized training and educational programs for all employees.
4. Providers must include detailed standard operating procedures, specifications, and frequencies to provide the required APPA levels of service.
5. Providers must outline their staffing plan, wages and benefits to be provided, and the onboarding process for transitioning staff.
6. Providers must have a proven operational transition process and be able to provide three (3) recent start-up references.
7. Providers must be an active member of APPA, and hold licenses, accreditations and/or certifications required to ensure compliance with local, state, and federal requirements.
8. Providers must provide a performance bond guarantee in the amount of 100K of first year contract price.
9. Provider must submit a bid bond guarantee in the amount of 5% of the first-year contract price with their response.
10. Providers must offer Commercial Crime Insurance including third-party client's property coverage with minimum limits of \$500,000 per occurrence. The policy shall include coverage for employee theft/dishonesty, property of clients, theft of money & securities, credit, debit or charge card forgery, electronic funds transfer and computer fraud crime coverage.
11. Providers must include in their response an audited financial report for the last three (3) years.
12. Providers must meet all local, state, and federal laws, codes, and requirements.

Scope of Work

Areas to Be Serviced and Associated Specifications

1. Custodial Services will be provided for all buildings listed in Exhibit A — Building List. Exhibit A shows the APPA cleanliness level expected for each building listed. The five levels of cleaning as defined by APPA can be found in Exhibit B — APPA Levels - Custodial. Custodial staffing, specifications, and frequencies to obtain the desired APPA cleanliness level shall be provided as part of the Provider's proposal response.
2. POM services will be provided for all facilities listed in Exhibit A — Building List. The five levels of maintenance and benchmarking as defined by APPA can be found in Exhibit B — APPA Levels - POM. Maintenance staffing and service specifications to obtain the desired APPA level shall be provided as part of the Provider's proposal response.

Special Events and Special Request Work

Provider must include all school-related events in their staffing and pricing. Please provide an hourly billable rate for non-school events.

General Requirements

In addition to the information above, the Provider will agree to the following:

1. Accept all responsibility for matters pertaining to the recruitment, screening, hiring, and retention of employees.
 - a. Complete a thorough background screening and check on all prospective employees prior to employment with Provider. Providers must perform social security verification, criminal history screenings, and work eligibility verification. No employee who has a felony police record may be assigned duties under this contract.
 - b. Provide proper training to all management and hourly employees.
 - c. Provide uniforms and define a uniform dress code for all department employees.
2. Appoint a site-based Contract Manager who must be dedicated solely to Cutter Morning Star School District and shall be the main contact person for routine daily matters. Cutter Morning Star School District reserves the right to interview proposed candidates prior to contract award.

3. Provide Cutter Morning Star School District dedicated, site-based supervision always when work is performed in and on Cutter Morning Star buildings and grounds. Supervision must be outlined in staffing plans.
4. Provide and maintain all tools, equipment, and vehicles to successfully perform all duties described in the scope of work. These items shall be listed in the proposal and used exclusively for Cutter Morning Star. Following award, successful Provider will be given the opportunity to inventory current tools, equipment and vehicles to determine condition and fair market value. The program cost will be adjusted to consider assets that can be utilized in Provider's program.
5. Furnish all supplies (including consumables) and purchased services required to successfully perform all duties described in the scope of work:
 - a. Use only chemicals and products that meet or exceed OSHA requirements and commonly recognized safety requirements. Material Safety Data Sheets will be maintained on each job site for all chemicals used in the cleaning processes.
 - b. Provide all needed safety equipment and protective devices necessary for the safety of all employees.
 - c. Provide a list of services to be subcontracted.
 - d. Where appropriate, provide Green Seal Certified products. Strong consideration will be given to a program incorporating sustainable processes, products, and systems.
6. Maintain insurance at the levels noted in Exhibit C — Insurance Requirements.

Proposal Requirements and Evaluation

1. Providers must submit a proposal containing all documents and information requested below in the format and order specified. Failure to comply may result in disqualification of proposal.

Proposal layout and content requirements:

- A. Executive Summary
 1. Overview of Proposal
 2. Value Proposition
- B. Company Information
 1. Company Overview
 2. Corporate Support
 3. Key Corporate Personnel
 4. Professional Association Affiliations and Certifications
- C. References
 1. A minimum of five (5) education clients that are similar in size and complexity
 2. Name and contact information for each reference
- D. Program Overview
 1. Custodial
 - a. Methodology
 - b. Program Components
 - c. Specifications and Standard Operating Procedures
 - d. Technology
 2. POM
 - a. Methodology
 - b. Program Components
 - c. Specifications and Standard Operating Procedures
 - d. Technology
- E. Management Plan
 1. Methodology
 2. Staffing and Personnel
 - a. Organizational Chart
 - b. Staffing Plan (including Management, FTE & PTE)
 - c. Management Team
 3. Supplies, Equipment, & Purchased Services
 - a. Supply List
 - b. Equipment List

- c. Sub-Contracted Services List
 - 4. Startup and Transition Plan
 - a. Operations
 - b. Employee
 - c. Successful Transition References
 - 5. Safety and Security
 - a. Background Check Procedure
 - b. Commercial Crime Coverage
 - c. Uniform & ID Policy
 - d. Key Distribution & Control Procedure
 - e. Disaster Preparedness
 - f. Safety Program
 - 6. Training
 - a. Management
 - b. Associate
 - c. Safety
 - d. Job Specific/Technical
 - 7. Quality Assurance Program
 - a. Inspection Procedure and Tools
 - b. Customer Complaint Resolution
 - c. Customer Survey Examples
 - d. Accountable and Continuous Improvement
 - 8. Sustainability Program Overview
- F. Financial Overview
 - 1. Guaranteed Annual Cost of Program
 - a. Detailed Cost Schedule
 - b. Service Fee Adjustment Methodology
 - c. Out of Scope Work Fees
- G. Employee Benefits & Recognition
 - a. Benefit Summary
 - i. Employee vs. Employer Contribution
 - ii. Who is Eligible and When?
 - b. Wages
 - c. Employee Engagement
 - d. Employee Recognition Program
- H. Required Documents
 - 1. Certificate of Insurance
 - 2. Performance Bond
 - 3. Bid Bond
 - 4. E-Verify Affidavit
 - 5. Access to Audited Financial Statements for the past three (3) years
 - 6. Institution Specific Required Forms

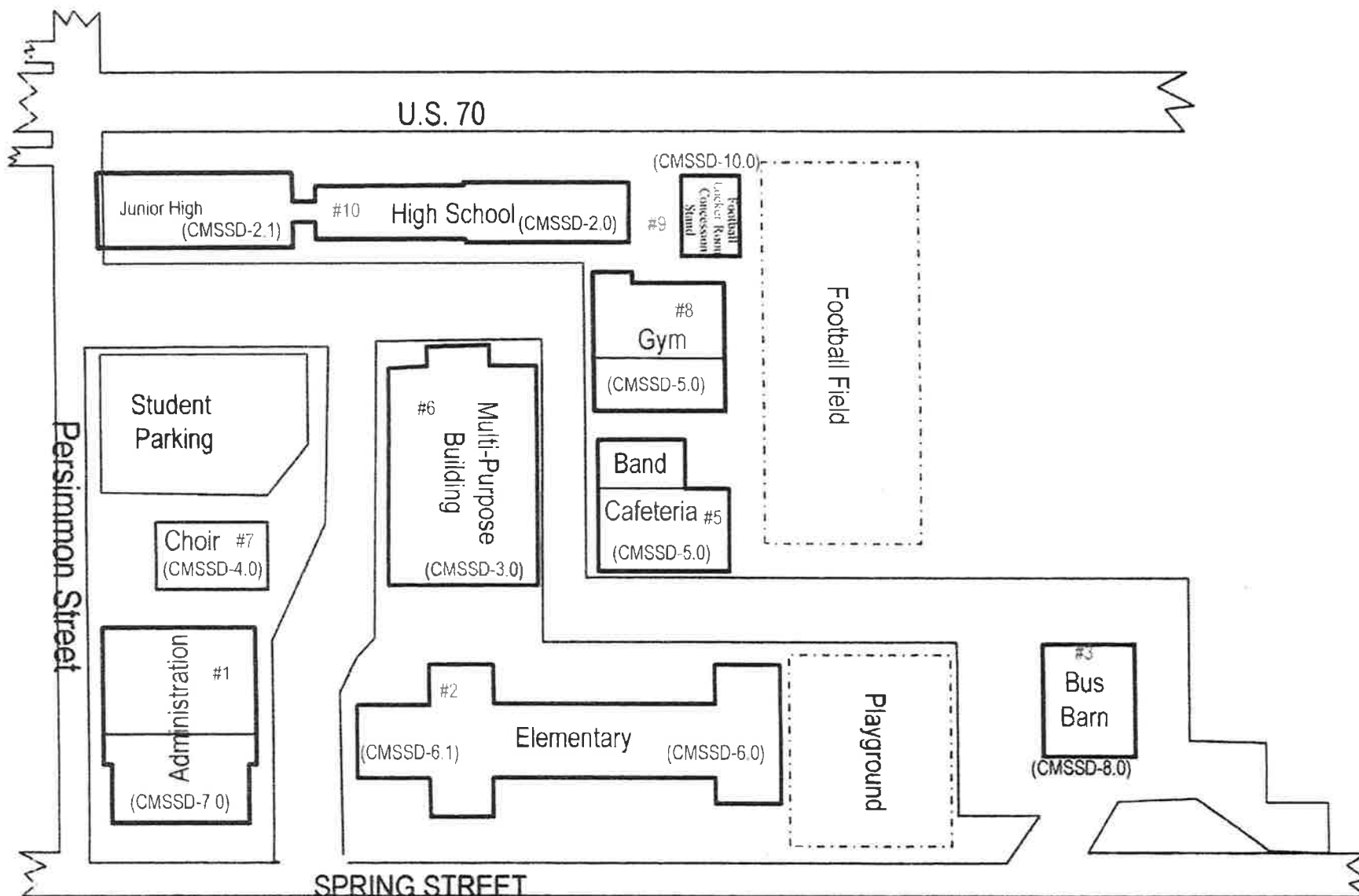
1. One (1) original, one (1) copy, and one (1) electronic copy of the proposal must be submitted by each Provider.
2. Sealed proposals are to be mailed or delivered to:
Cutter Morning Star School District
2801 Spring Street
Hot Springs, AR 71901
Attention: Lance Campbell
3. Proposals will be received by 3:00 pm December 3, 2025, at which time they will be open. Proposals received after the time and date specified may be rejected at the discretion of Cutter Morning Star School District.

Selection Criteria

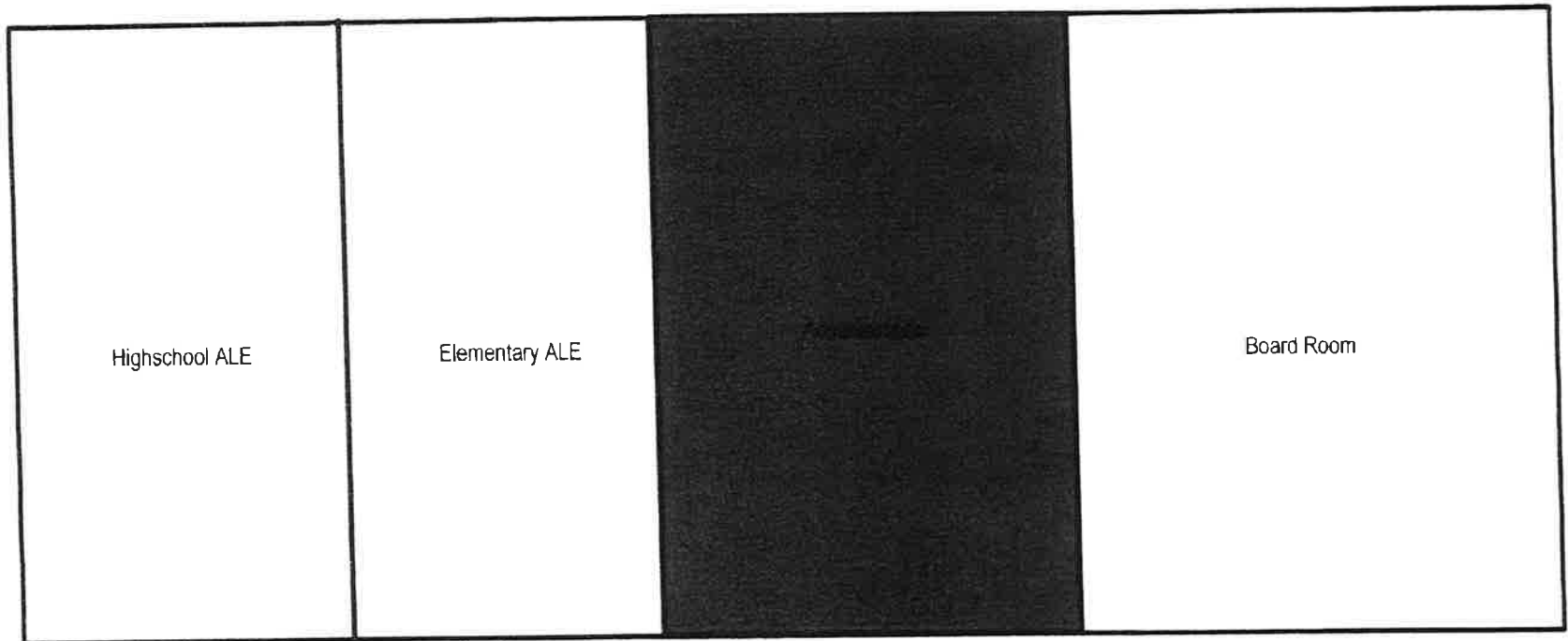
<u>Criteria</u>	<u>Weight</u>
• Company Strength and Resources	10°4
• References	5°4
• Program	10°A
• Management Plan & Methodology	40°A
• Financial Benefit	20°A
• Employee Benefits & Recognition	<u>15°A</u>
	1D096

Exhibit A: Building List

Please see attached worksheets.

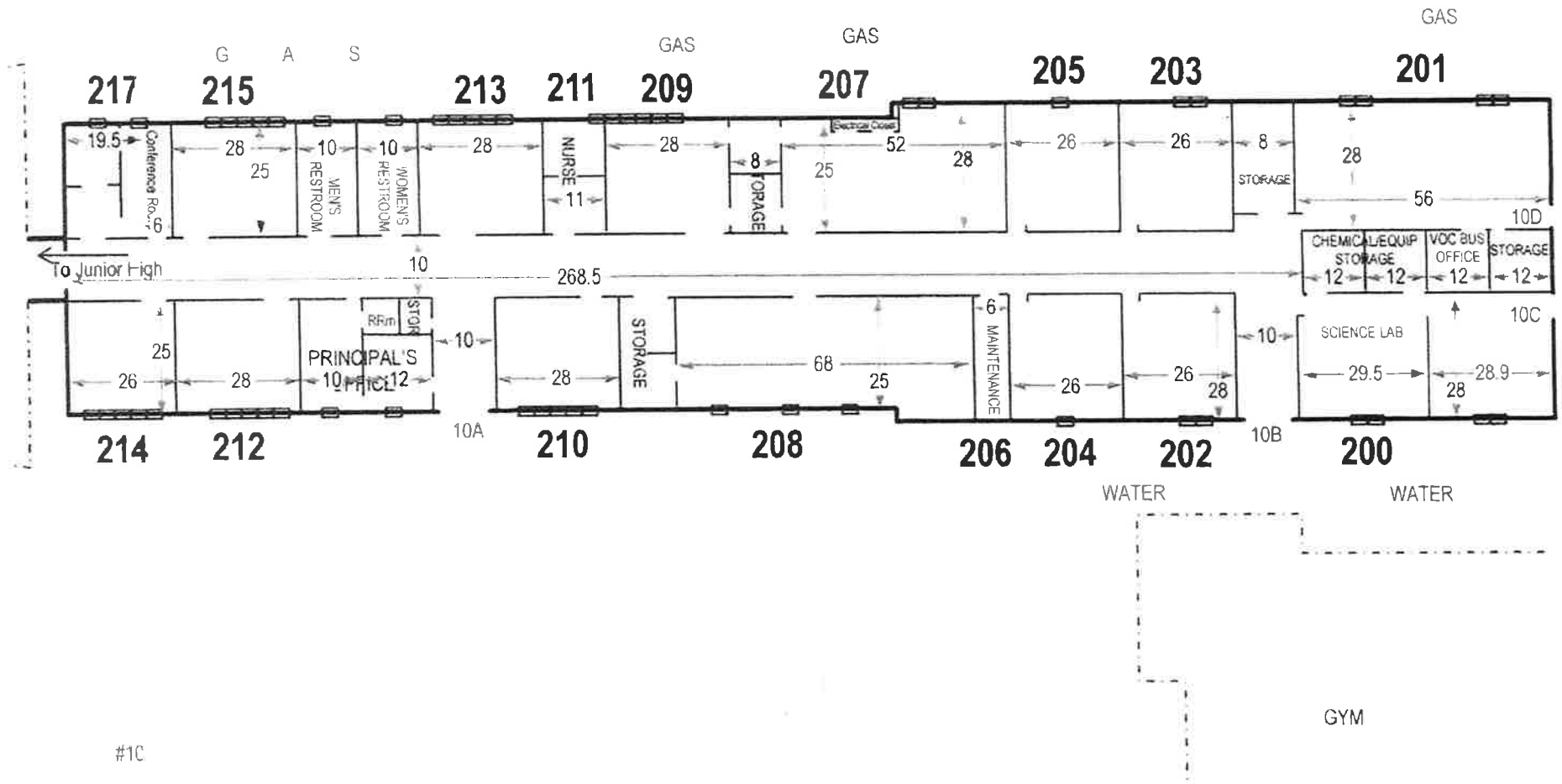


Administrative Building 2
(see next page)



Administration Building 2

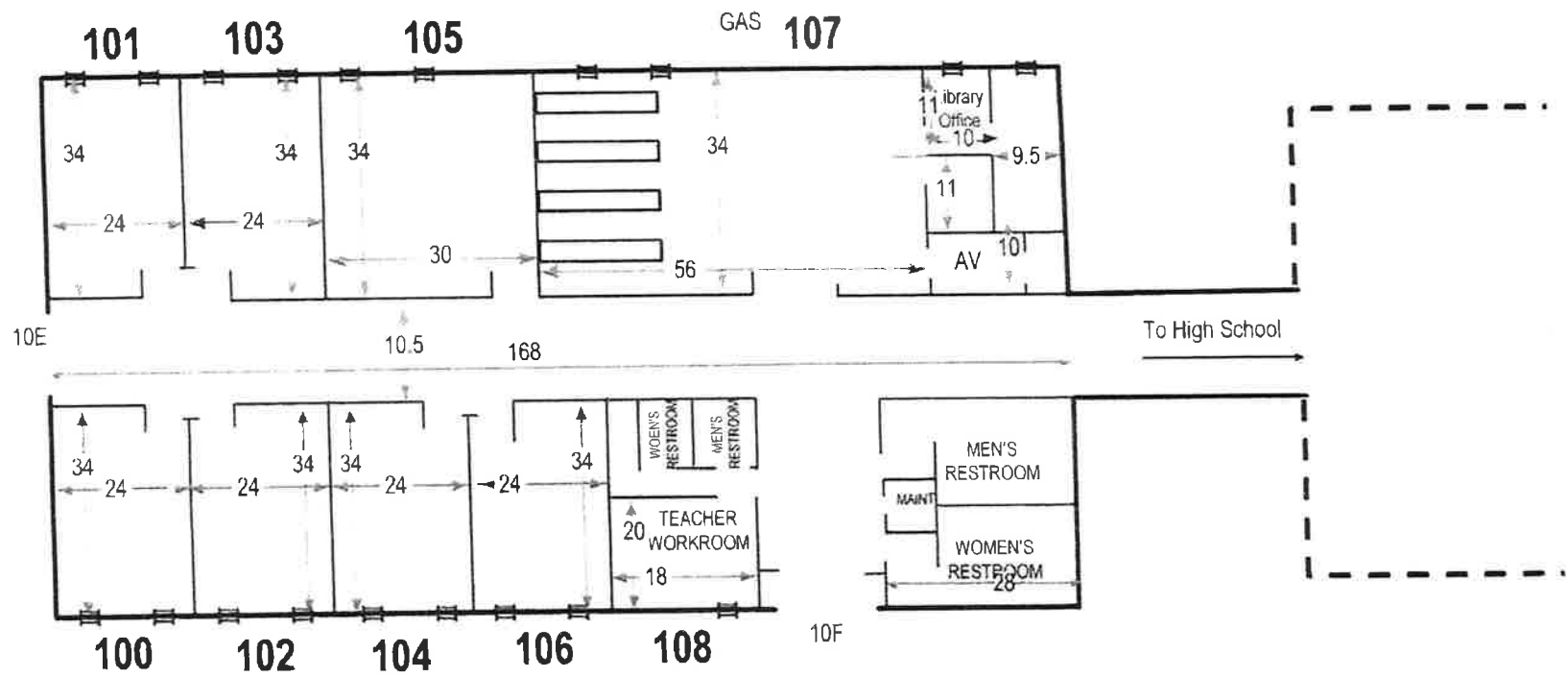
June 2014



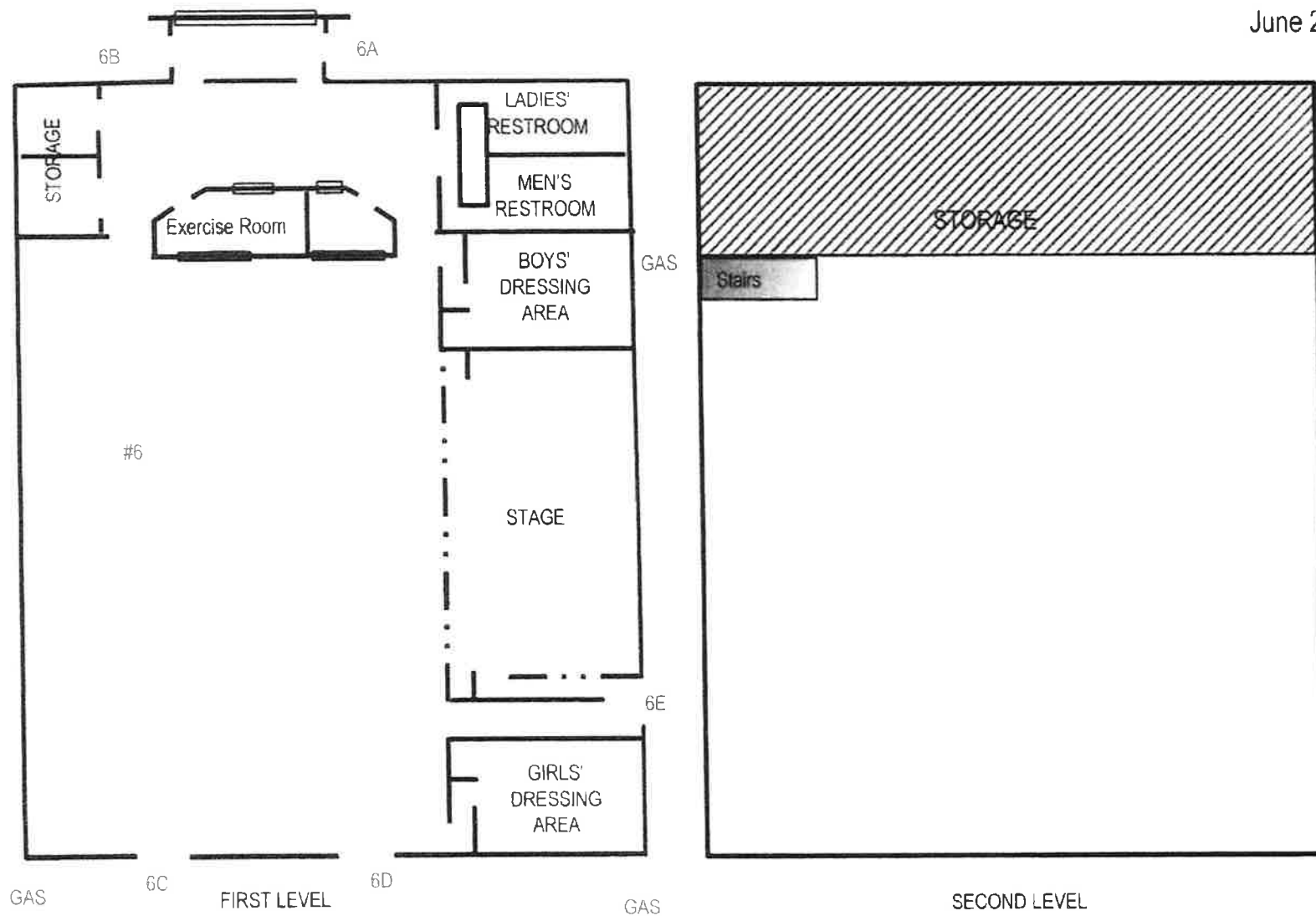
HIGH SCHOOL FLOORPLAN

Cutter Morning Star

CMSSD-2.0



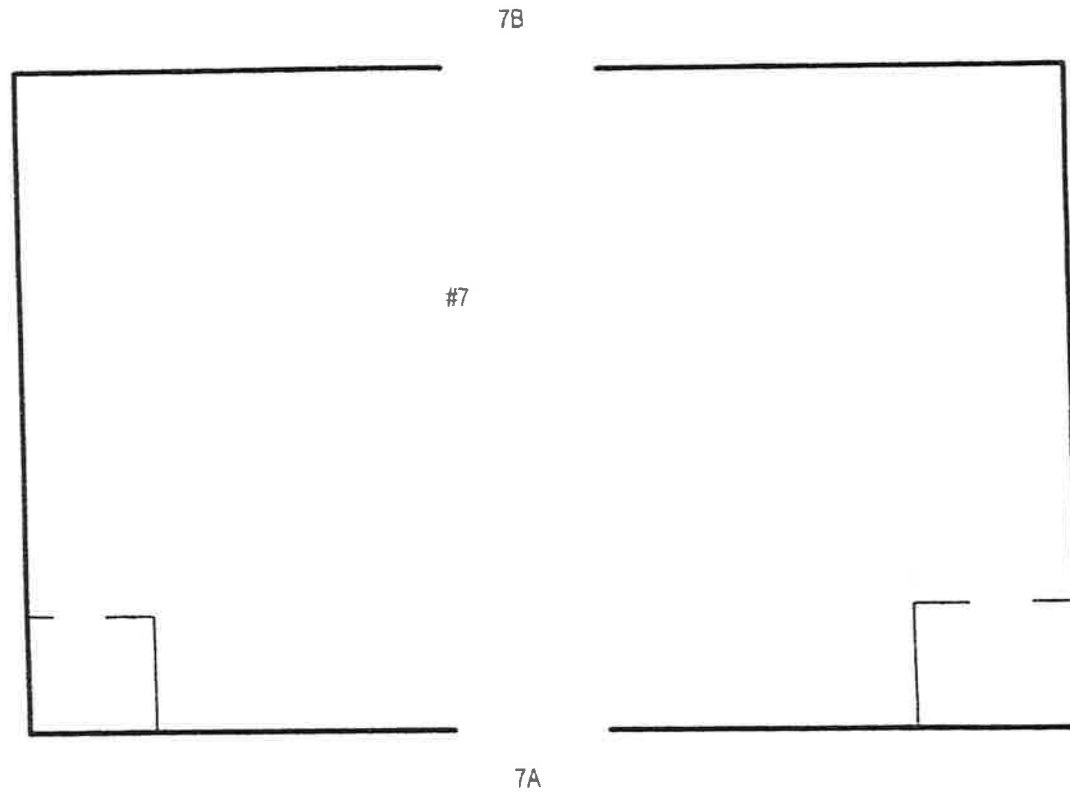
JUNIOR HIGH SCHOOL FLOORPLAN



PERSIMMON ST. GAS AND
WATER CUT OFF

Multi-Purpose Building

June 2014

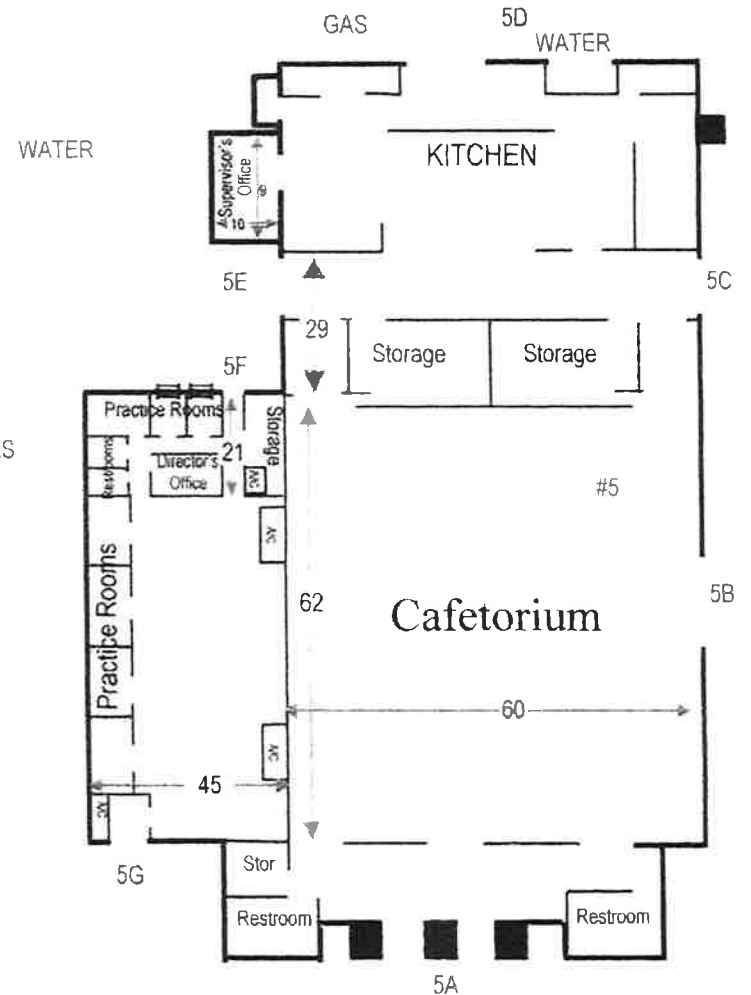
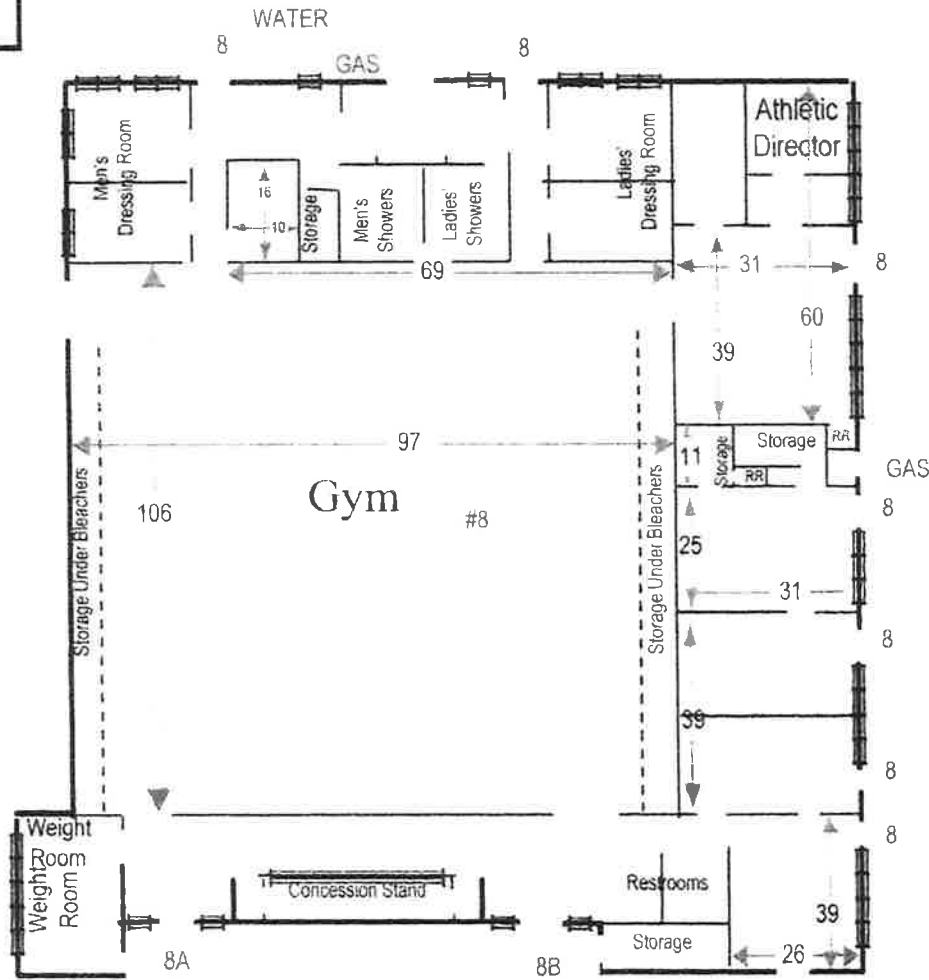


CHOIR ROOM

June 2014

Football Field

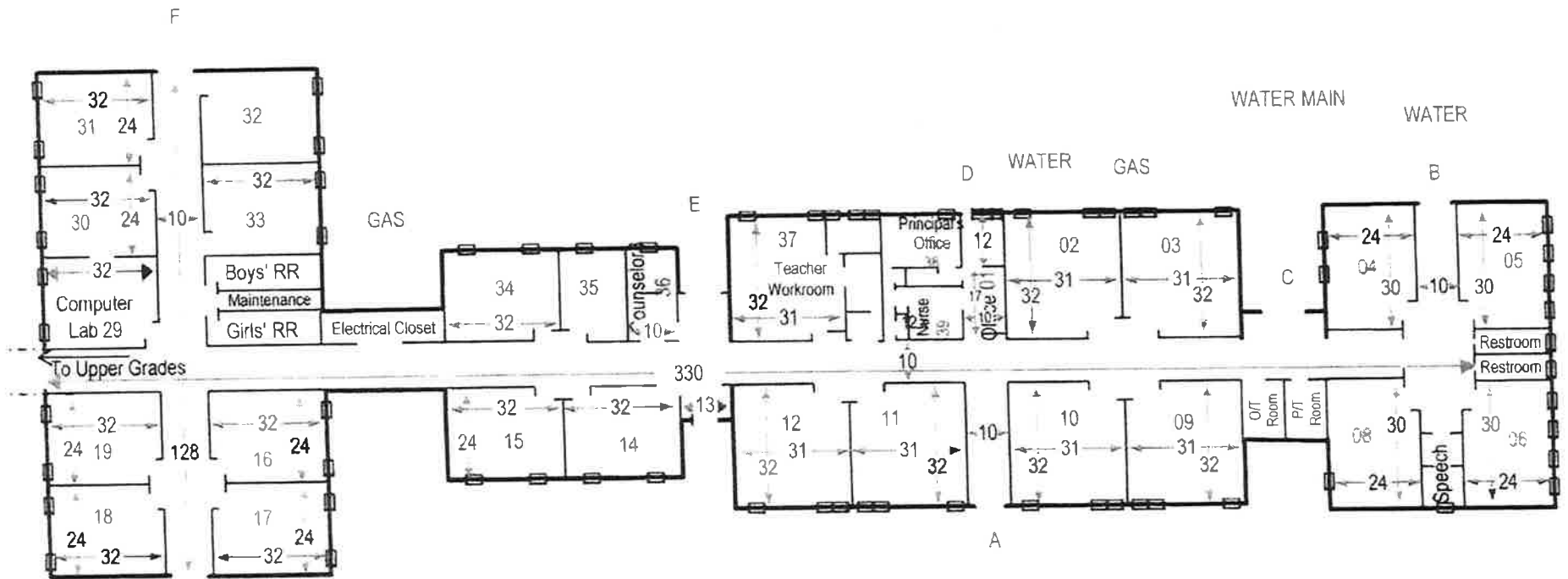
Football Concessions



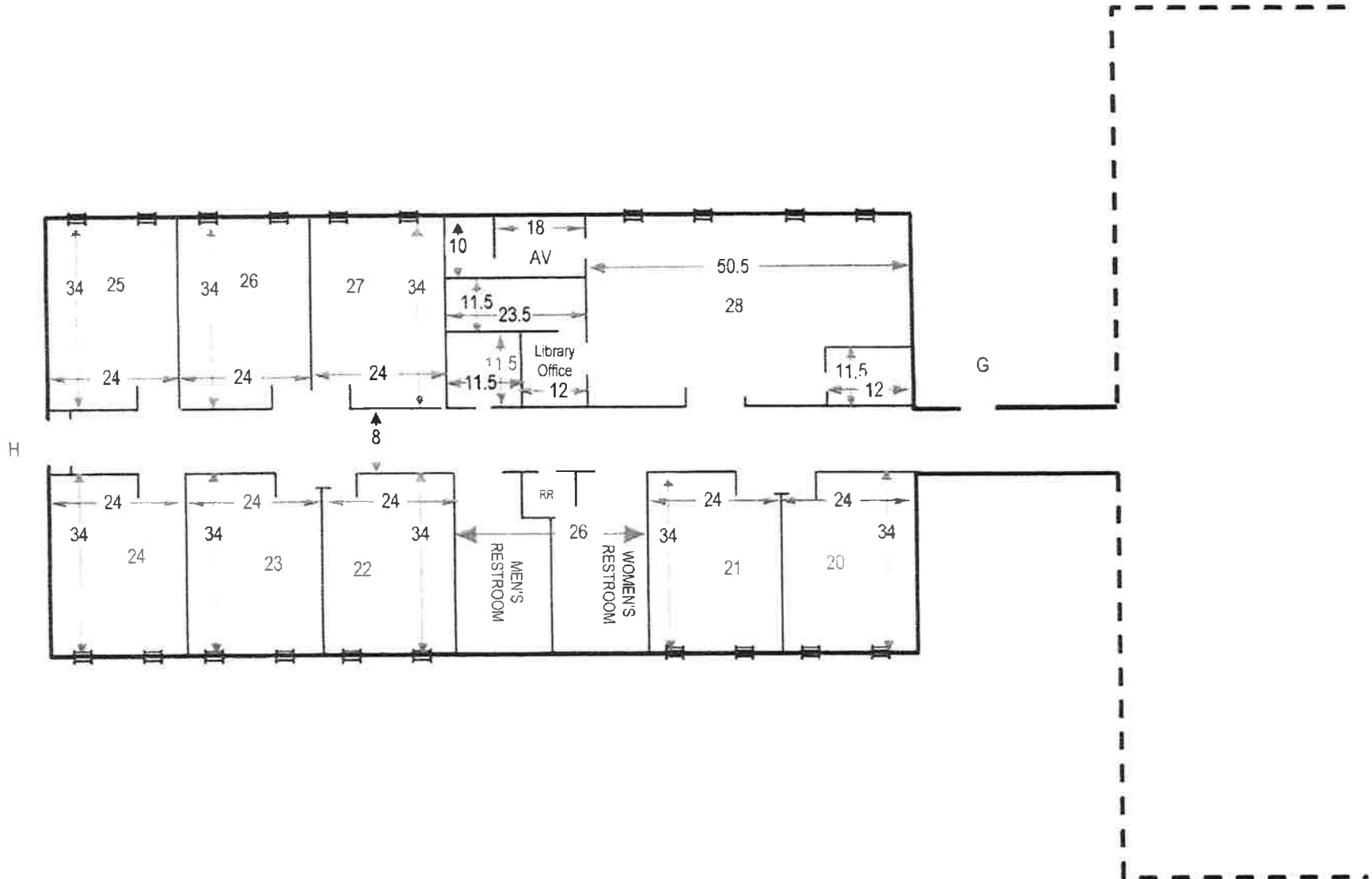
GYMNASIUM and CAFETORIUM FLOORPLAN

Cutter Morning Star

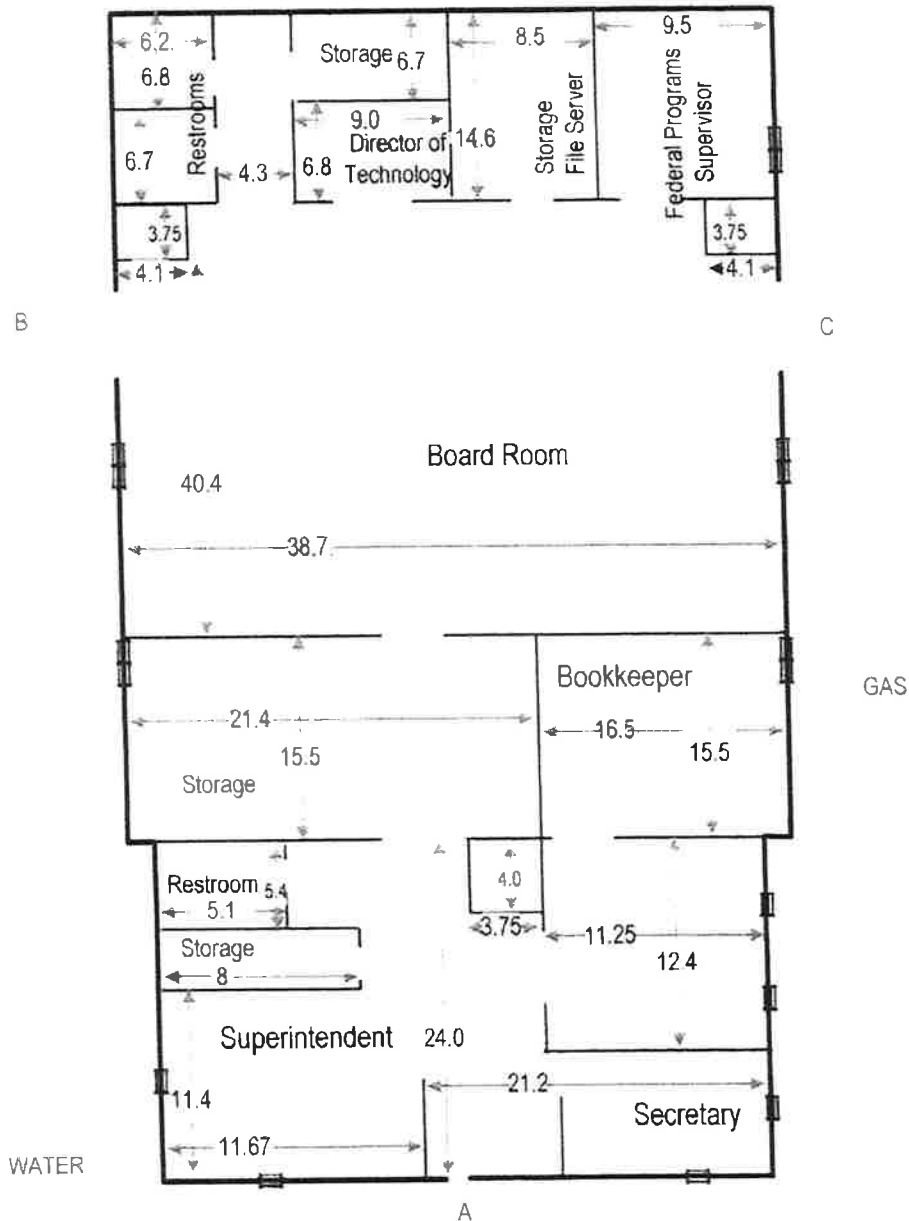
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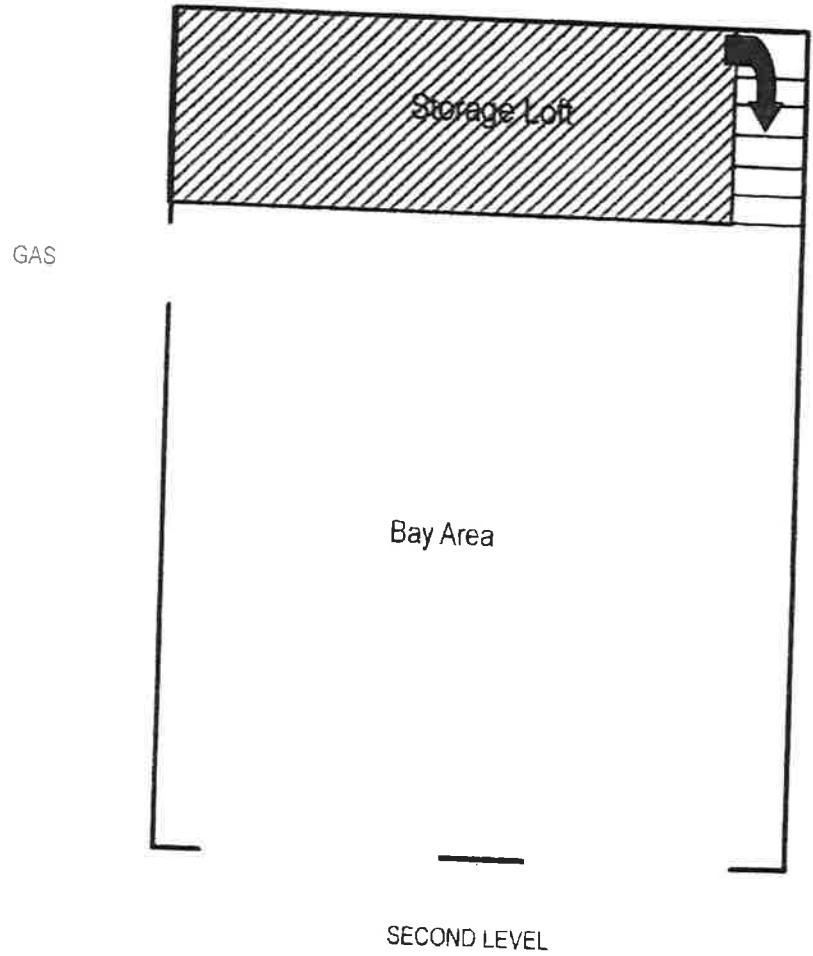
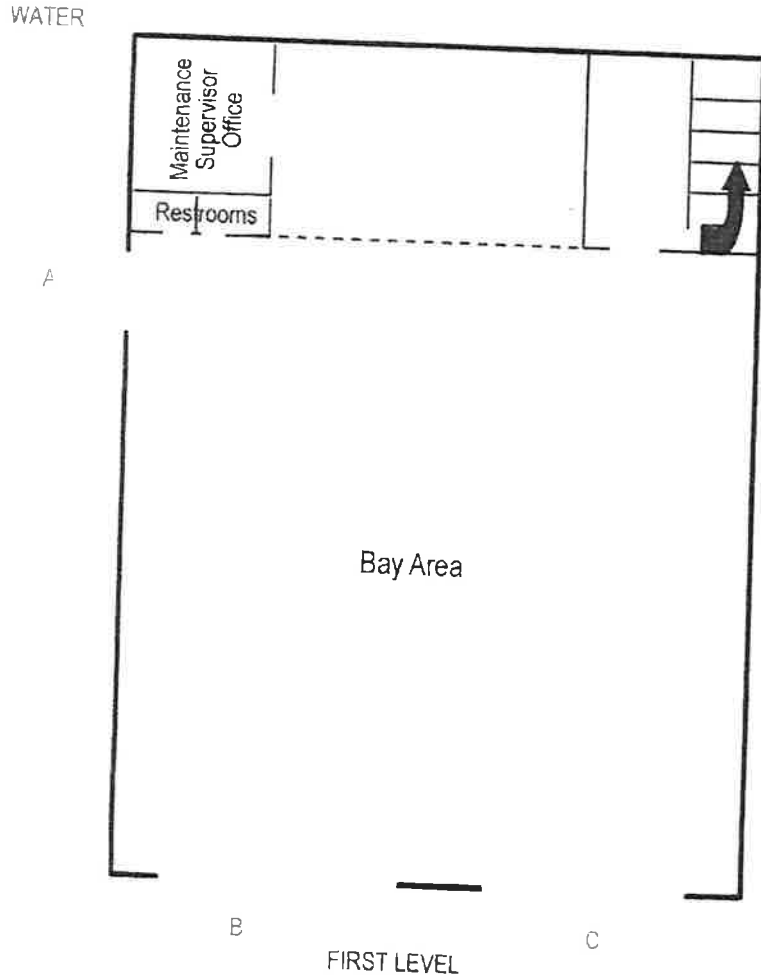
ELEMENTARY FLOORPLAN

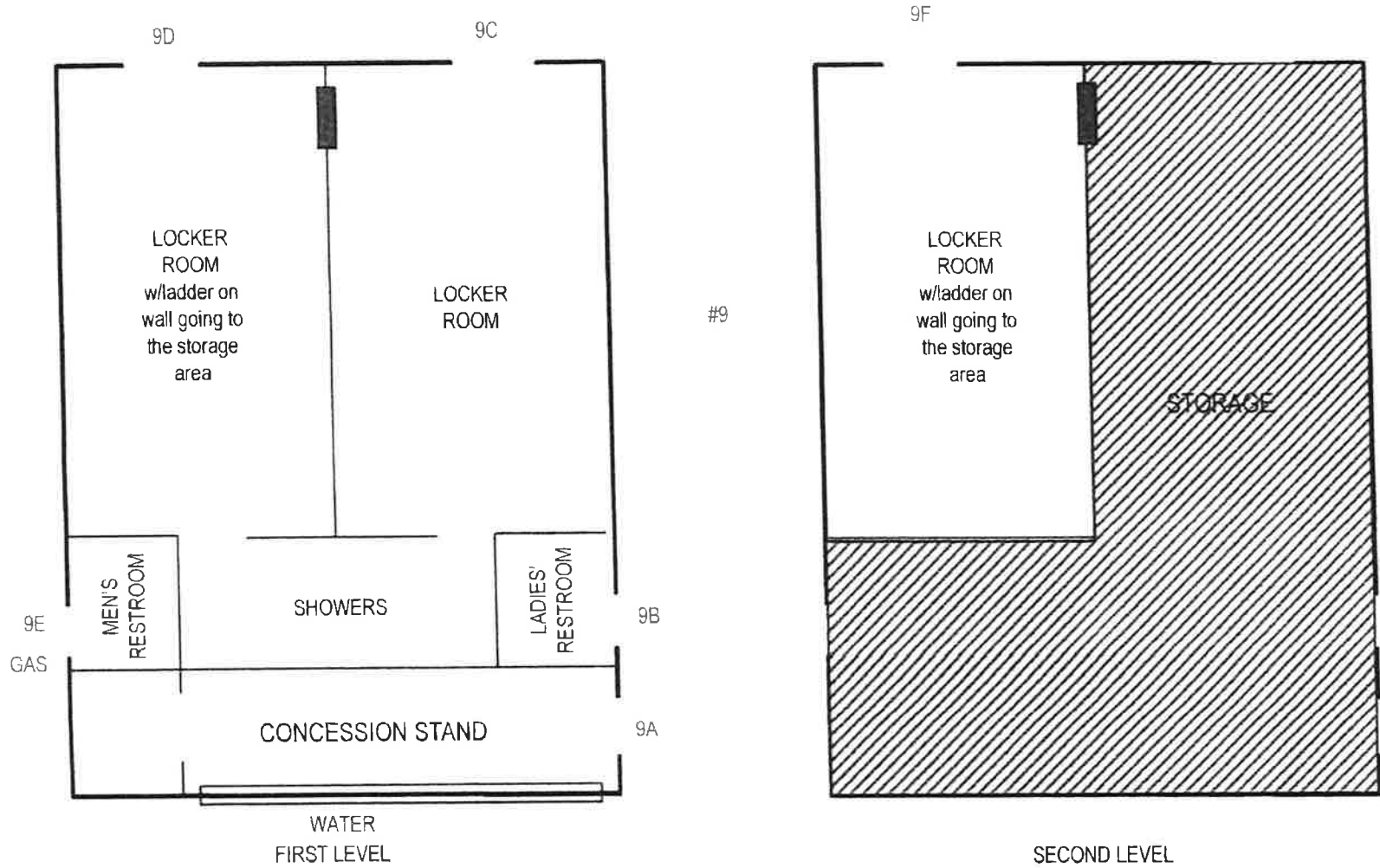


ELEMENTARY FLOORPLAN



ADMINISTRATION BUILDING FLOORPLAN





FOOTBALL LOCKER ROOM/CONCESSION STAND

Exhibit A2: Properties and Managed Sites

Baseball and Softball Fields

Property east of Bus Shop to Westinghouse Drive

Exhibit B: APPA Levels

Custodial

The Five Levels of Clean
<p>Level 1—Orderly Spotlessness</p> <ul style="list-style-type: none"> 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. Washrooms 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.
<p>Level 2—Ordinary Tidiness</p> <ul style="list-style-type: none"> Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be 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. Washrooms 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.
<p>Level 3—Casual Inattention</p> <ul style="list-style-type: none"> 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 moldings. 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.
<p>Level 4—Moderate Dinginess</p> <ul style="list-style-type: none"> Floors are swept or vacuumed clean, but are dull, dingy and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls. All horizontal and vertical surfaces have conspicuous dust, dirt smudges, fingerprints and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out. Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.
<p>Level 5—Unkempt Neglect</p> <ul style="list-style-type: none"> 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 have old trash and shavings. They are stained and marked. Trash containers smell sour.

Exhibit C: Insurance Requirements

General	
Type of Insurance	Coverage Required
Workman's Compensation/ Employers Liability	Statutory /\$1,000,000 each employee/each accident/policy limit
Commercial General Liability	\$1,000,000 combined single limit bodily injury and property damage each occurrence and in the aggregate including personal injury, products/completed operations
Automobile Liability	\$1,000,000 combined single limit bodily injury and property damage each accident for all owned, non-owned and hired vehicles
Umbrella or Excess Liability	\$1,000,000 each occurrence and \$1,000,000 each aggregate
Certificates of Insurance	Must be furnished within 21 working days after acceptance of a contract
Change in coverage or cancellation of insurance	Vendor must provide ten (10) days notice of an insurance change or cancellation and must obtain approval from college or university
Commercial Crime	\$500,000 each occurrence for employee dishonesty with a third party/client coverage extension