INTERNATIONAL COMMUNITY SCHOOL

Request for Proposal:
SY27/28 Custodial Services

Overview

International Community School (ICS) is requesting proposals from service providers with a proven history of providing quality custodial services to schools in the State of Georgia.

International Community School Overview

International Community School is an International Baccalaureate (IB) public charter school in DeKalb County, Georgia, serving 550 students in grades K-5 with a staff of over 70. ICS was strategically designed in 2002 to bring together refugee, immigrant, and local children in an academically challenging and nurturing environment. Today, students and staff represent more than 30 nationalities and speak over 25 languages. Our mission is to provide a rigorous and holistic education in an intentionally diverse community of mutual learners.

Nature of Services Required

A clean building is essential to creating a welcoming environment, preventing illness, and maintaining safe, organized spaces that help our teachers teach and our students learn. ICS is seeking a partner to provide high-quality custodial services, including but not limited to:

- Empty trash and recycling and place in proper outdoor receptacles
- Wipe furniture and equipment such as desktops, tables, chairs, computers, smartboards, sound equipment, etc.
- Dust high surfaces, fixtures, fans, etc.
- Clean high-touch surfaces such as light switches and doorknobs
- Clean windows and sills
- Vacuum carpets / mop hard floors, including behind doors
- Clean / disinfect student and staff bathroom sinks, commodes, and fixtures
- Refill paper towel, tissue, and hand soap dispensers
- Clean and sanitize drinking fountains
- Clean and disinfect telephones
- Clean tables and floors after breakfast, between lunches, and after the last lunch
- Collect trash from playground and other high-traffic areas
- Summer floor stripping and waxing

- Summer classroom, staff lounge, and cafeteria deep clean
- Bi-annual rug cleaning
- Bi-annual playground disinfectant
- Disinfect during peak illness season
- Maintain custodial spaces, trash and recycling spaces, and dock
- Ensure all doors and windows are securely closed and locked

ICS requires regular night cleaning for all classrooms, restrooms, administrative spaces, hallways, entrances, and staff lounge. Night cleanings should occur 5 times per week between the hours of 7pm and 6am.

ICS also requires day porter services to service the cafeteria and bathrooms and respond to unplanned cleaning needs such as spills, trash, vomit, etc. Day porters should be on campus from 7:30am to 5:30pm each instructional day (180 days per school year).

ICS Campus

The ICS campus is approximately 56,000 total square feet across 5 modular buildings, a gym, and the main building. The campus is situated on 11 acres (the custodial team is NOT responsible for maintaining the full acreage). The buildings include:

- 33 full-sized classrooms
- 8 small group classrooms (approx. half the size of a homeroom classroom)
- 11 admin offices, including 1 nurse office
- 1 conference room
- 1 library
- 1 gym
- 1 cafeteria with kitchen and stage
- 1 staff lounge
- 4 adult restrooms (each with 1 to 3 commodes)
- 10 student restrooms (each with 2 to 5 commodes)

Staffing & Insurance

The service provider is responsible for providing all custodian personnel, including vetting, hiring, training, and managing all team members. Additionally, the provider is responsible for paying its employees, pursuant to all applicable local, state, and federal wage and hour laws and requirements, and for determining the rate and terms of payment. All team

members must complete a GAPS background check prior to entering ICS' campus and the provider must warrant that all team members assigned to ICS are free from felonies less than 10 years old; any child endangerment, domestic violence, or sexual offense charges; patterns of misdemeanors in the last three to five years; or open or pending charges. ICS leadership should be notified of any changes to the team members assigned to ICS.

Custodian team members shall wear a work uniform, provided by the service provider, that clearly displays the company name. Team members shall not disturb papers on desks or shelves, or open drawers or cabinets. All team members shall follow ICS' Code of Conduct, including all policies regarding confidentiality and security.

The provider shall assume full responsibility for the actions of its employees and shall repair or replace any damaged item or area of ICS' facility caused by the actions of its employees unless said damage occurred under circumstances beyond their reasonable control as determined by ICS. The provider must maintain liability insurance in an amount not less than one (1) million dollars.

Equipment and Materials

The provider is responsible for all the equipment and supplies needed to clean and sanitize all the school areas. While ICS currently provides paper supplies, liners, and toiletries, this is open for consideration.

Proposal Process and Requirements

1. All interested providers are invited to a campus tour and discovery conversation with ICS' facilities team on **Monday, December 7, 2026** from 9am to 10am. Please note all visitors will be required to check in via ICS' visitor management system and therefore must bring a valid driver's license. Visitors should arrive 5 minutes early to check in. Please RSVP via this link. Alternative campus visits and discovery calls will not be scheduled. This step is optional.
2. Alternatively, interested providers may submit written questions and requests for clarification to Lexie Linger at lexie.linger@icsgeorgia.org. Written questions and requests must be received no later than **December 11, 2026** at 5:00pm. Late requests will not be accepted. This step is optional.
3. **Proposals are due by January 14, 2027 at 5pm.** Please submit your proposal to Lexie Linger, Director of Operations and Finance, at lexie.linger@icsgeorgia.org with

the subject line: Custodial Proposal. Please include the following information. Proposals should be no longer than 10 pages.

a. **Introduction:** Include a brief introduction of your company and highlight your experience and/or qualifications.
b. **Scope of Services Summary:** Share a summary of your proposed scope of services, including custodial services (e.g. daily, weekly, monthly, and as needed services) and your staffing plan.
c. **Pricing:** In addition to sharing your standard pricing, this section should clarify one-time versus recurring costs, outline any assumptions or exclusions in your pricing, and include payment terms (please note ICS' standard is net 30 on all invoices).
d. **References:** Please share 3 references. Include the name of the school as well as a direct contact (name, title, email address, and phone number) and the nature of the services your company provides. If no references are available, please share an explanation of unavailability.

4. The top 3 candidates will be invited to a 45-minute panel discussion with administrative staff. Please be prepared to introduce any company staff who will be working directly and consistently with ICS should your company be selected (for example, the account manager if not the individual who initially reaches out).
5. Lexie Linger will also conduct reference checks for the top three candidates.
6. Please note Lexie Linger, Director of Operations and Finance, is the sole point of contact for this RFP. Contact with any representative of ICS other than Lexie Linger will result in disqualification.
7. Please note ICS is closed November 23 - 27 and December 21 - January 4 for the holidays and will not respond to emails, texts, or phone calls during these times.

Criteria for Selection

Based on the proposals and panel interviews, the panel will identify the top three candidates. They will present these candidates to ICS' Board of Directors for final review and approval. The panel and Board will evaluate candidates on the following criteria:

Total Possible Points	Criteria
5	**Proposal: Formatting & Content** • "Poor" shall mean the provider did not meet the formatting and content requirements of the written proposal. A "poor" rating equals 0 points. • "Fair" shall mean the provider met most but not all of the requirements. A "fair" rating equals 1 point. • "Good" shall mean the provider met the requirements. A "good" rating equals 3 points. • "Exceptional" shall mean the provider exceeded the requirements. An "exceptional" rating equals 5 points.
10	**Panel Interview: Attendees & Content** • "Poor" shall mean the provider did not meet the requirements of the panel interview. A "poor" rating equals 0 points. • "Fair" shall mean the provider met most but not all of the requirements. A "fair" rating equals 3 points. • "Good" shall mean the provider met all requirements. A "good" rating equals 5 points. • "Exceptional" shall mean the provider exceeded the requirements. An "exceptional" rating equals 10 points.
15	**Reference Check** • Poor" shall mean either no references were provided or the references gave poor reviews. A "poor" rating equals 0 points. • "Fair" shall mean the references gave fair reviews. A "fair" rating equals 5 points. • "Good" shall mean references gave good reviews. A "good" rating equals 10 points. • "Exceptional" shall mean references gave exceptional reviews. An "exceptional" rating equals 15 points.

20	**Experience** ● A provider with no Georgia or school experience receives a base of 0 points ● A provider with Georgia OR school experience receives a base of 5 points. ● A provider with Georgia AND school experience receives a base of 10 points. ● The provider with the most years of experience receives an additional 10 points ● All other providers receive an additional 1 point for each year of experience with a maximum of 9 points
20	**Service Capability** ● "Poor" shall mean the provider did not present a plan that meets ICS' needs. A "poor" rating equals 0 points. ● "Fair" shall mean the provider presented a plan that meets most but not all of ICS' needs. A "fair" rating equals 5 to 10 points. ● "Good" shall mean the provider presented a plan that meets ICS' needs. A "good" rating equals 11 to 15 points. ● "Exceptional" shall mean that the provider presented a plan that meets and exceeds ICS' needs. An "exceptional" rating equals 16 to 20 points.
30	**Cost** ● The provider with the lowest cost receives 30 points. ● The provider with the second-lowest cost receives 20 points. ● The provider with the third-lowest cost receives 10 points. ● All other providers receive 5 points.

Timeline

December 7, 2026	Campus visit
December 11, 2026	Written clarification / question requests due
December 18, 2026	Responses to questions posted
January 14, 2027	Proposals due
January 29, 2027	Providers notified of final candidates via email
February 22, 2027	Board review of final candidates
March 1, 2027	Final candidates notified of Board review via email

Costs

This Request for Proposal does not obligate ICS to pay any incurred costs of any kind whatsoever that a provider or any third parties may have in connection with their Response.

Intellectual Property

All accepted responses shall become the property of ICS and will not be returned.

Liability

ICS shall not be liable to any provider, person, or entity for any losses, expenses, costs, claims, or damages of any kind arising out of, by reason of, or attributable to, the provider 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.