



**Date:** September 5, 2025

**Created By:** Chris Jones, Director of Operations, Northwood Academy Charter School

## **Northwood Academy Charter School – Facilities and Security RFP**

*(Dining RFP submitted separately, per PDE DFN Guidelines)*

### **1. Introduction and Background**

**Objective:** Northwood Academy Charter School is requesting proposals from a full spectrum vendor to provide services and supervision in the areas of facilities, security, and possibly dining, and to offer a fixed rate pricing model inclusive of all two/three services. The two service areas of facilities and security will be consolidated under a single contract. The school will not entertain separate contracts for facilities and securities. (Due to PDE DFN guidelines, dining will need a separate RFP/contract.) This Request for Proposal (RFP) sets forth the official requirements for two integrated service categories- facilities and securities, at Northwood Academy Charter School in Philadelphia. Facilities services, includes janitorial cleaning, maintenance of building systems, and groundskeeping (landscaping, snow removal, and parking-lot maintenance). Security services, covers the staffing and management of school climate officers and a School Police Officer, along with oversight of security systems and emergency protocols.

**About Northwood Academy:** Northwood Academy operates a single K–8 campus at 4621 Castor Avenue, Philadelphia. The facility covers approximately 84,000 square feet and includes 45 classrooms, a gymnasium, a cafeteria, 23 restrooms, administrative offices and other support spaces. The school serves around 830 students with a staff of 125 and operates year-round. Building systems comprise a split-system HVAC, elevators and standard mechanical and electrical infrastructure. The grounds encompass two parking lots and landscaped areas. Current personnel include a facilities manager, one union maintenance worker, three vendor-based school climate officers, a security supervisor, two day porters and four evening



cleaners. The school is seeking a vendor to provide a cohesive management approach and to supervise or replace existing staff as appropriate.

## **2. Scope of Services**

The vendor shall provide all labor, materials, equipment, supplies, supervision and management necessary to perform the following two service categories. Services may be refined by mutual agreement.

### **2.1 Facilities Services**

This category encompasses all activities related to the building, grounds and janitorial operations, including maintenance and supervision of the Facilities Manager and maintenance worker(s).

Building operations and maintenance

- Supervise all facilities operations, including janitorial staff, maintenance staff and any subcontractors.
- Maintain building systems (HVAC, plumbing, electrical, fire alarms) and perform inspections and repairs to keep the facility in full working order.
- Develop and execute preventive maintenance schedules for key building components (elevators, HVAC systems, fire extinguishers, etc.).
- Handle work orders, maintain logs of requests and provide regular reports on completed and pending repairs.
- Coordinate third-party vendors for specialized tasks and capital projects.



- Provide on-site facilities staff: The contractor will supply a dedicated Facilities Manager and Maintenance Worker(s) who will work under the direction of the Director of Operations. The Facilities Manager will conduct routine safety inspections, address weather-related issues, coordinate bus arrival and dismissal, manage preventive maintenance, diagnose and repair mechanical issues, oversee contractors (including landscaping vendors) and ensure that all certificates and inspections are up to date. Maintenance Workers will carry out directives from the Facilities Manager, perform routine preventive maintenance, respond to classroom repair tickets and furniture requests, maintain property grounds, complete small building projects, ensure cleanliness, assist with school functions and diagnose and repair facility systems.

#### Janitorial and groundskeeping

- Provide daily cleaning of all areas (classrooms, restrooms, hallways, gymnasium, cafeteria), including disinfecting high-touch surfaces, refilling dispensers and emptying trash.
- Perform weekly and monthly tasks such as sweeping, mopping, vacuuming and deep cleaning of floors and carpets.
- Conduct annual deep-cleaning tasks (stripping and waxing floors, deep cleaning carpets, washing windows).
- Supply all cleaning equipment, chemicals and consumables. Cleaning products should conform to applicable health and safety regulations and minimize exposure to hazardous substances.
- Landscape maintenance: mow and trim lawn areas, replenish mulch annually, remove trash and debris from landscaped areas and parking lots and maintain shrubs and trees.
- Snow removal: plow parking lots, sidewalks and entryways before 6:00 AM on school days or two hours before special events; apply salt or ice melt as necessary.



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- Parking-lot maintenance: keep lots free from trash and hazards, perform regular inspections and repairs (such as filling potholes) and repaint lines as needed.

## Emergency response and compliance

- Provide 24/7 on-call service for urgent maintenance issues (e.g., HVAC or plumbing failures) with clearly defined response time.
- Follow all applicable codes and regulations, including ADA, OSHA, fire safety and local building codes.
- Maintain safety data sheets for all cleaning supplies and hazardous materials and ensure proper labeling and storage.
- Participate in the school's safety committee and develop, implement and maintain safety plans and training.

## Reporting and communication

- Maintain a computerized system for tracking work orders, preventive maintenance schedules and incident reports.
- Provide monthly and annual reports summarizing custodial, maintenance, groundskeeping and safety activities.
- Meet regularly with the Director of Operations to discuss performance and continuous improvement.

## 2.2 Security Services

This category covers all activities related to school security, including climate control officers and school police officer services.

[northwoodcs.org](http://northwoodcs.org)



- Provide comprehensive security management, including oversight of three climate control officers and a School Police Officer (SPO) who will ensure the safety and security of students and staff. This includes scheduling, training and performance oversight of security personnel.
- Monitor and maintain security cameras, intrusion alarms and access-control systems.
- Implement emergency response plans specific to security incidents, conduct fire drills and lockdown drills, and maintain a lockdown protocol.
- Maintain close communication with local law enforcement and emergency services and coordinate responses as needed.
- Establish an incident-reporting system for all security-related events and provide monthly safety reports to the Director of Operations.

### **3. Vendor Qualifications**

Vendors must meet or exceed the following qualifications:

- **Experience:** At least three years' experience providing comprehensive facilities management and security services to K-12 schools or similar institutions. Provide examples of similar contracts, including project name, school name, location and square footage.
- **Fixed-Fee Pricing:** Vendors must be willing to offer a single, fixed fee covering all services (facilities management, safety/security, janitorial cleaning, groundskeeping and snow removal). The price must include all equipment, supplies, labor and management necessary to fulfil the contract. Variable or hourly pricing proposals will not be considered.



- References: Supply contact information for at least three current or recent clients who can attest to the quality of services provided.
- Licensing and Certifications: Hold all appropriate licenses (HVAC, electrical, boiler, security) and maintain general liability, workers' compensation and umbrella liability insurance with Northwood Academy named as an additional insured. All employees must pass FBI, Child Abuse and Criminal Background Checks as required by the Public School Code.
- Staffing: Provide résumés of key personnel and a detailed staffing plan that specifies which positions will be supplied by the vendor and how existing personnel will be integrated. In particular, the vendor must supply a dedicated Facilities Manager and Maintenance Worker(s) who will conduct safety inspections, manage weather-related issues, coordinate arrival and dismissal, perform preventive maintenance and repairs, oversee contractors and maintain the property. The staffing plan should also cover management of climate control officers, hall monitors, custodial staff, maintenance technicians and groundskeepers, including recruitment and retention of qualified security personnel. Demonstrate the ability to supervise the existing union maintenance worker and integrate them into the vendor's team.
- Financial Stability: Demonstrate financial capacity to manage the contract through recent financial statements or evidence of solvency.

## 4. Proposal Requirements

Proposals must follow the structure below and address each element fully to be considered:

1. Letter of Interest / Transmittal
  - Provide a brief overview of your understanding of the project and your commitment to perform the work.



- Identify a primary contact person with telephone and email and include a signature from an authorized principal.

## 2. Company Profile and Qualifications

- Describe your company's history, organizational structure and ownership. Outline similar contracts completed in the last four years, with details on scope and square footage.
- List subcontractors and explain how they will be managed and integrated.
- Provide evidence of insurance coverage and required certifications.

## 3. Staffing Plan and Key Personnel

- Provide a staffing model that includes facilities management, janitorial staff, maintenance technicians, groundskeeping crew and security personnel (climate officers, hall monitors and optional SRO). Explain supervision hierarchy and training programs.
- Include résumés of key staff and note any union considerations for existing maintenance workers.

## 4. Technical Approach and Task Schedule

- Describe your approach to delivering each category of service: preventive maintenance, cleaning routines, safety/security protocols and groundskeeping. Provide sample schedules (daily, weekly, monthly and annual) and explain how you will respond to service requests and incidents.
- Explain how your work-order and incident-reporting system will operate and how you will communicate with the school.



5. Operations, Safety and Security Plan

- Provide detailed procedures for maintaining building systems and managing the security program. Include preventive maintenance checklists, emergency preparedness plans and training schedules for safety personnel.
- Explain how you will handle capital projects or major repairs and coordinate with third-party vendors.

6. Fixed Fee Proposal

- Submit a comprehensive, fixed annual fee (with monthly payment schedule) covering all services and associated costs. Break down the fee into the two service categories—facilities and security—for transparency, showing any subcomponents (e.g., janitorial, maintenance, groundskeeping within facilities).
- Provide separate pricing for any optional services (e.g., School Resource Officer) and clearly state assumptions regarding staffing levels.

7. Implementation Timeline

- Outline your plan for transitioning services, including recruitment and onboarding of personnel, initial facility assessment and deployment of safety systems.

8. Additional Information

- Provide any value-added services such as sustainability initiatives, energy management, training for school staff or innovative technologies that enhance safety and cleanliness.



## 5. Evaluation Criteria

The school will evaluate proposals using weighted criteria similar to those used by other institutions. Suggested weights are as follows (subject to adjustment by the school):

Criterion	Weight	Description
Ability to meet scope requirements	15 pts	How comprehensively the proposal addresses facilities management, safety/security, janitorial services and groundskeeping/snow removal.
Relevant experience and references	20 pts	Demonstrated success with comparable K-12 contracts and quality of references.
Staff qualifications and training	20 pts	Depth of expertise, certifications and adequacy of staffing plan, including security personnel.
Technical and operational approach	10 pts	Quality of maintenance strategies, safety protocols, reporting systems and integration of services.
Quality control and compliance	10 pts	Measures to ensure consistent performance, regulatory compliance and adherence to safety plans.
Fixed fee and value	25 pts	Competitiveness and transparency of the fixed fee, value relative to services offered.

Interviews or site visits may be conducted with shortlisted vendors to clarify proposals and assess the working relationship.



## 6. RFP Timeline (Illustrative)

Given the current date (September 2025) and the desired contract start of July 1, 2026, the school proposes the following timeline. Adjust dates as necessary.

Event	Date	Notes
Issue RFP	September 16, 2025	Publish RFP on school website and public procurement sites.
Deadline for questions	October 1, 2025	All questions must be submitted via email; responses will be shared with all bidders.
Proposal submission deadline	October 1, 2025	Proposals must cover all services and include a fixed fee. Late submissions will not be considered.
Selection announcement	October 8, 2025	Board selects vendor; negotiations begin.
Contract start date	November 10, 2025	Services commence for a one-year term with option for renewal.



## 7. Submission Instructions

1. Format: Submit one PDF file containing the complete proposal. Label the file and email subject as “Northwood Academy Comprehensive Management Proposal.” Keep file size under 10 MB.
2. Delivery: Email, mail or hand-deliver sealed proposals to:

Christopher Jones, Director of Operations  
Northwood Academy Charter School  
4621 Castor Avenue, Philadelphia, PA 19124  
Phone: (267) 721-2033  
[cjones@northwoodacademy.org](mailto:cjones@northwoodacademy.org)

3. Questions: Submit questions in writing to [cjones@northwoodacademy.org](mailto:cjones@northwoodacademy.org) no later than October 1, 2025.
4. Confidentiality: Mark proprietary information clearly. Most proposal contents may become public record.

## 8. Terms and Conditions

- Right to Reject: Northwood Academy reserves the right to reject any or all proposals and to cancel or modify the RFP at its sole discretion.
- Contract Term: The initial contract will begin July 1, 2026, and end June 30, 2027, with the option to extend for one additional year.
- Fixed Fee and Payments: The contractor will be paid a fixed annual fee divided into equal monthly payments. No escalations or pass-through costs will be permitted unless



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mutually agreed in writing.

- Insurance Requirements: The vendor must maintain general liability, workers' compensation and umbrella liability insurance and name Northwood Academy as an additional insured.
- Background Checks: All onsite personnel must pass FBI, Child Abuse and Criminal Background Checks.
- Termination: The school may terminate the contract with 30 days' written notice for any reason and may terminate immediately for material breach.
- Indemnification: The vendor shall indemnify and hold harmless Northwood Academy and its directors, employees and students from any claims or damages arising from the vendor's operations.
- Subcontracting: Any subcontractors must be disclosed and approved. The vendor remains responsible for their performance.