

STATE OF NORTH CAROLINA

University of North Carolina at Wilmington (UNCW)

Request for Proposal #: 72-PPBW26082

UNCW Security Guard Services

Date of Issue: May 18, 2026

Proposal Due Date: No later than June 10, 2026 at 2:00 PM ET

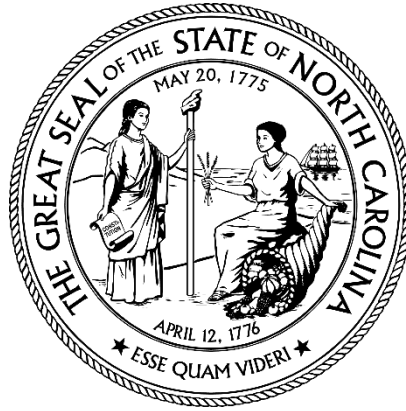
Direct all inquiries concerning this RFP to:

Paul Wagoner

Purchasing Specialist

Email: wagonerp@uncw.edu

Phone: 910-962-7723



STATE OF NORTH CAROLINA
University of North Carolina at Wilmington

Request for Proposal

72-PPBW26082

For internal State agency processing, including tabulation of proposals in the Interactive Purchasing System (IPS), please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page is to be filled out and returned with your proposal.
 Failure to do so may subject your proposal to rejection.**

ID Number:

Federal ID Number or Social Security Number

Vendor Name

Sealed, mailed responses ONLY will be accepted for this solicitation

STATE OF NORTH CAROLINA	
University of North Carolina at Wilmington (UNCW)	
Refer <u>ALL</u> Inquiries regarding this RFP to: Contract Lead: Paul Wagoner wagonerp@uncw.edu; 910-962-7723	Request for Proposal # 72-PPBW26082
Contract Type: Open Market	Proposals due date: June 10, 2026 at 2:00 PM ET
Commodity No. and Description: 92121504 / Security Guard Services	Proposals will be publicly opened: June 10, 2026 at 3:00 PM ET via Zoom
	Requisition No.:

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS**. These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #12):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR’S AUTHORIZED SIGNATURE*	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least 90 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

FOR STATE USE ONLY: Offer accept and Contract awarded this _____ day of _____, 20____, as indicated on the attached certification, by _____
(Authorized Representative of University of North Carolina at Wilmington)

Contents

- 1.0 PURPOSE AND BACKGROUND 7
- 2.0 GENERAL INFORMATION 7
 - 2.1 REQUEST FOR PROPOSAL DOCUMENT 7
 - 2.2 E-PROCUREMENT SOLICITATION..... 7
 - 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS 7
 - 2.4 RFP SCHEDULE..... 7
 - 2.5 URGED AND CAUTIONED SITE VISIT 8
 - 2.6 PROPOSAL QUESTIONS..... 8
 - 2.7 PROPOSAL SUBMITTAL 8
 - 2.8 PROPOSAL CONTENTS 9
 - 2.8 ALTERNATE PROPOSALS..... 9
 - 2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS..... 10
- 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS 11
 - 3.1 METHOD OF AWARD..... 11
 - 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION 11
 - 3.3 PROPOSAL EVALUATION PROCESS..... 11
 - 3.4 EVALUATION CRITERIA..... 12
 - 3.5 PERFORMANCE OUTSIDE THE UNITED STATES 12
 - 3.6 INTERPRETATION OF TERMS AND PHRASES..... 12
- 4.0 REQUIREMENTS 13
 - 4.1 CONTRACT TERM..... 13
 - 4.2 PRICING 13
 - 4.3 INVOICES..... 13
 - 4.4 FINANCIAL STABILITY 13
 - 4.5 BACKGROUND CHECKS 13
 - 4.6 PERSONNEL 14
 - 4.7 VENDOR’S REPRESENTATIONS..... 14
- 5.0 SCOPE OF WORK 15
 - 5.1 GENERAL REQUIREMENTS 15
 - 5.2 ACCEPTANCE OF WORK..... 21
 - 5.3 QUESTIONS TO VENDOR 21
 - 5.4 TRANSITION ASSISTANCE..... 23
- 6.0 CONTRACT ADMINISTRATION 23

6.1 PROJECT MANAGER AND CUSTOMER SERVICE 23

6.2 POST AWARD MANAGEMENT REVIEW MEETINGS 23

6.3 CONTINUOUS IMPROVEMENT 23

6.4 DISPUTE RESOLUTION 23

6.5 CONTRACT CHANGES 23

7.0 ATTACHMENTS 24

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT 24

ATTACHMENT A: PRICING 24

ATTACHMENT B: INSTRUCTIONS TO VENDORS 25

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS 25

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION 25

ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR 25

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION 25

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS 25

1.0 PURPOSE AND BACKGROUND

The purpose of this request for proposal is to solicit responses from vendors who can provide security guard services for the University of North Carolina at Wilmington's ("UNCW") Office of Housing and Residence Life ("HRL") with potential for other campus areas upon request. HRL has up to ten (10) guard posts and The University currently has one new dorm under construction with an anticipated opening for August 2027 (Fall Semester), which will add one guard post. The University's current security guard contract with Defender Services expires July 31, 2026.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

Only Vendors who meet the requirements outlined in **Section 5**, Scope of Work, should submit a proposal in response to this RFP. Vendors must respond to the questions listed in **Section 5.3** of this RFP.

2.1 REQUEST FOR PROPOSAL DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

2.2 E-PROCUREMENT SOLICITATION

ATTENTION: This is NOT an E-Procurement solicitation. Section 16 of Attachment C: North Carolina General Contract Terms and Conditions, paragraphs (b) and (c), do not apply to this solicitation.

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions, the State's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with the instructions in Section 2.5 PROPOSAL QUESTIONS. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer. **By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's proposal as nonresponsive.**

By executing and submitting its proposal in response to this RFP, Vendor understands and agrees that the State may exercise its discretion not to consider any and all proposed modifications Vendor(s) may request and may accept Vendor's proposal under the terms and conditions of this RFP.

Contact with anyone working for or with the State regarding this RFP other than the State Contract Lead named on the face page of this RFP in the manner specified by this RFP shall constitute grounds for rejection of said Vendor's offer, at the State's election.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	May 18, 2026
Site Visit	Vendor	May 27, 2026
Submit Written Questions	State	No later than 12:00 pm ET on May 28, 2026
Provide Response to Questions	State	May 29, 2026
Submit Proposals	Vendor	No later than June 10 at 2:00 PM ET
Contract Award	State	July 1, 2026
Contract Effective Date	State	July 1, 2026

2.5 URGED AND CAUTIONED SITE VISIT

Urged and cautioned site visit

Date: May 27, 2026

Time: 10:00 am Eastern Time

Instructions: Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this Request for Proposal. A non-mandatory site visit is scheduled for 10:00 AM Eastern Time at Purchasing Services, 5129 Lionfish Dr, Wilmington, NC 28403. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this proposal.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal.

2.6 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the above due date.

Written questions shall be emailed to the Contract Lead by the date and time specified above. Vendors should enter "RFP # _____ Questions" as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in a format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the Interactive Purchasing System (IPS), <http://www.ips.state.nc.us>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.

2.7 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Vendor shall bear the risk for late submission due to unintended or unanticipated delay—whether submitted electronically, delivered by hand, U.S. Postal Service, courier or other delivery service. It is the Vendor’s sole responsibility to ensure its proposal has been submitted to this Office by the specified time and date of opening. The time and date of submission will be marked on each proposal when received. Any proposal-submitted after the proposal deadline will be rejected.

For proposals submitted by U.S. Mail, please note that the U.S. Postal Service generally does not deliver mail to a specified street address but to the State’s Mail Service Center. Vendors are cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the agency’s purchasing office on the due date in time to meet the proposal deadline. All Vendors are urged to take the possibility of delay into account when submitting a proposal by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a proposal via facsimile (FAX) machine, telephone or email in response to this RFP shall NOT be accepted.**

- a) Submit **one (1) signed, original executed** proposal response, **one (1) original un-redacted electronic copy on flash drive, and** if required by vendor one (1) redacted copy (Proprietary and Confidential Information Excluded) on flash drive to the address identified in the table above.
- b) Submit your proposal in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the RFP number; and (3) the due date. Address the package(s) for delivery as shown in the table below. If Vendor is submitting more than one (1) proposal, each proposal shall be submitted in separate sealed envelopes and marked accordingly. For delivery purposes, separate sealed envelopes from a single Vendor may be included in the same outer package. Proposals are subject to rejection unless submitted with the information above included on the outside of the sealed proposal package.
- c) Copies of proposal files must be provided on separate read-only flash drives. File contents **shall NOT** be password protected but shall be in .PDF or .XLS format, and shall be capable of being copied to other sources.

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier)
<p><i>PROPOSAL NUMBER: 72-PPBW26082</i> Paul Wagoner Purchasing Services 601 S. College Rd. Wilmington, NC 28403</p>	<p><i>PROPOSAL NUMBER: 72-PPBW26082</i> Paul Wagoner Central Receiving Warehouse 5179 Lionfish Drive Wilmington, NC 28403</p>

2.8 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Vendor RFP responses shall include the following items and those attachments should be arranged in the following order:

- a) Cover Letter
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of EXECUTION PAGES, along with the body of the RFP, responses to questions to vendor (ref. **Section 5.3** of this RFP) and signed receipt pages of any addenda released in conjunction with this RFP.
- d) Completed version of ATTACHMENT A: PRICING
- e) ATTACHMENT B: INSTRUCTIONS TO VENDORS
- f) ATTACHMENT C: NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS
- g) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed and signed version of ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR
- i) Completed and signed version of ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION

2.8 ALTERNATE PROPOSALS

Vendor may submit alternate proposals for various methods or levels of service(s) or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #___ [for 'name of Vendor']". Each proposal must be for a specific set of Services and must include specific pricing. If a Vendor chooses to respond with various service offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- a) **BAFO:** Best and Final Offer, submitted by a Vendor to alter its initial offer, made in response to a request by the issuing agency.
- b) **CONTRACT LEAD / PURCHASING SPECIALIST:** Representative of UNCW identified on the first page of this RFP who will correspond with potential Vendors concerning solicitation issues and will contract with the Vendor providing the best offer to the State, and is the individual who will administer The Contract for the State.
- c) **E-PROCUREMENT SERVICE(S):** Not applicable to this RFP. The fee based program, system, and associated Services through which the State conducts electronic procurement. UNC System schools do not use the State's E-Procurement system.
- d) **FOB-DESTINATION:** Title changes hand from Vendor to purchaser at the destination point of the shipment; Vendor owns commodity in transit and files any claims, and Vendor pays all freight and any related transportation charges. A solicitation may request Vendors to separately identify freight charges in their proposal, but no amount or charge not included as part of the total proposal price will be paid.
- e) **IPS:** The NC Interactive Purchasing System, a free, electronic system for Vendors to view and search for bids opportunities.
- f) **MUST:** A term indicating a mandatory requirement.
- g) **NC BIDS:** The North Carolina Business Invitation Delivery System provides vendors the opportunity to submit bid responses electronically. <https://ncadmin.nc.gov/ncbids>
- h) **ON-TIME DELIVERY:** The delivery of all items within a single order to the receiving point designated by the ordering entity within the delivery time required.
- i) **QUALIFIED PROPOSAL:** A responsive proposal submitted by a responsible Vendor.
- j) **RESPONSIVE PROPOSAL:** A bid proposal that meets all criteria of a bid such as, but not limited to, bid execution, and submittal of all required data within the required timeframe.
- k) **RESPONSIBLE PROPOSER:** Proposer has 1) the skill, judgment, and integrity necessary to faithfully perform the Contract and 2) has sufficient financial resources and 3) has the ability to perform the Contract.
- l) **RFP:** Request for Proposal.
- m) **SERVICES or SERVICE DELIVERABLES:** The tasks and duties undertaken by the Vendor to fulfill the requirements and specifications of this solicitation.
- n) **SHALL:** A term indicating a mandatory requirement or action.
- o) **STATE:** The State of North Carolina, including any of its sub-units recognized under North Carolina law.
- p) **THE CONTRACT:** Specifically, a contract between **UNCW** and a successful **VENDOR**, which is executed based on an award made pursuant this RFP.
- q) **UNIVERSITY:** The University of North Carolina at Wilmington, UNCW.
- r) **VENDOR:** Contractor, offeror, supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to a Request for Proposal.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

Contracts will be awarded in accordance with G.S. 143-52 and the evaluation criteria set out in this solicitation. Prospective Vendors shall not be discriminated against on the basis of any prohibited grounds as defined by Federal and State law.

All qualified proposals will be evaluated, and award or awards will be made to the Vendor(s) meeting the RFP requirements and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a single Vendor or multiple vendors, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are opened through the date the contract is awarded—each Vendor submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head, members of the general assembly and/or governor's office), or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the contents of another Vendor's proposal, another Vendor's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award, unless it is determined in the State's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the State would not be served by the disqualification. A Vendor's proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

The State shall review all Vendor responses to this RFP to confirm that they meet the specifications and requirements of the RFP.

The State will conduct a One-Step evaluation of Proposals:

Proposals will be received from each responsive Vendor according to the method of submission specified in Section 2.6 of this RFP.

All proposals must be received by the issuing agency not later than the date and time specified on the cover sheet of this RFP, or as modified by a RFP addendum.

The proposal from each responding firm will be opened publicly via zoom on June 10, 2026 at 3:00 p.m. **Vendors wishing to participate in the public opening can attend via the following link:** <https://uncw.zoom.us/j/84962445260?pwd=q8y3KabOmllebZwoYKyYcjHLLu65IU.1> Only the Vendor's name will be announced during the public opening. Interested parties are cautioned that the proposals are subject to further evaluation for completeness and correctness.

At its option, the State may request clarifications, oral presentations or discussions with any or all Vendors in order to clarify or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the State is not required to request presentations or other clarification—and often does not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Proposals will generally be evaluated based on completeness, content, and experience with similar projects, ability of the Vendor and its staff, and cost. Specific evaluation criteria are listed in section 3.4 EVALUATION CRITERIA, below.

The State reserves the right to reject all original offers and request one or more of the Vendors submitting proposals within a competitive range to submit a best and final offer (BAFO), based on discussions and negotiations with the State, if the initial responses to the RFP have been evaluated and determined to be unsatisfactory.

Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to IPS under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.

Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all proposals at any time if such rejection is deemed to be in the best interest of the State.

3.4 EVALUATION CRITERIA

Price (30%)

Vendor Experience (50%)

Training (15%)

Equipment and Materials (5%)

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This Request for Proposal serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the Department; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the Request for Proposal shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the Department will take into consideration the degree to which Vendors have proposed or failed

to propose solutions that will satisfy the Department's needs as described in the Request for Proposal. Except as specifically stated in the Request for Proposal, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the Department exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with Section 2.5.

4.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years beginning on the date of contract award (the "Effective Date").

At the end of the Contract's current term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of two (2) additional one-year terms. The State will give the Vendor written notice of its intent whether to exercise each option no later than thirty (30) days before the end of the Contract's then-current term. In addition, the State reserves the right to extend a contract term for a period of up to 180 days in 90-day-or-less increments.

4.2 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges handling, administrative and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Complete ATTACHMENT A: PRICING FORM and include in Proposal.

4.3 INVOICES

- a) The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.
- b) Invoices must be submitted to the following address: UNCW, Attn: Accounts Payable, 601 S. College Road, Wilmington, NC 28403
- c) Invoices must bear the correct purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order number may cause delay in payment.
- d) Invoices must include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount of fees due to the Vendor and the original signature of the Vendor's project manager.

4.4 FINANCIAL STABILITY

Each Vendor shall certify it is financially stable by completing the ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

4.5 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background the details below must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge or a statement that it is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge or a statement it is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

Vendor's responses to these requests shall be considered to be continuing representations, and Vendor's failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this contract.

4.6 PERSONNEL

Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Contract Lead. Vendor shall notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract services provided by such personnel.

4.7 VENDOR'S REPRESENTATIONS

- a) Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under this Contract. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).
- b) If any Services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor's proper performance, provision and delivery of the service and deliverables under this Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the contract to the same extent and in the same manner as if specifically described in the contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and Deliverables.
- c) Vendor warrants that it has the financial capacity to perform and to continue perform its obligations under the contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being

brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

5.0 SCOPE OF WORK

5.1 GENERAL REQUIREMENTS

5.1.1 Personnel

Personnel provided by the Vendor must be Certified Security Guards. The Vendor shall provide a site manager that will serve as the primary liaison between the University and the Vendor. Additionally the Vendor shall provide a shift supervisor that will provide supervision for employees of the Vendor in the absence of the site manager, and the Vendor shall provide an adequate number of employees to provide sufficient coverage for all expectations outlined in this RFQ. The University reserves the right to interview candidates for the site manager and shift supervisor position; additionally, the University reserves the right to approve or deny any candidate presented for these managerial positions.

- A. Site Manager: This individual will be responsible for recruiting qualified staff, reporting to University Police (UPD) Patrol Captain (or designee) for purposes of contract oversight, organizing staff meetings/training, and serving as the shift rover in the absence of the shift supervisor. In general, this individual is the primary contact for the University in regards to the day to day implementation of the specifications outlined in this RFP or provided by UPD.
- B. Shift Supervisor: This individual will serve as the shift rover and provide assistance to the Site Manager in the supervision of employees. This person shall be responsible for covering lunch breaks, ensuring that staff members are following policies provided by UPD, and should serve as a resource to staff for questions regarding desk operations procedures including emergency maintenance, the loaner key program, and crisis response. Additionally the Shift Supervisor must be available to cover desk locations if the Security Guard(s) needs to temporarily leave the desk location.
- C. Security Guards: Security Guards will staff the desk locations and perform the duties specified in this RFP or provided by UPD. When assigned roving duties, Security Guards will serve as roving guards, which includes conducting security checks in and around all resident halls. The Vendor is required to provide any trainings or licenses for these individuals necessary to be a Security Guard in the state of North Carolina. These individuals will also be required to attend all staff meetings and trainings as deemed necessary by the Site Manager or the Patrol Captain (or designee). **The minimum wage rate for a security guard must be at least \$17 an hour.**

5.1.2 Equipment and Materials

- A. Cellular Phone: The Vendor shall be responsible for providing two (2) cellular phones for the purposes of performing duties as prescribed in this RFP. One (1) phone shall be assigned to the Site Manager to be carried during all working and non-working periods for the purpose of emergency contact and general questions by the University. One (1) phone shall be available for the Shift Supervisor to carry during working shifts.
- B. Vehicles: The Vendor shall be responsible for providing a vehicle to be utilized on site by employees of the Vendor for the purpose of movement between buildings All vehicles must be approved by the University. "Vehicle" does not necessarily imply an automobile, and can be a utility vehicle/golf cart as long as it has been approved by the University and adheres to the University's golf and utility cart policy <http://uncw.edu/policies/healthsafety.html>. Vehicles may only be used on roadways approved for travel, and the Vendor is responsible for all permits and costs associated with the vehicles required by State/Federal Law or by the University.

The fees associated with parking or transportation of vehicles driven by employees of the Vendor remains the responsibility of the Vendor and/or its staff. Fees of parking permits for contracted employees are set by the Office of Auxiliary Services at the University, and are subject to change throughout the course of this contract without notice. A link to current fees is here: <http://www.uncw.edu/parking/>

- C. HRL Security Guard Monitoring Equipment: The Vendor should have electronic monitoring equipment to record that Security Guards are making their assigned rounds. If the Vendor does not have monitoring equipment they are expected to use their UNCW assigned One Card for entry into buildings, which will keep a record of their entries.

5.1.3 HRL General Duties and Requirements

This section pertains to Vendor staff that are assigned to areas within HRL. The University will provide the Vendor with a Desk Manual that outlines the policies and procedures associated with desk operations, crisis response, and policy enforcement. The Vendor must ensure its staff receive the University Desk Manual.

- A. Monitor Traffic: The primary responsibility of the Vendor is to monitor the traffic in the residence halls during the assigned hours. The Vendor must be alert and focused on the people and activities in and around the lobby area.
1. Unescorted guests, pizza vendors, etc., must not be allowed access to the lobby or building, beyond the front desk location.
 2. Students must always be asked for identification whenever entering the building, including residents.
 3. Guests who are accompanied by a resident student, must be logged in at the primary desk through the computerized system and an identification card must be scanned to capture the identification of all guests.
 4. If activity becomes potentially violent, or hazardous to the well-being of the residents, University Police should be contacted. HRL staff on duty should also be contacted for back-up support.
- B. Policy Enforcement: Violations must be confronted and documented for UPD and HRL staff to use in follow-up response.
- C. Monitor Security Systems: Each building is equipped with an electronic door access system and a central fire alarm system. Vendor staff must be alert to the system alarms and take steps to immediately identify and rectify problems as they occur.
- D. Service, Information and Referral: Vendor must provide information and service to residents and their guests, which may include:
- a. Providing campus telephone numbers;
 - b. Providing assistance contacting staff on duty;
 - c. Clarifying campus policies;
 - d. Requesting maintenance or cleaning services;
 - e. Issuing out equipment from the primary desk;
 - f. Issuing out loaner keys for lock-outs; and
 - g. Handling the return of equipment and loaner keys.

Vendor must check for identification when issuing keys and have the student sign and date a key card/log.

- E. Facilitate Emergency Response: The Vendor must be ready to respond and assist with emergencies that occur in the residence hall. These emergencies may include fire system activation, loss of facility services, injury or other medical problems. The University Police is trained to deal with emergency situations and should be the first contact in a building emergency. The University Police Officer on scene will assume control of the situation. The Vendor must be prepared to offer additional assistance as needed.
- F. Special Events: The Vendor must provide Security Guards for special events when requested by the University. Special events may include, but not limited to:
 - a. Student Resident Move-in Day
 - b. Special camp hosted by UNCW
 - c. Athletic Events
- G. Administrative Duties: The Vendor is responsible for performing administrative task that include, but is not limited to sorting forms and log sheets, making phone calls, sorting keys, posting signs or monitoring particular situations. There may be times when the Vendor is asked to come onto campus during off-hours to serve as a witness for documented violations. The University will compensate the contract service provider an hourly fee for the time spent.
- H. Respond to Crisis Calls: The Vendor must respond to any crisis calls received from within the building as directed in the Desk Manual.
- I. Fire Watch: In the event of a fire alarm malfunction, the Vendor must provide staff to serve as a Fire Watchman to lookout, monitor, and check for fires and fire threats within a building or their assigned area. Security Guards assigned to a desk are not allowed to leave their assigned post; therefore, the Vendor must provide an additional person to serve as a Fire Watchman.

5.1.4 Training and Staff Meetings

The Site Manager is expected to have regular staff meetings with all employees of the contract for the purpose of communicating new procedures, current needs/concerns, or reviewing expectations. The University designee may request to be at any staff meeting the Site Manager schedules. Vendor staff must complete three (3) hours of University Desk Training before they can start work at the HRL security posts. UPD (or designee) will coordinate the training times with the Site Manager.

The Site Manager is expected to meet with UPD (or designee) on a regular basis. These meetings may be conducted during regular business hours (Monday through Friday, 8 a.m. to 5 p.m.). A schedule for the meetings will be set by the Site Manager and University designee; however the frequency of these meetings shall be at the sole discretion of the University.

5.1.5 HRL Work Schedule

This work schedule pertains to the Vendor staff that will be assigned to HRL. Coverage for this contract is categorized into four (4) periods: Academic Year, Winter Break, Summer Break, and Spring Break & Thanksgiving. Please refer to the following website for additional information on the University Calendar: <https://catalogue.uncw.edu/content.php?catoid=70&navoid=9399> . At a minimum a Site Manager or Shift Supervisor must always be present during duty hours for all work schedule periods. Requests for days of Service change or work schedule changes for any Vendor employee (including Site Manager) must be negotiated with the UPD (or designee) at least seven (7) days in advance of the requested start date.

- A. Academic Year: Coverage will be required seven (7) days a week at eleven (11) desk locations. The hours of shift coverage are 12:00 a.m. – 8:00 a.m. for all desk locations, unless otherwise advised by HRL at least seven (7) days prior to the start date. Please note that the University has a new dorm under construction that will require one (1) additional guards for the fall 2027 semester.
- B. Winter Break: Coverage will be required for approximately twenty-four (24) days, which is generally the last two weeks of December and the first week of January. Desk coverage will be required at one (1) locations for twenty-four (24) hour coverage seven (7) days a week for approximately twenty-four (24) days. Additionally, the Vendor must provide one (1) Security Guard to provide loaner key coverage for other areas during this period. The additional Security Guard will be stationed at an open desk location determined by UPD and communicated at least seven (7) days prior to the start of the winter break period. The hours of shift coverage will be determined by UPD and communicated to the Site Manager at least four (4) weeks prior to the start of the winter break period.
- C. Summer Break: Coverage will be required for approximately fourteen (14) weeks during the summer break. Generally, Services during this period are required for a minimum of five (5) desk locations and the coverage is eight (8) hours seven (7) days a week; however, the Vendor must be able to provide support for up to ten (10) locations because the University holds summer camps and conferences in resident halls during the summer break. Generally, the summer break begins in mid-May and ends in mid-August. The hours of required Service during the summer break may vary from year to year; therefore, the hours of coverage will be provided to the Vendor at least four (4) weeks prior to the start of the Summer Break.
- D. Spring Break & Thanksgiving: During Spring Break, the Vendor must have the ability to provide Services for desk locations. Spring Break desk coverage could be required twenty-four (24) hours a day for approximately eight (8) days. During Thanksgiving, the Vendor must have the ability to provide Service for eleven (11) desk locations. Thanksgiving desk coverage will be required for twenty-four (24) hours a day for four (2) days.

5.1.6 General Expectations

A. Staff Security Requirements

1. All Vendor's employees with University work assignments shall be subject to a criminal records check to include Wilmington City Police, UNCW Police, and the law enforcement agency having jurisdiction in the employee's areas of residence if outside New Hanover County, North Carolina. If the employee has lived in New Hanover County, North Carolina less than two (2) years, the records check shall also include the law enforcement agency having jurisdiction in the employee's former area of residence.
2. Criminal records checks shall be conducted within ten (10) days prior to intended placement of employees on University property. Thereafter, criminal record checks shall be conducted once every twelve (12) months as long as the employee is assigned to the University.
3. The University reserves the right to deny an employee of the contract service provider to be assigned to the University based on past or current behavior that is contradictory to the University community.
4. Employees who are convicted of the following offenses within seven (7) years before date of application or during the execution of this contract, shall not be permitted to work on University property unless specifically authorized to the contrary by the University:
 - a. Offenses involving theft of property;

- b. Offenses involving controlled substances;
 - c. Offenses involving assault including rape and attempted rape; and
 - d. Offenses involving any felony.
5. If, during the execution of this contract, the Vendor should become aware of a criminal arrest of Vendor's employee assigned to the University, the Vendor shall immediately convey the information to the University. The University (UPD) will determine if the charges and circumstances should prohibit the employee from assignment to the university.
 6. The Vendor shall bear total administrative and financial responsibility for obtaining the above criminal records checks. The Vendor shall provide documentation indicating the results of said check, signed and dated by the appropriate law enforcement authority, to UPD(or designee), before the proposed employee can begin work at the University. UPD will maintain the criminal record checks and systems.
 7. The University maintains final responsibility for determining suitability of employees for work on University property. Approval by the University designee must be obtained before the employee can work on University property. Vendor's employees who are not in compliance with this section shall not be permitted to perform work under this Contract.
 8. Vendor's employees shall, at all times when on University property, wear a distinctive uniform shirt bearing the Vendor's company name and/or logo and display on their person in a publicly visible manner a distinctive employee identification badge. The identification badge must be clearly visible from the individual's uniform. The cost associated with the employees identification badges shall remain the responsibility of the Vendor. Please note that a Uniform can consist of a polo shirt with company logo and pants (no jeans). Employees presenting at work without the proper attire will be sent away and the Vendor shall provide corrective measures to ensure nonrecurrence. The Vendor shall provide an authorized replacement employee in a timely manner, for the affected shift.
 9. A staff list of current employees who will be assigned on a regular and/or substitution basis must be furnished to the University designees, at the initiation of the contract period and on the first of the month thereafter. This list must include the name, personnel identification number, and building assignment of each employee noted.
 10. The University reserves the right to request that the Vendor not use any employee who by his/her actions or recent record demonstrates a potential-risk to the person or property. Further action including banning individuals from campus will be initiated if the Vendor fails to act to rectify the problems.
 11. The University has a zero tolerance for alcohol and/or drug usage and/or distribution while on University property. This includes a zero tolerance for employees arriving to their work shift while under the influence of alcohol and/or illegal drugs. Employees who do report to work under the influence will be dismissed from the shift and property immediately. The contract security service is responsible for covering any shift left unattended by such dismissal.
 12. No security personnel are to carry weapons or firearms under any circumstances - this includes if work assignments other than UNCW involve armed duty, or if the individual has an approved CCW. Firearms and weapons are not part of this assignment and not allowed as part of their employment and service to UNCW.

13. Each vehicle driven to campus by security personnel will require a nighttime decal. Nighttime decals can be purchased at a cost determined by the Office of Auxiliary Services per decal for the entire year. UNCW will provide parking spaces in close proximity to each residential reception desk that is included in the scope of coverage. Security personnel will be expected to know and follow all UNCW parking regulations and guidelines. Current parking fees can be found at <https://uncw.edu/seahawk-life/services/parking>
14. It should be understood that security vehicles are not considered emergency vehicles and must comply with all North Carolina motor vehicle regulations as well as University policies.
15. Security personnel should report all crimes and suspicious behavior to UNCW Police.
16. Security personnel should comply with the relevant provisions of Chapter 74C of the NC General Statutes, Private Protective Services, including, but not limited to, licensing and registration.
17. Security guards must avoid any and all physical altercations with students, faculty, staff, and the general public. Security guards must attempt to remove themselves from any situation that becomes physical and contact UNCW Police. Security guards must not become involved in foot or vehicle pursuits. These regulations do not prohibit a security guard from defending themselves if they are being physically assaulted.

B. Staff Coverage Requirements

1. Vendor is responsible for having enough staff available during the hours and days specified by University.
2. The Vendor is responsible for recording and monitoring the staff time sheets and other documents related to shift coverage, pay or time-off.
3. All staff assigned to a resident hall will need to have the following completed PRIOR to working on the University property:
 - a. Approval for hire by UPD; and
 - b. Submitted a signed agreement that he/she has received a Desk Manual and understands the expectations addressed in it.
 - c. Completed a Clery responsibilities orientation as designated by UPD / UNCW Clery Coordinator.
4. All public and office areas of the buildings are "smoke-free" (<http://www.uncw.edu/policies/documents/02330.pdf>).
5. Assigned desk areas must have a Security Guard present at all times to include during staff breaks.
6. Overtime or additional staff needed to complete duties as described in the specifications is the responsibility of the Vendor.
7. A designated, on-site lead person or supervisor must be present at all times the Vendor employees are on the premises. This can be one of the primary desk staff; however, this person must be able to respond as backup and support for other primary areas if needed.
8. The lead person and/or supervisor must be designated as such on the monthly staff list.

9. Weekly meetings will be required between the Site Manager and University designees. Other staff may be included in this meeting.
10. A bi-annual management meeting will be coordinated and led by the University designees, with Vendor or his/her designee, and the contract Site Manager.
11. Staff assigned to a residence hall shall be expected to respond to crisis calls from within the building as outlined in the Security manual that shall be provided by Housing and Residence Life.
12. Staff shall be expected to attend all required staff meetings and training sessions as deemed necessary by the Site Manager and/or UPD (or designee).
13. Staff keys shall be distributed by the Shift Supervisor or Site Manager each night and collected each morning.

5.1.7 Monetary Penalties

- A. Lost Keys: The monetary value of a lost key will be determined by the level of importance of the key and the costs associated with rekeying appropriately to continue to ensure the security of the Universities' facilities, assets and the community. Additionally, the cost associated with a lost or damaged electronic entrance card shall be determined by the rate set forth by the UNCW One Card Office.
- B. Damaged or lost property: A repair or replacement cost will be assessed for University property that may be damaged if it is determined the damage or loss was due to negligence and/or abuse from the Vendor, designee or employee.
- C. Damaged or lost property (non-University owned): A repair or replacement cost will be assessed for resident-owned property that may be damaged if it is determined the damage or loss was due to negligence and/or abuse from the Vendor, designee or employee.

5.2 ACCEPTANCE OF WORK

In the event acceptance criteria for any work or deliverables is not described in contract documents or work orders hereunder, the State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation or testing, as applicable of the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any requirements, acceptance criteria or otherwise fail to conform to the contract, the State may exercise any and all rights hereunder, including, for deliverables, such rights provided by the Uniform Commercial Code as adopted in North Carolina.

5.3 QUESTIONS TO VENDOR

Vendor shall respond to each of the following questions. Vendors are requested to keep responses straightforward and to the point and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process.

Vendor Experience (50%)

1. Update this question using this format: Provide references from three (3) of Proposer's customers from the past five (5) years for services that are similar in scope, size, and complexity to the Services described in this RFP.

Provide the following information for each customer and include how long your organization has been established

- a. Organization Name and Address;
 - b. Contact name with email address and phone number;
 - c. Time period in which work was performed; and
 - a. Organization Name and Address;
 - b. Contact name with email address and phone number;
 - c. Time period in which work was performed; and
2. Describe Proposer's plan for providing staff to support HRL during the Academic Year, Winter Break, Summer Break, Spring Break & Thanksgiving (ref. **Section 5.1.5**).
 3. Describe how the Proposer would deal with an intoxicated student needing assistance to his or her dorm room. Include how the Proposer would handle the situation based on the student's age (i.e., under 21 or over 21).
 4. Describe Proposer's plan for providing additional staff, if the University requests, for Fire Watch (HRL) (ref. **Section 5.1.3 I**).
 5. Describe Proposer's plan for providing desk coverage at resident hall locations during staff breaks (i.e., lunch, dinner, and restroom).
 6. Describe Proposer's philosophy for dealing with employees who report to work late or are consistently absent.
 7. Describe Proposer's process for handling last minute staff callouts.
 8. Explain how Proposer would deal with a student not adhering to the University's mask policy, which requires students to wear a mask when inside of any University building.
 9. Describe Proposer's business model for offering its employees medical insurance, sick leave, and vacation leave.

Training (15%)

10. Describe the Proposer's approach to recruiting qualified Security Guards.
11. Describe Proposer's plan to ensure enough personnel are certified and trained to support the University when staff resign, quit, or are relieved of duty.

Equipment & Materials (5%)

12. Describe the Vehicle the Proposer would use at UNCW, if awarded the contract (ref. **Section 5.1.2 B**). Proposer must include the following in its description.
 - a. Vehicle Type (i.e., Sedan, Truck, Golf Cart); and
 - b. Vehicle Year.
13. Describe Proposer's plan to provide the University with data that proves that roving guards are visiting each security guard desk. For example Proposer may plan to use a Security Guard Monitoring System (ref. **Section 5.1.2 C**).
14. Provide a picture of Proposer's uniform, which can consist of a polo shirt and pants (no jeans) (ref. **Section 5.1.6, A.8**).

5.4 TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, Vendor shall provide, at the option of the State, up to three (3) months after such end date all such reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be deemed to be governed by the terms and conditions of this Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.0 CONTRACT ADMINISTRATION

6.1 PROJECT MANAGER AND CUSTOMER SERVICE

The Vendor shall designate and make available to the State a project manager. The project manager shall be the State's point of contact for contract related issues and issues concerning performance, progress review, scheduling and service.

6.2 POST AWARD MANAGEMENT REVIEW MEETINGS

The Vendor, at the request of the State, shall meet periodically (e.g., weekly, monthly) with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consisting of various ideas to enhance business efficiencies will be discussed at the periodic Business Review Meetings.

6.4 DISPUTE RESOLUTION

The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the State's Contract Lead for resolution. A claim by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.5 CONTRACT CHANGES

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the State and Vendor.

**The remainder of this page is intentionally left blank
Attachments to this RFP begin on the next page.**

7.0 ATTACHMENTS

****IMPORTANT NOTICE****
RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING

Proposers must complete Table A below. The bill rates provided should reflect the total hourly cost to the University for each job position and may not reflect the wage rate paid to the Vendor’s staff for those positions. The rates must be all-inclusive of any costs such as medical insurance, sick leave, and vacation leave provided by the Vendor. All overtime must be pre-approved by the University

Table A: Hourly Bill Rates

	Straight-time Bill Rate	Overtime Bill Rate	Holiday Bill Rate
Site Manager	\$	\$	\$
Shift Supervisor	\$	\$	\$
Security Guard	\$	\$	\$

Delivery Schedule

Indicate the number of calendar days needed to commence the Services from the execution of the services agreement:

_____ Calendar Days

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ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

The Certification for Contracts, Grants, Loans, and Cooperative Agreements and the OMB Standard Form LLL are separate documents that can be found at the following link:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

***** Failure to Return the Required Attachments May Eliminate
Your Response from Further Consideration *****