



## **STATE OF NORTH CAROLINA**

**Department of Health and Human Services (DHHS), Division of Child and  
Family Well-Being (DCFW)**

**Request for Proposal #: 30-25338-DCFW**

**Janitorial Services for CDSA Blue Ridge**

**Date of Issue: June 18, 2025**

**Proposal Opening Date: July 15, 2025**

**At 02:00 PM ET**

**Direct all inquiries concerning this RFP to:**

**Angela Childress**

**Procurement Specialist II**

**Email: [Angela.Childress@dhhs.nc.gov](mailto:Angela.Childress@dhhs.nc.gov)**



## STATE OF NORTH CAROLINA

### Request for Proposal #

**30-25338-DCFV**

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For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) 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 shall be filled out and returned with your proposal.  
Failure to do so may subject your proposal to rejection.**

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Vendor Name

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Vendor eVP#

**Note:** For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

<b>STATE OF NORTH CAROLINA</b> <b>Division of Child and Family Well-Being</b>	
Refer <u><b>ALL</b></u> Inquiries regarding this RFP to the procurement lead through the Message Board in the Sourcing Tool. See section <b>2.6</b> for details:	Request for Proposal #: <b>30-25338-DCFW</b> Proposals will be publicly opened: <b>JULY 15, 2025 at 02:00 PM ET</b> <b>Microsoft Teams</b> <a href="#">Need help?</a> <a href="#">Join the meeting now</a> Meeting ID: 238 536 503 577 6 Passcode: Gs7mW6Pa
	<b>Dial in by phone</b> <a href="#">+1 984-204-1487,,696828818#</a> United States, Raleigh <a href="#">Find a local number</a> Phone conference ID: 696 828 818#
	<b>Join on a video conferencing device</b> Tenant key: ncgov@m.webex.com Video ID: 111 421 132 1 <a href="#">More info</a> For organizers: <a href="#">Meeting options</a>   <a href="#">Reset dial-in PIN</a>
Using Agency: <b>DHHS, DCFW, CDSA – Blue Ridge</b> Requisition No.: <b>TBD</b>	<b>Commodity No. and Description: 761115 – General building and office cleaning and maintenance services</b>

**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.

Proposal Number: RFP 30-25338-DCFW

Vendor: \_\_\_\_\_

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

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 bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the Ariba Sourcing Tool.

**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 #21):		
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 sixty (60) days from date of bid opening, unless otherwise stated here: \_\_\_\_\_ days, or if extended by mutual agreement of the parties in writing. 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.

<p><b>FOR STATE USE ONLY:</b> Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on</p> <p>The attached certification, by _____.</p> <p style="text-align: center;"><b>(Authorized Representative of DHHS)</b></p>
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## 1.0 PURPOSE AND BACKGROUND

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The purpose of this Request for Proposal (RFP) is to define the janitorial services requirements for THREE (3) facilities operated by North Carolina Department of Health and Human Services (DHHS), Division of Child and Family Well-being (DCFWD). The objectives of DCFWD are to secure a timely, consistent, and cost-effective janitorial services contract from one contractor, to ensure clean and safe facilities for employees and customers doing business with DCFWD. The work covered in these specifications includes furnishing all labor, equipment, supplies, and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided. The THREE (3) agency office locations for the Division of Child and Family Well-Being, Children's Developmental Service Agency (CDSA) are located at:

1. 875 Mount Jefferson Road, Suite 4 West Jefferson, NC 28694
2. 2359 Highway 105 Boone, NC 28607
3. 103 Call Street Ext. Wilkesboro, NC 28697

The intent of this solicitation is to award an Agency Contract.

### 1.1 CONTRACT TERM

The Contract shall have an initial term of *ONE (1)* year, beginning on the date of final Contract execution (the "Effective Date") or August 1, 2025, whichever is later. The Vendor shall begin work under the Contract within *TEN (10)* business days of the Effective Date.

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to *TWO (2)* additional one-year terms. The State will give the Vendor a written notice of its intent to exercise each option no later than *FIFTEEN (15)* days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

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

## 2.0 GENERAL INFORMATION

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### 2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

### 2.2 E-PROCUREMENT FEE

**ATTENTION: This is an NC eProcurement solicitation facilitated by the Ariba Network. The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.**

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

#### What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and vendors. Vendors can log in to the Ariba Network to view purchase orders, respond to electronic requests for quotes, participate in Sourcing Events, and collaborate with buyers on contract documents.

For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site:

<http://eprocurement.nc.gov/training/vendor-training>.

### 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions to Vendors, the North Carolina General 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 are also 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, regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. 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 of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. 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 that shall be held open for the period required herein (“Validity Period” above).

The State may exercise in its discretion to consider Vendor proposed modifications. 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 unless expressly agreed upon through negotiations and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive

**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	June 18, 2025
Hold Site Visits	State	Multiple *see Section 2.5
Submit Written Questions	Vendor	By July 3, 2025 at 04:00 PM ET
Provide Response to Questions	State	By July 8, 2025
Submit Proposals	Vendor	By July 15, 2025 at 01:30 PM ET
Bid Opening	State	<b>PROMPTLY on July 15, 2025 at 02:00 PM ET</b>
Contract Award	State	July 31, 2025

**2.5 SITE VISIT**

**Urged and Cautioned Site Visit (*\*NOT Mandatory*)**

Date: Monday, June 23, 2025 **OR** Monday, June 30, 2025  
Time: 03:00 PM Eastern Time  
Location: 2359 Highway 105 Boone, NC 28607  
Contact #: (828) 265-5391

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Date: Tuesday, June 24, 2025 **OR** Tuesday, July 1, 2025  
Time: 11:00 AM Eastern Time  
Location: 875 Mount Jefferson Road, Suite 4 West Jefferson, NC 28694  
Contact #: (336) 846-4754

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Date: Tuesday, June 24, 2025 **OR** Tuesday, July 1, 2025  
Time: 02:00 PM Eastern Time  
Location: 103 Call Street Ext. Wilkesboro, NC 28697  
Contact #: (828) 265-5391

**Instructions:** Vendor representatives are URGED and CAUTIONED to attend the site visit and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. A non-mandatory site visit is scheduled for this RFP. 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 RFP.

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 RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP and any resulting contract.

## 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 "Submit Written Questions" date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board or by email by the date and time specified in the RFP SCHEDULE Section of this RFP. Vendors will enter "**RFP # 30-25338-DCFW – Questions**" as the subject of the message. Question submittals should include a reference to the applicable RFP section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

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 Sourcing Tool in the form of an addendum 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 the RFP and an addendum to this RFP.

## 2.7 PROPOSAL SUBMITTAL

**IMPORTANT NOTE: This is an absolute requirement.** Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. Failure to submit a proposal in strict accordance with instructions provided shall constitute sufficient cause to reject a Vendor's proposal(s). Solicitation responses are subject to Sealed Bidding requirements.

Vendor's proposals for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

### Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.

3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.
- 5. Only Proposals submitted through the Content Section of the Ariba Sourcing Event will be considered. Proposals submitted through the Message Board will not be accepted or considered for award.**

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the Department may release an unredacted version if a record request is received.

## 2.8 PROPOSAL CONTENTS

Vendors shall provide responses to all questions and complete all attachments for this RFP that require the Vendor to provide information and upload them to the Sourcing Event in the Sourcing Tool. Vendor may not be able to submit its response in the Sourcing Tool unless all required items are addressed. Vendors shall provide authorized signatures where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s proposal, in the State’s sole discretion.

Vendor shall include the following items and attachments in the Sourcing Tool:

1. Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
2. Vendor’s Proposal addressing all Specifications of this RFP as described in Sections A-H.
  - Section A - Cover Letter
  - Section B – Experience and Required Standards
  - Section C – Qualifications
  - Section D – Staffing Plan
  - Section E – Technical Approach
  - Section F – Quality Control Plan
  - Section G – Pricing Proposal Form
  - Section H – Required Forms
3. Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.

### 2.8.1. SECTION A – COVER LETTER

Provide an overview of the proposed Janitorial Services, including your firm’s unique abilities to meet the project requirements as described in this RFP. Included exceptions to the RFP if any. The cover letter should provide the name, title, address, telephone number and email address of the executive that has the authority to legally contract with DHHS. The cover letter may be a maximum of three (3) pages.

**2.8.2. SECTION B – EXPERIENCE AND REQUIRED STANDARD**

- A. Provide information about the service provider’s overall experience in providing janitorial services to governmental and commercial facilities. Provide details (size of facilities, scope of responsibilities, duration of relationship and processes utilized) on representative contracts serviced by the provider within the past five (5) years. Provide current contact information for all such contracts.  
Provide a complete list of the service provider’s contracts with information about the contracted scope of services, contract start date and client reference. Describe the service provider’s experience and capacity to serve governmental and/or commercial facilities.
- B. This section establishes standards of experience and financial capabilities that DCFW requires for a service provider to be considered qualified. DCFW, at its sole discretion, will decide if a Janitorial Service provider meets the standards listed in this RFP.

Service provider must:

- Have been in the business of providing full service Janitorial Services experience in providing janitorial services to governmental and/or commercial facilities for at least five (5) years.
- Have existing full service Janitorial Service contracts comparable to the scope of work listed in this RFP for at least five (5) years.
- Have serviced at least three facilities during the past five (5) years that are comparable in size and complexity to DCFW’s facilities with a strong record of customer satisfaction.
- Have proven operational, managerial, and business systems that support service contracts to provide Janitorial Services for governmental and/or commercial facilities. Describe those systems and cite examples of past and present utilization.
- Have experience in successfully managing the transition between expiring and new Janitorial Services contracts. Site specific examples of the service provider’s transition experience that is comparable to DCFW’s facilities.
- Have experience in successfully implementing risk management and safety plans. Have a strong record of health, safety and environmental compliance. Provide the service provider’s current Occupations Safety and Health Administration (OSHA) recordable rate and Experience Modification Rate (EMR) and information about any health, safety or environmental violations within the last five years. Describe the service provider’s approach to meeting and guaranteeing safety compliance.
- Be able to furnish liability and property damage insurance per the requirements of Section 4.11 – Insurance Requirements. Submit evidence of the ability to provide coverage in this amount.

- C. References: Give contact information for three to five companies that your firm currently or previously provided Janitorial Services within the last five (5) years. Include the organization name and the following information: Company Name, Contact Persons Name and Title, Start Date and End Date, Phone Number, Email Address.

**2.8.3. SECTION C – QUALIFICATIONS**

Service providers shall demonstrate their ability to meet the requirements of this RFP by providing the technical qualifications of the company, individual team members and any subcontracted service providers. DCFW reserves the right to conduct an independent investigation of the service provider’s technical qualifications by contacting references, accessing public information, inspecting facilities or contacting independent parties. Additional information may be requested during the evaluations of technical qualifications. The service provider shall provide the following information to demonstrate its technical qualifications.

- A Corporate profile that includes the full name, tax identification number, main office address and telephone and facsimile numbers of the service provider and the principal contact person. This shall include a description of the firm or organization (corporation, partnership, joint venture, etc.) that will serve as the contracting party. A project organization chart clearly delineating lines of authority within the organization is required. The history, ownership, organization and background of the service provider shall also be provided.
- If the service provider is a joint venture, the required information shall be submitted for each member of the joint venture firm. The service provider shall describe the history of relationships among team members, including a description of past working relationships.
- The proposal shall identify which portions of the work, if any, will be subcontracted. If subcontracted providers are proposed, the proposed contractual relationships between the service provider and all major partners and subcontracted providers relative to the project shall be outlined in the proposal.
- Identify when the service provider was organized and, if a corporation, where incorporated and how many years engaged in providing contract janitorial services under that name.
- Provide a description of the circumstances, if any, related to any State of North Carolina employee or person who is payable in whole or in part from DCFV that has or had any material direct or indirect personal interest in the service provider.
- Identify any of its janitorial service contracts that have been prematurely terminated during the past five (5) years including the client and the reason for the termination.
- Identify any lawsuits or claims filed against the contracting party over the last five (5) years.

**2.8.4. SECTION D - STAFFING PLAN**

- A. Identify the management team who will be accountable for the project and the technical personnel that will support the project. The service provider shall submit a staffing plan as part of the proposal indicating the number and type of positions at each location that will be regularly assigned to the project that will constitute the on-site staff as referenced in this RFP. This includes, but is not limited to, shift schedules, staff complements and staff organization in terms of certifications and licenses as well as duties. This should include a full description of the experience and capabilities of the proposed Contract Manager and other key on-site staff. The staffing plan should include the full planned workforce size required to discharge the responsibilities described herein. The basis of the staffing plan and any industry standards used such as ISSA, APPA, etc. should be referenced.
- B. Include summary resumes for the management team that will be assigned to this project.
- C. Include a summary chart to show the following for each assigned management staff, on-site supervisors, and technical personnel (if awarded this project). List the percentage of time the designated staff listed above will be assigned to this project. Include the list of other active company projects and the percentage of commitment for each.

**2.8.5. SECTION E - TECHNICAL APPROACH**

- A. Transition Approach: The service provider shall submit its proposed transition plan for transitioning the management of the buildings and the services to the new contract. The transition plan will clearly define the roles of each CDSA office, existing service provider and the service provider, including any

expectations the service provider has for other parties to be provided services that are critical to a successful transition.

- B. Core Services: The service provider shall submit its proposal for managing each of the core services including standard janitorial services, service calls for miscellaneous cleaning, and service calls to remedy a missed or incomplete service. The proposal should address labor, materials, supplies, equipment, and transportation.

**2.8.6. SECTION F – QUALITY CONTROL PLAN**

Submit a summary quality control plan for this project or project of similar scope and size.

**2.8.7. SECTION G – PRICING PROPOSAL**

Price proposal tables are contained in this RFP for use by the service provider in preparing their price proposal.

- Completed version of ATTACHMENT A: PRICING

**2.8.8. SECTION H – REQUIRED FORMS**

Offerors must include copies of the following documents, completed and signed where applicable:

- Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

**2.9 BID OPENING**

Bid envelopes received by the proposal submission deadline will be promptly opened at 02:00 PM ET on July 15, 2025. Bidders who wish to attend the virtual opening of bids may access the meeting by the information listed below. Attending the bid opening is NOT required.

## Microsoft Teams [Need help?](#)

### [Join the meeting now](#)

Meeting ID: 238 536 503 577 6

Passcode: Gs7mW6Pa

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### Dial in by phone

[+1 984-204-1487,,696828818#](#) United States, Raleigh

[Find a local number](#)

Phone conference ID: 696 828 818#

### Join on a video conferencing device

Tenant key: ncgov@m.webex.com

Video ID: 111 421 132 1

[More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

## 2.10 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, 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. Each proposal must be for a specific set of Goods and Services and must include specific pricing. Each proposal must be complete and independent of other proposals offered. If a Vendor chooses to respond with various offerings, Vendor shall follow the specific instructions for uploading Alternate Proposals in the Sourcing Tool.

## 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found in the Sourcing Tool, which are incorporated herein by this reference.

1. **Clean.** Clean shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris and other residue.
2. **Contractor.** The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.
3. **Disinfect.** Cleaning or removal of any harmful microorganisms by application of an industrial approved method.
4. **Equipment and Supplies.** All equipment and supplies necessary to perform the work as described herein must be supplied by the contractor.
5. **Normal Business Hours.** The normal working hours are from 8:00 a.m. to 5:00 p.m., Mondays through Fridays except (a) Holidays and (b) other days specifically designated.
6. **Quality Assurance (QA).** A method used by DCFW to provide some measure or control over the quality of purchased goods and services received.
7. **Quality Control (QC).** A method used by the Contractor to control the quality of goods and services produced.
8. **Standard Janitorial Services Evening Working Hours.** The evening working hours are between 5:00 pm to midnight, Monday through Fridays except (a) Holidays and (b) other days specifically designated.
9. **Response Time.** Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.
10. **Space.** A space is an area to receive janitorial services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, elevators, wheelchair ramp lifts, and outdoor walkways.
11. **Waste Containers.** Waste containers are defined as trash receptacles, wastebaskets, trashcans, wastepaper baskets, ashtrays, recycling boxes or any container holding trash, paper, recyclables or refuse of any type.

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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### 3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

A point-score ranking method will be used with each factor assigned points as detailed in Section 3.4 with a maximum point assignment of 100 points.

While the intent of this RFP is to award a Contract(s) to a single Vendor, 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**

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, 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, any department secretary, agency head, members of the General Assembly and Governor’s office); or private entity, if the communication refers to the content of Vendor’s proposal or qualifications, the content of another Vendor’s proposal, another Vendor’s qualifications or ability to perform a resulting 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, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor’s proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### **3.3 PROPOSAL EVALUATION PROCESS**

Only responsive submissions will be evaluated.

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

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. 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 offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids are authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor’s pricing position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not

required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the electronic Vendor Portal (eVP), <https://evp.nc.gov>, 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.

The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

**3.4 EVALUATION CRITERIA**

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

**Technical (70 Maximum Points)**

- 1. Experience and Required Standard – Section 2.8.2 (20 maximum points)
- 2. Qualifications – Section 2.8.3 (20 maximum points)
- 3. Staffing Plan – Section 2.8.4 (10 maximum points)
- 4. Technical Approach – Section 2.8.5 (10 maximum points)
- 5. Quality Control – Section 2.8.6 (10 maximum points)

**Price (30 Maximum Points)**

Attachment A – Cost Proposal

Complete the Cost Proposal Attachment in this RFP. Provide a breakdown for annual janitorial cost. Include hourly pricing for additional service, on-call special circumstances and/or emergencies.

Example: The State will determine low cost by normalizing the scores as follows:

The proposal with the lowest cost will receive a score of 30. All other competing proposals will be assigned a portion of the maximum score using the formula:

$$30 \times \frac{\text{the cost of the lowest cost proposal}}{\text{the cost of the cost proposal being evaluated}}$$

**3.5 RESERVED**

**3.6 INTERPRETATION OF TERMS AND PHRASES**

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. 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 State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

## **4.0 REQUIREMENTS**

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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 to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal Questions Section above.

### **4.1 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 for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and upload in the Sourcing Tool.

### **4.2 INVOICES**

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow the Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

***INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.***

### **4.3 FINANCIAL STABILITY**

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to 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.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: 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. The Contract Manager may require annual recertification of the Vendor's financial stability.

### **4.4 HUB PARTICIPATION**

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

### **4.5 BACKGROUND CHECKS**

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP MAY be required to undergo a background check at the expense of the Vendor, if so requested by the State.

#### **4.5.1 GENERAL INFORMATION**

It is the policy of the State to provide a safe environment for State Government employees to work. Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees,

agents, representatives, subcontractors, and all personnel of their respective companies. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

The following requirements must be met:

- a) Criminal background checks shall be current and completed within ninety (90) days of the Contract effective date.
- b) The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided. The criminal background check information shall be first thoroughly reviewed by the Vendor and then sent to the Contract Administrator for review and approval. Out of state searches shall be required for persons living in the state of NC for fewer than seven (7) years. Fingerprint background checks may be required in some instances depending on the facility requirements.
- c) A criminal background check on the awarded Vendor and its employees shall be provided by the Vendor prior to Contract effective date. Copies of the original criminal background check shall be sent to the Contract Administrator for evaluation. In some cases, badging cannot take place until after the evaluation and approval of the Vendor’s criminal checks.
- d) When a new employee or individual is identified to perform Services on this Contract, the Vendor shall provide the Contract Administrator with a criminal background check before the individual can be approved for work. Persons without approved criminal background checks shall not be allowed to work in the relevant buildings until proper documentation is submitted and approved.
- e) The State may require the Vendor to exclude the Vendor’s employees, agents, representatives, or subcontractors based on the background check results. Discovery that one or more employees have convictions does not disqualify the Vendor from award.
- f) Additionally, the State may use The North Carolina Department of Public Safety Offender Public Information or similar Services to conduct additional background checks on the Vendor’s proposed employees.

**4.5.2 BACKGROUND CHECK REQUIREMENTS**

As part of Vendor’s criminal background checks, 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 provide a statement that Vendor 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 provide a statement Vendor 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 provide 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 provide a statement that there are none.

**4.5.3 BACKGROUND CHECK LIMITATIONS**

Any individual representing the Vendor, who:

- a) In his/her lifetime, has been adjudicated as a habitual felon as defined by GS 14-7.1 or a violent habitual felon as defined by GS 14-7.7, shall not be allowed to work in buildings occupied by State Government employees.
- b) During the last seven (7) years has been convicted of any criminal felony or misdemeanor sexual offense or a crime of violence shall not be allowed to work in buildings occupied by State Government employees.

- c) At any time has an outstanding warrant or a criminal charge for a crime described in (b) above shall not be allowed to work on State property.
- d) The Vendor must ensure that all employees have a responsibility to self-report to the Vendor within twenty-four (24) hours any arrest for any disqualifying offense. The Vendor must notify the Contract Administrator within twenty-four (24) hours of all details concerning any reported arrest.
- e) Upon the request of the Contract Administrator, the Vendor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.
- f) Vendor’s responses to these background check requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal charge, 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.
- g) If there are problems or delays with performance associated with the completion and compliance with this background check requirements, any Vendor’s performance bond could be used to complete these Services.

**4.5.4 DOCUMENT REQUIREMENTS**

Required documentation to be submitted prior to date Contract is effective and for performing any Services on State property shall include:

- a) A cover letter by the Vendor on company letterhead with a list of the full names matching a required government issued photo ID, addresses, and birth dates of each person representing the contracting company.
- b) Vendor shall also provide a photocopy of the required State or Federal government issued picture ID or Driver License.
- c) A letter on company letterhead is not acceptable proof in itself but can be used to further clarify information on the criminal background check submitted. All documentation shall be submitted at the same time. Submit documents which are clear and legible.
- d) Background checks consisting of:
  1. Original unaltered criminal background check from the organization providing the background check.
  2. The background check provider’s company name, company mailing address, and contact phone numbers.
  3. The full name of the individual, which matches the government issued photo ID.
  4. The current address of individual being checked.
  5. The date the criminal background check search was conducted.

**4.5.5 VENDOR BACKGROUND CHECK AGREEMENT**

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the State in order to perform Services under this Contract:

YES  NO

**4.6 PERSONNEL**

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 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).

Should the Vendor’s proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will 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**

If Vendor’s Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting 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/or other Deliverables.

**4.8 AGENCY INSURANCE REQUIREMENTS MODIFICATION**

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

**4.9 LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS**

Federal law prohibits recipients of federal funds, whether through grants, contracts, or cooperative agreements, from using those funds to influence or attempt to influence (lobby) a federal official in connection with obtaining, extending, or modifying any federal contract, grant, loan, or cooperative agreement. Further, federal law requires that applicants for federal funds certify:

- that they abide by the above restriction;
- that they disclose any permissible (non-federal) paid lobbying on the Federal Awards being applied for; and
- that such certification requirements will also be included in any subawards meeting the applicable thresholds.

Vendors must complete and submit the CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and the OMB STANDARD FORM LLL when responding to this solicitation.

**5.0 SPECIFICATIONS AND SCOPE OF WORK**

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**5.1 GENERAL**

The Vendor shall provide all management, supervision, labor, materials, supplies, tools and equipment required. The Vendor shall plan, schedule, coordinate and ensure the effective and economic performance of janitorial operations as specified in the RFP. The scope of work as described in this RFP includes three office locations. The CDSA Contract Administrator shall, at their

discretion, delegate a Contract Manager to oversee the performance of this contract at each office location. The Contract Manager may do checks and interact with the Vendor to resolve any issues. The Contract Manager shall have the overall responsibility for ensuring the terms, conditions, and scopes of work/contract obligations are fulfilled.

**5.2 LOCATIONS**

LOCATION	APPROX. SQ FT	SCHEDULE	DESCRIPTION	SUPPLIER TO PROVIDE
West Jefferson (Ashe County)	1172 sq.ft, one level	1x/week – Fridays (after 6pm)	Engineered hardwood flooring with rugs	Cleaning supplies/equipment. Paper towels, toilet paper, hand soap, waste container liners
Boone (Watauga County)	8,762 sq ft, two levels	2x/week – Wednesdays (after 6pm) and Saturdays (anytime chosen by vendor & approved by contract administrator)	Tiled flooring approx 1,332 sq.ft. including staircase and 7,430 sq.ft. carpeted	Cleaning supplies/equipment. Paper towels, toilet paper, hand soap, waste container liners.
Wilkesboro (Wilkes County)	6,24t6 sq.ft, one level	2x/week – Wednesdays (after 6pm) and Saturdays (anytime chosen by vendor & approved by contract administrator)	Carpet in office, engineered hardwood in remaining areas	Cleaning supplies/equipment.  **Landlord provides paper towels, toilet paper, hand soap, waste container liners as part of the lease.

**5.3 SCOPE OF WORK**

The specific items and any specifications that CDSA is seeking are listed below. Items offered by the Vendor must meet or exceed the listed specifications to be considered for award.

CDSA shall provide the Vendor with all normal utilities necessary for the performance of the contract.

**MATERIALS, SUPPLIES, TOOLS AND EQUIPMENT**

**A. Equipment Provided by Vendor:** The Vendor shall provide commercial grade equipment to fulfill the tasks of this contract. The equipment shall be maintained in good working order or replaced. Any equipment not in good working order should be removed and replaced immediately.

Vacuum cleaners shall have a HEPA filter with specifications that state it will remove particles as small as .3 microns and remove dust and debris that would pass through the machine. The filter shall be sealed at both ends to prevent leakage. Vacuum filters shall be replaced during the first 90 days of the 1st year contract and no less than twice a year thereafter. The replacement date shall be written on the filter.

**B. Materials and Supplies Provided by Vendor:** The Vendor shall provide all materials, supplies and incidentals required during the term of the contract to accomplish the work described herein to include but not limited to toilet paper, paper towel, hand soap, trash can liners, and cleaning products and supplies for the facilities. Unless specified otherwise, vendor is required to provide and include in the monthly rate the cost for all materials, supplies and incidentals in which vendor is required to provide.

1. Materials specified for the work shall be acceptable for the intended application. Only commercial quality cleaning supplies shall be used. Sanitizers, sterilizers, and disinfectants shall be EPA registered and approved for effective use against blood borne pathogens, including hepatitis B and HIV. All containers, applicators and bottles shall be labeled with the products’ name they contain.

2. Toilet paper (standard size) 2-ply (dispenser provided by the landlord).
3. Standard Paper Towel (paper) rolls in the break area and restrooms (dispenser provided by the agency)
4. The vendor shall provide all can liners with thickness to prevent rupture and spillage. Nightly changes of can liners is NOT required if the product is not soiled or contaminated.
5. Vendor shall always maintain one (1) week’s supply of all vendor supplied products on site.
6. Vendor should provide employees with an identification badge or a uniform to be displayed/worn at all times while working at the CDSA locations. The Company, employees name and picture should be provided on the badge or the Company and employees name displayed on the uniform.

\* NOTE: Vendor does not provide replacement incandescent, florescent light bulbs or HVAC filters for the building.

- C. **CDSA Provided Workspace:** Each CDSA office will provide janitorial closets for use by the Vendor and other storage areas as available.

**5.4 TASKS**

ITEM	DESCRIPTION OF TASK	MINIMUM FREQUENCY
	Floors	
1	Vacuum / sweep all floors. Carpet pile shall not be allowed to become flat or matted.	Weekly
2	Remove spots, embedded debris, loose paper, pins, clips and other trash including under mats.	Weekly
3	All stairways and landings are to be swept and/or vacuumed.	Weekly
4	All non-carpeted floors are to be swept or vacuumed and mopped.	Weekly
5	Entrance mats shall be swept or vacuumed.	Weekly
6	All handrails stringers, risers, and balusters shall be wiped clean.	Weekly
7	Carpeted areas and rugs located in all offices, rooms, spaces, hallways will be deep cleaned/shampooed.	Bi-Annually
8	Strip and wax/polish (restore to shine) all vinyl/ceramic tile floors.	Bi-Annually
9	Spot clean soiled carpet.	Weekly
10	Vacuum corners and edging around rooms.	Weekly
11	Wipe down the lobby tables and registration windows with anti-bacterial product.	Bi-weekly*/Weekly
	Furniture	
12	Remove dust from all offices (occupied or un-occupied), telephones, desks, chairs, credenzas and horizontal visible surfaces seven (6) feet or below, that are cleared (not including personal items such as pictures, paper weights, pen holders etc.) using a vacuum cleaner or appropriate duster	Monthly
13	Clean and sanitize tables and chairs including tops and underneath surfaces, legs and arms including removing gum, etc.	Bi-Annually
14	Upholstered furniture will be vacuumed.	Weekly
15	Upholstered furniture will be deep cleaned.	Bi-Annually
	Hardware	
16	Clean and polish door hardware, to include kick plates, knobs, levers, plates, and plaques.	Weekly
17	Clean, disinfect and polish all exterior doors, door knobs, push plates, pulls, exit devices and other hardware.	Weekly
	Restrooms	
18	Restrooms shall be swept and mopped or wet scrubbed with soap and water using a disinfectant cleaner.	Bi-weekly*/Weekly
19	Clean ceilings and remove dust to include the grills and diffusers.	Monthly
20	Replenish supplies (both vendor provided and Landlord provided). This may include toilet paper, paper towels, soap, and hand sanitizers.	Bi-weekly*/Weekly

21	Deodorize, wash and disinfect all toilets, toilet seats, urinals, sinks, partitions, countertops, dispensers and chrome or stainless-steel surfaces including but not limited to doorknobs, handles, levers, push pull plates, shelving, cabinets, mirrors, escutcheons, and exposed sink drains.	Bi-weekly*/Weekly
22	Floor drains will be cleaned and floor drain lids lifted and cleaned.	Weekly
23	Traps and/or floor drains shall be deodorized and disinfected (primed).	Bi-Annually
24	Clean toilet partitions and/or walls with a disinfectant cleaner	Weekly
25	Ceramic, porcelain, slate and quarry tile is to be scrubbed only no wax or sealer shall be applied.	Weekly
	<b>Windows</b>	
26	Interior windows shall be cleaned as needed and shall be free of smudges and streaks.	Weekly
27	Entrance doors, side glass panels and top glass panels will be cleaned.	Bi-weekly*/Weekly
28	Wash all exterior windows. Windows are to be cleaned and dried and shall be free of smudges and streaks. NOTE: Ladders and safety equipment shall be provided by the Vendor.	Bi-Annually (April and October)
	<b>Trash</b>	
29	Empty all interior trash cans. Clean trash cans as needed.	Bi-weekly*/Weekly
30	Collect all items marked as TRASH. Place recyclable items in their appropriate containers. Trash and cardboard shall be placed in dumpsters. NOTE: If a box containing items is NOT labeled TRASH either on the floor or otherwise it is NOT to be thrown away. Empty cardboard boxes placed in the halls or corridors are to be discarded.	Bi-weekly*/Weekly
31	Change liners weekly or as needed to maintain cleanliness and odor elimination.	Weekly
	<b>Misc</b>	
32	Clean and sanitize all water fountains using a stainless-steel cleaner/polish.	Weekly
33	Clean and sanitize all sinks, counter tops, and backsplashes in break rooms and/or kitchen areas.	Bi-weekly*/Weekly
34	Spot clean all walls as needed.	Weekly
35	Remove all cob webs in interior and exterior of building including inside of window frames.	Monthly
36	Ledges, sills, door frames, door signs, grills, mullions, partitions, hand rails, and other horizontal surfaces shall be cleaned and free of buildup or stuck on debris.	Monthly
37	Wash/clean blinds, shades and shutters, removing dust, dead insects and trash from windowsills. Blinds shall be adjusted to a consistent 45-degree angle front to back (from outside looking in). Notify the Contract Administrator of damaged or broken items.	Bi-Annually
38	Exterior of recycling containers shall be cleaned and wiped down with a disinfectant cleaner.	Weekly
39	Clean all air grills, air returns (including fixed and removable louvers), ceilings, doors, and headers within the flow of air.	Monthly
40	Clean inside and wipe down outside of the breakroom microwave and/or refrigerator.	Monthly
	<b>BI-WEEKLY shall apply to the Boone and Wilkesboro offices only.</b>	

**5.5 BUILDING ACCESS**

Keys to be used for entering the building will be provided by the Contracting Agency’s Representative. No deposit will be required; however, at the time keys are lost or not returned, the exact replacement cost for all lock mechanism(s) and all employee key replacements will be the responsibility of the Vendor.

The vendor shall NOT duplicate keys. If a key is lost or broken the vendor must notify the Contracting Agency’s Representative and the vendor may request, in writing, a duplicate key be provided by the Contracting Agency’s Representative.

Vendor shall NOT access the building outside of required service days and times. The building shall remain locked at all times unless the access door is in clear and direct view of the Contractor. No other person(s) other than the Contractor shall be in the building while it is being cleaned. Leaving exterior doors or lockable windows unsecured shall be grounds for default.

**5.6 EMERGENCY REQUESTS**

The Vendor may be contacted by the Contract Administrator to respond to non-routine tasks. DCFW will compensate the Vendor for this additional work as outlined in the hourly rates in Attachment A: Pricing.

Typical non-routine tasks include:

- 1. Special detailing or cleaning for a special event.
- 2. Responding to emergencies such as water spills when staff are not on site, or that requires special equipment.

Contractor shall report any occurrences of property loss, damage, false alarms, or visits from police or fire personnel in writing to the Contracting Agency’s Representative within twenty-four (24) hours of its occurrence. The writing shall specify the location, extent, and all other details regarding the event.

**5.7 INCIDENTS AND DAMAGES**

Contractor shall report any occurrences of property loss, damage, false alarms, or visits from police or fire personnel in writing to the Contracting Agency’s Representative within ONE (1) BUSINESS DAY of its occurrence. The writing shall specify the location, extent, and all other details regarding the event.

**6.0 CONTRACT ADMINISTRATION**

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor’s planning purposes.

**CDSA of Blue Ridge Contract Administrator** – Responsible for contract functions that are performed after all parties have signed a contract, including any modifications of the contract.

Contact: Miriam Honeycutt

Miriam.Honeycutt@dhhs.nc.gov

828-265-5391 ext. 218

**CDSA of Blue Ridge Contract Manager** – Responsible for ensuring compliance with the contract terms and conditions, while giving attention to the performance of the stated output and outcome of the contract.

Will be assigned by the Contract Administrator after award of the contract.

**6.1 CONTRACT MANAGER AND CUSTOMER SERVICE**

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

<b>Contract Manager Point of Contact</b>	
Name:	
Office Phone #:	
Mobile Phone #:	

Email:	
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The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State’s point of contact for customer service-related issues (define roles and responsibilities).

<b>Customer Service Point of Contact</b>	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

**6.2 POST AWARD PROJECT REVIEW MEETINGS**

The Vendor, at the request of the State, shall be required to meet SEMIANNUALLY 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 consists of various ways to enhance business efficiencies as performance progresses.

**6.4 ACCEPTANCE OF WORK**

Performance of the work and/or delivery of Goods shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services or Goods are approved as acceptable by the Contract Administrator.

Acceptance of Vendor’s work product shall be based on the following criteria:

The State shall have the obligation to notify Vendor, in writing WITHIN ONE (1) BUSINESS DAY following completion of such work or delivery of a 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 to 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 specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

**6.5 TRANSITION ASSISTANCE**

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to TWO (2) months 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 governed by the terms and conditions of the 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 agree to 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.

## **6.6 DISPUTE RESOLUTION**

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to 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. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

## **6.7 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. Amendments to the contract can only be made through the contract administrator.

## **6.8 ATTACHMENTS**

All attachments to this RFP are the copies found within the Ariba Sourcing Tool, and are incorporated herein, and shall be submitted by responding in the Sourcing Tool.

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### 7.0 ATTACHMENT A: PRICING FORM

CDSA OF BLUE RIDGE – BOONE (WATAUGA) OFFICE			
<p><b>2359 Highway 105</b> <b>Boone NC 28607</b></p> <p><b>Square Footage – approx. 8,762 sq.ft; Two Floors</b></p> <p><i>Monthly cost should include all labor, supplies, and materials to complete all bi-weekly, weekly, and monthly tasks.</i></p>	<b>Monthly Rate</b>	<b>\$</b>	
	<b>Total Per Year (Monthly Rate x 12)</b>		<b>\$ _____</b>
<b>LINE 1: Shampoo all carpet areas (Bi-Annually) Choose an item.</b>		\$	<b>\$ _____</b>
<b>LINE 2: Completely strip wax on all non-carpeted floors/vinyl composite tiles, re-wax and polish or spray and buff or deep clean engineered hardwood and LVT as appropriate (Bi-Annually) Choose an item.</b>		\$	
<b>LINE 3: Wash and dry all blinds, shades or shutters in all offices/conference rooms (Bi-Annually)</b>		\$	
<b>LINE 4: Wash all inside and outside windows (Bi-Annually)</b>		\$	
<b>LINE 5: Deep clean upholstered furniture. Clean and sanitize tables and non-upholstered chairs including underneath surfaces, legs and arms by removing gum, dirt, and debris. (Bi-Annually)</b>		\$	
<b>LINE 6: Traps and/or floor drains shall be deodorized and disinfected (primed). (Bi-Annually)</b>		\$	
<p><i>All Bi-Annual services to be performed two (2) times per year. Lines 1-6 should list cost for ONE (1) of the two required services.</i></p> <p style="text-align: right;"><b>Total Per Year (Add Lines 1-6 and multiply by 2)</b></p>			
<b>TOTAL COST PER YEAR (Add costs for BOTH Total Per Year amounts)</b>			<b>\$ _____</b>
<b>HOURLY RATE FOR SERVICE CALLS or EMERGENCY REQUESTS</b>			<b>\$ _____</b>

CDSA OF BLUE RIDGE – WEST JEFFERSON (ASHE) OFFICE			
<p>875 Mount Jefferson Road, Suite 4 West Jefferson, NC 28694</p> <p>Square Footage – approx. 1,172 sq.ft; One Floor</p> <p><i>Monthly cost should include all labor, supplies, and materials to complete all bi-weekly, weekly, and monthly tasks.</i></p>	<b>Monthly Rate</b>	\$	
	<b>Total Per Year (Monthly Rate x 12)</b>		
<b>LINE 1: Shampoo all carpet areas (Bi-Annually) Choose an item.</b>		\$	\$ _____
<b>LINE 2: Completely strip wax on all non-carpeted floors/vinyl composite tiles, re-wax and polish or spray and buff or deep clean engineered hardwood and LVT as appropriate (Bi-Annually) Choose an item.</b>		\$	
<b>LINE 3: Wash and dry all blinds, shades or shutters in all offices/conference rooms (Bi-Annually)</b>		\$	
<b>LINE 4: Wash all inside and outside windows (Bi-Annually)</b>		\$	
<b>LINE 5: Deep clean upholstered furniture. Clean and sanitize tables and non-upholstered chairs including underneath surfaces, legs and arms by removing gum, dirt, and debris. (Bi-Annually)</b>		\$	
<b>LINE 6: Traps and/or floor drains shall be deodorized and disinfected (primed). (Bi-Annually)</b>		\$	
<p><i>All Bi-Annual services to be performed two (2) times per year. Lines 1-6 should list cost for ONE (1) of the two required services.</i></p> <p style="text-align: right;"><b>Total Per Year (Add Lines 1-6 and multiply by 2)</b></p>			
<b>TOTAL COST PER YEAR (Add costs for BOTH Total Per Year amounts)</b>			\$ _____
<b>HOURLY RATE FOR SERVICE CALLS or EMERGENCY REQUESTS</b>			\$ _____

CDSA OF BLUE RIDGE – WILKESBORO (WILKES) OFFICE		
<p><b>103 Call Street Ext Wilkesboro, NC 28697</b></p> <p><b>Square Footage – approx. 6,246 sq.ft; One Floor</b></p> <p><i>Monthly cost should include all labor, supplies, and materials to complete all bi-weekly, weekly, and monthly tasks.</i></p>	<p><b>Monthly Rate</b></p>	<p><b>\$ _____</b></p>
	<p><b>Total Per Year (Monthly Rate x 12)</b></p>	<p><b>\$ _____</b></p>
<p><b>LINE 1: Shampoo all carpet areas (Bi-Annually) Choose an item.</b></p>		
		<p><b>\$ _____</b></p>
<p><b>LINE 2: Completely strip wax on all non-carpeted floors/vinyl composite tiles, re-wax and polish or spray and buff or deep clean engineered hardwood and LVT as appropriate (Bi-Annually) Choose an item.</b></p>		
		<p><b>\$ _____</b></p>
<p><b>LINE 3: Wash and dry all blinds, shades or shutters in all offices/conference rooms (Bi-Annually)</b></p>		
		<p><b>\$ _____</b></p>
<p><b>LINE 4: Wash all inside and outside windows (Bi-Annually)</b></p>		
		<p><b>\$ _____</b></p>
<p><b>LINE 5: Deep clean upholstered furniture. Clean and sanitize tables and non-upholstered chairs including underneath surfaces, legs and arms by removing gum, dirt, and debris. (Bi-Annually)</b></p>		
		<p><b>\$ _____</b></p>
<p><b>LINE 6: Traps and/or floor drains shall be deodorized and disinfected (primed). (Bi-Annually)</b></p>		
		<p><b>\$ _____</b></p>
<p><i>All Bi-Annual services to be performed two (2) times per year. Lines 1-6 should list cost for ONE (1) of the two required services.</i></p>		
<p><b>Total Per Year (Add Lines 1-6 and multiply by 2)</b></p>		<p><b>\$ _____</b></p>
<p><b>TOTAL COST PER YEAR (Add costs for BOTH Total Per Year amounts)</b></p>		
		<p><b>\$ _____</b></p>
<p><b>HOURLY RATE FOR SERVICE CALLS or EMERGENCY REQUESTS</b></p>		
		<p><b>\$ _____</b></p>