



# **STATE OF NORTH CAROLINA**

**University of North Carolina Wilmington**

**Invitation for Bid #: 72-BJTH26030**

**COMMERCIAL & RESIDENTIAL LAUNDRY SERVICES**

**Date of Issue: January 28, 2026**

**Bid Opening Date: February 26, 2026**

**At 3:00 PM ET**

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

**Justin Hewett**

**Purchasing Specialist**

**Email: [hewettj@uncw.edu](mailto:hewettj@uncw.edu)**

**Phone: 910-962-7058**



## STATE OF NORTH CAROLINA

### Invitation for Bid #

**72-PJTH26030**

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For internal State agency processing, including tabulation of bids, 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 bid.  
Failure to do so may subject your bid 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://evp.nc.gov/SignIn>

***Sealed, mailed responses ONLY will be accepted for this solicitation.***

<b>STATE OF NORTH CAROLINA</b> <b>University of North Carolina Wilmington</b>	
Refer <b><i>ALL</i></b> Inquiries regarding this IFB to: <b>Justin Hewett, Purchasing Specialist,</b> <b>hewettj@uncw.edu</b>	Invitation for Bid #: <b>72-BJTH26030</b>
	Proposals are due on <b>February 26, 2026, at 2:00 PM ET</b>
Using Agency: <b>UNC Wilmington</b>	Proposals will be publicly opened: <b>February 26, 2026, at 3:00 PM ET</b>
Commodity Number and Description: <b>47111501 – Washing and Drying Equipment</b>	

**EXECUTION**

In compliance with this Invitation for Bid (IFB), 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 bid, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this bid 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 bid, 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 IFB, 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.

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 IFB, 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 ATTACHMENTS page within this document.

**Failure to execute/sign bid prior to submittal may render bid invalid and it MAY BE REJECTED. Late bids 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:		

Bid Number: 72-BJTH26030

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

<b>VENDOR'S AUTHORIZED SIGNATURE*:</b>	<b>DATE:</b>	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 IFB.

**ACCEPTANCE OF BIDS**

If your bid is accepted, all provisions of this IFB, 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><u>FOR STATE USE ONLY:</u></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 University of North Carolina Wilmington)</b></p>
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## **1.0 PURPOSE AND BACKGROUND**

The University of North Carolina Wilmington (UNCW) solicits proposals from experienced suppliers to furnish all labor, equipment, and supervision required to provide laundry machines and corresponding services for on-campus residence halls and apartments. UNCW desires a premier laundry program for its 5,100 residents that are customer friendly. To maintain the highest possible quality laundry facilities, UNCW seeks a successful vendor with specific university experience and a focus required to meet the day-to-day laundry needs of UNCW students who choose to live on campus.

This contract aims to provide UNCW with laundry services for the residence halls that are state-of-the-art and customer service oriented. The program must offer attractive and comfortable laundry room environments with quality equipment maintained in a highly proactive manner.

Currently, there are both community-style laundry rooms and in-unit laundry equipment in UNCW residence facilities. Further describe the services required using narrative or outline as appropriate. Include, as appropriate, high-level information on tasks, schedule, deliverables, milestones, environmental or regulatory constraints, State interfaces, etc.].

### **CURRENT EQUIPMENT COUNTS**

- **112 Commercial washers**
- **120 Commercial dryers**
- **539 in-unit, stackable machines/ADA**

These numbers may change during the contract term and the per machine fee will be based on actual machines in use.

The laundry program, of UNCW and its students, must be an asset which further enhances living in campus residence halls. The successful vendor must be committed to meeting the immediate needs, providing long-term enhancements through facility renovations, and promotional activities in the residence hall laundry rooms.

The laundry program must remain in the current locations, remain operational without major disruption of service, and be fully functional by July 01, 2026. UNCW will provide information to the successful vendor to help facilitate the priority areas for installation. UNCW will provide and maintain utility service (water, sewer, electric, and gas) to the best of its ability. Vendor shall install and maintain the number of washers and dryers in each location to satisfy usage requirements, adjusting as needed. UNCW will stipulate the number of washers and dryers to be in each housing unit. (Attachment)

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

### **1.1 CONTRACT TERM**

The Contract shall have an initial term of five (5) years, beginning on the date of final Contract execution (the “Effective Date”) or June 15, 2026, whichever is later. The Vendor shall begin work under the Contract within one (1) business day of the Effective Date.

[The following paragraph may be modified or deleted, as appropriate.]

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 written notice of its intent to exercise each option no later than ninety (90) 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 IFB and any addenda issued hereto.

## 2.0 GENERAL INFORMATION

### 2.1 INVITATION FOR BID DOCUMENT

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

### 2.2 E-PROCUREMENT FEE

**ATTENTION: The E-Procurement fee does not 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/>.

### 2.3 NOTICE TO VENDORS REGARDING IFB 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 IFB 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 IFB.

If Vendors have questions or issues regarding any component of this IFB, those must be submitted as questions in accordance with the instructions in the BID 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 IFB 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 bid or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s bid that purports to vary any terms and conditions or Vendors’ instructions herein or to render the bid non-binding or subject to further negotiation. Vendor’s bid shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

**The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this IFB 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 during 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 bid as nonresponsive.**

### 2.4 IFB SCHEDULE

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

Event	Responsibility	Date and Time
Issue IFB	State	January 28, 2026
Submit Written Questions	Vendor	No later than 12:00 PM ET on February 11, 2026
Provide Response to Questions	State	No later than February 12, 2026
Submit Bids	Vendor	No later than <b>2:00 PM ET on February 26, 2026</b>
Contract Award	State	March 26, 2026
Contract Effective	Vendor	June 15, 2026

**2.5 BID QUESTIONS**

Upon review of the IFB documents, Vendors may have questions to clarify or interpret the IFB in order to submit the best bid possible. To accommodate the Bid Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to hewettj@uncw.edu by the date and time specified above. Vendors should enter “IFB # 72-BJTH26030: Questions” as the subject for the email. Question submittals should include a reference to the applicable IFB section and be submitted in the format shown below:

Reference	Vendor Question
IFB 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 electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this IFB. 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 IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the IFB and an addendum to this IFB.

**2.6 BID 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 bid has been received as described in this IFB by the specified time and date of opening. The time and date of receipt will be marked on each bid when received. Any bid or portion thereof received after the bid deadline will be rejected.

[By Mail]

Mailing address for delivery of bid via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier).
PROPOSAL NUMBER: 72-BJTH26030 Attn: Justin Hewett UNCW Purchasing Services 601 S. College Road Wilmington, NC 28403	PROPOSAL NUMBER: 72-BJTH26030 Attn: Justin Hewett UNCW Central Receiving 5129 Lionfish Dr. Wilmington, NC 28403

**CAUTION:** For bids submitted via 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 bids 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 bid deadline. All Vendors are urged to take the possibility of delay into account when submitting bids by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a bid via facsimile (FAX) machine, telephone, or email in response to this IFB shall NOT be accepted.**

- a) Submit a signed, original executed proposal response, one (1) un-redacted copy on flash drive and, if required, one (1) redacted (Proprietary and Confidential Information Excluded) copies on flash drive of your proposal simultaneously to the address identified in the table above.
- b) Submit your bid in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the IFB number; and (3) the due date. Address the package(s) for delivery as shown in the table above. If Vendor is submitting more than one (1) bid, each bid

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. Bids are subject to rejection unless submitted with the information above included on the outside of the sealed bid package.

- c) Copies of bid 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.

Failure to submit a bid in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor’s bids(s). Vendors are strongly encouraged to allow sufficient time to upload bids.

Critical updated information may be included in Addenda to this IFB. It is important that all Vendors responding to this IFB periodically check the State’s eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this IFB and all Addenda thereto.

**2.7 BID CONTENTS**

Vendors shall populate all attachments of this IFB that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s bid, in the State’s sole discretion.

Vendor IFB responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, which must include all of the following: (i) a statement that confirms that the Vendor has read the IFB in its entirety, including all links, and all Addenda released in conjunction with the IFB; (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Bid Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- d) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- e) Vendor’s Response. SECTION 4.11: QUESTIONS TO VENDORS
- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- k) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

**2.8 ALTERNATE BIDS**

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate bid must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Any alternate bid, in addition to the marking described above, must be clearly marked with the legend: “Alternate Bid #\_\_\_ [for ‘name of Vendor’]”. Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate bid. Each bid must be complete and independent of other bids offered.

**2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS**

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

The following definitions, acronyms, and abbreviations are also relevant to this IFB:

### **3.0 METHOD OF AWARD AND BID 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 responsive bids will be reviewed, and an award or awards will be based on the responsive bid(s) offering the lowest price that meets the specifications provided herein, to include any required verifications set out here in such as but not limited to past performance, references, and financial documents. .

While the intent of this IFB 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 IFB 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 bids received.

#### **3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION**

While this IFB 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 the Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a bid to this IFB, 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 procurement lead 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 bid 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 IFB or inquiries directed to the procurement lead named in this IFB regarding requirements of the IFB (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

#### **3.3 BID EVALUATION PROCESS**

Only responsive submissions will be evaluated.

**The State will conduct an evaluation of responsive Bids, as follows:**

Bids will be received according to the method stated in the Bid Submittal section above.

All bids must be received by the issuing agency not later than the date and time specified in the IFB 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.

The bids from each responding firm will be opened publicly via Zoom on February 26, 2026 at 3:00 pm ET. Vendors wishing to participate in the virtual public opening can attend via the following link:

<https://uncw.zoom.us/j/88056713801?pwd=x3kHabB9QjpAG6baxwPQz3WAebfzIz.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 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. Cost and price shall become available for public inspection at the time of the award.

Bids will generally be evaluated, based on completeness, content, cost and responsibility of the Vendor to supply the requested Goods and Services. Specific evaluation criteria are listed in Section 3.1 METHOD OF AWARD.

Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to the State’s eVP website under the IFB number for this solicitation. Award of a Contract to one Vendor does not mean that the other bids lacked merit, but that, all factors considered, the selected bid 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 PERFORMANCE OUTSIDE THE UNITED STATES**

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this IFB, 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

### **3.5 INTERPRETATION OF TERMS AND PHRASES**

This IFB 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 bids 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 IFB. Except as specifically stated in the IFB, 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 bid in its entirety.

## **4.0 REQUIREMENTS**

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This Section lists the requirements related to this IFB. By submitting a bid, 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 IFB. 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 bid, the

Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Bid Questions Section above.

#### **4.1 PRICING**

Bid 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 include in Vendor's response.

#### **4.2 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.

#### **4.3 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 IFB 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**.

#### **4.4 VENDOR EXPERIENCE**

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

#### **4.5 REFERENCES**

Vendor shall provide at least three (3) references, using **ATTACHMENT E: CUSTOMER REFERENCE FORM**, for which it has provided services of similar size and scope to those proposed herein. References shall not be from the same company or from the soliciting State entity. In addition, Vendor shall provide references for and identify other government contracts it has received, for which your company has provided services of similar size and scope. The State *may* contact these users to determine whether the services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained *may* be considered in the evaluation of the Bid.

#### **4.6 BACKGROUND CHECKS**

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

#### **4.7 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 bid 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.

**4.8 VENDOR’S REPRESENTATIONS**

If Vendor’s bid 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.

**4.9 AGENCY INSURANCE REQUIREMENTS**

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

**4.10 SUBCONTRACTORS**

No portion of the work shall be subcontracted without prior written consent of the State. In the event that the Vendor desires to subcontract some part of the work specified herein, the Vendor shall furnish with their bid the names, qualifications, and experience of their proposed subcontractors. The Vendor shall, however, remain solely and fully liable and responsible for the work done by its subcontractor(s) and shall assure compliance with all the requirements and specifications of the contract.

**4.11 QUESTIONS TO VENDOR**

Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. **Responses are part of the evaluation process.**

**1. Company Qualifications and References**

1. The vendor shall supply a written narrative describing relevant experience, qualifications, and success in providing services of the type described in this RFP. Include key personnel committed to this project and demonstrate the company’s ability to provide high-quality services as required by the University.
  - **Bidders must include at least five (5) North Carolina colleges or universities currently served, including contact names, phone numbers, and email addresses.**

2. Provide **five (5) North Carolina college or university references** where your company has conducted **student Resident Assistant (RA) education or training programs** within the last twelve (12) months. Include contact information, program descriptions, and participation outcomes.
- 

## **2. Equipment and Quality Standards**

3. Describe how your company's proposed equipment will help the University achieve its goals of **quality, dependability, and durability** while minimizing total cost over the contract term.
  4. Describe each type of equipment offered, including **brand, model, capacity, features, and energy efficiency**.
    - Include pictures, manufacturer specifications, and documentation verifying ADA compliance where applicable.
    - **Confirm in writing that all proposed equipment is brand new, not previously used, refurbished, or reconditioned.**
  5. Describe the equipment to be used in **central/common-area laundry rooms** and in **apartment or in-unit spaces**, if applicable.
  6. Provide your company's policy for determining when a machine requires replacement, including how you evaluate performance, age, and service history.
  7. Describe your company's **official performance guarantee**, including terms, response standards, and remedies written into your contract agreements.
  8. Describe how your company ensures consistent appearance and performance of equipment across all laundry rooms and how you maintain ADA compliance in every location.
- 

## **3. Technology and Monitoring**

9. Describe your proposed **monitoring technology**, including the mobile app interface, data features, and integration capabilities.
    - Include screenshots or examples of the interface.
    - Provide **five (5) North Carolina references** currently using this technology.
  10. Explain how your system provides accurate, real-time updates for machine availability and cycle completion times, including for extended or modified cycles.
- 

## **4. Service, Maintenance, and Personnel**

11. Provide your **plan for responding to service calls**, including your **average and minimum response times** for on-site service.
12. Provide an **installation schedule and transition process** detailing how your company will coordinate removal of old equipment, delivery, and installation of new equipment while minimizing disruption to campus operations.

13. Identify **all full-time personnel** who will manage and maintain laundry services under this contract. Provide names, titles, main phone numbers, cell numbers, fax numbers, and email addresses.
  - Identify the **single point of contact** assigned to the University, along with their qualifications and experience.
  - Provide qualifications for all assigned **service technicians**, noting that the **primary technician must live within a 60-mile radius** and the **secondary technician within a 120-mile radius**.
14. Describe your company’s process for recruiting, training, and retaining qualified service personnel in the local region.

**5. Student Education and Engagement**

15. Describe your company’s approach to **student education**, including how you prepare Resident Assistants (RAs) to help students use laundry facilities effectively.
16. Provide examples of **student instruction materials**, signage, or digital content your company has created for other universities.

**6. Financial Considerations and Contract Term**

17. Based on your experience, what **contract term length** do you recommend for our University, and why? Please describe the financial advantages of this term structure for both parties.

**5.0 SPECIFICATIONS AND SCOPE OF WORK**

**5.1 SPECIFICATIONS**

1. The successful vendor shall be responsible for delivery, receiving, storage, and security of all equipment, parts, and laundry room supplies provided under the terms of an agreement resulting from this solicitation.
2. Where the style of machine is applicable, UNCW’s standard of quality shall be
  - **Speed Queen Quantum (brand-new ONLY)** equipment in *central residence hall laundry areas, AND*
  - **Speed Queen Homestyle or Whirlpool Thin Twin W/D Stacks (brand new ONLY)**, in apartment *in-unit laundry areas*.

**CURRENT EQUIPMENT COUNTS**

- **112 Commercial washers**
- **120 Commercial dryers**
- **539 in-unit, stackable machines/ADA**

Vendor is required to provide adequate number of **ADA machines** and place properly to keep each commercial laundry room within ADA compliance. UNCW will instruct vendor as to location of ADA compliant apartments and other with in-unit machines. Vendor will provide ADA compliant machines in these locations.

3. Washers and dryers shall be simple to operate; operational instructions shall be conspicuously and all-actively posted in each laundry room. The laundry equipment shall be of adequate size, capacity, and proven efficiency for the intended use.

4. All equipment must be reviewed and approved in advance, in writing, by UNCW prior to installation. Laundry equipment shall be matching (same color and type) at all locations and shall be the same height to give uniformity of appearance. Any variations from this requirement must be approved by UNCW prior to acquisition and installation.
5. All laundry equipment shall be new and of the current year's manufacture. Equipment should provide for multiple temperatures and fabric settings, as well as a digital display of time remaining. All replacement machines needed during the period of performance under this contract shall be of the same age or newer than existing machines. Equipment should be top loading except where ADA machines are required.
6. In rooms with three (3) or fewer washing machines are provided, at least one (1) shall be front load to comply with ADA. In rooms where there are three (3) or more washers, at least two (2) will be front load to comply with ADA. This does not include in-room laundry in apartments. If a machine needs a base or some other adjustment in order to be ADA compliant, provide details. (Belk)
7. All machines must be clearly and boldly labeled indicating individual machine numbers for easy call-in reference.
8. The successful vendor will assume responsibility for any and all costs required for transition. Proposals should include the vendor's approach to installations and the speed with which machines can be delivered and installed.
9. The successful vendor shall provide and designate a primary service technician for the UNCW campus that is experienced and prepared to deliver service as needed to the successful vendor's equipment on a daily basis.
10. The successful vendor shall be fully responsible for the total laundry service (except for provision of space, utilities, and routine housekeeping) including service, repair and maintenance (regardless of cause), parts, vandalism, costs associated with access to campus (i.e. id cards, vendor parking permits) and insurance.
11. The successful vendor shall provide and maintain machines such that continuous laundry service is always available. UNCW reserves the right to request that machines be removed, replaced, or that additional machines be installed at existing or new locations at its sole discretion.
12. Upon contract expiration or cancellation, the successful vendor shall remove all of its property from UNCW no later than the last effective date of the current vendor's contract. Time and date of equipment removal will be as determined by UNCW. The successful vendor shall leave all areas clean and free of potential hazards as a result of equipment removal. These hazards are to include, but not limited to, trip hazards, water, sewer, electric, and gas hazards.

## **B. Technology**

1 Vendor shall provide Speed Queen Insights mobile App. This is an mobile app-based laundry monitoring system that allows student users and laundry technicians to check the status of machines at any time. The Speed Queen Insights app technology shall include:

- a) Ability to Governed laundry use, providing an in-app laundry allowance.
- b) Up-to-the-minute machine availability and notifications for when your cycles are complete.
- d) Text alerts - Laundry machines will send a message notification to users when the wash/dry cycle is complete.
- c) Automatic service reporting notifications

2. Successful vendor will provide the following:

- a) Provide an app-based laundry alert technology in for each piece of equipment.
- b) Install all necessary wiring between each washer and dryer and the laundry alert technology.
- c) Provide UNCW with the link to the website/app

d) Post new laundry alert instruction signs for each laundry room

3. System must be fully compatible with existing University network. If there are any initial implementation costs for this system those would be responsibility of the Vendor.

**C. Financial:**

1. UNCW currently provides an included laundry program, whereby students may use the washers and dryers on an unlimited basis. Laundry equipment does not require the use of coins or One card. UNCW, therefore, requires a flat rate model to be quoted per machine per month. Based on the rate per machine per month multiplied by twelve months. Bills will be submitted to UNCW on January 1 of each year or semi-annually this will be determined as is mutually agreeable between UNCW and the successful vendor. Usage will remain unlimited for students.

**D. Facilities**

1) Upon award of agreement, the successful vendor must be prepared to assess immediately and recommend within fifteen (15) days changes to the existing utilities necessary to accommodate new equipment.

2) The successful vendor shall not make any alterations, erect or place signs, or modify the existing laundry facilities without prior permission from UNCW's designee.

3) Tables in sufficient quantities (space permitting) or other similar workspaces suitable for sorting and folding of clothing shall be provided and shall be compatible in design, finish, and quality of washers and dryers. Design shall be approved by UNCW prior to installation.

**E. Service**

1) The successful vendor shall furnish on-call maintenance service.

- Phone and email reporting options are required
- Text and/or web-based reporting options are preferred
- All service calls should result in a confirmation message for reporting student/staff, including options for follow-up questions, or communication.

2) Response and Repair Times:

*All Laundry Equipment*

- All issues reported through the on-call maintenance services should be assessed no later than the next business day.
- Machines that cannot be repaired that same day should have an "Out-of-Service" sign attached along with a projected service restoration date, a work order number, and contact information for future reference.
- Machines projected to be out of service longer than three (3) business days should be temporarily replaced.

*Additional requirement for Community Laundry Equipment*

- No more than one (1) washer and one (1) dryer should be out of service in any community laundry room post service call assessment. If multiple washing machines or multiple dryers in the same room are not repairable that same day, machines should be temporarily replaced that same day, so that no more than one washer and one dryer continues to be out of service.

3) The successful vendor shall provide maintenance and repair service five (5) days a week, and seven (7) days per week for emergencies.

- 4) The successful vendor shall, at all times, maintain an adequate staff of operational personnel for timely and competent maintenance of the equipment provided as well as administrative support and preventive maintenance.
- 5) The successful vendor shall, at all times, maintain an adequate and readily accessible supply of equipment and replacement machines for timely and competent maintenance/repair of the equipment provided.
  - Successful vendor may arrange for the leasing of on-campus storage space from UNCW for such purpose.
- 6) All employees of the successful vendor assigned to the campus shall be attired in uniform and have prominently displayed name tags and identification.
- 7) All employees of successful vendor will pass a background check. Verification of such will be provided to UNCW by vendor for all employees assigned to the UNCW campus regardless of whether that assignment is regular or occasional.
- 8) All personnel of the successful vendor shall observe all campus traffic and parking regulations.
- 9) UNCW will not be responsible for losses caused by utility outages.
- 10) UNCW will be responsible for daily housekeeping in the laundry room area, including the cleaning of walls, floors, windows, doors, and other surfaces, including the outside of the laundry machines. Successful vendor will be responsible for cleaning of inside the machines.
- 11) UNCW will be responsible for the removal of trash and rubbish from the laundry room areas. The University shall provide pest control in all laundry rooms and equipment areas.
- 12) Vendor will replace equipment when requested by Housing Facilities Planning and Project Manager, Assistant Director of Housing Facilities, or the Executive Director of Housing and Residence Life.

#### **F. Preventive Maintenance**

- 1) Successful vendor will perform preventive maintenance (PM) services on all machines annually.
  - PMs for in-unit laundry machines will be done in the summer months (May through July) when campus occupancy is at it's lowest
  - PMs for community laundry machines can be done in the summer or during other scheduled breaks in the academic calendar, including Thanksgiving, winter, and spring break.
  - The Vendor should provide for routine vent cleaning. At a minimum: Four-inch or larger diameter rigid ventilation lines will be cleaned annually
  - Exterior grills and louvers will be cleaned semi-annually (twice per year).
  - Areas behind equipment and under equipment will be cleaned semi-annually (twice per year). This will involve moving equipment to access areas behind and under.
  - Dryer efficiency and inspections of the vent lines will occur as needed to always ensure adequate ventilation, but at minimum once per year.

The cleaning requirements outlined are a minimum requirement. The Vendor will determine site specific cleaning requirements and whether a more frequent vent line cleaning is necessary.

- 2) The awarded Vendor representative shall visit each residence hall laundry facility a minimum of once per week (checking in with Housing Facilities Planning and Project Manager, Assistant Director of Housing Facilities, or their designee).

#### **G. Personnel**

1. Identify personnel who will directly support UNCW, including account manager, technicians, etc. Describe the number of accounts each person manages in regard to his or her particular discipline. Include relevant experience.
2. Vendor shall have or be willing to permanently place a technician(s) on the eastern side of North Carolina area, which has experience in serving universities or colleges. This account manager will need to maintain a very close working relationship with UNCW. Describe your methodology for meeting this criterion.
  - a. UNCW request that there are 2-3 technicians during the move-in phase (August-September) when work orders are at their highest.
  - b. As work orders decrease staffing can be scaled back to one (1) technician.
3. Include details about the number of schools a dedicated UNCW technician(s) is currently responsible for serving and the number of machines serviced on the eastern side of North Carolina area.
4. An account executive must supervise the installation, monitor the ongoing services, solicit feedback to improve service, and ensure that UNCW's needs are met. Describe your methodology for meeting this criterion.
5. Provide an organizational chart indicating which individuals or positions would have knowledge of the agreement, the degree to which each person would be responsible to UNCW's account, and their decision-making authority level.

**H. Additional Vendor Obligations**

The laundry equipment shall be brand new Speed Queen Quantum washers and dryers in central residence hall laundry areas, and Speed queen homestyle or whirlpool thin twin W/D stacks in apartment in-unit laundry areas as specified above. The laundry equipment shall be modular design and be the same height to give uniformity of appearance, except as otherwise mutually agreed by the University and the selected Vendor. Equipment should adhere to ADA requirements where applicable. Proposal response shall include cut sheets and specifications that include model number, extract RPM, card option, capacity, average water usage, tumble speed and CFM and shall include pictures of equipment proposed. The University reserves the right to determine suitability of unit, and the awarded Vendor shall immediately replace any unit that the University deems unfit for service. Details of number and location of each type of machine provided. Vendor shall provide a per-machine cost for each year, (note: University will split payment into two equal payments billed in fall and spring semester), as the University engages in all-inclusive laundry services in our residence facilities. Therefore, all machines are set up on a non-vented setting. See Attachment

Vendor shall obtain all required permits, licenses, and employee bonding to comply with applicable municipal, county, state, city and federal laws, and assume liability for all applicable taxes including, but not limited to, sales and property taxes.

Vendor shall furnish all supplies, material, equipment, management and labor necessary to run the laundry program.

Equipment shall be maintained in a condition satisfactory to the University. The selected Vendor should adhere to the highest standards of cleanliness and sanitary practices to ensure continual sanitation in all functions and matters related to the execution of the terms of any resulting contract. The awarded Vendor shall assure maximum venting and drying for each dryer. Venting may be to the outside or into existing building ventilation system. Rigid ventilation lines should be installed at all locations. The Vendor shall use the appropriate UL listed tape to seal and secure ductwork. No screws of any kind should be used to secure ductwork. Any changes to existing ventilation system after contract award shall be mutually approved. The Vendor shall provide routine maintenance of laundry equipment, cleaning of vents and fans, and repairs due to vandalism of equipment.

Vendor shall provide one contract coordinator to review and inspect operations every three months and fill staff vacancies if necessary. Contract coordinator shall update University on current and future service programs offered. Contract coordinator shall have full authority to act on behalf of the awarded Vendor in all matters pertaining to the specifications of any resulting contract.

Vendor shall comply with all applicable government regulations related to the employment, compensation, and payment of personnel. ALL staff that will be working on the university property will meet University HR background check requirements, a list of said employees and copies of all background check results shall be furnished to the University at least two weeks prior to any Vendor employee receiving independent access to university facilities.

Vendor is responsible for all damage done to any University property during the installation, operation, maintenance and/or removal of equipment. Vendor is responsible for damage to university facilities by equipment that does not perform as intended or malfunctions even if exact cause of malfunction cannot be determined. Clean up and repair of all damage shall be accomplished at Vendors expense in a manner satisfactory to the University.

A damage reimbursement process shall be provided to disperse funds through the Vendor. The process shall include a form that has been approved by the University to be filled out by the person making a damage claim. A Damage Claim Form shall include the machine number, amount of refund, when, what happened, date, building, and who suffered the loss. The Vendor shall expedite review of claims submitted and be liable for the supply and maintenance of funds for such claims to the satisfaction of the University. The Vendor shall reimburse customers as necessary for damage to their personal property due to equipment malfunction.

**I. Additional University Obligations**

UNC Wilmington shall supply utilities to the laundry rooms. The awarded Vendor shall provide the connection from the receptacle to Vendor equipment. If utility services (water, gas, electricity or heat) are interrupted, the University will take immediate action to restore service. The University shall not be liable for any loss that may result from the interruptions or failure of any utility service.

University will issue Vendor representatives with building access cards as necessary to complete work. Vendor shall be responsible for maintaining security of access card and for immediate notification to university of any lost access card. Vendor will be responsible for replacement of lost cards. The University shall conduct a periodic review of access card usage and control.

The University shall periodically, and without advance notification, inspect the laundry equipment. A management Vendor representative shall conduct equipment and facilities maintenance and sanitation inspections on an ongoing basis. The awarded Vendor's contract coordinator shall conduct inspections of the laundry equipment with a University representative a minimum annually (June/July) and provide an electronic report of the inspection to the University. Units should be in good working condition before residents move back in August.

**J. Parking Regulations**

The Contractor's vehicles and those of their employees working on the University must be registered with the University Parking office. Unregistered vehicles parked on University property are subject to a parking violation ticket and/or towing. Contractors are advised that University Parking strictly enforce parking regulations. Towing will be at the Contractor's expense. The Contractor's employees must obtain a parking pass for personal vehicles.

**6.0 CONTRACT ADMINISTRATION**

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

**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:	

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 INVOICES**

Vendor shall invoice the Procurement Entity. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Procurement Entity with an invoice for each order. Invoices shall include detailed information to allow Procurement Entity 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.

**6.3 POST AWARD BUSINESS REVIEW MEETINGS**

The Vendor, at the request of the State, may be required to meet periodically with the State for Business 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.

**6.4 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.

**6.5 FAITHFUL PERFORMANCE**

**6.6 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 six (6) 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.

**6.7 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.

**6.8 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.

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## 7.0 ATTACHMENTS

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### **\*\*IMPORTANT NOTICE\*\***

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

#### **ATTACHMENT A: PRICING**

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Complete and return the Pricing associated with this IFB, which can be found in the table below:

<b>COMMERCIAL WASHER, ANNUAL PRICE PER UNIT:</b>	\$ _____
<b>COMMERCIAL DRYER, ANNUAL PRICE PER UNIT:</b>	\$ _____
<b>IN-UNIT, STACKABLE MACHINE/ADA ANNUAL PRICE PER UNIT:</b>	\$ _____
<b>PRICING FOR ANNUAL COMMERCIAL AND RESIDENTIAL DRYER VENT CLEANING SERVICES</b>	\$ _____

#### **ATTACHMENT B: INSTRUCTIONS TO VENDORS**

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The Instructions to Vendors, which are incorporated herein by this reference, may be found here:  
<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

#### **ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS**

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The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:  
<https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open>

#### **ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

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Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:  
<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

#### **ATTACHMENT E: CUSTOMER REFERENCE FORM**

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Complete and return the Customer Reference Form, which can be found at the following link:  
<https://ncadmin.nc.gov/media/15503/open>

#### **ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR**

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Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:  
<https://www.doa.nc.gov/pandc/onlineforms/pc-worker-location-92021-pdf/open>

#### **ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**

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

Bid Number: 72-BJTH26030

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

<https://www.doa.nc.gov/pandc/onlineforms/pc-certification-financial-condition-92021-pdf/open>

## **LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS**

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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/pc-contracts-grants-loans-cooperative-agreements-certification-72020-pdf/open>

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