

STATE OF NORTH CAROLINA

Haywood Community College

Invitation for Bid #: 101-HCC2026-03

Janitorial Services

Date of Issue: March 16, 2026

Bid Opening Date: April 10, 2026

At 2:00 PM ET

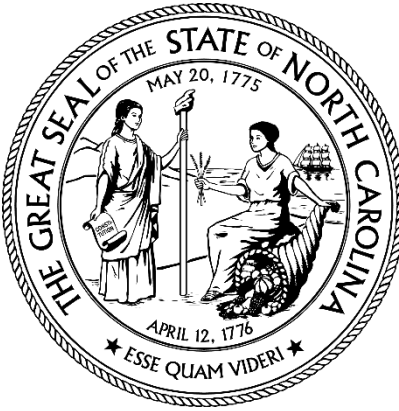
Direct all inquiries concerning this IFB to:

Jacqueline Maurer

Accounting Tech / Purchasing

Email: jkmaurer@haywood.edu

Phone: 828-627-4605



STATE OF NORTH CAROLINA

Invitation for Bid

101-HCC2026-03

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.**

Vendor Name

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>

Electronic responses ONLY will be accepted for this solicitation.

<h2 style="margin: 0;">STATE OF NORTH CAROLINA</h2> <h3 style="margin: 0;">Haywood Community College</h3>		
Refer <u>ALL</u> Inquiries regarding this IFB to: <i>Jacqueline Maurer, Purchasing</i> <i>jkmaurer@haywood.edu</i>	Invitation for Bid #: 101-HCC2026-03 Bids will be publicly opened: April 10, 2026, at 2:00 P.M.	
Using Agency: Haywood Community College Requisition No.:	Commodity No. and Description: 761115 Janitorial Services	

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

The intent of this Invitation for Bid (IFB) is to establish an Agency Contract with a responsible Vendor to furnish all labor, supervision, equipment, tools, materials, and supplies necessary to maintain College facilities in a clean, sanitary, safe, and professional condition.

Haywood Community College (HCC), a member of the North Carolina Community College System, has three (3) locations, 23 buildings, and an estimated 250,930 square feet throughout Haywood County, with its main campus located in Clyde, NC.

The Vendor shall provide janitorial services as specified in the Scope of Work outlined in this IFB, and as deemed industry standard for the housekeeping profession.

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

1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, commencing on the date of final execution of the Contract (the "Effective Date"). In addition, the State reserves the right to extend the contract at the end of its active term.

Bids 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 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/>.

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	March 16, 2026
Hold Pre-Bid Meeting/Site Visit	State	March 25, 2026 at 9:00 A.M.
Submit Written Questions	Vendor	March 31, 2026 by 4:00 P.M.
Provide Response to Questions	State	April 6, 2026
Submit Bids	Vendor	April 10, 2026 by 2:00 P.M.
Contract Award	State	TBD

2.5 MANDATORY SITE VISIT

Date: 03/25/2026
 Time: 09:00 AM Eastern Time
 Location: 89 Vocational Drive
 Hawthorne Building
 Clyde, NC 28721
 Contact #: 828-565-4033, Ian Cernak

Instructions: It shall be MANDATORY that a representative from each Vendor be present for a pre-bid site visit. Attendees must arrive promptly. All attendees **must sign in upon arrival** and clearly indicate each prospective Vendor represented on the sign-in sheet. **LATE ARRIVALS WILL NOT BE ALLOWED TO SIGN IN OR PARTICIPATE IN THE SITE VISIT, NOR SHALL THEIR BID BE CONSIDERED.** Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

FAILURE TO ATTEND THE MANDATORY SITE VISIT SHALL RESULT IN VENDOR’S BID BEING DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.

The purpose of this visit is for all prospective Vendors to apprise themselves of the conditions and requirements which will affect the performance of the work called for by this IFB. Vendors must stay for the duration of the site visit . No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this IFB.

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

2.6 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 jkmaurer@haywood.edu by the date and time specified above. Vendors should enter “**IFB # 101-HCC2026-03: 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.

2.7 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.

eVP

If applicable to this IFB and using eVP, all proposal responses shall be submitted electronically via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link:

<https://eprocurement.nc.gov/news-events/evp-updates-vendors>

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.

2.8 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) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- b) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- c) Vendor’s Response:
 - 4.5.1 VENDOR BACKGROUND CHECK AGREEMENT
 - 5.19 STAFFING WORKSHEET
 - 6.1 CONTRACT MANAGER AND CUSTOMER SERVICE
- d) Completed version of ATTACHMENT A: PRICING
- e) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- f) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- g) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- h) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

2.9 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 #101-HCC2026-03 [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.

3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

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 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 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 purchaser 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.

At the date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum, the bids 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 is 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. 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 bid. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

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

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 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. The State shall 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 shall be considered in the evaluation of the Bid.

4.5 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor’s expense prior to beginning work with the State. As part of Vendor background, the following details 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, by 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;

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;

Any regulatory investigations pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.

Any civil litigation, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its bid herein or a statement that there are none.

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

It is the policy of the College to provide a crime-free and safe environment for employees to work. Haywood Community College requires a criminal background check on Vendor’s personnel. The criminal check shall include felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and counties where the individual has resided. The

criminal check information shall be first thoroughly reviewed by the Vendor and then sent to the HCC Contract Manager for review and approval. Out-of-state searches shall be required for persons living in the State of NC for less than seven (7) years.

Twenty-four (24) hours prior to any person entering the buildings on janitorial business or performing work under this contract, or being brought in by the Vendor for introduction, the Vendor shall provide the HCC Contract Manager with statewide criminal background checks for all representatives noted above, including themselves. The HCC Contract Manager shall review the documents and inform the Vendor as soon as possible if the prospective worker will be permitted to perform work under this contract. Persons without this approved criminal background check shall be turned away and not allowed to work in the buildings until proper documentation is submitted and approved. Submitting a false criminal background check or a criminal background check of a known felon shall result in a cancellation of the contract.

Any individual representing the company who, in their 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 on College property. Any individual representing the company, convicted of any criminal felony during the last seven (7) years shall not be allowed to work. Any individual representing the company found at any time to have an outstanding warrant or pending court case shall not be allowed to work on College property. The College shall have the ability to reject any applicant.

BUILDING SECURITY LOG: All persons representing the Vendor shall individually sign in and out on the monthly supervisor's workday log each time they enter and exit the workplace. Signing in and out at the same time is not acceptable. Days not signed on the log by the cleaning employees shall not be paid for unless the HCC Contract Manager or Vendor can verify that the cleaning was done. The log shall be located at a place agreeable to the Vendor and the HCC Contract Manager. The completed log shall be submitted to the HCC Contract Manager by the Vendor on a monthly basis, along with the invoice. The Vendor or their employees shall start a new log.

4.5.1 VENDOR BACKGROUND CHECK AGREEMENT

Vendor agrees to conduct a criminal background check and all required security clearances 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 and Haywood Community College 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).

HCC shall review all personnel prior to beginning work under this Contract. HCC has the right to reject any person.

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.

4.7 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.

4.8 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

Bonding and Insurance Requirements:

Vendor shall procure and maintain, at its own expense, the following insurance coverages with insurers licensed to do business in the State of North Carolina:

1. Employee Dishonesty / Janitorial Bond
In the minimum amount of \$100,000, covering all employees of the vendor against loss due to theft, whether actual or alleged.
2. Commercial General Liability Insurance
With limits of not less than:
 - o \$1,000,000 per occurrence
 - o \$2,000,000 aggregate

Coverage shall include bodily injury, property damage, and contractual liability.

Haywood Community College shall be named as an Additional Insured on the Commercial General Liability policy.

The apparent awardee shall provide certificates of insurance evidencing the required coverage within five (5) business days of notification of award. The State reserves the right to withhold contract execution until acceptable certificates are received. Renewal certificates shall be provided annually thereafter and upon policy renewal during the term of the contract.

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL SPECIFICATIONS

The Vendor shall provide complete janitorial services necessary to maintain all designated facilities in a clean, sanitary, orderly, and safe condition consistent with industry standards for higher education facilities.

Services shall include, at a minimum:

- Routine cleaning
- Restroom sanitation
- Trash and recycling removal
- Floor care
- Periodic deep cleaning
- Event support services
- Emergency response cleaning

The Vendor shall furnish all labor, supervision, training, equipment, tools, chemicals, and consumable supplies necessary to perform the required services unless specifically identified as provided by HCC.

All work shall:

- Comply with OSHA, EPA, and applicable State regulations
- Use approved cleaning products and methods
- Be performed in a professional and workmanlike manner
- Minimize disruption to College operations

The Vendor is responsible for managing staffing levels, schedules, and methods necessary to meet the service standards described in this Contract.

5.2 BUILDING LISTING/SPACE

Janitorial services shall be provided for the following HCC facilities:

Main Campus

185 Freedlander Drive, Clyde, NC 28721

Regional High Technology Center

112 Industrial Park Drive, Waynesville, NC 28786

Regional Business Advancement Center

144 Industrial Park Drive, Waynesville, NC 28786

West Waynesville Annex

23 Hendrix Street, Waynesville, NC 28786

The total cleanable area covered under this Contract is approximately:

250,930 square feet

A detailed building and square footage breakdown is provided below for pricing and staffing purposes.

Building #	Building Name	Net Area	Gross Area
100	Frazell Administration Building	4,764	5,733
200	Alder	26,584	37,054
300	Hickory	28,680	43,020
400	Dogwood	6,741	7,703
800	Buckeye	6,109	7,154
900	Poplar	8,727	10,841
1000	Birch	4,483	12,322
1100	Balsam	2,037	8,200
1400	Oak	5,554	6,037
1500	Hemlock	32,503	45,649
1600	Pine	1,587	16,748
2000	Ironwood - J.M West Junior Center	1,000	1,600
3000	Regional High Technology Center "RHTC"	15,615	26,295
3200	Chestnut	4,031	5,424
3300	Walnut	11,541	18,106
3400	HCC West Waynesville Annex	4,046	5,343
3500	Hawthorn	10,880	14,710
4000	Regional Center for the Advancement of Children "RCAC"	15,222	19,334
5000	Regional Business Advancement Center "RBAC"	11,050	17,000
6000	Juniper	11,449	15,332
7000	Sycamore	27,023	40,722
9000	Public Services Training Facilities "PSTF"	10,304	12,535
N/A	Research House	1,000	1,627
Total Sq. Ft.		250,930	378,489

HCC reserves the right to adjust square footage during the Contract term due to renovations, additions, or operational changes. Pricing for added or reduced space shall be adjusted proportionally in accordance with the awarded rates.

5.3 SCOPE OF WORK & SPECIFICATIONS

The Vendor shall provide complete janitorial services necessary to maintain all assigned areas in a consistently clean, sanitary, orderly, and presentable condition.

Services shall include all reasonable and necessary labor, equipment, and materials required to accomplish the tasks identified in this section. The Vendor shall provide sufficient staffing and onsite supervision to ensure services are performed effectively and on schedule.

Cleaning services shall generally occur during the College's normal operating hours unless otherwise coordinated with the HCC Contract Manager.

If any customary or implied custodial duties are not specifically listed but are reasonably necessary to achieve acceptable cleanliness standards, such duties shall be considered included within the scope of this Contract.

5.4 MATERIALS, SUPPLIES, TOOLS, & EQUIPMENT

The Vendor shall supply all cleaning materials, chemicals, consumables, tools, and equipment necessary to perform the required services, including but not limited to:

- Cleaning chemicals and disinfectants
- Floor care equipment
- Vacuums (HEPA recommended)
- Trash liners
- Restroom paper products
- Soaps and related supplies

All products shall be appropriate for their intended use, compliant with OSHA and EPA requirements, and used according to manufacturer instructions. Safety Data Sheets (SDS) shall be maintained and provided to HCC upon request.

HCC reserves the right to require substitution and/or replacement of any product that presents safety concerns or does not meet performance expectations.

5.5 GENERAL CLEANING

The Vendor shall supply all cleaning materials, chemicals, consumables, tools, and equipment necessary to perform the required services, including but not limited to:

- Cleaning chemicals and disinfectants
- Floor care equipment
- Vacuums (HEPA recommended)
- Trash liners
- Restroom paper products (Including dispensers compatible with supplies)
- Soaps and related supplies (Including dispensers compatible with supplies)
- Batteries for dispensers

All products shall be appropriate for their intended use, compliant with OSHA and EPA requirements, and used according to manufacturer instructions. Safety Data Sheets (SDS) shall be maintained and provided to HCC upon request.

HCC reserves the right to require substitution and/or replacement of any product that presents safety concerns or does not meet performance expectations. The Vendor shall perform all general cleaning duties as defined in this document, including daily, weekly, bi-weekly, monthly, quarterly, and annual tasks. No portion of this work may be subcontracted except for specialty services such as window cleaning, floor refinishing, or other work approved in advance and in writing by the HCC Contract Manager.

General cleaning shall be performed primarily during the College's normal operating hours, **Monday through Friday, 6:00 a.m. to 11:00 p.m., and Saturday through Sunday, 8:00 a.m. to 8:00 p.m.** Cleaning of the Regional Center for the Advancement of Children (RCAC) shall occur exclusively after the facility closes at 5:30 p.m. To ensure continuous custodial presence and rapid response to service needs. The Vendor shall maintain qualified custodial staff on-site throughout the day to address cleaning requests and emergent issues.

5.5.1 Operational Oversight, Scheduling, and Quality Assurance

5.5.1.1 Scheduling & Staffing Requirements

The vendor shall submit a **detailed daily and weekly cleaning schedule** identifying personnel assignments, building coverage hours, and shift responsibilities.

The schedule must be **approved by the HCC Contract Manager** prior to the start of services.

Any modifications to staffing, routes, or schedules require **prior written approval** from the HCC Contract Manager.

Vendor shall assign an **onsite supervisor or lead custodian** who is physically present during all daytime operations.

The supervisor is responsible for directing custodial staff, communicating with HCC departments, and ensuring compliance with schedules, standards, and policies.

5.5.1.2 Daily Cleaning Logs

Each building shall maintain a **daily cleaning log** completed by custodial staff performing the work.

Logs shall include:

Completion of assigned tasks

Building deficiencies or problem areas

Time of task completion

The Custodian of Record must **print and sign their name to the daily logs** upon completion.

Logs will be submitted by the onsite supervisor during the **bi-weekly Campus Development Managers' meeting** or any replacement standing meeting designated by the HCC Contract Manager.

All logs must be **retained for at least six (6) months** and made available upon request for audit, inspection, or performance review.

Log books will be provided by HCC and can be edited or audited at any time by the HCC Contract Manager.

5.5.1.3 Inspection & Deficiency Correction

HCC reserves the right to **inspect any facility area at any time** to verify cleanliness, sanitation, and compliance with contract requirements.

Any deficiencies identified during inspection shall be corrected by the Vendor within **24 hours**, or immediately if the issue poses health **or safety concern**.

Failure to correct deficiencies within the required time frame may result in written notice, payment deductions, or other corrective actions.

5.5.1.4 Performance Evaluation

The HCC Contract Manager will evaluate custodial performance through:

Scheduled and unscheduled inspections

Review of daily logs and supervisor reports

Feedback from HCC faculty, staff, and department heads

Repeated cleaning deficiencies, failure to correct issues, incomplete staffing, or patterns of substandard performance shall constitute grounds for corrective action, including:

Written warnings

Required vendor remediation plans

Deductions from monthly invoices

5.5.1.5 Termination of contract for cause, if necessary

5.5.1.6 Implied Services

If any customary or implied custodial duties are inadvertently omitted from this document, the contract shall be interpreted to include all tasks **necessary to maintain HCC facilities in a clean, safe, sanitary, and presentable condition** consistent with industry standards for higher-education buildings.

5.6 TASKS & FREQUENCY: DAILY, WEEKLY, BI-WEEKLY, AND QUARTERLY CLEANING

5.6.1 Daily Cleaning (minimum)

- Sweep, dust mop, or vacuum all floors
- Spot mop spills and visibly soiled areas on all floors
- Wipe and disinfect high-touch surfaces (handles, rails, switches, counters) all areas
- Spot clean glass and entryways all buildings
- Remove cobwebs and visible debris all areas
- All restrooms shall be cleaned daily. Clean and disinfect toilets, urinals, seats, and flush handles. Clean and sanitize sinks, counters, and faucets. Clean mirrors to ensure streak-free finish. Refill toilet paper, paper towels, soap, and sanitary products. Empty all trash and sanitary receptacles; replace liners. Sweep and mop floors with disinfectants, including behind doorway. Spot clean partitions, stall doors, and walls. Clean and disinfect high-touch surfaces such as door handles and light switches. Place wet floor signage during and after mopping until floor is dry. Dust all surfaces and remove cobwebs. Personnel shall wear disposable rubber gloves when cleaning restrooms. Deodorize, wash and disinfect all traps, drains, toilet seats, urinals, sinks, counter tops, dispensers and all chrome surfaces including, but not limited to, doorknobs, handles, hand plates, stainless steel shelving, cabinets, mirrors, and exposed sink drains. Floor drains shall have enough sanitizer poured into them to be clearly seen. Disinfectants used must be approved by HCC (Clorox is not allowed). Replenish restroom supplies. Empty all interior and exterior trash cans and recycling receptacles; wipe clean all trash cans and recycling receptacles with a damp cloth (wash if needed). Change liners as needed to maintain cleanliness and eliminate odors. Trash and recycling collection barrels/bins are to be emptied daily or as needed based on usage in all areas, common and otherwise. There shall be no instances of overflowing garbage bins or recycling receptacles at any location contracted within this agreement. The vendor may never mix trash with recycling. The vendor shall never throw plastic waste bags into the recycling container. Recycling practices must follow company and state regulations. Empty paper shredders in recycling containers daily.

5.6.2 Weekly Cleaning (minimum)

- Mop or scrub hard floor surfaces all areas
- Detail vacuum carpeted areas, including edges and corners all areas
- Dust ledges, baseboards, and vertical surfaces all areas
- Clean interior glass panels and doors all buildings
- Remove marks and stains from walls and surfaces

5.6.3 Bi-Weekly Cleaning (Minimum)

- Deep clean stairs, handrails, and landings all areas. All stairs and landings shall be scrubbed with soap and water; appropriate warning signs such as "Wet Floors" are displayed. All handrails, stringers, and risers shall be wiped clean with a damp cloth. Concrete stairs and landings shall be scrubbed with a cleaning compound and rinsed
- Clean doors, frames, and hardware all areas
- Clean vents, returns, and overhead surfaces all areas

- Wash walls and high dusting areas
- Damp clean dust and dirt off baseboards.

5.6.4 QUARTERLY CLEANING

Deep clean all walls and doors (interior and exterior), including, but not limited to, kick plates, thresholds, doorjambs, baseboards, and moldings. Remove dust and wash all light switches, fire extinguishers, and all horizontal surfaces, including those above seven (7) feet in height.

5.7 REQUIRED SERVICES (ANNUAL DEEP CLEANING)

In addition to routine services, the Vendor shall perform periodic deep cleaning and restorative services at least annually, or more frequently if necessary to maintain acceptable facility conditions.

These services shall include, at a minimum:

- Interior and exterior window cleaning
- Carpet extraction using hot water or steam methods
- Floor stripping, refinishing, and buffing of resilient flooring
- Scrubbing of tile and grout
- Cleaning of blinds, light fixtures, and diffusers
- Cleaning of vents, returns, and exposed ductwork
- High dusting and overhead cleaning

The Vendor shall coordinate scheduling with the HCC Contract Manager to minimize disruption to campus activities. Services shall be supervised onsite and performed in accordance with manufacturer recommendations.

Any work not meeting contract standards shall be re-performed by the Vendor at no additional cost.

5.8 EVENT SERVICES

HCC facilities are periodically used for events outside of normal academic operations. The Vendor shall provide janitorial support for events upon request.

Event services may include:

- Pre-event cleaning
- Trash and recycling removal
- Restroom maintenance and supply replenishment
- During-event support as needed
- Post-event cleaning and restoration

Event services may occur during evenings or weekends.

The Vendor shall provide an hourly rate (or other approved pricing method) for event services as specified in the Pricing Form. Event staffing and schedules shall be coordinated with the HCC Coordinator of Campus Development Services and Events.

5.9 JANITORIAL CLOSETS/SUPPLIES

Janitorial closets, storage areas, and cleaning equipment shall be maintained in a clean, sanitary, and orderly condition at all times. Cleaning tools, mops, buckets, and related supplies shall be properly rinsed, stored, and maintained to prevent odors,

mold, or unsanitary conditions. Cleaning cloths and reusable materials shall be laundered regularly and maintained in a sanitary condition.

5.10 JANITORIAL SUPERVISOR OFFICE

HCC will provide workspace and basic office equipment for the Vendor's onsite supervisor for contract administration purposes. Such equipment shall be used solely for performance of duties related to this Contract.

5.11 VEHICLE REQUIREMENT

The Vendor shall provide all transportation and equipment necessary to perform services at all designated facilities.

5.12 JANITORIAL SUPERVISOR RESPONSIBILITIES

The Vendor shall designate an onsite supervisor responsible for daily oversight of personnel, service quality, and coordination with the HCC Contract Manager.

The supervisor shall:

- monitor daily, weekly, bi-weekly, quarterly, and annual cleaning services along with periodic review of daily logs and standard work being completed.
- monitor completion of work orders,
- respond to service requests,
- coordinate event support, and
- serve as the primary point of contact for the College.

The Vendor shall ensure the supervisor is reasonably accessible during working hours through phone or electronic communication.

5.13 ADDITIONAL REQUIREMENTS

The Vendor may be requested to provide supplemental or additional services not specifically described herein. Such services must be approved in advance by the HCC Contract Manager and will be compensated in accordance with agreed pricing.

5.14 EMERGENCY JANITORIAL SERVICES

The Vendor shall respond to emergency janitorial service requests within one (1) hour during normal operating hours. The Vendor shall provide equipment and personnel necessary to address water extraction, spills, debris removal, or similar urgent conditions.

If the Vendor is unable to respond within the required timeframe, HCC reserves the right to obtain services from other sources.

5.15 KEYS / BUILDING ACCESS CARDS

Issuance of keys or access cards shall be controlled by HCC. The Vendor is responsible for safeguarding all issued keys and access devices.

Lost or unreturned keys/cards may result in replacement costs or deductions as specified by HCC. All keys/cards shall be returned upon employee separation or contract termination.

5.16 IDENTITY REQUIREMENTS

Vendor personnel shall carry an identification badge at all times while on HCC premises. The Vendor is responsible for providing and maintaining appropriate uniforms or attire.

Vendor employees shall wear **uniform attire consisting of charcoal gray scrub-style clothing** while performing duties on campus. Uniforms shall be clean, neat, and free of visible stains or tears at the beginning of each shift. No company logos or brand markings shall be visible on the uniform. Standardized winter uniforms shall be provided by the vendor to maintain a cohesive appearance by all team members (this includes outerwear).

Uniform tops and bottoms shall be of matching color and style, and employees may wear plain black or gray undershirts if desired. Shoes shall be closed-toe, non-slip, and in good condition.

The Vendor shall be responsible for furnishing, maintaining, and laundering all required uniforms at no additional cost to HCC. Each employee shall be provided with a sufficient number of uniform sets to maintain a professional appearance throughout the work week.

Head coverings are limited to professional or religious purposes only. Hooded sweatshirts, bandanas, hats, or any other non-uniform head coverings are not permitted while performing custodial duties.

Any employee reporting to work without proper uniform attire or without their HCC-issued identification badge shall be denied access to the building until the issue is corrected. If this results in a building not being cleaned as scheduled, HCC reserves the right to deduct the corresponding daily cleaning cost from the Vendor’s monthly payment.

The Vendor shall ensure all employees maintain a professional appearance and demeanor while on College property.

5.17 COMMUNICATION SERVICES

The Vendor shall maintain current contact information and respond promptly to communications from the HCC Contract Manager regarding service issues or emergencies.

5.18 VENDOR/ EMPLOYEE POLICY

Vendor personnel shall:

- act in a professional manner,
- comply with College policies and procedures,
- respect building security and confidentiality,
- and avoid disruption of College operations.

The Vendor shall provide adequate supervision and ensure employees are properly trained and experienced to perform janitorial services.

HCC may request removal of any personnel who fail to comply with these requirements.

5.19 STAFFING WORKSHEET

Contract Manager Name: _____

(Make sure to include resume or bio)

Years’ Experience in Custodial Industry: _____

Years’ Experience in Supervisory Capacity: _____

Years’ Experience in High Education Facilities: _____

Total number proposed full-time employees (including contract manager): _____

Total number of proposed part-time employees: _____

Total number of proposed supervisors: _____

Total number of proposed employees: _____

5.20 DEVIATIONS

The nature of all deviations from the Specifications listed herein shall be clearly described by the Vendor. Otherwise, it will be considered that items offered by the Vendor are in strict compliance with the Specifications provided herein, and the successful Vendor shall be required to supply conforming goods. Deviations shall be explained in detail on an attached sheet. However, no implication is made or intended by the State that any deviation will be acceptable. Do not list objections to the North Carolina General Terms and Conditions in this section.

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.

HCC Contract Manager: Ian Cernak, 828-565-4033, ipcernak@haywood.edu

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.

Contract Manager Point of Contact	
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.

Customer Service Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

6.2 INVOICES

Vendor shall invoice Haywood Community College semi-monthly for General Cleaning Services. Each semi-monthly invoice shall cover fifty percent (50%) of the monthly service fee and shall reference the service billing dates. The exception will apply to December; a single invoice for the full monthly service fee will be submitted due to the college campus closure. Exceptions to the semi-monthly billing schedule will be approved on an individual basis with prior written approval.

Invoices for Event Services may be submitted as soon as services or purchases are completed and approved by the HCC Contract Manager. Invoices for reimbursement of approved purchases of supplies or equipment, and other Non-Event janitorial services, may be submitted semi-monthly; however, only one invoice should be submitted for each semi-monthly period and approved by the HCC Contract Manager.

Invoices shall include detailed information to allow Haywood Community College to verify that the pricing at the point of receipt matches the correct price from the original date of the order. The following fields shall be included on all invoices, as relevant:

Vendor’s Billing Address, Customer Account Number, NC Contract Number, Dates of Service, Item Descriptions, Price, Quantity, and Unit of Measure.

Invoices should be submitted to the following address:

Haywood Community College
Attn: Amy Hill, Coordinator of Campus Development Services and Events
Campus Development
185 Freedlander Drive, Clyde, NC 28721
alhill@haywood.edu
828-565-4020

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

6.3 POST AWARD PROJECT REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet periodically, as needed, 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.

6.4 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 PERIODIC MONTHLY STATUS REPORTS

The Vendor shall be required to provide detailed Management Reports to the designated Director of Campus Development on a weekly basis. This report shall include, at a minimum, information concerning the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plans and schedules. These reports shall be well-organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Purchasing Agency. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within 15 business days of the award of the Contract the Vendor shall submit a final work plan and a sample report, both to the designated Contract Lead for approval.

6.6 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 ten (10) calendar days 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.

6.7 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 HCC’s Contract Manager for resolution. Any claims by HCC shall be

submitted in writing to the Vendor's Contract 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.

7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING

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

This contract **shall** be governed by the specified annual costs. The Vendor shall be paid for the actual services provided at the specified unit prices. Unit costs are to include all prices for labor, equipment, materials, supplies, training, insurance, overhead, and profit.

Name of supervisor(s) who will direct the general cleaning staff (if known): _____

I. GENERAL CLEANING:

Building #	Net Area	Year One Price	Year Two Price	Year Three Price
100 - Administration	4,764	\$	\$	\$
200 - Alder	26,584	\$	\$	\$
300 - Hickory	28,680	\$	\$	\$
400 - Dogwood	6,741	\$	\$	\$
800 - Buckeye	6,109	\$	\$	\$
900 - Poplar	8,727	\$	\$	\$
1000 - Birch	4,483	\$	\$	\$
1100 - Balsam	2,037	\$	\$	\$
1400 - Oak	5,554	\$	\$	\$
1500 - Hemlock	32,503	\$	\$	\$
1600 - Pine	1,587	\$	\$	\$
2000 – Ironwood – J.M. West	1,000			
3000 - RHTC	15,615	\$	\$	\$
3200 - Chestnut	4,031	\$	\$	\$
3300 - Walnut	11,541	\$	\$	\$
3400 – West Waynesville Annex	4,046	\$	\$	\$
3500 - Hawthorn	10,880	\$	\$	\$
4000 - RCAC	15,222	\$	\$	\$

Building #	Net Area	Year One Price	Year Two Price	Year Three Price
5000 - RBAC	11,050	\$	\$	\$
6000 - Juniper	11,449	\$	\$	\$
7000 - Sycamore	27,023	\$	\$	\$
9000 - PSTC	10,304	\$	\$	\$
Research House	1,000	\$	\$	\$
Total	250,930	\$	\$	\$
Total Annual Price:		\$	\$	\$
Annual Price Per Square Foot:		\$	\$	\$

General Cleaning Average Annual Cost (Average of Three (3) Year Term) \$ _____

Note: Gross square footage values are provided for general information. These values are not cleanable square footage; see net square footage. In some cases, the Custodial Services will not involve the total square footage of the buildings. Please refer to the work requirements and specifications described in the IFB for each individual building.

II. ADDITIONAL SQUARE FOOTAGE:

If additional space needs to be added during the term of the contract, it shall be done at the rate of:

Classroom areas	\$	per sq. ft. per month
Laboratories (chem., bio., computer)	\$	per sq. ft. per month
Shops (art, metal, etc.)	\$	per sq. ft. per month
Office area	\$	per sq. ft. per month
Public areas	\$	per sq. ft. per month
Conference rooms	\$	per sq. ft. per month
Indoor Gymnasium	\$	per sq. ft. per month
Food Preparation	\$	per sq. ft. per month
Dining areas	\$	per sq. ft. per month

III. EMERGENCY AND/OR UNSCHEDULED WORK RATE

Monday-Friday:	Rate per hour per employee: \$	Minimum hours required, if any:
Saturday:	Rate per hour per employee: \$	Minimum hours required, if any:
Sunday/Holidays:	Rate per hour per employee: \$	Minimum hours required, if any:

Annual price inflation after the first year will not exceed:

	%
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ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

<https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

<https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

<https://www.doa.nc.gov/pandc/onlineforms/form-hub-supplemental-vendor-information-9-2021/download>

ATTACHMENT E: CUSTOMER REFERENCE FORM

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

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/form-location-workers-09-2021/download>

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

<https://www.doa.nc.gov/pandc/onlineforms/form-certification-financial-condition-09-2021/download>

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