

UNC
GREENSBORO
Procurement Services

STATE OF NORTH CAROLINA

The University of North Carolina at Greensboro

Invitation for Bid #: LK250201

CUSTODIAL SERVICES - 25

Date of Issue: February 28, 2025

Site Visit: March 11, 2025 at 10:30 AM ET

Questions Due: March 14, 2025

Bid Due: March 27, 2025 at 2:00 PM ET

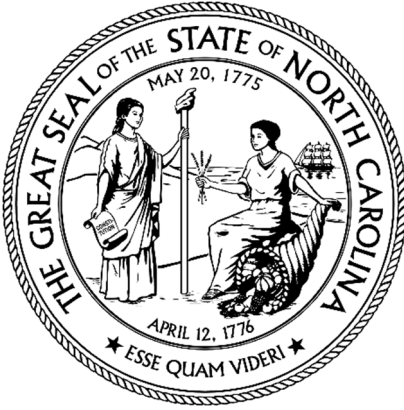
Virtual Bid Opening: March 27, 2025 at 3:00 PM ET

Direct all inquiries concerning this IFB to:

Lori Krise

Procurement Specialist

Email: lwkrise@uncg.edu



UNC
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STATE OF NORTH CAROLINA

Invitation for Bid

LK250201

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.

STATE OF NORTH CAROLINA	
The University of North Carolina at Greensboro	
Refer <u>ALL</u> Inquiries regarding this IFB to: Lori Krise, lwkrise@uncg.edu	Invitation for Bid #: 69-LK250201 CUSTODIAL SERVICES-25
	Bids will be publicly opened: March 27, 2025
Using Agency: UNC Greensboro	Commodity No. and Description: 761115 General Building and Office Cleaning and Maintenance Services
Requisition No.: TBD	

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:	FAX NUMBER:	
VENDOR’S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least sixty (60) days from date of bid opening, unless otherwise stated here: ____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this 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.

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on

The attached certification, by _____.

(Authorized Representative of The University of North Carolina at Greensboro)

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1.0 PURPOSE AND BACKGROUND

Housing and Residence Life (HRL) at The University of North Carolina at Greensboro provides safe, inclusive, and secure residential communities where a diverse, innovative and responsive team of professionals encourages students to pursue academic excellence, personal growth, civic leadership and responsibility. Efficient, effective and accessible programs and services are provided by competently trained and reliable departmental teams in affordable, clean, comfortable, sustainable and sound facilities equipped with current technologies.

HRL is seeking Contractor(s) to provide “As Needed - à La Carte” custodial services for 29 residence halls. The Contractor(s) will provide custodians to assist the University Housekeeping Department based upon the University Operations Calendar. The Custodial Service Contractor(s) shall provide emergency services when needed at levels described herein. Custodial services will include cleaning as described herein. The Custodial Service Contractor(s) will provide management, supervision, staff, equipment, and supplies as outlined in the specifications under an indefinite-quantity definite-delivery format.

Work shall consist of, but not be limited to, cleaning the following areas: residential rooms, halls, corridors, lobbies, landings, office space, snack machine rooms, kitchens, entranceways, laundry rooms, microwaves, refrigerators, stove and oven, storage areas, elevators, stairways, rest rooms, lounge areas, interior windows (panes, sills and treatments only), and recreation rooms. All furniture or furnishings shall be moved as required to provide complete cleaning of all floor surfaces during sweeping, mopping, stripping, waxing, buffing, vacuuming, and cleaning of carpets. All furniture and furnishings shall be returned to their original location upon completion of the work.

The intent of this solicitation is to award an Agency Specific Term Contract to multiple Contractors as Convenience Contracts.

1.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on the date of final Contract execution (the “Effective Date”) or April 1, 2025, whichever is later.

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 1-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) 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.

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 – NOT APPLICABLE

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	February 28, 2025
Site Visit	State	March 11, 2025 10:30 AM to noon
Submit Written Questions	Vendor	March 14, 2025
Provide Response to Questions	State	March 18, 2025
Submit Bids	Vendor	March 27, 2025 by 2:00 PM
Virtual Bid Opening via Microsoft Teams	State	March 27, 2025 at 3:00 PM Eastern Time Join the meeting now Meeting ID: 218 950 150 356 Passcode: Mq6xb3e8 Dial in by phone <u>+1 336-790-7381,,373771616#</u> United States, Greensboro
Contract Award	State	April 1, 2025

2.5 SITE VISIT

Date: March 11, 2025
Time: 10:30 AM Eastern Time
Location: 201 Gray Drive
Ragsdale-Mendenhall Residence Hall Conference Room
Greensboro, NC 27412
Contact #: 336-334-5061 [K Hines]

Instructions: Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this IFB. A non-mandatory site visit is scheduled for this IFB. Submission of a bid shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this IFB.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this 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 lwkris@uncg.edu by the date and time specified above. Vendors should enter "IFB # LK250201: 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.

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 (eVP solicitation portal will close at exactly 2:00 PM ET).

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) 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; (iii) a statement that the Vendor has regularly engaged in the business of Custodial Services as covered by these specifications for a minimum of three (3) years; and (iv) 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. [See Section 4.9 Proof of Insurance, Section 5.1.1 List of Chemicals and associated SDS]
- 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 for which Vendor has provided similar services within the past two (2) years.

- 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 ATTACHMENT H: TAXPAYER INFORMATION FORM

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 #LK250201 [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:

Agency Specific Term Contract – a Term Contract for a specific agency.

Apartment Style – consists of two (2) or four (4) bedrooms, which includes bed, dresser, desk and task chair (per room). Common living room area which includes couch, chair and tables. One (1) to two (2) "single style" restrooms with shower, water closet and vanity outside of bathroom. Includes full kitchen with dishwasher, stove, oven, refrigerator and microwave. Residence Halls with Apartment Living rooms: Lofts on Lee, Spartan Village (Haywood, Highland, Lee and Union), Spartan Village II (Lexington and McCormick), Spring Garden Apartments, and Tower Village.

Bidder – Company, firm, corporation, partnership, individual, etc. submitting a response to this Invitation for Bids.

Open Market Contract – a contract for the purchase of a commodity not covered by a Term Contract.

Suite Style Room– consists of two (2) or four (4) bedrooms, which includes bed, dresser, desk and task chair (per room). Common living room area which includes couch, chair and tables. One (1) to two (2) "single style" restrooms with shower, water closet and vanity outside of bathroom. Residence Halls with Suite Style rooms: Jefferson Suites and the Quad (Shaw, Gray, Cotton, Jamison, Hinshaw, Coit and Bailey).

Statewide Term Contract – a Term Contract for all agencies, unless exempted by statute, rule, or special term and condition specific.

Term Contract – A contract generally intended to cover all normal requirements for a commodity for a specified period of time based on estimated quantities only.

Traditional Room – consists of one (1) room with double occupancy, community restroom with showers, sinks and toilets. Also includes a furnished parlor area, game room and study area. Residence Halls with Traditional Style rooms: Cone, Grogan, Guilford, Mary Foust, Moore-Strong, North & South Spencer, Phillips-Hawkins, Ragsdale-Mendenhall, Reynolds, and Weil-Winfield.

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 Contracts to multiple Vendors, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items, or to cancel this 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 INVOICES

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

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

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

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

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

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this 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.

4.5 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 within the last two (2) years. 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 MODIFICATION

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

Vendor to provide proof of insurance with their bid.

5.0 SPECIFICATIONS AND SCOPE OF WORK

Contractor to provide “as needed” general custodial services, floor and carpet care.

The Custodial Services Contractor will provide all labor, materials, transportation, equipment, supervision, and other necessary items needed to perform complete custodial services for all facilities as specified herein. Work shall consist of, but not be limited to, cleaning the following areas: residential rooms, halls, corridors, lobbies, landings, office space, snack machine rooms, kitchens, entranceways, laundry rooms, microwaves, refrigerators, stoves, ovens, storage areas, elevators, stairways, restrooms, lounge areas, interior windows (panes, sills and treatments only), and recreation rooms. All furniture or furnishings shall be moved as required to provide complete cleaning of all floor surfaces during sweeping, mopping, stripping, waxing, buffing, vacuuming, and cleaning of carpets. All furniture and furnishings shall be returned to their original location upon completion of the work.

The University will supply all paper products and can liners. UNCG will provide an area onsite for Contractor’s use that can be locked. This area will be available while Contractor is onsite working. Contractor cannot store items year-round.

All Contractor’s employees must always wear some type of identification while on campus. This is to be able to recognize Contractors on site and what company they are working for.

The Contractor will be given at least ten (10) business days notice before they will be expected to start work at a building. Campus Interactive Map to locate buildings: https://uncg-prod.modolabs.net/student/uncg_campus_map/index.

The Contractor shall submit a firm price and no unit prices shall be adjusted for the base year.

5.1 SPECIFICATIONS

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

Item #	Specifications
5.1.1	<p>CLEANING SUPPLIES</p> <p>The Custodial Service Contractor shall furnish all materials, equipment, and supplies adequate in quantity and of a commercial quality necessary for professionally performing all work herein. All equipment shall be in good working order capable of being used as originally intended.</p> <p>NOTE: UNCG employees shall not provide or loan equipment, such as ladders, water hoses, fans, cleaners, chemicals, miscellaneous hardware, etc. necessary for the Contractor to perform services. Current Safety Data Sheets (SDS) for all chemicals used for this Contract shall be submitted with Vendor’s response and updates shall be submitted when changes are made prior to using the products.</p> <p>Chemicals: All chemicals must be approved by the Contract Administrator prior to use. Listed are types (non-brand specific) of chemicals but not limited to for usage:</p> <ul style="list-style-type: none"> • Green seal certified (restroom, surface) cleaner • Disinfectant (must be listed on EPA Topics List D) • Neutral floor cleaner • Premium furniture polish • Non-acid bathroom cleaner • Cleanser/Degreaser for all surface types • Carpet spot remover • Gum remover • Glass cleaner • Stainless Steel cleaner/polish • Floor stripper/wax • Low foam carpet extraction
5.1.2	<p>EQUIPMENT</p> <p>A. GENERAL: The Custodial Services Contractor will maintain in good condition all custodial equipment necessary to execute the work described herein.</p> <p>B. EQUIPMENT REPAIR: Custodial Service Contractor shall be responsible for any repairs needed to their equipment.</p>
5.1.3	<p>SERVICES TO BE PROVIDED</p> <p>LEVELS OF CLEANLINESS: All campus facilities covered under this specification shall be maintained at the level of cleanliness as outlined in the table below for various locations. The levels of cleanliness (listed below) are drawn from THE ASSOCIATION OF HIGHER EDUCATION FACILITIES OFFICERS’ “CUSTODIAL STAFFING GUIDELINES FOR EDUCATIONAL FACILITIES.” Level 2 is the minimum acceptable level.</p> <p>Level 2: Cleaning Specifications</p> <p>A. Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls.</p> <p>B. All vertical and horizontal surfaces are clean.</p> <p>C. Toilet, washrooms, and shower fixtures “shine” and are odor-free.</p> <p>D. Trash containers are empty, clean and odor-free.</p>
5.1.4	<p>GENERAL</p> <p>All facilities in this specification shall receive custodial services as outlined in the guide below. The following exhibits attached show building square footage and routine frequency cleaning schedules. These frequencies are benchmarks only and may be adjusted as needed to accommodate varying traffic levels, weather conditions, and different levels of building usage</p>

Item #	Specifications
5.1.5	<p>DUSTING</p> <p>High level cleaning shall be accomplished by cleaning all areas from ceiling to floor level. This will include ceiling fans, light fixtures, vents, shelving, door casings, walls and baseboards. Walls shall be free of dirt, markings, and smudges. Ceilings shall be free of dust and cobwebs. Low level cleaning shall be accomplished by removing all dust, etc. Dusting methods should remove and not disperse dust.</p>
5.1.6	<p>FLOOR TREATMENT</p> <p>All applicable floor surfaces shall be stripped, sealed and waxed as requested. Floors will be stripped using one of 2 methods: dry stripping using no chemical, or chemical stripping. All chemicals used for stripping must be approved before use. All chemicals will require SDS to be provided to Contract Administrator. Floors will be stripped and waxed during pre-arranged scheduled times based on the needs of the University. Upon completion, the entire surface of the floor shall have a uniform shine with no traces of swirl marks, streaks, or uneven waxing. There shall be no splash marks or mop streaks on furniture, walls or baseboards. All floors will be scrubbed and waxed as determined by the University's Contract Administrator.</p>
5.1.7	<p>SPOT CLEANING</p> <p>Remove smudges, fingerprints, etc. from washable surface of walls, partitions and fixtures in common areas to a line of seven (7) feet above the floor level. In vending areas, clean drink and snack machines, which includes top and side of machine, vents and trashcans. Brass hardware, aluminum bars and any other metal on doors shall be polished.</p>
5.1.8	<p>WATER FOUNTAINS</p> <p>Water fountains including spouts, bottle filling station, drain and splash guard shall be cleaned and disinfected to remove stains, spots, and other contaminants. They must have a shiny and bright appearance.</p>
5.1.9	<p>STUDENT ROOMS</p> <p>Student rooms shall receive a total cleaning. The Housing Office will provide a list of rooms to be cleaned.</p>
5.1.10	<p>CLEANING INCLUDES:</p> <ul style="list-style-type: none"> • Dust and wipe down all furniture • Clean interior windows and wipe down sills • Wipe walls down • Wipe vents down • Mattresses should be inspected for spots or tears and list of mattresses that need covers or replacement will be given to the Contract Administrator • Wipe clean the closets and shelves • Remove lens covers, clean reflector surface and lens • Wipe ceiling ledges clean • Strip and wax floor • Mop and spray buff floors • Vacuum all carpeted areas
5.1.11	<p>RESTROOMS</p> <p>The Contractor shall be required to clean and sanitize urinals, bowls, commodes, showers and hand basins. Mirrors and all chrome and metal fittings must be wet cleansed using an antiseptic cleanser. Flush rings, drains and overflow outlets must be cleaned and sanitized. The Contractor is responsible for ensuring that the restrooms are clean.</p>
5.1.12	<p>SERVICE FREQUENCY</p> <ul style="list-style-type: none"> • ROUTINE SERVICE – Not Applicable • SPECIAL EVENTS – Not Applicable • SUMMER –Primarily used for summer months on an as-needed/requested basis.

Item #	Specifications
	<ul style="list-style-type: none"> WINTER BREAK – Provide support during Winter Break (later weeks in December through the first week of January) cleaning showers.
5.1.13	<p>DAMAGE TO UNIVERSITY</p> <p>The Contractor will be responsible to repair to the satisfaction of the University any damages to grounds, buildings, vehicles, or other property belonging to the University or any of its employees, or students, or property belonging to any member of the public present on campus, where such damage is the direct or indirect result of any actions of the contractor and/or its employees.</p> <p>In the event of damages to facilities as a result of the Contractor’s operation, the Contractor shall immediately report damages to the Contract Administrator or designees and with consent, take immediate steps to rectify the problem to repair and/or replace all damage. Further, the Contractor, with the approval of the University, shall engage any additional outside services that may be necessary to perform the repairs or replacement.</p> <p>Any repairs and replacement must conform to all appropriate building codes and be acceptable to the University. The Contractor must provide and operate any temporary service necessary to maintain the custodial standard or uninterrupted use of the facilities, or pay for such service. Any and all costs for repairs and replacement are the sole responsibility of the Contractor who will be additionally responsible for any and all claims resulting.</p>
5.1.14	<p>TRANSPORTATION</p> <p>Personnel are not required to park personal vehicles on campus, however, in the event a person decides to park on the campus, the vehicle will require a UNCG parking permit. The Contractor will bear the cost of each permit. Permits can be purchased at UNCG Parking Services. The cost of permits is subject to change based on Parking Services policies. Custodial personnel will be required to know and follow all UNCG Parking Services regulations and guidelines.</p>
5.1.15	<p>CONDUCT</p> <p>While on duty, the custodial staff shall be courteous in his/her relationships with University personnel, students and visitors. The personnel shall not engage in prolonged discussions with any of these groups and shall not visit in the University offices. Use of any University office or equipment to conduct personal business or personal affairs is prohibited. University copier and fax machines may only be used for approved business activities.</p>
5.1.16	<p>SITE FOREMAN/SUPERVISOR</p> <p>The Contractor will provide an on-site fully trained Site Foreman and/or Supervisor with experience at a similar type academic institution with Residential Halls. The Site Foreman/Supervisor will be on site during normal University business hours, Monday through Friday to address concerns and/or problems that arise each day. The Site Foreman/Supervisor will be available by telephone or page at all other hours, including Saturday and Sunday, in the event of an emergency.</p>

5.2 TASKS/DELIVERABLES

5.2.1 Cleaning Student Common Restrooms (Traditional Style)	
Locations: Cone, Grogan, Guilford, Mary Foust, Moore-Strong, North & South Spencer, Phillips-Hawkins, Ragsdale-Mendenhall, Reynolds, and Weil-Winfield	
Procedure Description	Days of Service: MON through FRI
	As Needed/Requested
Clean all solid surface panels, shower walls, floors, drains and partitions	
Clean or replace shower curtains and rings as needed	
Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins	
Clean and sanitize all flush rings, drain and overflow outlets.	
Clean and polish all chrome fittings	

Clean and sanitize toilet seats, top and bottom
Mop and clean all epoxy, tile and grouted floor with disinfectant
Clean and polish all chrome, glass and mirrors. (Bright Work)
Empty and clean all containers and disposals.
Remove ALL trash
Clean all counter tops
Dust metal and plastic partitions and windowsills
Remove spots, stains, and splashes from wall area adjacent to hand basins
Refill all dispensers to normal limits, including soap, tissue and paper towels
Spot clean partitions
Remove fingerprints from doors, frames, light switches, handles, etc.
Low dust all surfaces to a height of 6 feet including windows, sills, moldings, ledges, shelves, frames, and ducts
Clean light fixtures replacing lights as needed
Report problems in the area (i.e. leaking showers, clogged drains broken windows)
Clean tile walls
High dust all surfaces including sills, moldings, ledges, shelves, frames, and ducts, removing dirt, dust and cobwebs
Wash and sanitize all partitions

5.2.2 Cleaning Student Restrooms (Apartment Style)	
Locations: Lofts on Lee, Spartan Village (Haywood, Highland, Lee and Union), Spartan Village II (Lexington and McCormick), Spring Garden Apartments, and Tower Village	
Procedure Description	Days of Service: MON through FRI
	As Needed/Requested
Clean all fiberglass shower walls, floors, drains and partitions. This includes standard and ADA compliant showers	
Clean or replace shower curtains and rings as needed	
Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins	
Clean and sanitize all flush rings, drain and overflow outlets	
Clean and polish all chrome fittings	
Clean and sanitize toilet seats top and bottom	
Mop the floor with disinfectant	
Clean and polish all glass and mirrors	
Empty and clean all containers and disposals	
Remove ALL trash	
Clean all counter tops including vanities and granite counter tops in kitchen	
Dust metal partitions and windowsills	
Remove spots, stains, and splashes from wall area adjacent to hand basins	
Clean all cabinets, drawers and storage areas in kitchen and restroom areas	
Spot clean partitions	
Remove fingerprints from doors, frames, light switches, handles, etc.	
Low dust all surfaces to a height of 6 feet including sills, moldings, ledges, shelves, frames, and ducts	
Clean light fixtures replacing lights as needed	
Report problems in the area (i.e. leaking showers, clogged drains broken windows)	
Clean tile walls	

5.2.3 Cleaning Student Restrooms (Suite Style)	
Locations: Shaw, Bailey, Jamison, Coit, Cotton, Gray, Hinshaw (Quad), Jefferson Suites	
Procedure Description	Days of Service: MON through FRI
	As Needed/ Requested
Clean all solid surface panels, shower walls, floors, drains and partitions	
Clean or replace shower curtains and rings as needed	
Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins	
Clean and sanitize all flush rings, drain and overflow outlets	
Clean and polish all chrome fittings	
Clean and sanitize toilet seats top and bottom	
Mop the floor with disinfectant	

Clean and polish all glass and mirrors
Empty and clean all containers and disposals
Remove ALL trash
Clean all counter tops
Remove spots, stains, and splashes from wall area adjacent to hand basins
Spot clean partitions
Remove fingerprints from doors, frames, light switches, handles, etc.
Low dust all surfaces to a height of 6 feet including sills, moldings, ledges, shelves, frames, and ducts
Clean light fixtures replacing lights as needed
Report problems in the area (i.e. leaking showers, clogged drains broken windows)
Clean tile walls
High dust all surfaces including sills, moldings, ledges, shelves, frames, and ducts, removing dirt, dust and cobwebs
Wash and sanitize all partitions

5.2.4 Cleaning Student Rooms	
Locations: ALL Residence Halls	
Procedure Description	Days of Service: MON through FRI As Needed/Requested
Clean mattresses	
Clean desks to include drawers	
Clean dressers to include drawers	
Clean 2 Position chairs including upholstery	
Clean bed posts	
Wash inside of all windows	
Wash window frames	
Vacuum carpet	
Shampoo carpet	
Clean inside of closets	
Clean sinks (where applicable)	
Clean upholstered furniture to include cleaning fabric (where applicable)	
Clean outside of HVAC unit	
Clean blinds	
Remove all furniture, strip and wax (2 coats) VCT floors (where applicable) then return furniture to proper position	
Remove all furniture, shampoo carpeted floors (where applicable) then return furniture to proper position	
Place blinds at half-mast after cleaning	
Clean all appliances including, refrigerator, microwave, stove, oven, dishwasher and television (where applicable)	
Spot clean walls to remove smudges and stains	

UNCG HOUSING DEMOGRAPHICS (informational purposes only, rooms may vary)

Residence Hall	Square Footage	Beds	Max # of Beds/Overflow	Sinks	Toilets	Showers	Tubs
Bailey	30,990	83	83	59	35	33	0
Coit	30,990	83	83	59	35	33	0
Cotton	30,990	80	80	60	35	33	0
Gray	30,990	83	83	59	35	33	0
Hinshaw	30,990	80	80	59	35	33	0
Jamison	30,990	80	80	60	35	33	0
Shaw	61,550	120	120	96	55	49	0
Cone	76,335	359	417	103	69	64	18
Grogan	67,488	337	337	77	63	58	1
Reynolds	67,461	337	337	77	63	58	1
Guilford	38,267	139	139	28	31	24	1
Mary Foust	38,339	123	123	31	33	25	1

UNCG HOUSING DEMOGRAPHICS (informational purposes only, rooms may vary)

Residence Hall	Square Footage	Beds	Max # of Beds/Overflow	Sinks	Toilets	Showers	Tubs
North Spencer	52,991	213	213	129	32	25	7
South Spencer	27,442	111	111	63	18	19	2
Ragsdale	36,407	165	165	109	24	17	6
Mendenhall	36,895	158	158	98	26	17	6
Moore Strong	70,785	270	270	174	61	54	0
Phillips Hawkins	86,418	348	384	98	69	80	1
Weil Winfield	69,551	291	295	177	52	52	2
Jefferson Suites	178,113	406	406	229	225	208	1
Lofts on Lee	44,737	69	69	101	69	21	48
Spring Garden Apts	161,091	403	403	324	218	204	0
Tower Village	75,818	308	308	241	83	81	0
Lee	115,158	245	245	198	128	127	0
Highland	115,369	223	223	191	120	119	0
Haywood	64,440	134	134	118	74	75	0
Union	89,660	205	205	176	111	111	0
Lexington	99,363	176	176	94	94	94	0
McCormick	88,479	148	148	78	78	78	0
TOTALS FOR ALL RESIDENCE HALLS	1,948,097	5,777	5,875	3,366	2,006	1,858	95

5.3 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.

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 (e.g. invoices).

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

6.2 POST AWARD PROJECT REVIEW MEETINGS

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

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.4 PERIODIC STATUS REPORTS

The Vendor shall be required to provide Management Reports to the designated Housing & Residence Life representative as-needed. This report shall include, at a minimum, information concerning status updates, any concerns/problems, real or anticipated. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically in Microsoft Word or PDF to the Housing & Residence Life representative.

6.5 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 UNCG Housing & Residence Life representative.

Acceptance of Vendor’s work product shall be based on inspection by UNCG Housing & Residence Life representative upon completion of work.

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.

6.6 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

****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 IFB, in the table below:

001 TRADITIONAL ROOM		Base Year	Option Year 1	Option Year 2
001A	Cost per room			
001B	Cost per floor including community restrooms			
001C	Cost per community restroom			
001D	Cost per common area			
002 SUITE STYLE				
002A	Cost per room			
002B	Cost per common area			
002C	Cost per "single style" restroom			
003 APARTMENT LIVING				
003A	Cost per room			
003B	Cost per appliance (stove, microwave, refrigerator, etc.)			
003C	Cost per common area			
003D	Cost per "single style" restroom			
004 FLOORS				
004A	Cost per Square Foot stripping and waxing of floor per coat	/ SF	/ SF	/ SF
004B	Cost per Square Foot cleaning and carpet extraction	/ SF	/ SF	/ SF

SUBTOTAL COLUMNS:

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

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/form-north-carolina-general-terms-and-conditions-11-2023/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which may be found here:
<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 may be found here:
<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 may be found here:
<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 may be found here:
<https://www.doa.nc.gov/pandc/onlineforms/form-certification-financial-condition-09-2021/download>

ATTACHMENT H: TAXPAYER INFORMATION

Complete, sign, and return the Taxpayer Information Form, which may be found here:
<https://accountspayable.uncg.edu/wp-content/uploads/UNCG-Taxpayer-Information-Form-Revision-03.22.2023.pdf>

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