

## Memorandum from Purchasing Department

### *Letter of Instruction*

To: Prospective Parties

Thank you for your interest in the Wake County Public School System (WCPSS). Please review the following instructions prior to submitting your proposal.

- All submittals must be organized and indexed according to the order of the required subject matter. The information contained in your submittal should be indexed and easily accessed by WCPSS. WCPSS is not required to seek clarification on any proposal that does not meet these minimum requirements.
- Prior to submitting and executing the proposal, please make sure you read and understand the terms and conditions referenced. All proposals are subject to the terms and conditions outlined herein. All responses will be controlled by such terms and conditions and the submission of other terms and conditions, price lists, catalogs, and/or other documents as part of an offeror's response will be waived and have no effect either on this Request for Proposals or on any contract that may be awarded resulting from this solicitation. The attachment of any other terms and conditions by the Offeror may be grounds for rejection of that proposal. Offeror specifically agrees to the conditions set forth in the above paragraph by signature to the proposal.
- WCPSS will adhere to strict deadlines as indicated in the solicitation document and thus will not make exceptions to these dates and times.
- Please read carefully the section titled CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING THE RFP PROCESS. If you questions concerning this information please direct all questions to Debra Wallace at [dwallace2@wcpss.net](mailto:dwallace2@wcpss.net).
- Offerors are cautioned that this is a request for offers, not a request to contract, and WCPSS reserves the unqualified right to reject any and all offers when such rejection is deemed to be in the best interest of WCPSS.
- In submitting a proposal, the Offeror agrees not to use the results therefrom as part of any news release or commercial advertising.
- **Submit one (1) signed, original response via electronic Vendor Portal (eVP) by the specified time and date of opening. Vendor shall bear all risk for late electronic submission due to unintended or unanticipated delay, including but not limited to internet issues, network issues, or local power outages. Vendor must include all the pages of this solicitation in their response. Inability by WCPSS to open the Vendor's files may result in the offer(s) being rejected as non-responsive.**
- **Questions or issues related to using the eVP Ariba Sourcing Tool can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.**
- Offerors are cautioned that responses will be deemed nonresponsive if they do not include all required information and submittals as requested.
- Offerors shall not be debarred from doing business with Wake County, North Carolina or the federal government. Offeror shall disclose any debarment or UCC lien.
- The award and subsequent contract for these services is not subject to the use of federal funding and cannot be used for purchases as such. In the event federal funding is required for this service at a later date, the district will solicit new proposals with federal funding requirements and regulations and issue an award for those services only.
- WCPSS publicly advertises proposal solicitations on the following sites: **NC eVP**, <https://evp.nc.gov/>, **WCPSS Purchasing** <http://www.wcpss.net/domain/101>, and **NC Historically Underutilized Businesses** <https://ncadmin.nc.gov/businesses/historically-underutilized-businesses-hub/submit-bid-opportunities-hub>. Please review these sites for updates and amendments during the proposal time frame.
- In the event a prebid meeting is scheduled, offeror is urged and encouraged to attend. Site visits are scheduled through appropriate WCPSS staff and cannot be scheduled individually.
- All communication shall be in written form (email) and directed to the buyer of record identified within this document. Deviations from this may subject your response to disqualification.
- Prebid meetings if applicable will be held at 1551 Rock Quarry Rd., Bldg. F at the designated time.



**Request for Proposal # 251-27-073**

1551 Rock Quarry Rd – Bldg. F

Proposals will be publicly opened: April 23, 2026, at 1:00 PM / ET

Raleigh, NC 27610

Contract Type: Agency Specific Term Contract

**Refer ALL Inquiries to:** Clarence Rogers

Commodity/Service: Cleaning, Downtown East Region – Routine & Non-Routine Service Agreement  
Commodity Code: 76110

E-Mail: [bids-crogers7@wcpss.net](mailto:bids-crogers7@wcpss.net)

Using Agency Name: WAKE COUNTY PUBLIC SCHOOL SYSTEM

**NOTICE TO VENDORS**

Electronic proposals, subject to the conditions made a part hereof, will be received until **1:00 PM ET** on the day of opening and then opened, for proposal submittal process the commodity or service as described herein. Refer to proposal submittal below for information regarding delivery. Proposals submitted via email or non-sealed in response to this invitation for proposals will not be acceptable. Proposals are subject to rejection unless submitted on this form.

**EXECUTION**

In compliance with this invitation for proposals, and subject to all the conditions herein, the undersigned offers and agrees to furnish and deliver any or all items or services upon which prices are proposed, within the time specified herein. By executing this proposal, I certify that this proposal is submitted competitively and without collusion.

**Failure to execute/sign proposal prior to submittal may render bid invalid. Late proposals are not acceptable.**

VENDOR:		FEDERAL ID OR SOCIAL SECURITY NO.	
STREET ADDRESS:		P.O. BOX:	ZIP:
CITY & STATE & ZIP:		TELEPHONE NUMBER:	TOLL FREE TEL. NO (800)
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE			
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:		FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:	

Offer valid for 60 days from date of proposal opening unless otherwise stated here: \_\_\_\_ days. Prompt Payment Discount: \_\_\_\_\_% \_\_\_\_\_ days.

Submit **one (1) signed, original executed** proposal response via eVP (emails not accepted).

**PROPOSAL SUBMITTAL:** 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 Vendors’ sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. Failure to submit a proposal in strict accordance with instructions provided shall constitute sufficient cause to reject a Vendor's proposal(s). Solicitation responses are subject to Sealed Bidding requirements.

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

**RFP SCHEDULE**

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

Event	Responsibility	Date and Time
Issue RFP	WCPSS	March 17, 2026
Attend Urged and Cautioned Pre-Proposal Meeting <b>1551 Rock Quarry Road, Bldg. F Raleigh, NC 27610</b>	Vendor	April 8, 2026, at 9:00 AM/ET
Questions submitted to: <a href="mailto:bids-crogers7@wcpss.net">bids-crogers7@wcpss.net</a> <b>(Reference RFP # 251-27-073 in subject line)</b>	Vendor/WCPSS	April 15, 2026, at 11:00 AM/ET
Provide Response to Questions	WCPSS	April 17, 2026
Submit Proposals	Vendor	April 23, 2026, at 1:00 PM/ET
Public Live Bid Opening	WCPSS, Vendor	April 23, 2026, at 1:00 PM/ET  Microsoft Teams meeting: <b>Join:</b> <a href="https://teams.microsoft.com/meet/24405098176352?p=7a50pg4RYWvC7dLDhN">https://teams.microsoft.com/meet/24405098176352?p=7a50pg4RYWvC7dLDhN</a> Meeting ID: 244 050 981 763 52 Passcode: 5Rz7jE6n  <b>Dial in by phone</b> <a href="tel:+19293761007">+1 929-376-1007</a> , <a href="tel:+1668651886">668651886#</a> United States, New York City <a href="#">Find a local number</a> Phone conference ID: 668 651 886#

**NON-MANDATORY MEETING:** Prospective vendors are **STRONGLY URGED AND CAUTIONED** to attend a pre-proposal meeting to apprise themselves of all data and conditions which will affect the performance of the work and service called for or reasonably implied by this RFP.

*Bidders are cautioned that any information released to attendees during site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum (issued by WCPSS) before it can be considered to be a part of this RFP document. Bidder bidding otherwise does so at its own risk.*

**Proposal Questions**

Upon review of the RFP documents, vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the proposal questions process, vendors shall submit any such questions, in written form by the above due date. WCPSS will not respond to questions via telephone or telephone message(s).

Written questions shall be emailed to [bids-crogers7@wcpss.net](mailto:bids-crogers7@wcpss.net) at date and time specified above. Vendors should enter "RFP # 251-27-073-Questions" as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in a format shown below:

Reference	Vendor Question
RFP Number, Page Number, Section Name	Vendor question ...?
<b>Example:</b> RFP#251-27-073, Page 4, Term of Contract	

Questions received prior to the submission deadline date, WCPSS' response, and any additional terms deemed necessary by WCPSS will be posted in the form of an addendum to the Interactive Purchasing System (IPS), <http://www.ips.state.nc.us> and WCPSS Purchasing website <http://www.wcpss.net/domain/101>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any WCPSS personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. **Vendors shall rely only on written material contained in an Addendum to this RFP.**

### **Proposal Evaluation**

All proposals will be evaluated by representatives of WCPSS. WCPSS may, at its sole discretion, ask for additional information and/or elect to conduct interviews with finalists to clarify information provided in the proposals. The services that are the subject of this RFQ/P are not required to be bid under North Carolina law, and none of the statutory requirements regarding public bidding apply to this RFQ/P. This document, and not those statutes, will govern the selection process under G.S 143-129.

WCPSS shall not be required to award the contract to the lowest proposed compensation; nor shall WCPSS have any obligation to explain its decision to recommend or not to recommend any particular vendor or to invite or exclude any particular vendor from consideration at any stage of the process. Instead of recommending that contracts be awarded to one or more vendors who presented proposals, WCPSS may, at its sole discretion, reject the proposals and repeat the process, enter into direct contract negotiations with one or more vendors (possibly including vendors who have not previously submitted proposals) or take any other action WCPSS deems advisable under all the circumstances.

WCPSS is expected to make any final selection(s) based upon any factors or considerations WCPSS deems relevant. Factors often considered include qualifications, relevant experience, fees, and ability to perform work in a timely manner. WCPSS retains sole discretion to award the contract to the vendor(s) it believes will best serve the interests of WCPSS and may consider any factors, documents, or information it deems relevant in making that determination. WCPSS shall not have any obligation to explain its decision to select or not select any individual vendors or to invite or exclude any individual vendors from consideration at any stage of the process. The decision of WCPSS to accept or reject any proposals and to award contract(s) to any one or more vendor(s) shall be final and not subject to further review.

Vendors are subject to *immediate disqualification* at any stage of the selection process for any of the following:

- The submission of false or misleading information in the vendor's proposal;
- Any efforts to dissuade or discourage other vendors from submitting proposals;
- Any efforts to influence, dictate, or change the terms of another vendor's proposal;
- Any form of bid collusion or bid rigging.

### **Background and Project Objectives**

The Wake County Public School System (WCPSS) is currently the largest school district in North Carolina and the 15th largest in the United States. There are currently 203 schools serving a student population of approximately 161,000, with approximately 20,000 staff. Wake County covers 854 square miles. Additional information about the school system can be accessed via the internet site ([www.wcpss.net](http://www.wcpss.net)).

### **Purpose and Objective**

The Wake County Public School System is seeking to secure a contract, or contracts, to provide **Janitorial Services for Routine and Non-Routine services** at WCPSS facilities now or hereafter owned, leased, or possessed by WCPSS. WCPSS facilities consist of all real property and buildings owned or leased by WCPSS at sites designated.

### **Term of Contract**

The contract service shall be for a period of three (3) years and shall begin July 1, 2026, through June 30, 2029, subject to the continuation of the program and the availability of funds. The Wake County Public School System reserves the right to extend the contract for an additional two (2) years, one (1) year periods with maximum 1.5% escalation cap.

### **Escalation**

Prices offered herein shall be firm for a period of three (3) years from the date of initial contract performance. If the contract provides an option year(s) and the district exercises that option(s), the contractor may request a price increase for that year, but it must not exceed 1.5% during the previous twelve (12) month period. If the requested increase is in compliance with these specified limitations, the new price will be effective thirty (30) days from the date the request is received by the district.

### **Vendor Registration and Solicitation Notification System**

The NC Electronic Vendor Portal (eVP) allows Vendors to electronically register with the State to receive electronic notification of current procurement opportunities for goods and services available at the following website: <https://evp.nc.gov>.

This RFP is available electronically on the electronic Vendor Portal (eVP) at the following website: <https://evp.nc.gov>. Electronic bidding is an acceptable way for WCPSS to receive bids pursuant to Board Policy 6430 and G.S. 143-129.9 (a)(2).

### **Electronic Vendor Portal (EVP)**

The State has implemented the Electronic Vendor Portal (eVP) to connect vendors with state government organizations that purchase goods and services and allows the public to retrieve award notices and other information. Please register at <https://evp.nc.gov> to receive bid notification and electronic procurement opportunities from Wake County Public Schools. Results may be found by searching by Solicitation Number. This information may not be available for several weeks depending upon the complexity of the acquisition and the length of time to complete the evaluation process.

Terms of Use Link: <https://eprocurement.nc.gov/evp-terms-use/open>

**Vendor will be disqualified for consideration if they are listed on either the State of North Carolina debarred vendor registry, or the Federal Government debarred vendor registry. (North Carolina)**

<https://ncadmin.nc.gov/documents/nc-debarred-vendors>

**(Federal Government)** <https://www.sam.gov/SAM/pages/public/searchRecords/searchResults.jsf>

### **Required Submittals**

The Vendor shall submit the following information with the proposal:

- Qualifications shall include:
  - Years in business;
  - Office locations;
  - Number of full-time staff that will be providing services to WCPSS;
- Relevant experience:
- Cost/Price proposal: Click link below for Price Bid Sheet located in google drive:

[https://docs.google.com/spreadsheets/d/1LBr6ds4gP6K3lwO1q7c74PaGJ1ixF2GE/edit?usp=drive\\_link&oid=104283733706143715394&rtpof=true&sd=true](https://docs.google.com/spreadsheets/d/1LBr6ds4gP6K3lwO1q7c74PaGJ1ixF2GE/edit?usp=drive_link&oid=104283733706143715394&rtpof=true&sd=true)

- Attachments A&C

### **Deadline for proposal submittal**

The proposals are due no later than April 23, 2026, at 1:00 PM ET. WCPSS reserves the right to reject any proposals that are not submitted by the deadline in its sole discretion. Questions regarding the RFP shall be answered per aforementioned instructions.

**WCPSS Purchasing Department Ethics Policy and Standards of Conduct shall apply to this RFP.**

**CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION:** During the proposal process from the date proposals are issued through the date the contract is awarded—each Vendor submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any Wake County Board of Education member, any employee of WCPSS, or any other person in any way involved in the award of this contract, if the communication refers to the content of Vendor’s proposal or qualifications, the contents of another Vendor’s proposal, another Vendor’s qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award. A Vendor’s proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by WCPSS for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision. Notwithstanding the above, the vendor may direct any written concerns, questions or issues to Debra Wallace at [dwallace2@wcpss.net](mailto:dwallace2@wcpss.net).

## Section 2

### **TERMS AND CONDITIONS**

1. **READ, REVIEW AND COMPLY:** It shall be the bidder's responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements specified herein.
2. **NOTICE TO BIDDERS:** All bids are subject to the provisions of special terms and conditions specific to this Invitation for Bids, the specifications. Wake County Public School System (WCPSS) objects to and will not evaluate or consider any additional terms and conditions submitted with a bidder response. This applies to any language appearing in or attached to the document as part of the bidder's response. **DO NOT ATTACH ANY ADDITIONAL TERMS AND CONDITIONS.** By execution and delivery of this document, the bidder agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect.
3. **DEFINITIONS:**
  - **BIDDER:** Company, firm, corporation, partnership, individual, etc., submitting a response to an Invitation for Bids.
  - **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.
  - **OPEN MARKET CONTRACT:** A contract for the purchase of a commodity not covered by a term contract.
4. **EXECUTION:** Failure to sign under EXECUTION section will render bid invalid.
5. **ORDER OF PRECEDENCE:** In cases of conflict between specific provisions in this bid, the order of precedence shall be (1) special terms and conditions specific to this bid, (2) specifications, and (3) Instructions to Bidders.
6. **TIME FOR CONSIDERATION:** Unless otherwise indicated on the first page of this document, bidder's offer shall be valid for 45 days from the date of bid opening. Preference may be given to bids allowing not less than 45 days for consideration and acceptance.
7. **SPECIFICATIONS:** Any deviation from specifications indicated herein must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and bidder will be held responsible, therefore. Deviations shall be explained in detail. **The bidder shall not construe this paragraph as inviting deviation or implying that any deviation will be acceptable.**
8. **INFORMATION AND DESCRIPTIVE LITERATURE:** Bidder is to furnish all information requested and, in the spaces, provided in this document. Further, if required elsewhere in this bid, each bidder must submit with their bid sketches, descriptive literature and/or complete specifications covering the products offered. Reference to literature submitted with a previous bid will not satisfy this provision. Bids which do not comply with these requirements will be subject to rejection.
9. **RECYCLING AND SOURCE REDUCTION:** It is the policy of WCPSS to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The company remains responsible for providing packaging that will protect the commodity and contain it for its intended use. Companies are strongly urged to bring to the attention of WCPSS which issued the solicitation document, those products or packaging they offer which have recycled content and that are recyclable.
10. **CLARIFICATIONS/INTERPRETATIONS:** Any and all questions regarding this document must be addressed to the purchaser named on the cover sheet of this document. Do not contact the school or department directly. Any and all revisions to this document shall be made only by written addendum from WCPSS Purchasing Department. The bidder is cautioned that the requirements of this bid can be altered only by written addendum and that verbal communications from whatever source are of no effect.
11. **ACCEPTANCE AND REJECTION:** WCPSS reserves the right to reject any and all bids, to waive any informality in bids and, unless otherwise specified by the bidder, to accept any item in the bid. If either a unit price or extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.
12. **REFERENCES:** WCPSS reserves the right to require a list of users of the exact item offered. WCPSS may contact these users to determine acceptability of the bid. Such information may be considered in the evaluation of the bid.
13. **AWARD OF CONTRACT:** Qualified bids will be evaluated and acceptance may be made of the lowest and best bid most advantageous to WCPSS as determined upon consideration of such factors as: prices offered; the quality of the articles offered; the general reputation and performance capabilities of the bidders; the substantial conformity with the specifications and other conditions set forth in the bid; the suitability of the articles for the intended use; the related services needed; the date or dates of delivery and performance; and such other factors deemed by WCPSS to be pertinent or peculiar to the purchase in question. Unless otherwise specified by WCPSS or the bidder, WCPSS reserves the right to accept any item or group of items on a multi-item bid. WCPSS also reserves the right to reject any and all bids. In addition, on **TERM CONTRACTS**, WCPSS reserves the right to make partial, progressive, or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated requirements as to quantity,

quality, delivery, service, geographical areas; other factors deemed by WCPSS to be pertinent or peculiar to the purchase in question.

14. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to General Statute 143-48 and Executive Order #150, WCPSS invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.
15. **CONFIDENTIAL INFORMATION:** As provided by statute and rule, WCPSS will consider keeping trade secrets which the bidder does not wish disclosed confidential. Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the bidder. Cost information shall not be deemed confidential. In spite of what is labeled as a trade secret, the determination whether it is or not will be determined by North Carolina law.
16. **SAMPLES:** Sample of items, when required, must be furnished as stipulated herein, free of expense, and if not destroyed will, upon request be returned at the bidder's expense. Request for the return of samples must be made within 10 days following date of bid opening. Otherwise, the samples will become WCPSS property. Each individual sample must be labeled with the bidder's name, bid number, and item number. A sample on which an award is made, will be retained until the contract is completed, and then returned, if requested, as specified above.
17. **AWARD PROCEDURES:** Contract award notice shall be posted on WCPSS website. Contract award notices are sent **only** to those actually awarded contracts, and not to every person or firm responding to this solicitation.
18. **RECIPROCAL PREFERENCE:** G.S. 143-59 establishes a reciprocal preference law to discourage other states from applying in-state preferences against North Carolina's resident bidders. The "Principal Place of Business" is defined as the principal place from which the trade or business of the bidder is directed or managed.
19. **DEFAULT AND PERFORMANCE BOND:** In case of default by the contractor, WCPSS may procure the articles or services from other sources and hold the contractor responsible for any excess cost occasioned thereby. WCPSS reserves the right to require performance bond or other acceptable alternative guarantees from successful bidder without expense to WCPSS.
20. **GOVERNMENTAL RESTRICTIONS:** In the event any Governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship, or performance of the items offered prior to their delivery, it shall be the responsibility of the contractor to notify in writing WCPSS, indicating the specific regulation which required such alterations. WCPSS reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.
21. **TAXES:** Any applicable taxes shall be invoiced as a separate item.  
G.S. 143-59.1 bars the WCPSS from entering into contracts with vendors if the vendor or its affiliates meet one of the conditions of G. S. 105-164.8(b) and refuse to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G. S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the bid document the vendor certifies that it and all of its affiliates (if it has affiliates) collect(s) the appropriate taxes.
22. **SITUS:** The place of this contract, its situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation, and enforcement shall be determined.
23. **GOVERNING LAWS:** This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina.
24. **INSPECTION AT CONTRACTOR'S SITE:** WCPSS reserves the right to inspect, at a reasonable time, the equipment/item, plant or other facilities of a prospective contractor prior to contract award, and during the contract term as necessary for WCPSS determination that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the contract.
25. **PAYMENT TERMS:** Payment terms are Net not later than 30 days after receipt of correct invoice or acceptance of goods, whichever is later. Payment may be made by procurement card, and it shall be accepted by the contractor for payment if the contractor accepts that card (Visa, MasterCard, etc.) from other customers.
26. **CONDITION AND PACKAGING:** Unless otherwise provided by special terms and conditions or specifications, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose and shall be in first class condition. All containers/packaging shall be suitable for handling, storage, or shipment.
27. **STANDARDS:** All manufactured items and/or fabricated assemblies subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate state inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization; such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.
28. **PATENT:** The contractor shall hold and save WCPSS, its officers, agents, and employees, harmless from liability of any kind, including costs and expenses, on account of any confidential information, copyrighted material, patented or unpatented

invention, articles, device or appliance manufactured or used in the performance of this contract, including use by WCPSS or disclosure of any information pursuant to the NC Public Records Act.

29. **ASSIGNMENT:** No assignment of the contractor's obligations nor the contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the purchasing department and solely as a convenience to the contractor, WCPSS may:

- a. Forward the contractor's payment check directly to any person or entity designated by the contractor, and
- b. Include any person or entity designated by contractor as a joint payee on the contractor's payment check.

In no event shall such approval and action obligate WCPSS to anyone other than the contractor and the contractor shall remain responsible for fulfillment of all contract obligations.

30. **INSURANCE:**

**Certificates of Insurance** acceptable to WCPSS shall be filed with WCPSS prior to commencement of the Work. These Certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days' prior written notice has been given to WCPSS, and that the Wake County Board of Education is listed as additional insured on general liability and automobile liability. **Provider agrees to maintain the appropriate insurance outlined in Exhibit B.** Other types of appropriate insurance may be required depending upon scope of services provided. Examples are aviation liability, pollution liability, crime, employee dishonesty/directors and officers.

The successful vendor agrees to hold harmless and indemnify the Wake County Board of Education (WCBEO) for any liability that may arise from the negligent or illegal acts of the vendor's employees or agents.

31. **GENERAL INDEMNITY:** The provider shall hold and save WCPSS, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses, accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the provider in the performance of this contract and that are attributable to the negligence or intentionally tortious acts of the provider. The provider represents and warrants that it shall make no claim of any kind or nature against WCPSS agents who are involved in the delivery or processing of contractor goods to WCPSS. The representation and warranty in the preceding sentence shall survive the termination or expiration of this contract.

32. **CANCELLATION (TERM CONTRACTS ONLY):** All contract obligations shall prevail for at least 180 days after the effective date of the contract. After that period, in addition to the provisions of the paragraph entitled Price Adjustments, for the protection of both parties, this contract may be canceled in whole or in part by either party by giving 30 days prior notice in writing to the other party.

33. **QUANTITIES (TERM CONTRACTS ONLY):** The award of a term contract neither implies nor guarantees any minimum or maximum purchases there under.

34. **PRICE ADJUSTMENTS (TERM CONTRACTS ONLY):** Any price changes, downward or upward, which might be permitted during the contract period must be general, either by reason of market change or on the part of the contractor to other customers.

a. **Notification:** Must be given to WCPSS, in writing, concerning any proposed price adjustments. Such notification shall be accompanied by copy of manufacturer's official notice or other acceptable evidence that the change is general in nature.

b. **Decreases:** WCPSS shall receive full proportionate benefit immediately at any time during the contract period.

**Increases:** All prices shall be firm against any increase for 180 days from the effective date of the contract. After this period, a request for increase may be submitted with WCPSS reserving the right to accept or reject the increase or cancel the contract. Such action by WCPSS shall occur not later than 15 days after the receipt by WCPSS of a properly documented request for price increase. Any increases accepted shall become effective not later than 30 days after the expiration of the original 15 days reserved to evaluate the request for increase.

35. **Invoices:** It is understood and agreed that orders will be shipped at the established contract prices in effect on dates orders are placed. Invoicing at variance with this provision will subject the contract to cancellation. Applicable North Carolina sales tax shall be invoiced as a separate item.

36. **LUNSFORD ACT/CRIMINAL BACKGROUND CHECKS:** The Provider shall conduct at its own expense sexual offender registry checks on each of its employees, agents, ownership personnel, or contractors ("contractual personnel") who will engage in any service on or delivery of goods to school system property or at a school-system sponsored event. The checks shall include at a minimum check of the State Sex Offender and Public Protection Registration Program, the State Sexually Violent Predator Registration Program, and the National Sex Offender Registry ("the Registries"). For the Provider's convenience only, all of the required registry checks may be completed at no cost by accessing the North Carolina Sex Offender Registry website at <http://sexoffender.ncdoj.gov/>. The Provider shall provide certification on Sexual Offender Registry Check Certification Form that the registry checks were conducted on each of its contractual personnel providing services or delivering goods under this Agreement prior to the commencement of such services or the delivery of such goods. The Provider shall conduct a current initial check of the registries (a check done more than 30 days prior to the date of this Agreement shall not satisfy this contractual obligation). In addition, Provider agrees to conduct the registry checks and provide a supplemental certification form before any additional contractual personnel are used to deliver goods or provide services pursuant to this Agreement. Provider further agrees to conduct annual registry checks of all contractual personnel and provide annual

certifications at each anniversary date of this Agreement. Provider shall not assign any individual to deliver goods or provide services pursuant to this Agreement if said individual appears on any of the listed registries. Provider agrees that it will maintain all records and documents necessary to demonstrate that it has conducted a thorough check of the registries as to each contractual personnel and agrees to provide such records and documents to the school system upon request. Provider specifically acknowledges that the school system retains the right to audit these records to ensure compliance with this section at any time in the school system's sole discretion. Failure to comply with the terms of this provision shall be grounds for immediate termination of the Agreement. In addition, the school system may conduct additional criminal records checks at Provider's expense. If the school system exercises this right to conduct additional criminal records checks, Provider agrees to provide within seven (7) days of request the full name, date of birth, state of residency for the past ten years, and any additional information requested by the school system for all contractual personnel who may deliver goods or perform services under this Agreement. Provider further agrees that it has an ongoing obligation to provide the school system with the name of any new contractual personnel who may deliver goods or provide services under the Agreement. WCPSS reserves the right to prohibit any contractual personnel of Provider from delivering goods or providing services under this Agreement if WCPSS determines, in its sole discretion, that such contractual personnel may pose a threat to the safety or well-being of students, school personnel or others.

37. **ACCESS TO PERSONS AND RECORDS:** The State Auditor and the WCPSS internal auditors shall have access to persons and records as a result of all contracts or grants entered into by WCPSS in accordance with General Statute 147-64.7 and Session Law 2010-194, Section 21 (i.e., the State Auditors and WCPSS may audit the records of the contractor during the term of the contract to verify accounts and data affecting fees or performance).
38. **COMPLIANCE WITH E-VERIFY:** Provider shall comply with all applicable laws and regulations in providing services under this Contract. In particular, Provider shall not employ any individuals to provide services to the School System who are not authorized by federal law to work in the United States. Provider represents and warrants that it is aware of and in compliance with the Immigration Reform and Control Act and North Carolina law (Article 2 of Chapter 64 of the North Carolina General Statutes) requiring use of the E-Verify system for employers who employ twenty-five (25) or more employees and that it is and will remain in compliance with these laws at all times while providing services pursuant to this Contract. Provider shall also ensure that any of its subcontractors (of any tier) will remain in compliance with these laws at all times while providing subcontracted services in connection with this Contract.
39. **COMPLIANCE WITH AFFORDABLE CARE ACT:** Provider is responsible for providing affordable health care coverage to all of its full-time employees providing services to the School System. The definitions of "affordable coverage" and "full-time employee" are governed by the Affordable Care Act and accompanying IRS and Treasury Department regulations.
40. **RESTRICTED COMPANIES LIST:** Bidder represents that as of the date of this bid, Bidder is not included on the Final Divestment List created by the North Carolina State Treasurer pursuant to N.C. Gen. Stat. § 147-86.58. Bidder also represents that as of the date of this bid, Bidder is not included on the list of restricted companies determined to be engaged in a boycott of Israel created by the North Carolina State Treasurer pursuant to N.C. Gen. Stat. § 147-86.81.
41. **BUSINESS AUTHORIZATION:** Bidder is duly qualified to do business in North Carolina. If Bidder is a business entity that is not registered in North Carolina, prior to providing any products or beginning any services described by this bid, Bidder shall either (i) obtain a certificate of authority from the Secretary of State for North Carolina, pursuant to N. C. Gen. Stat. § 55-15-03, or (ii) provide a letter from an attorney indicating that the attorney has reviewed N. C. Gen. Stat. § 55-15-01 and determined that Bidder is not required to obtain a certificate of authority pursuant to N. C. Gen. Stat. § 55-15-01(b).

## **ETHICS AND THE PURCHASING FUNCTION** *Policy Code: 6401/9100*

The Wake County Board of Education is committed to conducting the purchasing function in an ethical manner and in compliance with state and federal laws and regulations. The Board expects all employees who are directly or indirectly involved in any aspect of the purchasing function to be aware of and comply with all current state and federal laws and regulations as these standards apply to the school system's purchasing activities. The Board's purchasing goals and principles will not be compromised by individuals motivated by personal gain.

Employees directly or indirectly involved in any aspect of the school system's procurement, purchasing, and/or contracting process for apparatus, materials, equipment, supplies, services, real property, or construction or repair projects, regardless of source of funds, must adhere to the following standards of conduct and those established in any policies regarding employee conflict of interest and 8305: Federal Grant Administration.

1. Employees are expected to make all purchasing-related decisions in a neutral and objective way based on what is in the best interest of the school system and not in consideration of actual or potential personal benefit.
2. Employees shall not participate, directly or indirectly, in making or administering any contract from which they will obtain a direct benefit, unless an exception is allowed pursuant to law.

An employee obtains a direct benefit when the employee or his or her spouse will receive income, commission, or property under the contract, or the employee or spouse has more than a 10 percent interest in an entity that is a party to the contract. See G.S. 14-234 and any policies regarding employee conflict of interest.

Participation in making or administering a contract includes, but is not limited to, participating in the development of specifications or contract terms; obtaining or reviewing bids; preparation or award of the contract; and having the authority to make decisions about, interpret, or oversee the contract.

3. Employees shall not participate, directly or indirectly, in the selection, award, or administration of a contract supported in whole or part by a federal grant or award if the employee has a real or apparent conflict of interest. See 2 C.F.R. 200.318 and policy 8305: Federal Grant Administration.

A real or apparent conflict exists when the employee, his or her immediate family member or partner, or an organization which employs or is about to employ any of those individuals, has a financial or other interest in or receives a tangible personal benefit from a firm considered for a contract. For purposes of this subsection, a "financial interest" means a financial interest which comprises more than five percent of the equity of the firm or business or more than five percent of the assets of the economic interest in indebtedness. It does not include an ownership interest held through a fiduciary, such as *Policy Code: 6401/9100* a mutual fund or blind trust, where the individual or individual's employer has no control over the selection of holdings.

4. Employees shall not influence or attempt to influence any person involved in making or administering a contract from which the employee will obtain a direct benefit as described in paragraph 2, above.
5. Employees shall not solicit or receive any gift, favor, reward, service, or promise of reward, including a promise of future employment, in exchange for recommending, influencing, or attempting to influence the award of a contract by the school system.
6. Employees shall notify the superintendent or designee in writing if they have an actual or potential conflict of interest under this policy or applicable state or federal law that would disqualify them from performing any aspect of their job responsibilities.
7. Employees shall not solicit or accept trips, meals, gratuities, gifts, favors, or anything of monetary value from current or recent (within the past year) contractors, subcontractors, or suppliers, or any persons or entities that foreseeably may bid on a contract in the future, unless the item is an unsolicited gift of nominal value (\$50 or less), and is one of the following: an advertising item or souvenir that is widely distributed; an honorarium for participating in a meeting; a meal provided at a banquet; or other item that is clearly permitted by state and federal law. Multiple permitted items from a single contractor may not exceed an aggregate value of \$100 in a twelve-month period.

Employees shall inform existing and potential contractors, subcontractors, and suppliers about these restrictions.

8. Employees shall not solicit or accept any gift from a current or potential provider of E-rate services or products in violation of applicable federal E-rate program gifting rules.
9. Employees shall not divulge confidential information to any unauthorized person. Confidential information includes but is not limited to (1) the school system's cost estimate for any public contract, prior to bidding or completion of other competitive purchasing processes; and (2) the identity of contractors who have obtained proposals for bid purposes for a public contract, until the bids are opened in public and recorded in the Board minutes.
10. An employee shall not misuse information in violation of G.S. 14-234.1. Specifically, an employee shall not, in contemplation of the employee's own official action or that of the Board or others acting on behalf of the school system, or in reliance on information known to the employee in his or her official capacity and not made public, to: a. acquire a financial interest in any property, transaction, or enterprise; b. gain a financial benefit that may be affected by the information or contemplated action; or c. intentionally aid another to acquire a financial interest or gain a financial benefit from the information or contemplated action.

The superintendent or designee shall ensure that all affected personnel are aware of Board policy requirements and applicable laws. Any individual aware of any violation of this policy, policy 2121: Board Member Conflict of Interest, any policies regarding employee conflict of interest, the conflict-of-interest provisions of policy 8305: Federal Grant Administration, or applicable conflict of interest laws shall report such violation in accordance with policy 1760/7280: Prohibition Against Retaliation. Employees who violate this policy, policy 2121, any policies regarding employee conflict of interest, or the conflict-of-interest provisions of policy 8305, will be subject to disciplinary action.

**Gift Prohibition.** Provider acknowledges that it is subject to N.C.G.S. §§ 14-234 and 133-32, which prohibit contractors from providing items of value to school system officials and employees under various circumstances. N.C.G.S. § 14-234, in pertinent part, prohibits contractors from providing to specific school system officers/employees a gift, favor, reward, service, or promise of reward in exchange for recommending influencing or attempting to influence the award of a contract. N.C.G.S. § 133-32, in pertinent part, bars provision of gifts or favors to specific school system officers/employees by a contractor who has a contract, has performed under a contract in the last year, or anticipates bidding on a contract in the future. Provider covenants that no director, employee or agent of Provider, or any other person connected with Provider, has made, offered or given, either directly or indirectly, to any School System Board member, employee, or agent, or to any person connected with the School System, any gift, favor, or item of value in violation of either N.C.G.S. §§ 14-234 or 133-32. Provider agrees that a breach of this provision as identified by the school system may result in the School System's termination of this Contract without liability and/or at the School System's discretion, the recovery of any and all funds paid to Provider pursuant to this Contract. Provider further agrees that to the extent there exists any doubt as to whether its actions have violated, or could violate, this provision, Provider will promptly notify the school system so it can make a determination as to the propriety of the Provider's past or proposed future conduct.

Legal References: 2 C.F.R. 200.318(c); 47 C.F.R. 54.503; FCC Sixth Report and Order 10-175; G.S. 14-234, -234.1; 133-32, -33; Attorney General Opinion requested by L.W. Lamar regarding G.S. 133-32, the Applicability to Attorneys and Law Firms Providing Professional Services to Local Boards of Education, dated May 13, 1993

## Exhibit B - Insurance Requirements

### COMMERCIAL GENERAL LIABILITY, COMMERCIAL AUTOMOBILE LIABILITY, AND WORKERS COMPENSATION ARE STANDARD LINES OF COVERAGE REQUIRED FOR ALL WAKE COUNTY BOARD OF EDUCATION (WCBOE) AGREEMENTS

Type of Insurance	Type of Service	Minimum Insurance Limits
Commercial General Liability (CGL)_ for direct operations, contractual liability and completed operations with limits not less than those stated	All Services	\$1,000,000 each occurrence Including Personal & Advertising Injury \$1,000,000 each occurrence with \$2,000,000 General Aggregate, and \$2,000,000 Products/Completed Operations Aggregate and Medical Expense \$5,000 (any one person)
Commercial Automobile Liability (CAL) including coverage for owned, hired, and non-owned vehicles:  Enhanced Limits Automobile Liability	All Services operating vehicles on WCPSS sites or transporting goods.  Contact WCPSS Risk Management For services that transport Students or Staff  Contact WCPSS Risk Management for Charter/Motorcoach Transportation	\$1,000,000 per occurrence Combined Single Limit each accident.  \$2,000,000 per occurrence Combined Single Limit (for Hired Transportation example EC Transportation, Special Events)  \$5,000,000 per occurrence/Combined Single Limit required for Charter/Motorcoach Transportation Services
Workers Compensation (WC) including Occupational Disease and Employer's Liability Insurance.	All Services Required for any contractor with three or more W2 employees.  Contractors not required by law to carry Workers Compensation may be required to provide proof of or attest the personal health insurance	Part A: Worker's Compensation Coverage – Statutory Limits as required by state of North Carolina Worker's Compensation laws.  Part B: Employer's Liability Bodily Injury by Accident: \$500,000 each accident Bodily Injury by Disease: \$500,000 each employee Bodily Injury by Disease: \$500,000 Policy Limit

### OTHER INDUSTRY TYPES OF APPROPRIATE INSURANCE BELOW OR LIMITS ARE REQUIRED BY WCPSS RISK MANAGEMENT DEPENDING UPON THE SCOPE OF SERVICES

Professional Liability Insurance (PL) Errors and Omissions (E&O)	Required for any services involving professional services such as architectural and or engineering and design services. May include malpractice insurance if medical or mental health services are provided.	Minimum \$1,000,000.
Sexual Misconduct Liability (SML) /Sexual Abuse/Molestation (SAM)	Required for any provider services when alone with students, including online services involving live chat. For allegations of sexual abuse by policyholders and those employed by them, whether founded or unfounded.	Minimum \$1,000,000.
Cyber Liability (CL)	Required for any service with access to or exchange involving personally identifiable information or software applications.	Minimum Limit requirements \$1,000,000 up to \$5,000,000
Aircraft/Aviation General Liability (AGL)	Required for any services or presentations involving manned or unmanned flight. Most commercial general liability policies will not cover aviation-related exposures.	Minimum \$1,000,000 for each occurrence + WCBOE Policy must be followed and WCPSS Risk Management must approve the flying pre-flight.
Pollution Liability	Required if hazardous waste / harmful substances are being utilized or disturbed.	Minimum \$1,000,000. Each wrongful act with \$2,000,000 aggregate
Commercial Crime Insurance (Included extension to third parties)	Required for contracted services that have access to WCPSS sites while unsupervised example Custodial, Security	Minimum \$1,000,000. Each wrongful act with \$2,000,000 aggregate

VENDOR INFORMATION SHEET

Company Name (include dba): _____
Phone number: _____ Fax: _____ E-mail: _____
Contact: _____
Corporate Office Address: _____

Wake County Office Address (if different from Corporate): \_\_\_\_\_

\_\_\_\_\_

Web Address: \_\_\_\_\_

Length of time in business: \_\_\_\_\_ Number of permanent employees: \_\_\_\_\_

DOT #: \_\_\_\_\_ (if applicable) MC License #: \_\_\_\_\_ (if applicable)

Insurance Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**VENDOR shall provide at least three references (exclude WCPSS) demonstrating experience in providing services described in this RFQ/P. References must include date(s) of service and contact information.**

**References**

<b>Name of Organization</b>		<b>Contact Person Name</b>	
<b>Annual Contract Value</b>		<b>Contact Person Title</b>	
<b>Contract Start Date</b>		<b>Contact Telephone#</b>	
<b>Contract End Date</b>		<b>Contact Email Address</b>	

<b>Name of Organization</b>		<b>Contact Person Name</b>	
<b>Annual Contract Value</b>		<b>Contact Person Title</b>	
<b>Contract Start Date</b>		<b>Contact Telephone#</b>	
<b>Contract End Date</b>		<b>Contact Email Address</b>	

<b>Name of Organization</b>		<b>Contact Person Name</b>	
<b>Annual Contract Value</b>		<b>Contact Person Title</b>	
<b>Contract Start Date</b>		<b>Contact Telephone#</b>	
<b>Contract End Date</b>		<b>Contact Email Address</b>	

The Wake County Public School System reserves the right to reject or disqualify any and all vendors, waive informalities and irregularities in the bid process, and to accept vendors, which are considered to be in the best interest of the School System.

**MINORITY, WOMEN, SMALL BUSINESS ENTERPRISE INFORMATION**

Pursuant to WCPSS Board of Education policy and NC General Statutes, WCPSS invites and encourages participation in this procurement process by businesses owned by minorities, women, small business enterprise, disabled business enterprises and non-profit work centers for the blind and severely disabled.

Parties are required to complete the following information when submitting their response to this request:

Check all that apply:

- Minority Owned Business
- Woman Owned Business
- Small Business Enterprise

\_\_\_\_ Yes, I certify that that my company has been certified by the North Carolina Department of Administration (HUB Office) as a Historically Underutilized Business.

\_\_\_\_ No, my company has not yet received HUB or MWBE certification but meet the above criteria.

\_\_\_\_ No, my company is not a minority, woman, or small business enterprise.

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

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

# **Scope of Work**

2026-2027

## **CUSTODIAL SERVICES IN WAKE COUNTY PUBLIC SCHOOL SYSTEM BUILDINGS**

For

WCPSS Public School System

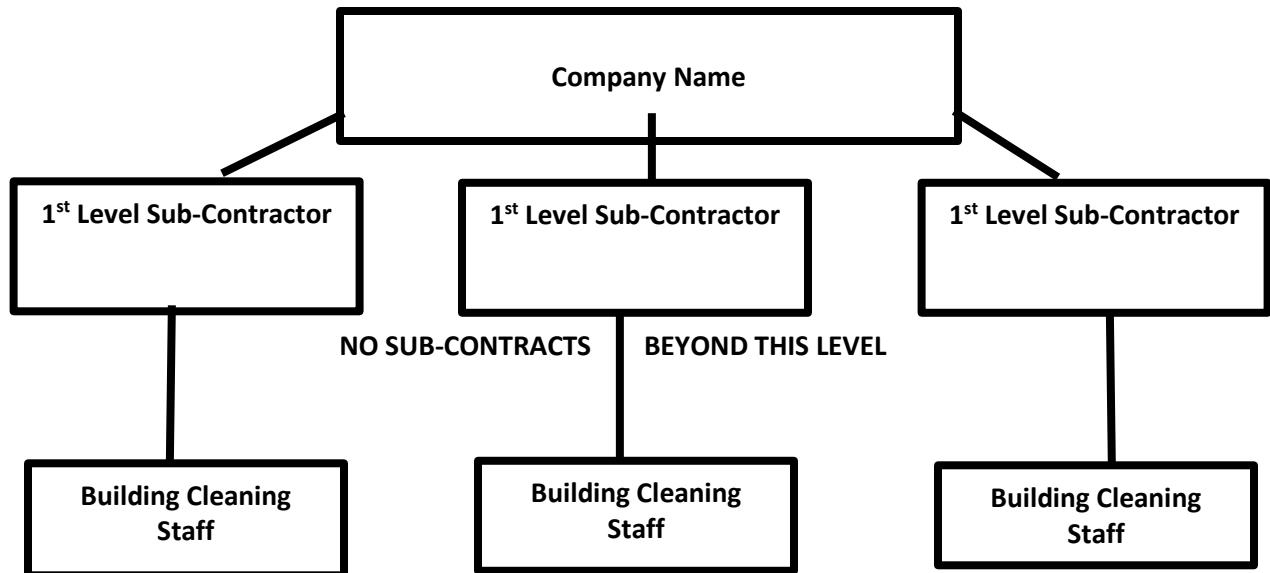
Raleigh, North Carolina

July 1, 2026

Attachment A

## Information of Particular Importance

1. Contractors must clearly show the level(s) of response to this proposal by including an organizational chart to include all subcontractors. Companies are cautioned that it is the intent of the district to limit multiple subcontractors. The district will use this information during the review process and those companies with multiple subcontractors will be rated accordingly.



2. Contractors are required to conduct criminal background checks on all people working in WCPSS facilities by an accredited company and may be required to submit proof of these checks. All contractor personnel will also have to submit to and pass a WCPSS criminal background check & be listed on the WCPSS Sexual Offender Registry Check Certification form (see Attachment E). Subcontractors may also be subjected to a WCPSS criminal background check and Sexual Offender Registry Check Certification form.
3. Multi-site, public school cleaning experience is preferred to be considered as a qualified bidder.
4. The cost of floor maintenance must be included in the routine service bid and built into the routine cleaning contract. No extra or supplemental charge is allowed for this work. Please see details in the following pages.
5. Companies must have all awarded sites fully staffed and operational on the first day of the contractually obligated schedule. Any problems with building level training, orientation or performance must be fully resolved no later than 30 days after starting.
6. In-house schools will not be awarded until they are converted to contract schools. At that time, we will execute a change order and add the school to contracts as necessary.

Acknowledged: \_\_\_\_\_

Initialed: \_\_\_\_\_

## I. GENERAL INFORMATION

### A. General Information

1. The Contractor agrees to provide janitorial services at WCPSS facilities now or hereafter owned, leased, or possessed by WCPSS. WCPSS facilities consist of all real property and buildings owned or leased by WCPSS at sites designated.
2. The Contractor agrees to employ custodial staff, supervisory personnel, and other personnel to provide janitorial services and necessary equipment as set forth in the specifications, which are attached hereto and made a part hereof. The Contractor will pay all wages and appropriate expenses of these employees, as well as all employer's Federal, State and Social Security taxes, Federal and State Unemployment taxes, and any other required personnel taxes now or hereafter to become applicable.
3. Without limiting responsibility of the Contractor for the proper conduct of the custodial staff and the protection of the sites, the custodial staff is to be guided by rules and any other special instructions issued by WCPSS from time to time through its authorized representatives.
4. The Contractor agrees that the services it performs for WCPSS shall be performed by competent, qualified, careful, and efficient employees in the strictest conformity with the best custodial industry practices and in accordance with such standards as may be prescribed by WCPSS from time to time during the term of this Agreement. Such services will be expected to be performed in confidence. All information, whether formal or informal, gathered by being at WCPSS's Site, shall be handled as confidential.
5. The Contractor agrees to remove from service, upon WCPSS request, with or without cause, any employee. The Contractor shall immediately replace its employees so removed if directed by WCPSS to do so. In case of an emergency, the Contractor shall respond within 2 hours.
6. Contractors & subcontractors are required to provide all of their own equipment. The costs to repair any damage caused by the Contractor's personnel to WCPSS-owned equipment beyond the scope of normal wear and usage will be the responsibility of the Contractor, and the next invoice submitted following WCPSS's notification to the Contractor of such costs will reflect a full credit of such amount. If replacement of any item of equipment is needed, the Contractor will pay full purchase price.
7. The Director of Custodial Services for WCPSS will be the primary contact with the Contractor in all matters relating to this Agreement and the services performed hereunder.
8. WCPSS reserves the right to be consulted regarding any decision that will affect work performance by the Contractor or the Contractor's employees.
9. In the event of allegation of theft by the Contractor's employee(s), the Contractor agrees to cooperate with WCPSS in the investigation of the facts; and WCPSS reserves the right to file criminal complaints and has right of recovery. WCPSS must be provided a copy of the applicable insurance policy.

### B. AMENDMENT

1. Due to federal guidance compliance any changes, additions, deletions, or modifications of any type to the Bid Form, Agreement, or General Conditions or any modifications to the Special Conditions, or Scope of Work and Specifications are not permitted and there are to be no modifications to price other than what is outlined and allowable in this proposal request.
2. **CHANGE IN SERVICE** - WCPSS shall have the right to increase or decrease the Service by providing written notification to the Contractor and by increasing or decreasing any Bid item.

- 3. WCPSS may, without invalidating the Contract, modify the Contract by adding, deleting or changing areas to the Contract; by changing usage or space; by adding, deleting or changing Services; by adding deleting or changing Special Conditions; or by adding, deleting or changing Specifications or scope of work. All such changes shall be ordered by means of a Written Change Order. WCPSS reserves the right to determine if allowable increases or decreases in costs is allowable based on the information contained within this proposal.
- 4. WCPSS reserves the right to add or delete specific Services or frequency of Services, including but not limited to funding reductions and budget limitations.

**C. Non-Waiver**

Failure of WCPSS, during the progress of the services to discover or reject unacceptable services or services not in accordance with the contract, shall not be deemed an acceptance thereof nor a waiver of WCPSS’s right to a proper performance of the contract or any part of it by the Contractor.

**D. Other Contracts**

WCPSS shall have the right to award other contracts for additional services, and the Contractor shall fully cooperate with such other Contractors and shall fit its own schedule to that provided under other contracts. The Contractor shall have no claim against WCPSS for additional payment due to delays or other conditions created by the operation of other Contractors. WCPSS will decide the respective rights of the various Contractors in order to secure the completion of the services.

**II. PERFORMANCE-BASED CRITERIA AND INSPECTION**

During the term of the Contract, the Contractor will be required to participate in a quality control system. Quality assurance activities, such as those associated with participation in a performance-based program, are an integral part of the Contractor-client relationship. The performance of the Contractor may be evaluated in the manner described below:

**A. Continual Quality Inspections**

During the term of this agreement, the Contractor may be requested to conduct continual quality audits and data collection. The Contractor has responsibility to schedule and coordinate the audits, sharing the inspection schedule with WCPSS. Occasionally, WCPSS shall attend inspections with the Contractor. WCPSS Custodial Services staff will perform periodic inspections. All inspection data will be shared with the Contractor.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**B. Cleaning Deficiencies**

Buildup: any accumulation of soil, alkaline deposits, cleaning agents or floor finish, necessitating interim or restorative cleaning procedures

Cobweb: any spider web or web-like structure containing dust or other organic material

Debris: any litter, garbage, rubbish, rubble, loose food, leaves, paper, cigarette butts, trash, or waste

Disorganized: messy, not arranged in an orderly manner

Dull: lacking a shine or luster

Dust: any loose extra-fine particles of dust, dirt, or sand

Fingerprints/Handprints: recognizable human handprints or fingerprints

Graffiti: unauthorized drawing, writing or defacement on a public surface

Gum: a variety of chewy or sticky substances including chewing gum, licorice, or candy

Malodor: odor identified as unpleasant

Non-operational: not currently operating as intended

Spot: any localized or singularly occurring removable spill, dirt, grime, mud, grease, oil, food, liquid, water spots, splashes, smears, and smudges

Streak: observable striation caused by a cleaning procedure

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**C. Non-Performance of Services**

Services shall be considered not to have been performed when, in the judgment of the WCPSS, any one or more of the following conditions exist:

- a. The Services were not performed within the scheduled work shift.
- b. Failure to assign qualified substitute workers as replacements.
- c. Failure to remove any employee immediately upon Custodial Services' request.
- d. Failure to furnish equipment and material necessary for the performance of the services.
- e. Failure to promptly address loss, damage, or misuse of WCPSS equipment by personnel.
- f. Failure to provide timely, accurate, and error-free invoices and supporting documentation.
- g. Failure to resolve Service issues resulting in repeat performance concerns or issues.
- h. Failure to perform inspections.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**III.QUALITY IMPROVEMENT PLAN**

The Contractor shall provide a Quality Improvement Plan as requested following each inspection that WCPSS deems as unacceptable. Repeated poor performance on inspections may result in termination. The Contractor also agrees to the other terms and conditions as described in the Agreement. Failure to meet these terms and conditions may result in termination.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**IV.ACCOUNT MANAGEMENT**

WCPSS reserves the right to ask for team member changes at any time. Contractor shall supply WCPSS names of its supervisory staff. Contractor shall have an account management team that has the responsibility to manage WCPSS's account at all areas within the scope of this RFP.

The account manager and supervisor shall be available for joint building inspections. The Contractor shall be requested to make notes of all items brought to his or her attention, either through complaints or inspections, and take the necessary action to correct them.

This team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

**A. Account Manager: The Account manager may not be a Subcontractor.**

1. Is available 24 hours, 7 days a week
2. Responds to emergencies within two hours
3. Functions as the primary contact with WCPSS Custodial Services
4. Institutes escalation procedures necessary to meet the service and quality requirements
5. Visits all WCPSS sites as deemed appropriate by WCPSS
6. Coordinates and communicates WCPSS requirements within the Contractor's organization
7. Reports to WCPSS any complaints/requests and/or special work assignments from the previous day that could not be performed
8. Completes building cleanliness inspections. Account manager will immediately resolve any issues or problems discovered as a result of the inspection
9. Interfaces with WCPSS Custodial Managers on a regular basis regarding special requests and recent cleaning issues or problems
10. Reviews the custodial communication notebook at each location to ensure that all issues, requests, and deficiencies have been resolved.

**B. Supervisor(s). The Supervisor may not be the Subcontractor for the school/account.**

1. Completes quality inspections to ensure that school requests, special projects, and periodic services were completed satisfactorily
2. Upon completion of employee's assignments, make sure employee signs out at the proper time and turns in keys.
3. Coordinates and tracks all activities ensuring compliance to agreed-upon schedules, requirements, and quality expectations
4. Coordinates all corrective activity
5. Performs quality inspections
6. Responds to calls, text messages, and emails within 60 minutes
7. Makes sure each crew member understands his or her daily assignment, placing special emphasis on periodic maintenance, school concerns, and special project assignments.

**Acknowledged:** \_\_\_\_\_

**Initialed:** \_\_\_\_\_

**V.REPORTING**

The Contractor must provide various management reports to WCPSS Custodial Services if requested. The reports specified below represent the minimum reporting requirements.

**A. Daily**

1. Communicates all events and issues to designated WCPSS Custodial Services personnel, including attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc.
2. The employees of the Contractor shall be responsible to immediately notify security of any inappropriate or illegal activities that they witness while on site. **To report emergency information, call 919-856-8120.**
3. Maintain communication in log/communication books.

**A. Monthly**

1. Each contractor (not subcontractor) will meet monthly with the Director of Custodial Services or designee to discuss quality inspections, corrective actions, special projects, and recommendations as requested.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**VI. PROBLEM RESOLUTION**

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of routine tasks has been deemed by WCPSS Custodial Services to have been performed unsatisfactorily, or missed, Contractor shall perform such tasks to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to WCPSS. Urgent requests related to any unsatisfactorily performed or missed service must be completed within four (4) hours of notice, at no additional charge to WCPSS.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**VII. CONTRACTOR PERSONNEL**

The names and addresses of all personnel who work in a WCPSS facility shall be provided to Lisa Smith, Sr. Contract Administrator, prior to the start of work and immediately if changes occur.

The personnel employed by the Contractor shall be capable employees, trained and qualified in custodial and related work. All personnel will receive close and continuing first-line supervision by the Contractor. Contractor personnel shall sign in and daily, with accurate records maintained at each site.

Personnel will be expected to interact with WCPSS personnel, students, and visitors in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from WCPSS employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at WCPSS locations, using WCPSS equipment or supplies for personal reasons or to satisfy the requirements of this Agreement, or taking WCPSS materials, equipment, or supplies, including those belonging to employees, for any reason. WCPSS has the right to remove any personnel from its location(s) at its judgment.

Contractor’s personnel must be capable of performing at an effectiveness level in accordance with Custodial Services cleaning specifications (Attachment B). All work shall be performed in a workmanlike manner.

Contractor agrees that absenteeism of its employees shall not be an excuse for work not being performed. In the event an employee of Contractor is sick or absent, Contractor shall supply an adequately trained replacement.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**VIII. TRAINING (Contractor shall submit copy of training manual)**

Contractor shall provide all training at no additional cost to WCPSS. Contractor shall provide evidence of initial training, as well as refresher training, at the discretion of Custodial Services as requested. Contractor shall ensure that staff has received appropriate training for all Services described herein. Evidence of training must be provided upon request of Custodial Services. The training shall include, but is not limited to:

- A. Blood-borne pathogen training
- B. Appropriate chemical "hazard" communication training
- C. Workplace safety training
- D. Diabetes Training

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**IX. SUBSTITUTE CUSTODIANS/DAY PORTERS**

The Contractor shall make all attempts to provide WCPSS with custodial day porters as needed. Day porters shall be provided at an hourly rate included in the bid package. The minimum hourly assignment shall be four (4) hours. The day porters shall perform the tasks that are customary and appropriate for a normal day-time custodian in a WCPSS facility.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**X. SECURITY**

- A. **Keys:** The building must be kept secure at all times. Doors should never be propped open, nor left unlocked, at any time school personnel are not on campus. WCPSS will provide enough keys so that crews can have access as needed. Lost or damaged keys may incur a charge to the Contractor. If a school must be re-keyed due to loss of a key, the Contractor will be responsible for cost. **If a door or lock cannot be secured, the contract cleaner must call the Alarm Monitoring Center at (919) 856-8120 and report the problem. At least one person must remain on site until the WCPSS authorized repair person is on site.**
- B. **Security Alarm:** The building should never be left unarmed unless authorized personnel are on site. The contractor is responsible for setting the security alarm prior to leaving at night. **If the alarm system malfunctions and will not arm, the contractor must call the Alarm Monitoring Center at 919-856-8120 and report the problem prior to departing.**
- C. **At no time should any custodian bring children or pets onto school property.**
- D. Any weekend or holiday work must be coordinated with WCPSS Custodial Services.
- E. Any personnel working in a WCPSS facility must have passed an approved background check. An updated list of all workers in WCPSS facilities must be maintained with WCPSS Custodial Services. **No persons other than those employed by the contractor or the subcontractor are allowed on WCPSS property.** Supervisors and "leads" must be identified for each site and noted on this list.
- F. When notified by WCPSS Custodial Services of an act of theft or dishonesty by Contractor personnel, and such act is not reasonably in dispute, Contractor shall immediately reimburse

WCPSS for the resulting loss without waiting for any potential reimbursement or recovery from the Contractor’s fidelity carrier. Contractor will remove any personnel from assignment at all WCPSS facilities that are deemed by WCPSS to be unsatisfactory for any reason.

- G. Contractor shall be responsible for use of all keys and security access cards issued. Under no circumstances shall employees admit anyone to areas controlled by a key or badge in their possession.
- H. Contractor shall not duplicate any keys for premises under any circumstances. Any lost keys or need for additional keys shall be promptly reported to, or requested of, WCPSS Custodial Services. To avoid the possibility of tracing lost keys to the premises, the Contractor shall not put identification on any keys. Replacement keys, changing the building locks, re-coding the security alarm and cards are provided to vendor for a replacement fee.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XI. WORK RULES**

Employees of Contractor shall not disturb papers or personal effects on desks, open drawers or cabinets, use telephone, radio or television sets, or tamper with other personal or County property. Additionally, the Contractor shall require employees to adhere to the following work rules:

- A. Do not read or remove any materials left on desks, file cabinets, etc.
- B. Do not remove anything from the facilities which is personal or WCPSS property
- C. Do not smoke in the buildings
- D. Do not use WCPSS telephones or computers for personal calls or use
- E. Do not open drawers, doors, etc. of office furniture
- F. Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- G. Do not operate or tamper with copiers, any office machines, or equipment
- H. Follow all WCPSS dress codes rules & regulations (see Attachment H)
- I. Perform a check of doors used by any contractor personnel and secure prior to departure.
- J. Do not enter any off-limit areas.
- K. Take breaks in designated areas only. No breaks are allowed in any occupied space at any time. No breaks at desks or office areas are permitted
- L. Contractor is responsible for costs or liability incurred as a result of the loss or misuse of keys
- M. Contractor’s personnel shall leave the premises with all perimeter doors locked upon leaving the building. Contractor will leave all interior doors in the condition they were found.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XII. LANGUAGE REQUIREMENTS**

All Contract Supervisors, Managers, and full-time day custodians must be able to speak, read, and write English well enough to effectively communicate as determined by Custodial Services.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XIII.BIO-HAZARD CLEAN-UP**

Any contract employee must be able to complete cleaning and disinfecting Services of bio-hazard incidents as they occur. This is to include, but is not limited to: blood spills, vomit, and other bodily fluids/waste. These services shall be conducted in accordance with current OSHA and WCPSS standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XIV.EXTRA SERVICES**

At times the Contractor may be asked to provide coverage for events and extra services by School Personnel or WCPSS Custodial Services. All such requests must be approved in advance by WCPSS Custodial Services. The Contractor shall support the events and perform extra Services per WCPSS instructions, which may include set-ups, tear downs, pre-cleaning, mid-event cleaning, and post-event clean-up activities. The Contractor shall invoice for these extra duties via pre-established hourly price for extra work.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XV.ADDING TO THE SCOPE OF WORK**

At the sole discretion of WCPSS, additional duties or facilities may be added to the scope of this Agreement. When such an occasion occurs, the Contractor shall be required to submit a formal proposal that specifies the proposed staffing levels and cost. WCPSS will compare the proposed price per square foot against the price per square foot of similar, current buildings for validation. WCPSS reserves the right to approve or deny proposed pricing.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XVI.ACCESS TO RECORDS**

The Contractor shall provide access to WCPSS or any of its duly authorized representatives to review any books, documents, papers, and records of the Contractor related to performance of this Agreement for the purpose of making an audit or other examination verifying compliance with its terms and for preparing any reports required of WCPSS. This includes records of payments to sub-contractors and school level workforce.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XVII.EQUIPMENT**

Equipment supplied by Wake County that is damaged due to the misuse and/or abuse or lost by the Contractor and/or the sub-contractor and employees shall be paid for by the Contractor. Damage to equipment, caused by failure to provide the Contract employee with training sufficient to operate the equipment in a normal, safe, and effective manner, and shall be paid for by the Contractor.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XVIII.SCHEDULE OF CLEANING**

While there are no requirements for number of workers or hours, it is expected that the contractor supply sufficient personnel and time to perform all task. In some schools, contractor may be asked to staff a building in the late afternoon; however, earlier than 30 minutes after dismissal is strictly prohibited. The majority of the cleaning duties are to be performed after school hours, Monday through Friday.

**A. Traditional Calendar Schools**

There are 194 working days in Traditional Calendar schools and excludes any Winter or Summer break routine work. Days marked as Vacation, Required Leave, or Holiday on the WCPSS calendar are not working days. All days marked as Teacher Workdays at the beginning of the year **are** working days for contract custodians. The specific day at the beginning and the ending of the academic year may be adjusted each year based on the calendar but will remain at 194 days.

**B. Year-Round Schools**

Days marked as Vacation, Required Leave, or Holiday on the WCPSS calendar are not working days. All days marked as Teacher Workdays **are** working days for contract custodians.

1. Multi-Track: There are 240 working days in Multi-Track, Year-Round schools.
2. Single Track: There are 194 working days in Single-Track Year-Round schools.

**C. Modified Calendar Schools**

There are 194 working days in Modified Calendar Schools. Each school follows its own calendar. Days marked as Vacation, Required Leave, or Holiday on the WCPSS calendar are not working days. All days marked as Teacher Workdays at the beginning of the year **are** working days for contract custodians. The specific day at the beginning and the ending of the academic year may be adjusted each year based on the calendar but will remain at 194 days.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

**XIX.Procedure for Day-Time Contract Custodian Absences**

If you are providing a day-time contract custodian for a school, it is imperative that they be at work based on their regular schedule. If a day-time contract custodian is out, late, or leaves early, it is the responsibility of the contractor to supply a knowledgeable and trained custodian to take their place on the regular schedule. Replacement custodians must be able to perform all duties as necessary and speak English well enough to communicate with staff. If an absence is necessary, the following steps

must be followed.

- A. Custodian will notify the appropriate School Administrator.
- B. Custodian will notify the Contractor and arrange for a replacement.
- C. Contractor will notify Custodial Services Supervisor/Manager that a sub has been scheduled.
- D. Custodian and company will arrange for keys to be given to the substitute.
- E. Custodian and company will arrange for alarm code to be given to the substitute.
- F. Sub-custodian will check in at office upon reporting to the school.
- G. Sub-custodian will pick up radio to stay in contact.
- H. If any of these procedures are not followed, the company must contact Custodial Services.

Failure to provide a substitute custodian or failure to meet the regular schedule may result in termination of the contract for that school.

**Acknowledged:** \_\_\_\_\_ **Initialed:** \_\_\_\_\_

## **XX.WCPSS SCOPE OF ROUTINE SERVICE FOR CONTRACT CLEANING, 2026-2027**

**ENTIRE CAMPUS** – After Academic Hours during Academic Year

Includes classrooms, mobile units, offices, health room, lounge & work rooms, media center, corridors, hallways, stairwells, restrooms, multi-purpose rooms, gymnasiums, auditoriums, cafeteria, elevators, loading docks, service area, custodial area, custodial closets, and grounds.

### **A. General.**

- 1. Unlock and secure facilities as required. **Please see the Security Section (X).**
- 2. Dispensers for paper goods and soap are the primary responsibility of the day-time custodian.

### **B. Consumable Supplies**

- 1. WCPSS will provide all consumable supplies needed to clean the buildings, i.e., cleaning chemicals, hand soap, paper towels, toilet tissue, floor stripper, floor finish, & trash bags.

### **C. Equipment**

- 1. **Contractor** will supply for their staff:  
Vacuum cleaners. Type and size must be approved by Custodial Services. (Upright vacs not allowed.)  
Propane floor burnisher

### **D. Floor Work See Attachment CS2**

- 1. Contractor will be required to use specific equipment, materials, and methods for top-scrubbing, stripping, and applying floor finish to VCT. Equipment must be supplied by contractor.
- 2. Contractor must supply propane burnisher and fuel for monthly and as-needed burnishing of hard surface floors. All classroom doors on a hallway must remain closed during burnishing to keep the dust out of classrooms.
- 3. Terrazzo and polished concrete shall never have floor finish applied.
- 4. Contractor will be required to use specific equipment, materials, and methods for cleaning carpet. Equipment must be supplied by contractor.

5. Floor strip and wax once every 3 years. Top Scrub and recoat, at minimum, once annually.
6. Floors should be well maintained between wax cycles. If floors need additional work, the cost of labor must be borne by the contractor.
7. Twice a year carpet cleaning for elementary schools. Middle & high schools once a year.

#### **E. Miscellaneous**

When required or necessary:

1. Report all items that need repair to Area Custodial Manager.
2. Assist in cleanup of facilities related emergencies in accordance with M&O procedures.

**Acknowledged:** \_\_\_\_\_

**Initialed:** \_\_\_\_\_

#### **F. NON-ROUTINE TASKS must be approved by Custodial Services. Examples are:**

1. Project work needs: high dusting, renovation clean up, clean carpets, strip & wax floors, etc.
2. Moving furniture, receiving furniture, setting up furniture for a site event.
3. Additional hours needed for weekend or after school events.
4. Special Cleaning projects i.e., upholstery cleaning, ceiling tile and grid cleaning, etc.
5. Assist in cleaning grounds.
6. Remove any weather debris, snow or ice from sidewalks, trailer ramps, entryways, etc.

#### **G. Supervision of night-time workers**

1. Each location must have a Contractor supplied "lead person" on site at all times when other workers are present.
2. At WCPSS discretion, a contractor supervisor may be required to inspect the building and the work. Custodial Services may dictate the frequency of such inspections.

#### **H. Inclement Weather**

1. On inclement weather days when schools are closed, no contract personnel should be on site unless directed otherwise by a WCPSS Custodial Services Administrator. These days will be made up on the scheduled school make-up days as determined by WCPSS. The exception to this is for full-time "day" contract custodians who report to work if at all safely possible.

#### **I. Summer Classroom Detail Work**

The need for deep cleaning should be minimal, depending on the quality of the work during the year. It is expected that the school be kept clean and orderly during the year. If necessary, to remedy deficits, Contractor may be required to perform extra cleaning during summer break.

Examples are:

- |                           |                           |
|---------------------------|---------------------------|
| 1. Dusting all surfaces   | 3. Wash inside of windows |
| 2. Floor work as required | 4. Clean walls as needed  |

#### **XXI. Invoicing**

1. Contractors shall bill monthly for routine after-hours services, no later than the 10th day of the following month. Routine night-crew services for all schools under a contract shall be included on one invoice.
2. Contractors shall bill monthly for permanent day-time custodians no later than the 10th day of the following month, for 12 months.

3. Invoicing for routine after hours services shall be based on a 12-month schedule with each month's invoice equal to 1/12 of the annual cost and shall be submitted no later than the 10<sup>th</sup> day of the following month.
4. Day Porter/Substitute Custodian services shall be on a separate invoice with days & hours worked detailed by school and submitted no later than the 10<sup>th</sup> day of the following month.
5. Any services not covered under the routine services contract shall be billed on a separate invoice listing days and hours, for each school and submitted no later than the 10<sup>th</sup> day of the following month. Dates & details of the work performed shall be included.

**Acknowledged:** \_\_\_\_\_

**Initialed:** \_\_\_\_\_

**XXII.Cleaning Specifications**

See the attached Contract Cleaning Specifications 2026-2027 for details of tasks, frequencies, and schedule.

**END OF ATTACHMENT A**

**Wake County Public School System**  
**Contract Cleaning Specifications 2026-27**

<b>1</b>	<b>Entrances</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Carpeted Floor Runners & Door Mats	Vacuum entire floor (Not spot vacuum)	Daily	Daily
<b>c.</b>	Corners & Ceilings	Check for & Remove Cobwebs	Daily	Daily
<b>d.</b>	Floors (Carpet)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>e.</b>	Floors (Hard Surface)	Remove Gum & Autoscrub w/required pad	Daily	Daily
	Floors (Hard Surface)	Damp Mop Areas inaccessible by machine	Daily	Daily
	Floors (Hard Surface)	Buff using contractor supplied propane buffer	Monthly (Put Fire Alarm in Test Mode)	Week 1
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Annual (except if year to strip)	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>f.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>g.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
<b>h.</b>	Vents	Dust	Monthly	Week 3
<b>2</b>	<b>Administrative Office Area - Reception Area - Conference Room</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c.</b>	Corners & Ceilings	Check for & Remove Cobwebs	Daily	Daily
<b>d.</b>	File & Storage Cabinets, Bookcases,	Dust & Damp Wipe Top	Weekly	Tuesday
<b>e.</b>	Floors (Carpet)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>f.</b>	Floors (Hard Surface)	Remove Gum & Autoscrub w/required pad	Daily if accessible by machine	Daily
	Floors (Hard Surface)	Damp Mop	Daily if not accessible by machine	Daily
	Floors (Hard Surface)	Buff using contractor supplied propane buffer	Monthly (Put Fire Alarm in Test Mode)	Week 1
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>g.</b>	Ledges / Horizontal Surfaces	Dust	Weekly	Tuesday
<b>h.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>i.</b>	Upholstered Furniture	Vacuum	Weekly	Wednesday
<b>j.</b>	Vents	Dust	Monthly	Week 3
<b>k.</b>	Wall Hangings & Pictures	Dust	Monthly	Week 3
<b>l.</b>	Walls and Doors	Spot Clean	Daily	Daily
<b>m.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily

<b>3</b>	<b>Restrooms/Locker Rooms</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	All	Foam and scrub using disinfectant cleaner	Monthly	Week 4
<b>b.</b>	Commodes & Urinals	Clean & Disinfect	Daily	Daily
<b>c.</b>	Corners & Ceilings	Check for & Remove Cobwebs	Daily	Daily
<b>d.</b>	Dispensers	Clean & Sanitize	Daily	Daily
<b>e.</b>	Floor Drains	Clean & Disinfect	Daily	Daily
<b>f.</b>	Floor Drains	Clean Drain Cover and Flush with disinfectant	Weekly	Friday
<b>g.</b>	Floors (Hard Surface)	Dust & Damp Mop w/Disinfectant Cleaner	Daily	Daily
	Floors (Hard Surface)	Scrub ceramic tile with floor machine & brush	Monthly	Week 4
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>h.</b>	Metal & Bright Work	Damp Wipe & Polish	Daily	Daily
<b>i.</b>	Mirrors	Wash	Daily	Daily
<b>j.</b>	Walls & Partitions	Dust Tops & Spot Wash	Daily	Daily
<b>k.</b>	Showers	Clean & Disinfect	Daily	Daily
<b>l.</b>	Sink Area Areas	Clean & Disinfect	Daily	Daily
<b>m.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>n.</b>	Vents	Dust	Monthly	Week 3
<b>o.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
	Trash Cans	Wash	Weekly	Thursday
<b>p.</b>	Seating/Benches (permanently attached)	Clean & Disinfect	Daily	Daily
<b>4</b>	<b>Cafeterias/Lunchrooms</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c.</b>	Corners & Ceilings	Check for & Remove Cobwebs	Daily	Daily
<b>d.</b>	Floors (Hard Surface)	Remove Gum & Autoscrub w/required pad	Daily	Daily
	Floors (Hard Surface)	Damp Mop Areas inaccessible by machine	Daily	Daily
	Floors (Hard Surface)	Buff using contractor supplied propane buffer	Monthly (Put Fire Alarm in Test Mode)	Week 1
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>e.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>f.</b>	Vents	Dust	Monthly	Week 3
<b>g.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily

<b>5</b>	<b>Hallways</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Winter & Summer Break	
<b>c.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>d.</b>	Floors (Carpet)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>e.</b>	Floors (Hard Surface)	Remove Gum & Autoscrub w/required pad	Daily	Daily
	Floors (Hard Surface)	Damp Mop Areas inaccessible by machine	Daily	Daily
	Floors (Hard Surface)	Remove Gum	Daily	Daily
	Floors (Hard Surface)	Buff using contractor supplied propane buffer	Monthly (Put Fire Alarm in Test Mode)	Week 1
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>f.</b>	Lockers	Spot Clean	Daily	Daily
<b>g.</b>	Partition Glass	Spot Clean	Daily	Daily
	Partition Glass	Complete Wash	Monthly	Week 3
<b>h.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>i.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
<b>m.</b>	Vents	Dust	Monthly	Week 3
<b>n.</b>	Walls and Doors	Spot Clean	Daily	Daily
<b>o.</b>	Water Fountain	Clean & Disinfect	Daily	Daily
<b>6</b>	<b>Stairwells</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>c.</b>	Floors (Hard Surface)	Sweep & Spot Damp Mop	Daily	Daily
	Floors (Hard Surface)	Remove Gum	Daily	Daily
<b>d.</b>	Handrail	Damp Wipe	Weekly	Monday
<b>e.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>f.</b>	Vents	Dust	Monthly	Week 3
<b>g.</b>	Walls and Doors	Spot Clean	Daily	Daily

<b>7</b>	<b>Classrooms / Preschool Rooms / Mobile Units</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c.</b>	Corners/Ceilings/Window Sills	Check for and Remove Cobwebs	Daily	Daily
<b>d.</b>	Cubbies if Empty	Clean with disinfectant cleaner	Weekly	Wednesday
<b>e.</b>	Floors (Carpet & Area Rugs)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet & Area Rugs)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>f.</b>	Floors (Hard Surface)	Dust Mop & Spot Damp Mop	Daily	Daily
	Floors (Hard Surface)	Remove Gum	Daily	Daily
	Floors (Hard Surface)	Damp Mop Completely	Weekly	Friday
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>g.</b>	Ledges / Horizontal Surfaces	Dust	Daily	Daily
<b>h.</b>	Sink Area Area Area and Water Fountains	Clean & Disinfect	Daily	Daily
<b>i.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>j.</b>	Vents	Dust	Monthly	Week 3
<b>k.</b>	Walls and Doors	Spot Clean	Daily	Daily
	Walls Near Waste Basket & Sharpener	Clean	Daily	Daily
<b>l.</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
<b>8</b>	<b>Faculty Room/Teacher Lounge</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c.</b>	Carpet	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Carpet	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>d.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>e.</b>	Floors (Hard Surface)	Dust Mop & Spot Damp Mop	Daily	Daily
	Floors (Hard Surface)	Remove Gum	Daily	Daily
	Floors (Hard Surface)	Damp Mop	Weekly	Friday
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>f.</b>	Microwave & Refrigerator	Damp Wipe Outside	Daily	Daily
<b>g.</b>	Sink Area Area	Clean & Disinfect	Daily	Daily
<b>h.</b>	Tables & Counter Tops	Damp Wipe	Daily	Daily
<b>i.</b>	Touch points	Clean with Peroxide Cleaner	Daily	Daily
<b>j.</b>	Upholstered Furniture	Vacuum	Weekly	Wednesday
<b>k.</b>	Vending Machines	Damp Wipe	Daily	Daily
<b>l.</b>	Vents	Dust	Weekly	Friday
<b>m.</b>	Walls and Doors	Spot Clean	Daily	Daily

<b>9</b>	<b>Multi-Purpose (Elementary)</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c</b>	Carpet	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Carpet	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>d.</b>	Floors (Sports Floor)	Dust Mop & Spot Damp Mop	Daily	Daily
	Floors (Sports Floor)	Auto Scrub	Weekly	Friday
<b>e.</b>	Floors (VCT)	Remove Gum & Autoscrub w/required pad	Daily	Daily
	Floors (VCT)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (VCT)	Strip & Refinish VCT	3-year cycle	
<b>f.</b>	Floors (Wood)	Dust Mop & Spot Damp Mop	Daily	Daily
<b>g.</b>	Ledges / Horizontal Surfaces	Dust	Weekly	Friday
<b>h.</b>	Sports Floor	Auto Scrub	Daily	Daily
<b>i.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>j.</b>	Walls and Doors	Spot Clean	Daily	Daily
	Walls and Doors	Wash	Weekly	Monday
<b>k</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
<b>10</b>	<b>Elevators</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>b.</b>	Floors (Hard Surface)	Sweep & Damp Mop	Daily	Daily
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>c</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>d.</b>	Walls and Doors	Spot Clean	Daily	Daily
	Walls and Doors	Wash	Weekly	Monday

<b>11</b>	<b>Library / Media Center</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Blinds	Dust	Monthly	Week 3
<b>c</b>	Book Shelves Open areas	Dust	Weekly	Thursday
<b>d.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>e.</b>	Floors (Carpet)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>f.</b>	Floors (Hard Surface)	Sweep & Damp Mop	Daily	Daily
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>g.</b>	Ledges / Horizontal Surfaces	Dust	Weekly	Friday
<b>h.</b>	Tables (Empty)	Clean with disinfectant cleaner	Weekly	Thursday
<b>i.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>j.</b>	Upholstered Furniture	Vacuum	Weekly	Wednesday
<b>k</b>	Vents	Dust	Monthly	Week 3
<b>l.</b>	Walls and Doors	Spot Clean	Daily	Daily
<b>m</b>	Trash Cans	Empty & Replace Liner	Daily	Daily
<b>12</b>	<b>Auditorium</b>			
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
<b>a.</b>	Baseboards	Clean	Monthly	Week 2
<b>b.</b>	Corners & Ceilings	Check for and Remove Cobwebs	Daily	Daily
<b>c</b>	Floors (Carpet)	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Floors (Carpet)	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
<b>d.</b>	Floors (Hard Surface)	Sweep & Damp Mop	Daily	Daily
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
<b>e.</b>	Touch points	Clean with disinfectant cleaner	Daily	Daily
<b>f.</b>	Under Seating	Sweep & Damp Mop	Daily	Daily
<b>g.</b>	Upholstered Seating	Vacuum	Winter & Summer Break	Daily
<b>h.</b>	Walls and Doors	Spot Clean	Daily	Daily

<b>13 Health Room</b>				
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
a.	Baseboards	Clean	Monthly	Week 2
b.	Carpet	Vacuum entire floor (Not spot vacuum)	Daily	Daily
	Carpet	Extraction Clean	Elementary 6 month intervals, High & Middle Annually	
c.	Fixtures & Desk Items	Clean & Disinfect	Daily	Daily
d.	Floors (Hard Surface)	Dust Mop & Spot Damp Mop	Daily	Daily
	Floors (Hard Surface)	Remove Gum	Daily	Daily
	Floors (Hard Surface)	Damp Mop	Daily	Daily
	Floors (Hard Surface)	Top Scrub/Recoat VCT	Summer Break / YR Winter Break	
	Floors (Hard Surface)	Strip & Refinish VCT	3-year cycle	
e.	Furniture	Clean & Disinfect	Daily	Daily
f.	Sink Area Area	Clean & Disinfect	Daily	Daily
g.	Tables & Counter Tops	Clean & Disinfect	Daily	Daily
h.	Touch points	Clean & Disinfect	Daily	Daily
i.	Walls and Doors	Spot Clean	Daily	Daily
j.	Trash Cans	Empty, Clean & Disinfect, Replace Liner	Daily	Daily
<b>14 Custodial Closets</b>				
	<b>ITEM</b>	<b>TASK</b>	<b>FREQUENCY</b>	<b>SCHEDULE</b>
a.	Equipment & Supplies	Organize	Daily	Daily
	Equipment & Supplies	Paper Supplies Remain Covered	All Times	Daily
b.	Floors (Hard Surface)	Sweep	Daily	Daily
	Floors (Hard Surface)	Damp Mop	Daily	Daily
c.	Mop Sink Area	Clean, and Clear Drain	Daily	Daily
<b>15 Annual or Semi-Annual Floor Work</b>				
a.	Strip & refinish VCT	3 year cycle; Schedule coordinated with Custodial Services		
b.	Top Scrub & Recoat VCT	3 year cycle; Schedule coordinated with Custodial Services		
c.	Clean all carpeting	Schedule coordinated with Custodial Services		
d.	Sports Floor	Schedule coordinated with Custodial Services		

## FLOOR WORK CLEANING/FINISH SPECIFICATIONS 2026-27

The following cleaning specifications are the minimum cleaning requirements for cleaning different types of floor surfaces, i.e. carpet, VCT, linoleum, no-wax linoleum, sealed/polished concrete and sports floors.

**Follow the manufacturer's suggested care plan.** Any damage to furniture, baseboards, structure (walls, floor tiles, sub-flooring), equipment or materials is the responsibility of the contractor. Any deviations from this guidance must be approved in advance by Custodial Services Director or Administrator.

- **Carpet Extraction Method**

Extraction machine - Portable extraction machines must be approved by Custodial Services. Water extraction uses the following basic steps- Vacuum the carpet to remove dirt and grit, spot clean as required, apply a pre-spray as necessary, then use extraction machine. Utilize high velocity drying fans to expedite the drying process making sure carpet is dry before furniture is placed on it. Contact Custodial Services to have the HVAC system activated to facilitate drying

- **Resilient Tile Floors Stripping & Re-finishing (VCT)**

No floor finish may be applied on newly installed tile until five (5) days after installation. Stripper may not be used on newly installed tile. Use the WCPSS approved and supplied stripping agent for removal of old finish, making sure floors are clean and neutralized prior to floor finish being applied. Five (5) coats of WCPSS approved and supplied floor finish should be applied at the rate of 2000 square feet per gallon, with adequate drying and curing time between coats and prior to replacing furniture. Any finish on baseboards must be removed at contractor expense.

- **Resilient Tile Floors Top Scrub & Re-coat (VCT)**

Using floor machines or auto scrubbers, remove top layers of finish making sure floors are clean and neutralized prior to applying floor finish. Apply two to three (2-3) coats of WCPSS approved and supplied floor finish with adequate drying and curing time between coats and prior to replacing furniture. Any finish on baseboards must be removed at contractor expense.

- **Linoleum Floor Scrub and Re-finish**

Follow Manufacturer's care plan. Use the WCPSS approved and supplied stripping agent for removal of old finish, making sure floors are clean. Apply two (2) coats of WCPSS approved and supplied floor finish. Any finish on baseboards must be removed at contractor expense.

- **Sports Floor**

All sports floors are not of the same materials. Always follow manufacturer's recommendations for cleaning and sealing. Do not use any type of abrasive pad or mop on sports floor. Remove all surface soil, debris, sand and grit. Scrub the floor with a WCPSS approved and supplied cleaner. Do not saturate the floor. Pick up solution as quickly as possible. The floor should be clean and at a neutral state at the end of the process. If required by WCPSS and following the manufacturer's recommendations apply WCPSS approved and supplied floor seal to floor surface. Any finish on baseboards must be removed at contractor expense.

- **Terrazzo Floor**

Do not apply finish to Terrazzo floors. Machine scrub and burnish as per the schedule on Attachment B.

- **Linoleum Vinyl Tile (LVT)**

Follow Manufacturer's care plan. Floor finish should not be applied to LVT.

- **Sealed/Polished Concrete Floors**

Do not apply finish to concrete floors. Machine scrub and burnish as per the schedule on Attachment B.

Instructions: Complete the requested information and elaborate or submit additional information deemed to be useful for evaluation of your company's capabilities.

Company Name (As registered with the NC Secretary of State):  
\_\_\_\_\_

Date Formed: \_\_\_\_\_ Federal Tax Identification Number: \_\_\_\_\_

Former Company Name(s): \_\_\_\_\_

Total Number of Years Performing Commercial Cleaning Services: \_\_\_\_\_

Has Company ever failed to complete a contract? \_\_\_ Yes \_\_\_ No Comments:  
\_\_\_\_\_

Has Company ever been terminated from an account? \_\_\_ Yes \_\_\_ No Comments:  
\_\_\_\_\_

Does Company have any judgments, claims, or suits pending against them? \_\_\_ Yes \_\_\_ No

Comments: \_\_\_\_\_

**If the answer is "YES," please provide explanation on a separate sheet with details.**

Has Company worked for the WCPSS in the past under current or former name? \_\_\_ Yes \_\_\_ No

**List projects on separate sheet**

**STAFFING INFORMATION**

What is the primary geographic area of Company's current operation? \_\_\_\_\_

What is the primary geographic area(s) used for recruitment of staff? \_\_\_\_\_

Does company have accounts currently in North Carolina? \_\_\_ Yes \_\_\_ No Locations: \_\_\_\_\_

Please check all services Company has expertise in:

\_\_\_\_\_ Full Routine, Multi-Site, Public School Cleaning Service (5 days per week)

PROJECT CLEANING SERVICES		EMERGENCY CLEANING SERVICES
Stripping & Finishing Hard Surface (VCT & LVT) Floors		Flood Clean Up
Burnishing Hard Surface (VCT, Terrazzo, Concrete) Floors		Mold Clean Up
Stripping and Finishing Linoleum Floors		Fire Damage Clean Up
Carpet Extraction		Sewage Clean Up
High Reach Cleaning/Dusting		Storm Damage Clean Up

When reviewing the specifications and requirements of this proposal please indicate company's capacity to **SUCCESSFULLY** perform by indicating:

#of locations company can manage and staff \_\_\_\_\_

Total square footage \_\_\_\_\_

Provide number currently employed and available to perform the specifications as indicated for the following categories:

\_\_\_\_\_ Managers                      \_\_\_\_\_ Cleaning Staff                      \_\_\_\_\_ Other: \_\_\_\_\_

\_\_\_\_\_ Supervising Staff                      \_\_\_\_\_ Carpet/Floor Techs                      \_\_\_\_\_ Total Staff Currently Employed

If not currently employed, please list the following additional staff needed to successfully complete the required work: (you may state not applicable if you are currently staffed appropriately.)

\_\_\_\_\_ Managers                      \_\_\_\_\_ Cleaning Staff                      \_\_\_\_\_ Other: \_\_\_\_\_

\_\_\_\_\_ Supervising Staff                      \_\_\_\_\_ Carpet/Floor Techs                      \_\_\_\_\_ Total Staff Currently Employed  
**Time required to hire, train and secure staff if not currently company employee:** \_\_\_\_\_

**Company must answer the following questions:**

**REQUIRED**

Does Company perform criminal background checks for all employees?	YES	NO
Does Company provide Bloodborne Pathogen Training for all employees?	YES	NO
Does Company have an orientation program for new hires?	YES	NO
Does Company have a drug screening program?	YES	NO
Does Company have a written safety program?	YES	NO
Within the past (three) 3 years, has Company been cited for any serious violations (as defined by O.S.H.A.)? If "YES," please explain on an attach separate sheet:	YES	NO
Does Company have training programs in industry recognized cleaning practices?	YES	NO
Does Company provide/require Hepatitis B shots?	YES	NO
Does Company provide/require TB testing?	YES	NO
Does Company provide training class on sexual harassment?	YES	NO

Credentials and Experience: **Multi-site, public school building cleaning experience preferred.**

List all the multi-site, public school accounts Company has managed within the last five (5) years (attach separate sheet if needed):

Name & Location	Contract Amount	Square Footage Covered	Dates of Service	Account Contact & Phone Number

***This form must be signed by an Officer or an individual so authorized by an Officer of the Company, acknowledging the information provided is current and correct.***

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Please Print Clearly)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## Sexual Offender Registry Check Certification Form

**PLEASE SUBMIT THIS FORM TO YOUR SCHOOL SYSTEM CONTACT PERSON WITH RESPECT TO THIS AGREEMENT**

Check the appropriate box to indicate the type of check:

Initial                                       Supplemental                                       Annual

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of \_\_\_\_\_ (company) hereby certify that I have performed all of the required sexual offender registry checks required under this Agreement for all contractual personnel (employees, agents, ownership personnel, or contractors ) who may be used to deliver goods or provide services under this Agreement, including the North Carolina Sex Offender and Public Protection Registration Program, the North Carolina Sexually Violent Predator Registration Program, and the National Sex Offender Registry. (Note: All of the required registry checks may be completed at no cost by accessing the United States Department of Justice Sex Offender Public Website at <http://www.nsopw.gov/>). I further certify that none of the individuals listed below appears on any of the above-named registries and that I will not assign any individual to deliver goods or perform services under this Agreement if said individual appears on any of the sex offender registries. I agree to maintain all records and documents associated with these registry checks, and that I will provide such records and documents to the school system upon request. I specifically acknowledge that the school system retains the right to audit these records to ensure compliance with this section at any time in the school system's sole discretion. I acknowledge that I am required to perform these checks and provide this certification form before any work is performed under the Agreement (initial check), any time additional contractual personnel may perform work under the Agreement (supplemental check), and at each anniversary date of the Agreement (annual check).

### Contractual Personnel Names

### Job Title

1.		
2.		
3.		
4.		

I attest that the forgoing information is true and accurate to the best of my knowledge.

\_\_\_\_\_  
(print name)

\_\_\_\_\_/\_\_\_\_\_  
(signature / date)

## 2026-2027 Fiscal Year

### Instructions for Routine Services Bid Sheet for Individual Schools

1. WCPSS reserves the right to award contracts solely at its discretion.
2. Bid on all of the schools you wish to. There is no requirement to bid on all of them.
3. Bid on schools individually, using the Attachment F(1) Routine Services Bid Sheet for Individual Schools.
4. Mobile/Modular Classroom Cost is the amount your invoice will be adjusted per room if WCPSS adds or removes any classrooms outside of the permanent facility structure. These rooms are approximately 900 Sq.Ft. each. Modular buildings will vary in the number of classrooms depending on size and will usually have two student hallway restrooms and one staff restroom.
5. Column Headings on the Routine Services Bid Sheet Definitions
  - a. School – Name of School
  - b. Level – Refers to Elementary (K-5), Middle (6-8), High (9-12), Academy (Varies), College & Career (9-12), Early College (9-12)
  - c. Assigned Area Named
  - d. School Schedule – Refers to the master calendar for that school: Traditional (T), Year-Round (YR), Single Track Year-Round (YR- Single), Modified Year Round (M-YR), Variable refers to locations used to house schools during a construction phase and will use that school’s calendar.
  - e. # Work Days refers to the number of days the “after-hours” or “night” crews will work based on the number of school days plus teacher work days.
  - f. Current # Full-Time “Day” Custodians refers to the number of contractor supplied custodians that work during the academic day and serve as “day porters” in place of having a WCPSS assigned custodian. These custodians work every weekday, year-round, except for the 11 holidays on the WCPSS calendar. These positions are not guaranteed but continue to grow as a sizeable portion of a contractor’s portfolio.
  - g. 100% Contract refers to those schools where a contractor currently provides all custodial services, to include the full complement of day-time custodians. No WCPSS custodians work at these sites.
  - h. Net Cleanable Sq.Ft. refers to the total amount of square footage at a location and that already includes modulars and school building(s) that the contractor will be responsible for cleaning.
  - i. Hard Surface Floors refers to the total Sq.Ft. of non-carpeted floors (VCT, LVT, Linoleum, Concrete, Terrazzo, Wood). These numbers do not include student restroom floors in hallways or locker rooms.
  - j. Carpet Sq.Ft. refers to the total amount of floor that is carpeted (Carpet tiles or roll carpet).
  - k. Current # of Modular Buildings refers to the total number of modular buildings. Each building may have between 1 & 8 classrooms, 2 student hallway restrooms and 2 staff single restrooms.

- l. Current # of Modular Building Classrooms refers to the total number of classrooms in “non-permanent” (usually multi-room) structures on campus. There are a varied number of classrooms in each building.
  
- m. Current # Mobile Unit Classrooms refers to the number of single-room “mobile” or “trailer” units on the campus.

Company Name \_\_\_\_\_

School	Level	Area	School Schedule	# Work Days	Current # Full-Time Contract "Day" Custodians	100% Contract	Net Cleanable Sq.Ft.	Hard Surface Floors Sq.Ft.	Carpet Sq.Ft.	Current # Modular Buildings	Current # Modular Building Classrooms	Current # Single Room Mobile Unit Classrooms
Bugg	Elementary	Downtown East	T	194		In-House	80,991	31,173	35,561			
Carnage	Middle	Downtown East	T	194		No	154,280	73,506	28,212			3
Conn	Elementary	Downtown East	T	194	1	Yes	100,175	36,644	23,159			
Enloe	High	Downtown East	T	194		In-House	386,875	182,134	149,018			
Hunter	Elementary	Downtown East	T	194	1	Yes	77,322	30,508	18,486	1	MULTIPURPOSE	5
Joyner	Elementary	Downtown East	T	194		No	74,728	29,115	27,096	1	8	
Ligon	Middle	Downtown East	T	194	1	No	161,136	74,134	24,969			3
Longview	High	Downtown East	T	194		No	52,531	34,801	4,455			
Moore Square	Middle	Downtown East	T	194		No	109,947	56,927	46,577			
Oberlin	Middle	Downtown East	T	194	1	No	161,302	90,535	61,980	1	5	1
Partnership	Elementary	Downtown East	Mod - YR	194	2	Yes	31,011	19,148	15,666			
Phillips	High	Downtown East	T	194		No	39,148	21,532	17,616			
Poe	Elementary	Downtown East	T	194		No	61,944	23,733	25,258			
Powell	Elementary	Downtown East	T	194	1	No	61,625	27,733	22,733			
Underwood	Elementary	Downtown East	T	194		In-House	58,504	22,588	27,609			
Washington	Elementary	Downtown East	T	194	1	Yes	83,705	34,602	27,620			
Poole RD Warehouse	Office	Downtown East	YR	240			5,212	3,178	2,034			
Wake up and Read	Office	Downtown East	YR	240		Yes	7,108	3,820	3,288			
Capital Blvd Trans	Office	Downtown East	YR	240		No	1,620	360	1,260			

School	Level	Area	100% Contract	Cost Per School
Washington	Elementary	Downtown East	Contract	\$
Wake up and Read	Office	Downtown East	Contract	\$
Powell	Elementary	Downtown East	Contract	\$
Poole RD Warehouse	Office	Downtown East	Contract	\$
Poe	Elementary	Downtown East	Contract	\$
Phillips	High	Downtown East	Contract	\$
Partnership	Elementary	Downtown East	Contract	\$
Oberlin	Middle	Downtown East	Contract	\$
Moore Square	Middle	Downtown East	Contract	\$
Longview	High	Downtown East	Contract	\$
Ligon	Middle	Downtown East	Contract	\$
Joyner	Elementary	Downtown East	Contract	\$
Hunter	Elementary	Downtown East	Contract	\$
Conn	Elementary	Downtown East	Contract	\$
Carnage	Middle	Downtown East	Contract	\$
Capital Blvd Trans	Office	Downtown East	Contract	\$
Underwood	Elementary	Downtown East	In-house	\$
Enloe	High	Downtown East	In-house	\$
Bugg	Elementary	Downtown East	In-house	\$

\* Instructions See Attachment F  
Prices needed for all Contract and In-house schools

Total Price needed for all Contract school.  
\$0.00

\*\*\*input required in highlighted spaces only\*\*\*

Bidding Company Name \_\_\_\_\_

Date \_\_\_\_\_

Company Rep(Print) \_\_\_\_\_

Signature \_\_\_\_\_

**PROPOSAL**

Commodity: Custodial Contract Routine Cleaning Services  
Wake County Public School System, Custodial Services  
2026-27 fiscal year

**Routine Services**

- 1. Please bid on areas of interest. There is no requirement to bid on all of them.
- 2. Please bid on schools individually but bids will be awarded by area.
- 3. WCPSS reserves the right to award contracts solely at its discretion.

Breakout cost per mobile or modular classroom: (In case of units being added or removed)  
\$ \_\_\_\_\_/wk.

Add additional notes as needed.


**Company Name** \_\_\_\_\_

# Non-Routine Services 2026-2027 fiscal years

## Instructions and Bid Sheet for Non-Routine Services at Schools under a Routine Services Contract.

Non-Routine Services are all services performed at schools where the contractor has a Routine Services Contract but are not included in the Routine Services Cleaning Specifications (Attachment B). These services will be varied in nature, but will include some services that are regularly performed, but may be discontinued by the district at any time. Failure to provide these services as agreed upon by both the District and the Contractor may result in termination of the contract for all services at that site.

Non-Routine Services include, but are not limited to:

1. Providing full-time custodial services during school operations. This includes hours after the academic day to cover events and practices that are usually covered by a WCPSS custodian.
2. "Day Porter" or Substitute Custodian services to cover absences by a WCPSS custodian.
3. Any extra services or specialty cleaning duties that are approved by Custodial Services.
4. Custodial Services guarantees a minimum of 4 hours for each assignment.
5. Floor Project work will be bid by a cost per square foot. Note that all floor project work for schools under a Routine Services contract is included in that contract. This section is for any extra floor work (newly installed floors, damage from floods or other "unusual" circumstances) at a school under a Routine Services contract.

These Services (other than floor work) will generally be covered on an hourly fee basis. Invoicing must reflect the number of hours required to perform the service

Hourly Rate for Full-Time, "Day-Shift" Custodian to replace a WCPSS Custodian. \$ \_\_\_\_\_

Hourly Rate for Substitute Custodian to cover for a WCPSS Custodian absence \$ \_\_\_\_\_

Floor Work: (See Attachment C)

Carpet Cleaning: Extraction Method \$ \_\_\_\_\_

Resilient Tile Floor Strip and Finish \$ \_\_\_\_\_

Resilient Tile Floor Top Scrub and Re-coat \$ \_\_\_\_\_

Linoleum Floor Strip and Finish \$ \_\_\_\_\_

Linoleum Floor Scrub and Re-coat \$ \_\_\_\_\_

LVT Scrub and Finish \$ \_\_\_\_\_

Terrazzo/Polished Concrete Floor Strip to remove old finish \$ \_\_\_\_\_

Terrazzo/Polished Concrete Floor Burnish with diamond pads \$ \_\_\_\_\_

Add additional notes as needed.

Company Name \_\_\_\_\_

# Dress Code

Our [Dress Code](#) prohibits disruptive, provocative, revealing, profane, vulgar, offensive, obscene or unsafe clothing or bodily appearances. Here are some examples.

Don't wear:

- exposed undergarments
- see-through or excessively short, tight or revealing clothes
- bare midriff shirts
- clothing with lewd, indecent or vulgar messages or illustrations
- clothing that advertises products or services illegal to minors
- head coverings
  - Head coverings are allowed if they are an expression of a sincerely held religious belief (e.g., hijabs or yarmulkes) or cultural expression (e.g., geles) or to reasonably accommodate medical or disability-related issues (e.g., protective helmets).
- chains, spikes or other accessories that could be perceived as or used as a weapon
- clothing that violates the school system's policies against gang and gang-related activities
- closed toe shoes

Full time day custodians must have identification displayed showing company name (ie; shirt, badge, apron, vest, etc.....)

WCPSS staff may use their discretion in implementing the dress code, including making reasonable accommodations on the basis of your religious beliefs or medical conditions.