



STATE OF NORTH CAROLINA

Department of Adult Correction

Invitation for Bids #: 52-IFB-1491201999-RJB

Dental Equipment Repair Services

Date of Issue: March 20, 2025

Bid Opening Date: April 10, 2025

At 2:00 PM ET

Direct all inquiries concerning this IFB to:

Joey Raynor

Procurement Specialist III

STATE OF NORTH CAROLINA

Invitation for Bid

52-IFB-1491201999-RJB

For internal State agency processing, including tabulation of bids, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your bid.
Failure to do so may subject your bid to rejection.**

Vendor Name

Vendor eVP#

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

STATE OF NORTH CAROLINA Department of Adult Correction

<p>Refer <u>ALL</u> Inquiries regarding this IFB to the procurement lead through the Message Board in the Sourcing Tool. See section 2.5 for details:</p>	<p>Invitation for Bid #: 52-IFB-1491201999-RJB</p> <p>Bids will be publicly opened: April 10th, 2025, at 2:00 PM ET</p> <p>Microsoft Teams Meeting: Join the meeting now</p> <p>Meeting ID: 225 107 224 099 Passcode: Hk6Vu7Ca</p>
	<p>Dial in by phone</p> <p>+1 984-204-1487,662196695# United States, Raleigh</p> <p>Find a local number</p> <p>Phone conference ID: 662 196 695#</p>
<p>Using Agency: NC Department of Adult Correction Division of Comprehensive Health Services</p>	<p>Commodity No. and Description: 851615: Medical Equipment and Repair and Maintenance (Dental Equipment)</p>
<p>Requisition No.: RQ178909</p>	

EXECUTION

In compliance with this Invitation for Bid (IFB), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this bid, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this bid is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this bid, the undersigned certifies to the best of Vendor's knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this IFB, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

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

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the IFB, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

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

Failure to execute/sign bid prior to submittal may render bid invalid and it MAY BE REJECTED. Late bids shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least ninety90 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

ACCEPTANCE OF BIDS

If your bid is accepted, all provisions of this IFB, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

<p><u>FOR STATE USE ONLY:</u> Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on</p> <p>The attached certification, by _____.</p> <p style="text-align: center;">(Authorized Representative of NC Department of Adult Correction)</p>

Contents

1.0	PURPOSE AND BACKGROUND	7
1.1	CONTRACT TERM	7
2.0	GENERAL INFORMATION.....	7
2.1	INVITATION FOR BID DOCUMENT.....	7
2.2	E-PROCUREMENT FEE	7
2.3	NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS.....	7
2.4	IFB SCHEDULE	8
2.5	BID QUESTIONS.....	8
2.6	BID SUBMITTAL.....	9
2.7	BID CONTENTS	10
2.8	ALTERNATE BIDS.....	10
2.9	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS.....	10
3.0	METHOD OF AWARD AND BID EVALUATION PROCESS	10
3.1	METHOD OF AWARD	10
3.2	CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION.....	11
3.3	BID EVALUATION PROCESS	11
3.4	PERFORMANCE OUTSIDE THE UNITED STATES	12
3.5	INTERPRETATION OF TERMS AND PHRASES.....	12
4.0	REQUIREMENTS	12
4.1	PRICING.....	12
4.2	INVOICES.....	12
4.3	FINANCIAL STABILITY	13
4.4	HUB PARTICIPATION	13
4.5	REFERENCES	13
4.6	PERSONNEL.....	13
4.7	VENDOR'S REPRESENTATIONS	13
5.0	SPECIFICATIONS AND SCOPE OF WORK	14
5.1	SPECIFICATIONS.....	14
5.2	CERTIFICATION AND SAFETY LABELS.....	18
6.0	CONTRACT ADMINISTRATION.....	18
6.1	CONTRACT MANAGER AND PROJECT MANAGER.....	18
6.2	CONTINUOUS IMPROVEMENT	18

6.3 ACCEPTANCE OF WORK.....18
6.4 TRANSITION ASSISTANCE.....18
6.5 DISPUTE RESOLUTION.....19
6.6 CONTRACT CHANGES.....19
6.7 DAC ADDITIONAL TERMS.....19
6.8 ATTACHMENTS20

1.0 PURPOSE AND BACKGROUND

North Carolina Department of Adult Correction, Division of Comprehensive Health Services seeks to establish a contractual agreement(s) with a qualified dental equipment repair Vendor or Vendors to provide a Repair Service and Parts Replacement Program covering all Department-owned dental equipment, major and minor installed and on-hand at the thirty-three dental clinics. No minimum or maximum quantities are guaranteed

The North Carolina Department of Adult Correction, Division of Comprehensive Health Services (the “Department”) provides professional dental services for approximately 34,000 offenders through its thirty-three dental clinics located within, adjacent to or nearby various correctional facilities across the state of North Carolina.

The dental clinic locations are listed in section 5.1.g.

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

1.1 CONTRACT TERM

The Contract shall have an initial term of one year, beginning on May 1, 2025, or execution date, whichever is later.

At the end of the Contract’s initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) days before the end of the Contract’s then-current term. In addition to any optional renewal terms, and with the Vendor’s concurrence, the State reserves the right to extend the Contract after the last active term.

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

2.0 GENERAL INFORMATION

2.1 INVITATION FOR BID DOCUMENT

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

2.2 E-PROCUREMENT FEE

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

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

What is the Ariba Network?

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

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

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

2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this IFB and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this IFB.

If Vendors have questions or issues regarding any component of this IFB, those must be submitted as questions in accordance with the instructions in the BID QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an IFB addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s bid or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s bid that purports to vary any terms and conditions or Vendors’ instructions herein or to render the bid non-binding or subject to further negotiation. Vendor’s bid shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this IFB Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon during negotiations and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s bid as nonresponsive.

2.4 IFB SCHEDULE

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

Event	Responsibility	Date and Time
Issue IFB	State	March 20, 2025
Submit Written Questions	Vendor	March 27, 2025, by 5:00 PM ET
Provide Response to Questions	State	April 3, 2025
Submit Bids	Vendor	<p>April 10, 2025, by 2:00 PM ET</p> <p>Microsoft Teams Meeting: Join the meeting now Meeting ID: 225 107 224 099 Passcode: Hk6Vu7Ca</p> <hr/> <p>Dial in by phone +1 984-204-1487,,662196695# United States, Raleigh Find a local number Phone conference ID: 662 196 695#</p>
Contract Award	State	TBD

2.5 BID QUESTIONS

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

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the IFB SCHEDULE Section of this IFB. Vendors will enter “**IFB # 52-IFB-1491201999-RJB – Questions**” as the subject of the message. Question submittals should include a reference to the applicable IFB section. This is the only manner in which questions will be received.

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

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this IFB. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the IFB and an addendum to this IFB.

2.6 BID SUBMITTAL

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

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

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

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.
5. **Only Bids submitted through the Content Section of the Ariba Sourcing Event will be considered. Bids submitted through the Message Board will not be accepted or considered for award.**

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

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

2.7 BID CONTENTS

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

Vendors shall upload the following items and attachments in the Sourcing Tool:

- a) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- b) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- c) Vendor's Response.
- d) Completed version of ATTACHMENT A: PRICING FORM
- e) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- f) Completed and signed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- g) Completed and signed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- h) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- i) Attachment H; Alcohol / Drug-Free Work Place Policy

2.8 ALTERNATE BIDS

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate bid must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, Vendor shall follow the specific instructions for uploading Alternate Bids in the Sourcing Tool.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest.

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

While the intent of this IFB is to award a Contract(s) to multiple Vendors, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items, or to cancel this IFB in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in bids received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

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

Each Vendor submitting a bid to this IFB, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's bid or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

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

3.3 BID EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

All bids must be received by the issuing agency not later than the date and time specified in the IFB SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

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

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the bid. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

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

Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to the *electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, under the IFB number for this solicitation. Award of a Contract to one Vendor does not mean that the other bids lacked merit, but that, all factors considered, the selected bid was deemed most advantageous and represented the best value to the State.

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

3.4 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this IFB, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State’s information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State’s business requirements and internal operational culture
- g) Particular risk factors such as the security of the State’s information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.5 INTERPRETATION OF TERMS AND PHRASES

This IFB serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether bids should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the IFB. Except as specifically stated in the IFB, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a bid in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this IFB. By submitting a bid, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this IFB. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the State to receive a better bid, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Bid Questions Section above.

4.1 PRICING

Bid price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and upload in the Sourcing Tool. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

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

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

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

4.3 FINANCIAL STABILITY

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

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

4.4 HUB PARTICIPATION

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

4.5 REFERENCES

Vendor shall upload to the Sourcing Tool at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the Bid.

4.6 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor's bid result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.7 VENDOR'S REPRESENTATIONS

If Vendor's bid results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor's proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management,

supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 SPECIFICATIONS

The NC Department of Adult Correction, Division of Comprehensive Health Services requires a Vendor(s) to provide a Repair Service and Parts Replacements program covering Department-owned dental equipment, both major and minor, installed and on-hand at all 33 dental clinics listed at the end of this section at 5.1.g.

The Vendor must indicate which locations it is able to service on ATTACHMENT A: PRICING FORM.

All repairs shall be made on-site at the Department's dental clinic where the breakdown occurs, whenever possible. If the Vendor's technician determines that the equipment is repairable, but repairs cannot be affected on-site at the Department's clinic, the Vendor's technician shall transport the failed equipment to Vendor's workplace for repairs and return the same items promptly when repairs have been affected. In such instances, two trips would ordinarily be required. Swap-outs and exchanges of equipment, intended to be permanent, shall not be permitted.

If repairs can be made on-site, the Department expect such repairs to be made on the first trip, i.e. Vendor shall, with very few exceptions, be able to accurately diagnose the problem from a telephone notification and arrive at the site with appropriate parts and tools to make all needed repairs.

If replacement of equipment is warranted, the Vendor shall safely remove and dispose of equipment with hazardous components (such as dental x-ray machines) if requested. For an x-ray machine, the Vendor shall notify the North Carolina Division of Health Service Regulation, Radiation Protection of the removal of the X-ray head from service.

a) Equipment Classifications

Dental Equipment to be covered under the Agreement proposed herein shall be classified and categorized as follows:

1. Critical Equipment

- Air Compressor
- Vacuum Pump
- Sterilizer
- X-ray unit
- X-ray processor
- Dental chair (in single-chair clinics)
- Delivery system

2. Urgent Equipment

All dental equipment not mentioned above, including dental chairs and delivery systems in multi-chair dental clinics.

b) Turnaround Times

Vendor agrees to repair and return to service any item classified as "Critical Equipment" as promptly as possible, but not more than 48 hours (2 business days) from the time notice has been given that equipment is down. Weekends and national holidays are excluded.

Vendor shall be on-site for a repair within 24-48 hours if warranted via the telephone consultation.

Vendor agrees to repair and return to service all other equipment (Urgent) items as promptly as possible but not more than 72 hours (3 business days) from the time notice has been given that equipment is down.

c) Notification of Equipment Failure

The Department will immediately notify the Vendor's service personnel by telephone when equipment fails. The Department's caller will fully describe the failed equipment, provide applicable symptoms and explain relevant events leading up to the failure, as appropriate.

Vendor agrees to provide prompt telephone answering for reporting of equipment failures during normal business hours, 8AM – 5PM ET, Monday through Friday, except national holidays.

Vendor shall provide the telephone number(s) to report equipment failure/request for service upon award of contract.

Vendor shall be on-site for a repair with 24-48 hours if warranted via the telephone consultation.

d) Loaner Program

In a few unusual circumstances, equipment repairs and equipment replacements require an inordinate amount of time. To minimize downtime and the negative impact such an occurrence can have, the Department requests interested offerors to provide in their response a detailed description of their "loaner" program, if such a program is available. However, a loaner program, if available and offered, will not have a bearing on contract award.

e) Repair vs. Replace

The Contractor shall carefully examine and evaluate each piece of broken equipment before repairs are made. If the examination indicates that repair costs would likely equal or exceed 60% of the equipment's replacement cost, or if the equipment is known to be labor intensive (prone to breakdown), or if the equipment has surpassed its life expectancy, Vendor shall not make repairs unless such repairs are approved by Department clinicians. The 60% threshold may be waived by Department clinicians in cases where the acquisition of new or replacement equipment is not possible or is not fiscally responsible. The intent here is to ensure all repairs are cost effective. REPLACEMENT WITH NEW EQUIPMENT UNDER THIS CONTRACT SHALL BE AT THE STATE'S DISCRETION AND SHALL DEPEND ON AVAILABILITY FROM ANOTHER STATE TERM CONTRACT. THE Vendor SHALL OBTAIN DEPARTMENTAL APPROVAL PRIOR TO REPLACEMENT.

If replacement of equipment is warranted, the Vendor shall safely remove and dispose of equipment with hazardous components (such as dental x-ray machines) if requested. For an x-ray machine, the Vendor shall notify the North Carolina Division of Health Service Regulation, Radiation Protection of the removal of the x-ray head from service.

f) Documentation

For each service call, Vendor's technician shall prepare and leave with the Department's dental clinicians or other site official, a copy of the Vendor's signed and dated "delivery ticket," describing the equipment repaired, technician's arrival and departure times, brief description of work performed and expectations.

g) Dental Clinic Locations

The current dental clinic locations that will be serviced are listed below: The Department reserves the right to add or remove dental clinic locations.

ALBEMARLE CORR. INST. 4580

PO BOX 460
BADIN, NC 28009
SHIP TO: 44150 AIRPORT RD.
NEW LONDON, NC 28127
STANLY COUNTY

ALEXANDER CORR. INST. 4870

633 OLD LANDFILL RD.
TAYLORSVILLE, NC 28681
ALEXANDER COUNTY

AVERY MITCHELL CORR. INST. 4680

600 AMITY PARK RD.
SPRUCE PINES, NC 28777
AVERY COUNTY

BERTIE CORR. INST. 4880

218 COOPER HILL RD.
PO BOX 129
WINDSOR, NC 27983
BERTIE COUNTY

ROANOKE RIVER CORR. INST. 3305

HWY 561 W.
PO BOX 137
TILLERY, NC 27887
HALIFAX COUNTY

CASWELL CORR. CENTER 4415

444 COUNTY HOME ROAD
PO BOX 217
BLANCH, NC 27212
CASWELL COUNTY

CENTRAL PRISON HEALTHCARE COMPLEX 4050

1300 WESTERN BLVD.
4285 MSC
RALEIGH, NC 27603
WAKE COUNTY

CRAGGY CORR. CTR. 4630

2992 RIVERSIDE DR.
ASHEVILLE, NC 28804
BUNCOMBE COUNTY

CRAVEN CORR. INST. 3085

PO BOX 839
600 ALLIGATOR RD.
VANCEBORO, NC 28586
CRAVEN COUNTY

EASTERN CORR. INST. 3400

2821 HWY 903
PO BOX 215
MAURY, NC 28554
GREENE COUNTY

FOOTHILLS CORR. CTR. 3720

5150 WESTERN AVE.
MORGANTON, NC 28655
BURKE COUNTY

HARNETT CORR. INST. 3805

1210 E. McNEIL ST.
POST OFFICE BOX 1569
LILLINGTON, NC 27546
HARNETT COUNTY

HYDE CORR. INST. 4180

620 PRISON RD.
PO BOX 278
SWAN QUARTER, NC 27885
HYDE COUNTY

ANSON CORR. INST. 4865

552 PRISON CAMP RD.
PO BOX 280
POLKTON, NC 28135
ANSON COUNTY

BROWN CREEK CORR INST.

248 PRISON CAMP RD.
PO BOX 310
POLKTON, NC 28135
ANSON COUNTY

LUMBERTON CORR. INST. 4365

75 LEGEND RD
PO BOX 1649
LUMBERTON, NC 28359-1649
ROBESON COUNTY

MARION CORR. INST. 3730

355 OLD GLENWOOD RD.
PO BOX 2405
MARION, NC 28752
MCDOWELL COUNTY

MAURY CORR. INST. 4875

2568 MOORE ROUSE RD.
PO BOX 506
HOOKERTON, NC 28538
GREENE COUNTY

RICHMOND CORR. INST. 3930

1573 MCDONALD CHURCH RD.
PO BOX 169
HOFFMAN, NC 28347
RICHMOND COUNTY

MOUNTAIN VIEW CORR. INST. 4855

PO BOX 689
545 AMITY PARK ROAD
SPRUCE PINE, N.C. 28777
AVERY COUNTY

NC CORRECTIONAL INSTITUTE FOR WOMEN 3010

1034 BRAGG STREET 4278 MSC
RALEIGH, NC 27610
WAKE COUNTY

NASH CORR. INST. 3710

PO BOX 600
2869 US HWY 64A
NASHVILLE, NC 27856
NASH COUNTY

NEUSE CORR. INST. 3060

701 STEVENS MILL RD.
PO BOX 2087
GOLDSBORO, NC 27533
WAYNE COUNTY

PAMLICO CORR. INST. 4850

601 N. 3RD ST.
BAYBORO, NC 28515
PAMLICO COUNTY

PASQUOTANK CORR. INST. 3740

527 COMMERCE DRIVE
ELIZABETH CITY, NC 27906
PASQUOTANK COUNTY

PENDER CORR. INST. 4150

905 PENDERLEA HWY.
POST OFFICE BOX 1058
BURGAW, NC 28425
PENDER COUNTY

PIEDMONT CORR. INST. 3500

1245 CAMP ROAD
SALISBURY, NC 28147
ROWAN COUNTY

GRANVILLE CORR. INST. 3980

1001 VEAZEY ROAD
BUTNER, NC 27509-2500
GRANVILLE COUNTY

SCOTLAND CORR. INST. 4860

22385 MCGIRT'S BRIDGE RD.
PO BOX 1808
LAURINBURG, NC 28353
SCOTLAND COUNTY

SOUTHERN CORR. INST. 3600

272 GLENN ROAD
PO BOX 786
TROY, NC 27371
MONTGOMERY COUNTY

WESTERN CORR. CTR. WMN 4635

55 LAKE EDEN RD.
BLACK MTN., NC 28711
BUNCOMBE COUNTY

TABOR CORR. INST. 4885

PO BOX 730
4200 SWAMP FOX HWY. 904 W.
TABOR CITY, NC 28463
COLUMBUS COUNTY

WARREN CORR. INST. 4290

PO BOX 728
NORLINA, NC 27563
379 COLLINS ROAD
MANSON, NC 27553
WARREN COUNTY

5.2 CERTIFICATION AND SAFETY LABELS

Any manufactured items and/or fabricated assemblies provided hereunder that are 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 inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization *acceptable to govern inspection where the item is to be located*, 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.

6.0 CONTRACT ADMINISTRATION

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

6.1 CONTRACT MANAGER AND PROJECT MANAGER

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

Joey Raynor, Procurement Specialist III, NC Department of Adult Correction, (919) 324-6456, Joey.Raynor@dac.nc.gov is designated as the **Contract Administrator** for the Department.

Dr. James Clare, Dental Director, NC Department of Adult Correction, Division of Comprehensive Health Services 831 W. Morgan St. Raleigh, NC 27699, (984) 255-6056, CJames.clare@dac.nc.gov is designated as the **Point of Contact** for the Department.

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

Project Manager Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

6.2 CONTINUOUS IMPROVEMENT

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

6.3 ACCEPTANCE OF WORK

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

The State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or delivery of a deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation, or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

6.4 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to six (6) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State

shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.5 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.6 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be done through the contract administrator.

6.7 DAC ADDITIONAL TERMS

ALCOHOL/DRUG-FREE WORKPLACE POLICY: A copy of the Department’s Alcohol/Drug Free Workplace Policy is attached to this solicitation in the Ariba Sourcing Tool. The Vendor shall use reasonable and good faith efforts to ensure that employees/staff are aware of the Department’s policy. The Vendor understands that its employees/staff are required to abide by these standards. The Vendor further understands that possession, use, manufacture, or distribution of illegal drugs or alcohol in violation of this policy, by employees/staff participating in the performance of this contract, may result in immediate termination of this contract for cause.

PREA: The NC Department of Adult Correction is committed to a standard of zero-tolerance pertaining to unduly familiar or sexually abusive behavior either by another juvenile or by staff, volunteer, vendor, contractor or party. Staff, volunteers, vendors, contractors or parties are strictly prohibited from engaging in personal dealings or any conduct of a sexual nature with any inmate or juvenile. Conversation and conduct with any inmate or juvenile must be professional at all times.

Sexual acts between a juvenile or inmate and staff, volunteer, vendor, contractor or party may violate North Carolina law. Additionally, sexual acts between a juvenile or inmate and staff member will contradict the standards of the federal Prison Rape Elimination Act of 2003 (PREA). Such acts also may be punishable, at a minimum, as a Class E felony in North Carolina. Under North Carolina, consent of the inmate or juvenile may not be available as a defense for an individual who is charged criminally based on sexual conduct with the inmate or juvenile. Also, pursuant to PREA standards, no juvenile or inmate can consent to engage in sexual activity with staff, volunteers, vendors, contractors, or parties. Any contractual facility will comply with the national standards to prevent, detect, and respond to PREA (115.12, 212, 312) and permit the Department to monitor this aspect of the contract to ensure compliance with the PREA standards.

As a valued partner with DAC, it is important to remember that if you become aware of a report of any incidents of unduly familiar or sexually abusive behavior or sexual harassment, you have a duty to report this information immediately to your

contact person with the Agency, by email to SVC_dac.prea@dac.nc.gov, or the DAC Communications office at (919) 825-2754.

Additionally, it may violate North Carolina law to sell or give an inmate or juvenile any alcoholic beverages, barbiturate or stimulant drug, or any narcotic, poison, or poisonous substance, except upon the prescription of a physician; and it may violate North Carolina law to give an inmate or juvenile any tobacco or tobacco products, alcohol, or cell phones. It may also violate NCDAC policy to convey to or take from any juvenile or inmate any letters, or verbal messages; to convey any weapon or instrument by which to effect an escape, or that will aid in an assault or insurrection; to trade with any inmate for clothing or stolen goods or to sell any inmate any article forbidden by NCDAC policy.

By signing this document, you acknowledge that you understand and will abide by this policy as outlined above.

6.8 ATTACHMENTS

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

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