

**STATE OF NORTH CAROLINA**

**North Carolina School for Science and Mathematics**

**Request for Proposals #: 87-03162026**

**Housekeeping Services – NCSSM-Morganton Campus**

**Date of Issue: March 18, 2026**

**Proposal Opening Date:**

**April 9<sup>th</sup>, 2026 At 2:00**

**p.m. ET**

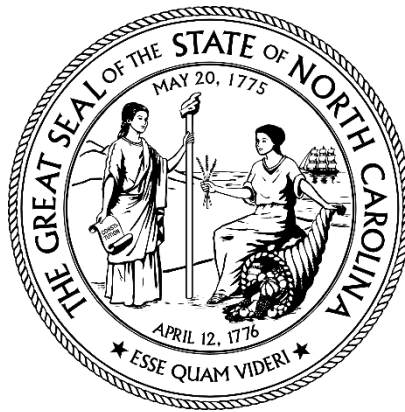
**Direct all inquiries concerning this RFP to:**

**Norma Evans**

**Purchasing Manager**

**Email: [norma.evans@ncssm.edu](mailto:norma.evans@ncssm.edu)**

**Phone: 919-416-2791**



## STATE OF NORTH CAROLINA

### Request for Proposal #

**87-03162026**

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For internal State agency processing, including tabulation of proposals, 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 proposal.  
Failure to do so may subject your proposal to rejection.**

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Vendor Name

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Vendor eVP#

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

<b>STATE OF NORTH CAROLINA</b> <b>North Carolina School of Science and Mathematics (NCSSM)</b> <b>(Morganton, NC)</b>	
Refer <u>ALL</u> Inquiries regarding this RFP to: <i>norma.evans@ncssm.edu</i>	Request for Proposal #: 87-03162026
	Proposals will be publicly opened: April 9 <sup>th</sup> , 2026, @ 2:00 p.m. ET
Using Agency: NCSSM-Morganton	Commodity No. and Description: 801615 – Housekeeping Management Services
Requisition No.: TBD	

**EXECUTION**

In compliance with this Request for Proposals (RFP), 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 proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal 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 proposal, 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-Vendors for any Contract awarded as a result of this RFP, 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 RFP, 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 proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

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

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

**VALIDITY PERIOD**

Offer shall be valid for at least 190days from date of bid opening, 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 RFP.

**ACCEPTANCE OF PROPOSAL**

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

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

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The purpose of this Request for Proposal (RFP) is to seek proposals from qualified vendors to establish an Agency Contract to provide Housekeeping Services for the North Carolina School of Science and Mathematics with Vendor located at Morganton Campus. For the purpose of this RFP, North Carolina School of Science and Mathematics may hereinafter be referred to as “the school”, “NCSSM” or “Owner.” **The contract to operate housekeeping services at NCSSM-Morganton will begin on June 21, 2026.**

### Background

The North Carolina School of Science and Mathematics (NCSSM) is a public, coeducational, residential high school for juniors and seniors throughout North Carolina who show exceptional academic ability and achievement and who show promise and interest in science, mathematics, engineering, and technology. NCSSM was established in Durham in 1978 by the NC General Assembly and opened to students in 1980. NCSSM opened a second campus of the institution in Morganton, North Carolina in June of 2022. Although a public high school, NCSSM has been an affiliate of the University of North Carolina since its inception. In 2007, it became a constituent institution of the University of North Carolina System.

NCSSM was the first school of its kind in the United States. Since its creation, other similar schools have opened throughout the country and around the world. NCSSM is accredited by the Southern Association of Colleges and School Council on Accreditation and School Improvement. NCSSM was a founding member of the National Consortium for Specialized Secondary Schools for Mathematics, Science and Technology (NCSSSMST), a group of schools like NCSSM which have the goals of educating the brightest students in their states and creating future leaders in science, mathematics, engineering and technology.

The mission of the North Carolina School of Science and Mathematics, an innovative and collaborative leader in secondary STEM education, is to advance our state, nation, and world by creating opportunities for broad access to exemplary public education that fosters, challenges, inspires, and empowers students and communities to design their future.

To fulfill its mission, NCSSM is always seeking to further develop its impressive curriculum, seeking to admit the brightest students in the State of North Carolina, and is constantly developing new programs for outreach.

For the continued support and maintenance of our Morganton campus, we are soliciting proposals for a Housekeeping Services Management Vendor who will be able to provide services to the Morganton campus. The full contract of services will come into effect on June 21, 2026.

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

### 1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on the date of final Contract execution (the “Effective Date”).

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 three (3) 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.

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

## 2.0 GENERAL INFORMATION

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### 2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award,

which are incorporated herein by reference.

**2.2 E-PROCUREMENT FEE**

**ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.**

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

**2.3 NOTICE TO VENDORS REGARDING RFP 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 RFP 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 RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL 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 RFP 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 proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal 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 RFP 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 through negotiation 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 proposal as nonresponsive.**

**2.4 RFP SCHEDULE**

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

Event	Responsibility	Date and Time
Issue RFP	State	March 18, 2026
Hold Mandatory Site Visit	State	March 24, 2026
Submit Written Questions	Vendor	March 27, 2026
Provide Response to Questions	State	April 2, 2026
Submit Proposals	Vendor	April 9, 2026
Contract Award	State	May 25, 2026

**2.5 MANDATORY SITE VISIT**

Date: 03/24/2026  
Time: [02:00 PM] Eastern Time

Proposal Number: **87-03162026**

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

Location: 901 Burkemont Ave  
Goodwin Hall, room 4005  
Morganton, NC 28655

Contact Name & #: Chad Barrow - Phone: 828-347-9151

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

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

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

Vendors are cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP.

**2.6 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 by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to [chad.barrow@ncssm.edu](mailto:chad.barrow@ncssm.edu) by the date and time specified above. Vendors should enter “RFP #87-03162026 Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. 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 RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

**2.7 PROPOSAL 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 proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each

proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

**[eVP]**

If applicable to this RFP and using eVP, all proposal responses shall be submitted electronically via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>.

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. 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 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 proposal with its proposal submission, the Department may release an unredacted version if a record request is received.

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

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

**2.8 PROPOSAL CONTENTS**

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

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

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments .
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor’s Proposal addressing all Specifications of this RFP. Proposal shall address, but not be limited to, Sections:
  - 4.4 - Vendor Experience
  - 4.5 – References
  - 4.6 – Background Checks

- 4.7 – Personnel
- 4.11 - Secretary of State Registration
- 5.1 - General
- 5.2 – Specifications
- 5.3 - Tasks / Deliverables
- 5.4 - Project Organization
- 5.5 - Technical Approach
- 6.5 - Periodic Reports
- 6.6 - Acceptance of Work
- 6.7 - Faithful Performance

- f) Completed version of ATTACHMENT A: COST PROPOSAL
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

## 2.9 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: “Alternate Proposal #87-03162026 [for ‘name of Vendor’]”. Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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### 3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State’s best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a single Vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP 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 proposals received.

### 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any sub vendors 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 COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, sub Vendors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the procurement lead named above, any department

secretary, agency head, members of the General Assembly and Governor’s office); or private entity, if the communication refers to the content of Vendor’s proposal 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 sub Vendor 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 RFP or inquiries directed to the procurement lead named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### **3.3 PROPOSAL EVALUATION PROCESS**

Only responsive submissions will be evaluated.

#### **The State will conduct a One-Step evaluation of Proposals:**

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP 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 RFP SCHEDULE Section above, unless modified by Addendum, the proposal 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 are 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. If negotiation is anticipated, 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 proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the State’s eVP website under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal 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 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

**BEST VALUE:** "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement.

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

**EVALUTION METHOD:** Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

1. Vendor Project Organization (Section 5.4)
2. Technical Approach (Section 5.5)
3. Vendor Experience (Section 4.4)
4. Cost Proposal (Section 4.1 and Attachment A: Cost Proposal)

### 3.5 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 RFP, 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

### 3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP 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 proposals 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 RFP. Except as specifically stated in the RFP, 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 proposal in its entirety.

## **4.0 REQUIREMENTS**

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This Section lists the requirements related to this RFP. By submitting a proposal, 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 RFP. 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 proposal, the Vendor is urged to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal Questions Section above.

### **4.1 PRICING**

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

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

#### **4.1.1 Import Tariff Temporary Surcharge**

Pricing shall be exclusive of any pending tariffs or temporary tariff surcharge. Vendor may request a temporary tariff surcharge in ATTACHMENT A: COST PROPOSAL as a charge separate from the contract price. Any temporary tariff surcharge(s) associated with purchases shall be provided by way of a percentage tariff surcharge. All tariff surcharges proposed are intended to be temporary and based on current tariff implications specific to related commodities with evidence of submitted documentation of affected MSRP products. Vendor understands that the agency may request additional justification. Any temporary tariff surcharge percentage will be negotiated and mutually agreed upon. The state is not obligated to accept any proposed import tariff surcharge. Proposed tariff surcharges may be used as a factor for evaluation and award.

### **4.2 FINANCIAL STABILITY**

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

### **4.3 HUB PARTICIPATION**

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women Vendors in purchasing Goods and Services. As such, this RFP 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 sub Vendors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

#### 4.4 VENDOR EXPERIENCE

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

#### 4.5 REFERENCES

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

#### 4.6 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, by Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge, or provide a statement that Vendor is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceedings, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

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

#### 4.7 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime Vendor under this Contract and shall be responsible for the performance and payment of all sub Vendor(s) that may be approved by the State. Names of any third-party Vendors or sub Vendors 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 sub Vendor(s).

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

#### 4.8 VENDOR'S REPRESENTATIONS

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

#### 4.9 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- X Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00

#### 4.10 SUB VENDORS

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

#### 4.11 SECRETARY OF STATE REGISTRATION

Prior to entering into a contract with the State, the awarded Vendor(s) must complete registration with the NC Secretary of State. Upon notification of award, the selected Vendor(s) must furnish evidence of filing within 10 business days. Failure to provide this documentation may result in the disqualification of the Vendor(s) bid from further consideration for the award.

No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.

A contract award under the above-referenced solicitation, and the resulting purchase orders, will produce repeated orders and transactions in North Carolina and will constitute “transacting business” in the State, which requires a certificate of authority from the North Carolina Secretary of State as provided in G.S. §55-15-01 (corporations) or §57D-7-01 (LLCs). Please go to: <https://www.sosnc.gov/> to register.

Vendor registered with the North Carolina Secretary of State: Yes  No

## 5.0 SPECIFICATIONS AND SCOPE OF WORK

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### 5.1 GENERAL

NCSSM requires custodial and housekeeping services on its Morganton Campus in the following areas:

- The Student Activities and Wellness Center (SWAC) building
  - Gross Square Footage: 28,509
  - 6,600 SF gymnasium
  - 2 Fitness Rooms
  - 1 Walking track
  - 5 Office Suites
  - 5 Counseling offices
  - 1 Conference Room
  - 1 Parenting Room
  - 6 Gang Restrooms (total 18 toilets, 18 sinks)
  - 5 Single Occupant Restrooms
  - Health Clinic: 2 Offices, 3 Exam Rooms, 1 Lab, 1 Physical Therapy Room
  - See attachment for more details
- Goodwin Hall
  - 42,497 Gross Square Footage
  - 7 Classrooms
  - 16 Office Suites
  - 7 Gang Restrooms (total 16 toilets, 14 sinks)
  - 3 Single Occupant Restrooms
  - 1,000 SF Mailroom
  - 1,200 SF IT Suite
  - 7 Meeting Rooms
  - 4 Conference Rooms
  - 1 Break Room, including small kitchenette
  - 1 Faculty Hub, including small kitchenette
  - See attachment for more details
- Joiner Hall
  - 19,350 Gross Square Footage
  - 1 Office Suite
  - 1 Pottery Studio Classroom
  - 1 Art Studio Classroom
  - 1 Kiln Room
  - 4 Classrooms
  - 6 Gang Restrooms (12 toilets, 12 sinks)
  - 1 Single Occupant Restroom
  - 1 Faculty Hub, including small kitchenette and study room

- 1 Large Conference Room
- 1 Break Room, including small kitchenette
- 4 Study Rooms
- See attachment for more details
- The Academic Commons building
  - 52,568 Gross Square Footage
  - 3 Classrooms
  - 9 Science Labs
  - 3 Office Suites
  - 4 Gang Restrooms (total 16 toilets, 12 sinks)
  - 5 Single Occupant Restrooms
  - 8 Study Rooms
  - 8 Meeting Rooms
  - 2 Conference Rooms
  - 1 Faculty Hub, including small kitchenette and 2 study rooms
  - 2,600 SF Dining Area
  - 1,400 SF Cafe
  - 1,500 SF Dining Servery
  - 4,000 SF Library
  - 2,500 SF Fabrication Lab
- See attachment for more details Residence Hall building
  - 72,459 Gross Square Footage
  - 300 students
  - 8 residential adult staff
  - 8 Student Lounges
  - 8 Student Bathing Rooms (total 32 toilets, 40 showers, 40 sinks)
  - 8 Single Occupant Bathing Rooms, including ADA shower, toilet, & sink
  - 2 Gang Restrooms (total 6 toilets, 4 sinks)
  - 2 Single Occupant Restrooms
  - 8 Study Rooms
  - 600 SF Student Kitchen
  - 800 SF Lobby
  - 1,000 SF Basement
  - 150 SF Laundry Room
- Jeter Hall
  - 19,906 Gross Square Footage
  - 3 Classrooms
  - 1 Science Lab
  - 3 Music Rooms
  - 8 Single Office (soon to be music practice rooms)
  - 4 Gang Restrooms (total 8 toilets, 8 sinks)
  - 4 Single Occupant Restrooms
  - 800 SF Video Recording Room
  - 1 Faculty Hub, including small kitchenette
  - 1,000 SF Common Area
- The Historic Barn
  - 9,858 Gross Square Footage
  - 2,800 SF Event Space
  - 170 fixed seats in elevated tiers
  - 480 SF indoor veranda
  - 480 SF outdoor veranda
  - 3 Gang Restrooms (9 toilets, 6 sinks)

- 1 Single Occupant Restroom
- Limited services on the campus site outside of the campus buildings

The NCSSM-Morganton campus is a residential educational campus. This means that the students live on campus and the Residence Hall is typically occupied by students and professional staff 24 hours per day, 7 days per week. Additionally, when the enrolled, full-time students are on summer break, the campus is used for NCSSM summer programs – which also include residential students and staff. The dining hall of the Academic Commons is also used year round for serving 3 meals per day, Monday through Saturday, and 2 meals on Sunday.

In this way, NCSSM requires that cleaning hours are scheduled around the schedules of its community members, including day and night cleaning, as well as coordinated windows of time to access areas that could be occupied by minors who use the facility as their home.

In general, the following constraints shall be applied to the daily cleaning of NCSSM-Morganton buildings:

SWAC	Gym, Fitness Rooms, Locker/Shower Rooms scheduled
Goodwin Hall	After 2pm, Offices after 5pm M-F
Joiner Hall	After 2pm, Offices after 5pm M-F
Academic Commons	After 2pm, Dining after 8pm M-F
Residence Hall	8am-3pm, dorm hall restrooms scheduled
Jeter Hall	After 2pm
The Historic Barn	8am-5pm, scheduled around events

More details can be found in Attachment: Facilities Information. Alternate cleaning times can be priced according to the pricing sheet in Attachment A.

**5.2 SPECIFICATIONS**

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

**VENDOR’S RESPONSE**

5.2.1	Vendor agrees to meet or exceed the tasks/deliverables stated below in section 5.3, including the conditions and constraints as described.	<input type="checkbox"/> YES <input type="checkbox"/> NO
5.2.2	Vendor participated in a site visit prior to submitting this proposal.	<input type="checkbox"/> YES <input type="checkbox"/> NO
5.2.3	Vendor uses only W-2 employees and no 1099 employees / independent Vendors	<input type="checkbox"/> YES <input type="checkbox"/> NO
5.2.4	Vendor will staff a dedicated on-site manager for the NCSSM-Morganton contract if awarded the contract	<input type="checkbox"/> YES <input type="checkbox"/> NO

**5.3 TASKS/DELIVERABLES**

**Custodial Services**

NCSSM requirements of the Vendor: daily cleaning of all facilities; labor; supervision of custodial staff; consumable supply stock (excluding dispensed paper towels and bathroom tissue as well as hand soap); high quality of work;

cleaning supplies and chemicals; and preventive maintenance on all relevant NCSSM-provided equipment. Scope of services includes, but is not limited to, inspecting, surface cleaning, deep cleaning, periodic maintenance and reporting. Items such as restrooms, sinks, toilets, walls, carpet, windows, vents, doors, furniture, fixtures, etc. must be properly and thoroughly cleaned. Vendor to coordinate with the NCSSM-Morganton Director of Campus Safety and associated personnel to access secured areas.

1. The Vendor shall provide an NCSSM - Morganton Campus Manager of Custodial Services (title to vary according to Vendor's business) to manage the employees assigned to our facilities. This manager will be considered the point of contact for NCSSM-Morganton Facilities Management and NCSSM Leadership during all working hours which the Vendor is expected to be on campus. This manager may delegate the responsibility of being the point of contact if the delegation is made in writing to the NCSSM-Morganton Director and Assistant Director of Morganton Facilities Management. The manager of custodial services will also be expected to be the point of contact for all quality control concerns from NCSSM-Morganton Facilities Management and NCSSM Leadership.
2. The Vendor shall provide all cleaning supplies, chemicals and cleaning equipment as needed to meet and exceed the expectations of NCSSM. The Vendor shall provide vacuum bags, scrubber pads, etc. The Vendor shall provide all cleaning equipment required including, but not limited to, floor scrubbers, burnishers, mops, buckets, etc. The Vendor shall supply all gasoline, propane, batteries or other fuels required to operate cleaning equipment, while observing all relevant laws and building codes. All employees of the Vendor must be provided uniforms and identification badges.
3. NCSSM will provide dispensers for hand soap, toilet paper, paper towels, hand sanitizer, and toilet seat liners.
4. The Vendor shall dispose of spent paper goods cores, empty soap packages, consumables packaging only when these consumables are completely consumed and load/reload the same consumables (furnished by NCSSM).
5. The Vendor shall deep clean, scrub and sanitize restrooms, faculty hubs, and break rooms daily. Vendor must describe deep clean protocol in TECHNICAL APPROACH (Section 5.5 requirement).
6. NCSSM will provide storage space for Vendor supplies and equipment limited to the Janitor closets in each of the buildings to be cleaned. Janitor closets are located on floor plans and can be reviewed at the mandatory site visit prior to submitting a quote. Additional storage space or administrative space is not included on NCSSM property as part of this agreement – any additional space awarded by NCSSM for the use of the Vendor during the contract term may be withdrawn or repurposed at the discretion of NCSSM alone.
7. Vendor must provide all housekeeping staff with uniforms and identification. Vendor.
8. The Vendor shall include a provision for an administrator in the company (above the local manager level) to conduct a walkthrough of selected facilities with school administration at least once per calendar quarter.
9. The School desires outcome-based services, meaning all facilities that are required to be cleaned should be done to Class A Building Standards and to meet and exceed the expectations of the School and its representatives.
10. The Vendor shall include at least 54 hours of daily custodial services Monday through Friday, excluding holidays and not including special events. The Vendor shall include at least 4 hours of daily custodial services on weekends, excluding holidays and not including special events.
11. The Vendor shall provide on-site supervision of custodial staff during all Monday through Friday cleaning shifts.

### **Specifications of Custodial Services**

#### **Services to be performed Inside of Buildings:**

1. All occupied areas including, but not limited to, restrooms, parenting rooms, study rooms, conference rooms, meeting rooms, focus rooms, offices, classrooms, gymnasiums, break rooms, auditoriums, stairwells, elevator cabs, hallways, corridors, vestibules, outdoor terraces and common areas must be cleaned and sanitized daily, Monday thru Friday, to include weekends when school-sponsored activities are held. Storage, IT, electrical, and mechanical rooms are excluded. Each day: clean and mop/scrub all vinyl and ceramic tile, linoleum, and sealed concrete; clean and dust mop polished concrete and epoxy floors; clean and vacuum all carpeted floors. All

resilient tile hallways and common areas will be routinely burnished (minimum during summer and winter breaks) and polished concrete/epoxy areas will be bristle scrubbed (coordinated through the Director of Capital Projects and Morganton Facilities Management for specific cleaning/polishing requirements by floor type) according to the manufacturer’s recommendations. Vendor may propose weekly cleaning as described above in the following spaces by type ONLY and must clarify this intent in the proposal: offices, classrooms, bleachers.

2. Trash and recycling collection is included in this scope of work. Trash and recycling must be collected and removed from the building to the nearest collection point (NCSSM dumpster or recycling pickup bin). Vendor is responsible for collection and removal of trash and recycling at all restrooms, locker rooms, public areas (lobbies, corridors, vestibules, etc.) and at one trash and one recycling receptacle per room in the following room types: office, fitness room, parenting room, conference room. The Health Clinic will have 2 trash containers and 2 recycling containers for which the Vendor shall coordinate and be responsible for trash and recycling collection and removal. Vendor is responsible for replacing disposed trash and recycling bags and providing this stock of bags.
3. Cleaning of facilities for all non-school system related events will be done by Vendor and charged to the NC School of Science and Mathematics - Morganton Campus on an agreed-to hourly rate.
4. Include a cleaning plan for student holidays during the school year.
5. Janitorial services for all school-system-related extra-curricular and weekend events at campus facilities will be included in the base annual contract price for services (initial event count shall be: 12).
6. The Health Clinic in SWAC shall be cleaned only during business hours when staffed by the vended clinic services team (assumed to be Monday through Friday 8am-5pm). Trash removal may be collected outside of staffed hours if coordinated pickups are made outside of the access controlled areas of the Health Clinic.
7. Student Locker Rooms may only be cleaned when no minors are present in the (student) locker rooms. This daily cleaning must be performed either outside of the SWAC usage hours (before 7am or after 9pm) or coordinated with the Assistant Director of Morganton Facilities Management, maintain the same time daily all year when students are present on campus, and be posted on each student locker room.
8. Staff Showers shall be cleaned daily and this daily cleaning must be scheduled and coordinated with the Assistant Director of Morganton Facilities Management, maintain the same time daily all year, and be posted on each staff restroom containing showers.
9. The Gymnasium shall be cleaned daily and this daily cleaning must be performed between 8:30AM and 10:30AM daily.
10. The Gymnasium elevated track shall be cleaned daily and this daily cleaning must be performed between 8:30AM and 10:30AM daily.
11. Fitness rooms (Cardio and Yoga rooms) shall be cleaned daily and this daily cleaning must be performed before 10:30AM daily.
12. Counseling rooms may be treated as offices, and rooms containing area rugs shall be vacuumed weekly.

**Services to be performed outside buildings:**

1. Walkways, staircases, and sidewalks (within 20 feet of the building) will be swept and/or blown daily as needed.
2. For clarity, entry doors to all buildings shall be included in services described inside the building in these specifications. Interior and exterior surfaces of entry doors shall be cleaned daily.
3. Insect nests and webs shall be cleaned off buildings as needed, within 6 feet of height.
4. Trash shall be policed around the buildings daily. Outdoor trash and recycling shall be emptied daily in the same manner as indoor public area trash and recycling receptacles regardless of whether they are within 20 feet of a building.

**Day Porter services:**

1. Be available to key personnel on NCSSM-Morganton campus including, but not limited to, Assistant Director of Morganton Facilities Management, Facilities Generalist, Campus Safety Officer on duty, Community Coordinator on duty at Residence Hall desk, Goodwin Lobby Administrative Associate, SWAC Lobby Administrative Associate, and Library Director by phone and text contact. Day Porter shall consult the NCSSM Facilities Generalist if needed to prioritize multiple requests for service at the same time.
2. Respond to “on demand” custodial services as described in this scope of work. This response shall be considered higher priority than assisting the Vendor’s other housekeeping and custodial staff if the Vendor chooses to use the Day Porter to augment the campus cleaning staff.
3. Provide assistance to NCSSM-Morganton Facilities Maintenance as needed for unskilled tasks. For example, but not limited to, moving furniture to access floors, walls, etc., assistance with emergent general cleaning outside of Housekeeping services, or assist with event setup beyond the other specified Housekeeping services.
4. Represent both the Vendor and NCSSM in a personable and professional manner to all NCSSM community members and guests.
5. Day Porter services are expected to be provided Monday through Friday from 8:00AM – 5:00PM (less 1 hour for lunch, coordinated with the NCSSM Customer Service Point of Contact), excluding holidays.

**The following APPA custodial standard shall be maintained (by building and room type)**

*APPA custodial standard*

*L1 = Level 1*

*L2 = Level 2*

*L3 = Level 3*

**Goodwin Hall**

- Classrooms – L2
- Public areas and corridors/vestibules – L2
- Restrooms – L2
- Meeting and conference rooms – L2
- \*\*\*\*\*
- Offices – L3
- Faculty Hub – L3
- Break Room – L3
- Stairwells – L3

**Academic Commons**

- Dining Area – L2 (note that the dining services vendor is responsible for cleaning after each meal, but the Contractor awarded this scope of work shall be responsible for the area at other times)
- Public areas and corridors/vestibules – L2
- Bleacher Stairs at Library – L2
- Restrooms – L2
- Meeting and conference rooms – L2
- Stairwells – L2
- \*\*\*\*\*
- Faculty Hub – L3
- Library – L3
- Classrooms and Labs – L3

- Fab Lab – L3
- Offices – L3

**Joiner Hall**

- Public areas and corridors/vestibules – L2
- Restrooms – L2
- Meeting and conference rooms – L2
- \*\*\*\*\*
- Classrooms – L3
- Art Classrooms – L3
- Offices – L3
- Faculty Hub – L3
- Break Room – L3
- Stairwells – L3

**Residence Hall**

- Public areas and corridors/vestibules – L2
- Level 1 and Basement “Public” Restrooms – L2
- Dorm Hall Restrooms – L2
- Elevator Lobbies – L2
- \*\*\*\*\*
- Classrooms – L3
- Laundry Area – L3
- Dorm Hallway and Lounges – L3
- Stairwells – L3

**Jeter Hall**

- Public areas and corridors/vestibules – L2
- Restrooms – L2
- \*\*\*\*\*
- Classrooms – L3
- Faculty Hub – L3
- Music practice rooms – L3
- AV / Recording rooms – L3
- Stairwells – L3

**SWAC**

- Walking Track – L2
- Fitness Rooms – L2
- Health Clinic – L2
- Public areas and corridors/vestibules – L2
- Stairwells – L2
- Restrooms – L2
- Locker Rooms – L2
- Shower Rooms – L2
- Meeting and conference rooms – L2
- \*\*\*\*\*
- Gym – L3
- Offices – L3

**Historic Barn**

- Central Event area – L2
- Veranda (indoor) – L2
- Fixed seating balconies – L2
- Public areas and corridors/vestibules – L2
- Stairwells – L2
- Restrooms – L2
- \*\*\*\*\*
- Veranda (outdoor) – L3
- Office – L3

**Weekly cleaning hours which vendor is expected to have housekeeping staff on campus:**

1. 8:00AM – 5:00PM, Monday – Friday custodial services according to building cleaning schedules above and limited services described outside of buildings on campus.
2. 8:00AM – 5:00PM, Monday – Friday day porter services
3. 5:00PM – 10:00PM, Monday – Friday evening custodial services according to building cleaning schedules above
4. 12:00PM – 2:00PM, Saturday and Sunday limited custodial services at Residence Hall, including, but not limited to, trash removal and restroom restocking of supplies

**Professional Conduct:**

1. Housekeeping staff and personnel shall always conduct themselves in a professional manner while performing services under this scope of work. This shall include, but is not limited to, refraining from the use of language, gestures, and any other form of implied communication which could be deemed offensive to any student, faculty, or staff member of NCSSM.
2. The students of NCSSM are, generally, minors and the Vendor’s personnel shall treat the students with the appropriate amount of sensitivity and respect accordingly.

**5.4 PROJECT ORGANIZATION**

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP and identify the responsibilities to be assigned to each person Vendor proposes to staff the work.

**5.5 TECHNICAL APPROACH**

Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work and Contract Administration sections of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included as well as the vendor’s approach to meeting the requirements of the RFP.

**5.6 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.

**NC School of Science and Math Contract Manager POC:** Director of Morganton Facilities Management, Chad Barrow

**NC School of Science and Math Customer Service POC:** Assistant Director of Morganton Facilities Management, David Williams

**6.1 CONTRACT MANAGER AND CUSTOMER SERVICE**

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

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

The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State’s point of contact for customer service -related issues (define roles and responsibilities).

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

## 6.2 INVOICES

Vendor shall invoice the Procurement Entity monthly at: [accountspayable@ncssm.edu](mailto:accountspayable@ncssm.edu) . The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Procurement Entity with an invoice each month. Invoices shall include detailed information to allow Procurement Entity to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

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

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

## 6.3 POST AWARD BUSINESS REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet monthly with the State for Business Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

## 6.4 CONTINUOUS IMPROVEMENT

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

## 6.5 PERIODIC MONTHLY REPORTS

The Vendor shall be required to provide Key Metric Reports to the designated NCSSM Contract Manager on a monthly basis. This report shall include, at a minimum, information concerning the work accomplished during the reporting period and the quality control scores over that period; any corrections to be made during the subsequent reporting period; problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plan and schedules; service hours provided during the reporting period; staff changes, including retention and turnover reports. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically in pdf, word, or spreadsheet (Google or Microsoft compatible). The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within thirty (30) business days of the award of the Contract the Vendor shall submit a final work plan and a sample report, both to the designated Contract Manager for approval.

## 6.6 ACCEPTANCE OF WORK

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

### 6.7 FAITHFUL PERFORMANCE

Any Contract may include terms ensuring a Vendor's performance such as: (1) a bond, or similar assurance; (2) liquidated damages; (3) a percentage of the Contract value held as a retainage; (4) withholding final payment contingent on acceptance of the final deliverable; and (5) any other provision that assures performance of the Vendor. The parties agree that the Vendor shall be subject to the following faithful performance requirements:

#### Reconciliation of service hours delivered – monthly:

Each month the Vendor and the School will reconcile service hours delivered during the previous month of contract service. Reconciliation will consider the contract service hours as described in the Vendor's proposal and as amended in writing during the award of contract or during the course of contract administration.

The Vendor shall offer credits for service hours not delivered each month. Service hours will include all custodial services, day porter services, supervision services, quality assurance services, and managerial or administrative services.

Observance of service hours not delivered may be determined by the monthly reporting from the Vendor or verifiable records produced by the School.

Credit may be given in equivalent service hours during the following month (as services beyond the scope of work in the contract) or as a monetary value deducted from the next invoicing period (based on the contract value assigned or assumed for the service not delivered).

Continued noncompliance with the scope of work shall be considered grounds for termination of the contract. Reconciliation of service hours shall not serve in lieu of contract termination after repeated or egregious failure to deliver service hours.

### 6.8 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 three ( 3 ) 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.

### 6.9 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.

**6.10 POST AWARD PRODUCT SUBSTITUTION, ADDITIONS, & REMOVALS**

Post-Award product substitutions are not permitted without prior written approval from the Contract Administrator. Proposed substitutions shall be of the same or higher quality and at the same or lower price as the original item. Failure of the Vendor to comply with this requirement shall constitute sufficient cause to hold the Vendor in default or for removal from the contract.

The items included in this RFP are expected to cover the State’s needs for the term of the contract. In the case that the State’s needs change over the term of the contract, the State reserves the right to add additional products to the contract that can be supplied by the awarded Vendor. The price for these added products will be mutually agreed to by the State and the Vendor but are assumed to be priced at a discount similar to what is being offered on the products listed in the RFP.

**6.11 CONTRACT CHANGES**

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

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**ATTACHMENT A: COST PROPOSAL**

Complete and return the Pricing associated with this RFP, in the table below:

**OFFEROR'S BASE PROPOSAL**

Provide Custodial Services to:	Monthly Cost	Total Annual Cost
NCSSM for year 1 Includes Day Porter services as proposed Includes Summer and Winter cleaning as proposed	\$ _____	\$ _____
NCSSM for year 2 Includes Day Porter services as proposed Includes Summer and Winter cleaning as proposed	\$ _____	\$ _____
NCSSM for year 3 Includes Day Porter services as proposed Includes Summer and Winter cleaning as proposed	\$ _____	\$ _____

**Annual Cost to provide specified Housekeeping Services to (included in Total Term Cost):**

SWAC building	\$ _____
Goodwin Hall	\$ _____
Academic Commons	\$ _____
Joiner Hall	\$ _____
Residence Hall	\$ _____
Jeter Hall	\$ _____
Historic Barn	\$ _____
Exterior Services (Described in Section 5.3, "Services to be performed outside buildings")	\$ _____

***(Attachment A: pricing continued on next page)***

**The above pricing includes the following:**

Number of Service Days per year: \_\_\_\_\_ days/year  
Annual Housekeeping Hours proposed (included in Total Term Cost): \_\_\_\_\_ hrs.

Annual Day Porter cost (included in Total Term Cost): \$ \_\_\_\_\_

Starting wage rate for cleaners: \$ \_\_\_\_\_ /hr. Average wage rate for cleaners: \$ \_\_\_\_\_ / hr.

**Hourly rates proposed for services beyond Specifications (per person):**

Housekeeping Services (Events and Weekends) \$ \_\_\_\_\_ /hr.

Porter (Events and Weekends) \$ \_\_\_\_\_ /hr.

Porter (After Hours, non-weekend) \$ \_\_\_\_\_ /hr.

**Add/Credit Alternate (beyond Offeror’s base Total Term Cost):**

Add to Deep Clean Residence Hall Level 1 “public” kitchen area Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Credit to remove Day Porter Services from the proposal Rate: \$( \_\_\_\_\_ )

**Additional Services and Rates Offered by Vendor:**

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

Service: \_\_\_\_\_ Rate: \$ \_\_\_\_\_ / \_\_\_\_\_

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**ATTACHMENT B: INSTRUCTIONS TO VENDORS**

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

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

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

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

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

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**ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

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

<https://www.doa.nc.gov/pandc/onlineforms/pc-hub-supplemental-vendor-information-92021-pdf/open>

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**ATTACHMENT E: CUSTOMER REFERENCE FORM**

Complete and return the Customer Reference Form, which can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Customer\\_Reference\\_Template\\_09.2021.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf)

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**\*ATTACHMENT S: PRODUCT DATA, SCHOOL CALENDAR, CAMPUS LAYOUT (\*also a separate file)**



Can be found at the following link:

Attachment S.zip (Command Line)

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**\*ATTACHMENT: BUILDING LAYOUTS (\*also a separate file)**



Can be found at the following link:

Bldg Layouts.zip (Command Line)

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