****

**STATE OF NORTH CAROLINA**

**Asheville-Buncombe Technical Community College**

**Request for Proposal #: 77-0001299**

**Janitorial/Custodial Services**

**Date of Issue: April 24, 2024**

**Proposal Opening Date: May 22, 2024**

**At ­­­ 2:00 PM ET**

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

Tonya Mintz

Director, Procurement & Equipment

Email: tonyarmintz@abtech.edu

Phone: 828-398-7390



**STATE OF NORTH CAROLINA**

**Request for Proposal #**

**77-0001299**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Vendor Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vendor eVP#

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

Electronic responses ONLY will be accepted for this solicitation.

|  |  |
| --- | --- |
| **STATE OF NORTH CAROLINA**  **Division ofAsheville-Buncombe Technical Community College** | |
| **Refer *ALL* Inquiries regarding this RFP to:**  **Tonya Mintz**  **340 Victoria Road**  **Asheville, NC 28801**  **828-398-7390**  **tonyarmintz@abtech.edu** | **Request for Proposal #: 77-0001299** |
| **Proposals will be publicly opened: May 22, 2024 at 2:00 pm**  **Roberson**  **93 Victoria Road**  **Asheville, NC 28801** |
| **Using Agency: Asheville-Buncombe Technical Community College** | **Commodity No. and Description:**  761100 Janitorial and Cleaning 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-Contractors 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** andthe **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: | | FAX NUMBER: | |
| **VENDOR’S AUTHORIZED SIGNATURE\***: | **DATE:** | EMAIL: | |

**VALIDITY PERIOD**

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

|  |
| --- |
| **FOR STATE USE ONLY:** Offer accepted and Contract awarded this\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_, as indicated on  The attached certification, by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  **(Authorized Representative of Asheville-Buncombe Technical Community College)** |

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# PURPOSE AND BACKGROUND

Asheville-Buncombe Technical Community College (ABTCC) is a member of the NC Community College System with its main campus located in Asheville, NC. The College provides higher education services for approximately 17,884 Students.

ABTCC seeks proposals from qualified vendors to provide janitorial services and consumables for its five (5) locations across Buncombe and Madison counties:

* Main Campus located at 340 Victoria Road Asheville, NC 28801
* Enka Site located at 1459 Sandhill Road Candler, NC 28715
* Woodfin Campus at 20 Canoe Lane Woodfin, NC 28804
* Madison Site at 4646 US 25-70 Marshall, NC 28753
* Vet Tech at the Buncombe County Animal Shelter located at 16 Forever Lane, Asheville, NC 28806

The College has a Conference Center and other spaces located on the Main Campus which are rented out for Third-Party events. It is the College’s intent for the winning Vendor to provide custodial services outside of the normal scope of work on weekends and evenings as events occur.

The successful Vendor shall furnish labor, tools, equipment, materials and supplies as needed to perform janitorial services for the approximate 1,227,307 square footage which is cleanable square feet of classroom, laboratory, office, conference, auditorium, breakroom, restroom, and hallway space.

The Vendor shall provide janitorial services as specified in the Scope of Work outlined in this RFP and a mandatory site visit will be held to go over the details of the services needed.

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

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

1.1 CONTRACT TERM

The Contract shall be a term of three (3) years , beginning on the date of final Contract execution, July 1, 2024.

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.

# GENERAL INFORMATION

## 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.

## E-PROCUREMENT FEE

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

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

## 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.**

## 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 | April 24, 2024 |
| Hold Mandatory Site Visit | State | May 6 & 7, 2024 at 9:00am both days |
| Submit Written Questions | Vendor | May 10, 2024 at 5:00 pm |
| Provide Response to Questions | State | May 15, 2024 at 2:00 pm |
| Submit Proposals | Vendor | May 22, 2024 at 2:00 pm |
| Contract Award | State | TBD |

## SITE VISIT

**Mandatory** **Site Visit** (Must be in attendance both days)

Date: 05/06/2024 & 05/07/2024

Time: 9:00 AM Eastern Time

Location: Ferguson AHWD

10 Genevieve Circle

Room Number 326

Asheville, NC 28801

Contact #: 828-398-7390

**Instructions**: It shall be MANDATORY that a representative from each Vendor be present for **both days** of 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 BOTH DAYS OF 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.

## 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 [tonyarmintz@abtech.edu](mailto:tonyarmintz@abtech.edu) by the date and time specified above. Vendors should enter “RFP #77-0001299: 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*](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.

## 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.

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 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 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 eVPwebsite 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.

## 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:

1. 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.
2. Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
3. Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
4. Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
5. Vendor’s Proposal addressing all Specifications of this RFP.
6. Completed version of ATTACHMENT A: PRICING
7. Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
8. Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
9. Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
10. Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

## ALTERNATE PROPOSALS

Asheville-Buncombe Technical Community College will not accept alternate proposals.

## DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

# METHOD OF AWARD AND PROPOSAL 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 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 subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29 of the Instructions to Vendors entitled COMMUNICTIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, 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 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 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 RFP or inquiries directed to the purchaser 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 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. 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:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria (a) (b) (a) x (b)**  **Weight Score (0-3) Weighted Score** | | | |
| **Vendor Qualifications & Experience and Financial Stability**  **Sections 4.3, 4.5, 4.6** | 30 |  |  |
| **Cost Proposal - Section 4.1** | 30 |  |  |
| **Project Organization (Section 5.10)** | 20 |  |  |
| **Technical Approach (Section 5.11)** | 20 |  |  |

**Total Possible Points: 100**

**Score Points**

0 – Missing or Does Not Meet Expectation 2 – Meets Expectation

1 – Partially Meets Expectation 3 – Exceeds Expectation

**Price**: The lowest price receives the maximum (30 points) and each other bid receives a percentage of the maximum, based on a comparison of that bid price with the lowest price.

**Example:** ABTCC will determine low cost by normalizing the scores as follows:

The proposal with the lowest cost will receive a score of 30. All other competing proposals will be assigned a portion of the maximum score using the formula:

|  |  |  |
| --- | --- | --- |
| 30 | x | the cost of the lowest cost proposal |
| the cost of the cost proposal being evaluated |

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:

1. Total cost to the State
2. Level of quality provided by the Vendor
3. Process and performance capability across multiple jurisdictions
4. Protection of the State’s information and intellectual property
5. Availability of pertinent skills
6. Ability to understand the State’s business requirements and internal operational culture
7. Particular risk factors such as the security of the State’s information technology
8. Relations with citizens and employees
9. 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.

# **REQUIREMENTS**

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.

* 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.

The College has a Conference Center and other spaces located on the Main Campus which are rented out for Third-Party events. It is the College’s intent for the winning Vendor to provide custodial services outside of the normal scope of work on weekends and evenings as events occur. Please provide a per hour charge and the minimum number of hours (example $20 per hour and a 2 hour minimum).

Show detailed contract pricing proposal. Option A is for $15.00 per hour for day and $15.50 per hour for nights. Option B is for $16.00 per hour and $16.50 per hour for nights. A-B Tech has a Conference Center which houses A-B Tech and Third-Party Events.  It is the College’s intent for the awarded Vendor to provide custodial services outside of the normal scope of work.  Please provide hourly pricing and a minimum number of hours. Then we have the listing for A LaCarte services that we could add on if budget is available, please see Attachment A.

* 1. **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 month of services. 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, Item Descriptions, Price, Quantity, and Unit of Measure.

The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.

**Invoices should be submitted to the following address:**

**Asheville-Buncombe Technical Community College**

**Attn: Beth Green, Facilities Support**

**340 Victoria Road**

**Asheville, NC 28801**

[**elizabethbgreen@abtech.edu**](mailto:elizabethbgreen@abtech.edu)

**828-398-7150**

The Vendor will be paid net thirty (30) calendar days after the Vendor’s invoice is approved by the College.

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

* 1. **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.

* 1. **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 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 subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

* 1. **VENDOR EXPERIENCE**

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to Asheville-Buncombe Technical Community College. 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.

* Each vendor shall submit evidence of company profile including history of company, year founded, philosophy or mission statement, description of types and number of accounts served, number of employees, ownership of company and business classification (corporation, partnership, LLC, sole proprietorship).
* Each vendor shall submit evidence of qualifications, which would influence the ability to perform satisfactorily the housekeeping services defined elsewhere in this document. Vendor must have continuously and regularly been in the business of providing the services outlined in this document for a minimum of five (5) years.
* Held accounts of at least 900,000 square feet. Vendor must submit, along with contact name and phone number, at least three (3) accounts serviced by the vendor that are similar in size, type, and quality of cleaning to this proposal. Asheville-Buncombe Technical Community College reserves the right to contact these businesses, institutions, etc. and requests that contact information be included for each account. Failure to comply will result in rejection of proposal.
* Experience in a community college environment is considered an asset.
  1. **REFERENCES**

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State 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.

Vendor is also required to list all contracts lost in the last three (3) years along with reason for cancellation or non-renewal. ATTACHMENT E: CUSTOMER REFERENCE FORM should be used and labeled LOST CONTRACTS by vendor name. Asheville-Buncombe Technical Community College reserves the right to contact these businesses, institutions, etc. and requests that contact information be included for each account. Failure to comply will result in rejection of proposal.

* 1. **BACKGROUND CHECKS**

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by the State.

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:

1. 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;
2. 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;
3. 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;
4. 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.
5. Any **civil litigation**, arbitration, proceeding, 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 subcontractor utilized by Vendor to perform Services under this Contract.

**4.7.1 GENERAL INFORMATION**

It is the policy of the State to provide a safe environment for State Government employees to work. Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees, agents, representatives, subcontractors, and all personnel of their respective companies. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

The following requirements must be met:

1. Criminal background checks shall be current and completed within ninety (90) days of the Contract effective date.
2. The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided. The criminal background check information shall be first thoroughly reviewed by the Vendor and then sent to the Contract Administrator for review and approval. Out of state searches shall be required for persons living in the state of NC for fewer than seven (7) years. Fingerprint background checks may be required in some instances depending on the facility requirements.
3. A criminal background check on the awarded Vendor and its employees shall be provided by the Vendor prior to Contract effective date. Copies of the original criminal background check shall be sent to the Contract Administrator for evaluation. In some cases, badging cannot take place until after the evaluation and approval of the Vendor’s criminal checks.
4. When a new employee or individual is identified to perform Services on this Contract, the Vendor shall provide the Contract Administrator with a criminal background check before the individual can be approved for work.  Persons without approved criminal background checks shall not be allowed to work in the relevant buildings until proper documentation is submitted and approved.
5. **The State** may require the Vendor to exclude the Vendor’s employees, agents, representatives, or subcontractors based on the background check results. Discovery that one or more employees have convictions does not disqualify the Vendor from award.
6. **Additionally, the State may use** [The North Carolina Department of Public Safety Offender Public Information](https://webapps.doc.state.nc.us/opi/offendersearch.do?method=view) **or similar Services to conduct additional background checks on the Vendor’s proposed employees.**

**4.7.2 BACKGROUND CHECK REQUIREMENTS**

As part of Vendor’s criminal background checks, the details below must be provided to the State:

1. Any **criminal felony conviction,** or conviction of any crime involving moral turpitude, including but not limited to fraud, misappropriation or deception, of 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;
2. 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;
3. 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;
4. 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 provide a statement that there are none.
5. Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein, or provide a statement that there are none.

**4.7.3 BACKGROUND CHECK LIMITATIONS**

Any individual representing the Vendor, who:

1. In his/her lifetime, has been adjudicated as a habitual felon as defined by GS 14-7.1 or a violent habitual felon as defined by GS 14-7.7, shall not be allowed to work in buildings occupied by State Government employees.
2. During the last seven (7) years has been convicted of any criminal felony or misdemeanor sexual offense or a crime of violence shall not be allowed to work in buildings occupied by State Government employees.
3. At any time has an outstanding warrant or a criminal charge for a crime described in (b) above shall not be allowed to work on State property.
4. The Vendor must ensure that all employees have a responsibility to self-report to the Vendor within twenty-four (24) hours any arrest for any disqualifying offense. The Vendor must notify the Contract Administrator within twenty-four (24) hours of all details concerning any reported arrest.
5. Upon the request of the Contract Administrator, the Vendor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.
6. Vendor’s responses to these background check requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal charge, investigation, or proceeding involving Vendor or its then-current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.
7. If there are problems or delays with performance associated with the completion and compliance with this background check requirements, any Vendor’s performance bond could be used to complete these Services.

**4.7.4 DOCUMENT REQUIREMENTS**

Required documentation to be submitted prior to date Contract is effective and for performing any Services on State property shall include:

1. A cover letter by the Vendor on company letterhead with a list of the full names matching a required government issued photo ID, addresses, and birth dates of each person representing the contracting company.
2. Vendor shall also provide a photocopy of the required State or Federal government issued picture ID or Driver License.
3. A letter on company letterhead is not acceptable proof in itself but can be used to further clarify information on the criminal background check submitted. All documentation shall be submitted at the same time. Submit documents which are clear and legible.
4. Background checks consisting of:
5. Original unaltered criminal background check from the organization providing the background check.
6. The background check provider’s company name, company mailing address, and contact phone numbers.
7. The full name of the individual, which matches the government issued photo ID.
8. The current address of individual being checked.
9. The date the criminal background check search was conducted.

**4.7.5 VENDOR BACKGROUND CHECK AGREEMENT**

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the State in order to perform Services under this Contract:

YES  NO

* 1. **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 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.

* 1. **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.

* 1. **AGENCY INSURANCE REQUIREMENTS MODIFICATION**

A. The Purchasing Agency has conducted a risk assessment and determined that certain default coverage provisions in the North Carolina General Terms and Conditions, paragraph entitled *Insurance*, should be increased from the minimums stated. Increased or additional insurance coverage amounts for this Solicitation are as follows. Coverages not changed here remain as stated in the General Terms and Conditions. A Certificate of Liability Insurance is required, upon award of the contract.

The vendor shall always provide during the contract period the following insurance coverage:

1. Workman’s Compensation – Statutory Limits
2. Comprehensive general liability for bodily injury in the sum of $300,000 each person and $500,000 each occurrence and $50,000 property damage, including personal injury.
3. Automobile liability insurance with basic limits $300,000/$500,000 and $50,000 each occurrence and $50,000 property damage, including personal injury.
4. Umbrella liability limits net loss limits of liability $5,000,000 each occurrence and $5,000,000 each aggregate.
5. The bidder shall furnish Asheville-Buncombe Technical Community College certificates of insurance with the college named as additional insured within 21 working days after acceptance of a contract.
6. Asheville-Buncombe Technical Community College must be given ten (10) days’ notice of cancellation or change in insurance coverage and give its approval.
7. **SPECIFICATIONS AND SCOPE OF WORK**
8. **GENERAL**

Asheville-Buncombe Technical Community College (ABTCC) is a member of the NC Community College System with its main campus located in Asheville, NC. The College provides higher education services for approximately 17,884 Students.

ABTCC seeks proposals from qualified vendors to provide janitorial services and consumables for its 5 locations across Buncombe and Madison counties:

* Main Campus located at 340 Victoria Road Asheville, NC 28801
* Enka Site located at 1459 Sandhill Road Candler, NC 28715
* Woodfin Campus at 20 Canoe Lane Woodfin, NC 28804
* Madison Site at 4646 US 25-70 Marshall, NC 28753
* Vet Tech at the Buncombe County Animal Shelter located at 16 Forever Lane, Asheville, NC 28806

The College has a Conference Center and other spaces located on the Main Campus which are rented out for Third-Party events. It is the College’s intent for the winning Vendor to provide custodial services outside of the normal scope of work on weekends and evenings as events occur.

The successful Vendor shall furnish labor, tools, equipment, materials and supplies as needed to perform janitorial services for the approximate 1,227,307 square footage which is cleanable square feet of classroom, laboratory, office, conference, auditorium, breakroom, restroom and hallway space.

The Vendor shall provide janitorial services as specified in the Scope of Work outlined in this RFP.

1. **BUILDING LISTING/SPACE**

See **Attachment H** for building listing. To the extent possible, detailed information on buildings and gross square feet has been furnished on **Attachment H**. However, through site visits, actual measurements, use of existing drawings and/or other means, it shall be the responsibility of the vendor to verify measurements as deemed applicable for the submission of a proposal.

Campus maps showing each building is located on our website: <https://abtech.edu/>.

1. **SCOPE OF WORK & SPECIFICATIONS**

**The specific items and any specifications that A-B Tech is seeking are listed below.** A-B Tech has chosen dispensers and consumables as standards for moving forward on our campuses. Vendor is required to provide these exact consumables.

Asheville-Buncombe Technical Community College will provide locked storage spaces, but it will not be responsible for losses which may be incurred due to theft and/or vandalism.

Asheville-Buncombe Technical Community College wishes to maintain the highest possible standards of cleanliness while also serving our community and students as responsible stewards of our environment. Therefore, responders should provide documentation of their efforts to comply with “Green Cleaning” including use of products that are “Green Seal” compliant. Additional information is available at [www.greenseal.org](http://www.greenseal.org). Other comparable organizational certifications are also accepted.

**5.3.1 MATERIALS, SUPPLIES, TOOLS, & EQUIPMENT**

**Equipment Provided by Vendor:** The procurement and maintenance of all equipment required for the successful execution of this contractual obligation will be the vendor’s responsibility. This will include but not necessarily be limited to all cleaning supplies and all cleaning equipment.

* 1. All equipment will be maintained properly and kept in a clean condition.
  2. The vendor must furnish all needed safety equipment and protective devices necessary for the safety of all building occupants and property of A-B Tech.

**Materials and Supplies Provided by Vendor:** Asheville-Buncombe Technical Community College wishes to maintain the highest possible standards of cleanliness while also serving our community and students as responsible stewards of our environment. Therefore, responders should make every effort to comply with “Green Cleaning” including use of products that are “Green Seal” compliant. Additional information is available at [www.greenseal.org](http://www.greenseal.org).

All chemicals and equipment must meet or exceed OSHA requirements and commonly recognized safety requirements. Safety Data Sheets will be maintained on each job site for all chemicals used in the cleaning processes. Copies of the approved chemical list and the associated SDS, Safety Data Sheets will be provided to the College’s Safety Director (PDF). Vendor employees must be prohibited from providing and/or using chemicals not on the approved list. Preference will be given to environmentally responsible products in keeping with the goal of a “green” environment.

A listing of all chemicals and equipment which will be used by the successful vendor must be submitted for approval prior to initial service under the contract. Changes may be made only after being duly authorized by A-B Tech’s Contract Administrator.

**PAPER PRODUCT CONSUMABLES & DISPENSERS (TOILET PAPER, PAPER TOWELS…):** Vendor shall furnish toilet tissue, paper towels, hand soap, hand sanitizer, and trash can liners – blue for Recycling and black for landfill waste. Vendors must submit a listing of the Consumables with the bid package.

**Please note that A-B Tech strives to be a leader in Sustainability and Recycling.** We require trash cans to be dumped instead of bags being pulled for small amounts of trash. This should allow our Consumable costs to be lower and be better for the environment. We have implemented a program on campus called “All in the Hall” for recycling because we use a Single Stream recycling vendor. We are introducing it to a few buildings at a time. It encourages and educates everyone about disposing of recycling and trash in the twin bins located in the hallways rather than in the classrooms.

A-B Tech has chosen dispensers and consumables as standards for moving forward on our campuses, see list below. Vendor is required to provide these exact consumables. If damage occurs to the dispensers due to Vendor’s fault... Dispensers will be replaced at the Vendor’s expense.

**Paper Towels**

**Product:**

Brand - Scott (Kimberly-Clark Professional)

High-Capacity Hard Roll Towels (Color Core System)Mfr. #25702

**Dispenser:**

Brand - Scott (Kimberly-Clark Professional)

Pro Manual Hard Roll Towel Dispenser Mfr. #34346

**Toilet Tissue**

**Product:**

Brand - Scott (Kimberly-Clark Professional)

Essential Coreless Jumbo Roll Toilet PaperMfr. #07006

**Dispenser:**

Brand Scott (Kimberly-Clark Professional)

Pro Jumbo Roll Coreless Toilet Paper Dispensers Mfr. #39731

**Hand Soap**

**Product:**

Brand - GoJo

Botanical Foam Handwash1250 mL Mfr. #8816-03

**Dispenser:**

Brand - GoJo

GOJO ADX-12 Mfr. #8888-06

**Hand Sanitizer**

**Product:**

Brand - Diversey

Foam 1200ml Soft Care Mfr. #100907873

**Dispenser:**

Brand - Diversey

IntelliCare Manual Dispense Mfr. #D1224700

**Sanitary Napkin Disposal Receptacle**

Brand - Bobrick

Model B-270

**5.3.2 PERSONNEL REQUIREMENTS**

|  |
| --- |
| **Personnel Requirements** |
| **Day Porter** |
| **Hours** |
| 7 Day Porters for Main Victoria Road Campus |
| 1 Day Porter for Enka campus |
| 1 Day Porter for Woodfin Campus |
| Duties |
| Be visible and conduct regular patrols of the areas |
| Sweep up any debris and remove trash (common areas, faculty lounges, building entrances etc) to include interior and exterior areas and mats |
| Wipe all Water fountains (Sanitize and Polish) |
| Clean glass (interior and exterior entrance doors) |
| Clean up spills and handle bloodborne pathogens situations at all times |
| Maintain restroom cleanliness, supplies and amenities. Police Restrooms throughout the day. This includes supplies and amenities. |
| Clean common area tables especially during lunch time (example Coman building and Birch) |
| Maintain cleanliness of all Custodial closets daily. |
| Sweep stairwells |
| Dust ledges in hallways and stairwells |
| Dust mop hallways if needed |
| Wipe down trashcans and lids |
| Remove Graffiti from walls |
| Report anything that needs to be repaired to Custodial Liaison (Mechanical, Electrical, Plumbing) |
| Alert College Police and Plant Operations & Facilities of potential problems. |
| Be familiar with all emergency fire alarms and alerts. |
|  |
| **Utility Technicians** |
| Hours |
| 7:30 am to 4:30 pm for Utility Techs (4 of these are needed) |
| Scheduling will be based on Facilities and Operational Needs (some weekends and nights will be needed) |
| Vendor must supply some type of transportation for Techs to move on campus between different locations. Please note it must be legally able to go on City of Asheville streets. |
| 2:00 pm until 10:30 pm for Utility Tech (1 Full time at Madison) |
| 12:00 pm until 4:00 pm for Utility Tech (1 Part time at Madison) |
| Ground Assistant Utility Techs (1) |
| To assist with groundskeeping to include the following: |
| Weed Trimmer |
| Blowers |
| Ice and snow removal |
| Trash pickup |
| Leaf removal |
| Lawn mowers |
| Vendor must supply some type of transportation for Techs to move on campus between different locations |
| Parking Deck Utility Tech (1) |
| Trash Pickup on All floors of the parking deck |
| High Dusting to remove spider webs from signage, fire extinguishers, corners, light fixtures, etc. |
| Pressure Washing the Parking Deck |
| Curb clean up and parking lot sweeping with the Sweeper (sweeper provided by College) |
| Spread ice melt when needed |
| Other special projects such as pressure washing fences and sidewalks |
| Facilities Support Utility Tech (2) |
| Moves and Setups of tables and chairs in our buildings and for events |
| Assist with Shipping and Receiving |
| Assist with Safety tasks such as replacing fire extinguishers |
| Assist with A/V needs and other Event duties as assigned |
| Utility Techs at Madison Site (1 FT and 1 PT) |
| Custodial Duties |
| Groundskeeping/Snow Removal |
| General Maintenance |

**5.3.3 TASKS & FREQUENCY**

\*\*\*Moving furniture in classrooms and offices is required by the vendor when doing any floor work.

| **Item#** | **Task Description** | **Minimum Frequency** |
| --- | --- | --- |
|  |
|  | **LOBBIES/COMMON AREAS/ENTRANCES/STAIRWELLS** |  |  |
|  | **Doors & Frames** |  |  |
| 1 | Clean Entryway interior and exterior doors (Full Cleaning) | Daily |  |
| 2 | Vacuum/sweep walk off mats | Daily |  |
| 3 | Damp wipe all doors and fittings, handrails, bannisters | Weekly |  |
| 4 | Spot clean door frames and hardware such as kick plates, push bars and other metal | Weekly |  |
| 5 | Clean and polish thresholds | Weekly |  |
|  | **Walk Off & Door Mats** |  |  |
| 6 | Spot clean walk off mats | Daily |  |
| 7 | Roll up and straighten walk off mats, sweep & mop underneath | Twice Weekly |  |
| 8 | Keep inventory of the mats that need to be replaced | Monthly |  |
| 9 | Scrub all mats | Annually |  |
|  | **Trash** |  |  |
| 10 | Remove trash and wipe down clean receptacles (as needed) | Daily |  |
| 11 | Replace plastic liners | Daily |  |
| 12 | Remove trash to designated dumpsters on campus | Daily |  |
|  | **Outside Entrances** |  |  |
| 13 | Remove trash and sweep sidewalks within an 8 ft radius of the doors | Daily |  |
| 14 | Clean both sides of the entrances doors | Daily |  |
|  | **Dusting and General Cleaning- Wipe Downs** |  |  |
| 15 | Low dusting - sills, ledges and edges | Daily |  |
| 16 | Horizontal surfaces (tables, credenzas, visitor furniture, displays, shelves) wipe down/dust with treatment & microfiber | Daily |  |
| 17 | Spot vacuum upholstered surfaces | Twice Weekly |  |
|  | **Walls & Windows** |  |  |
| 18 | Painted walls - wipe down and spot treat | Daily |  |
| 19 | Spot clean interior glass & windows | Daily |  |
| 20 | Spot clean stairway walls (floor to ceiling) | Monthly |  |
|  | **Bright Metal** |  |  |
| 21 | Metal surfaces - clean and polish | Daily |  |
|  | **Hard Floors** |  |  |
| 22 | Sweep, vacuum, and/or dust mop | Daily |  |
| 23 | Damp mop, wet mop and spot treat | Daily |  |
| 24 | Auto Scrub | Weekly |  |
| 25 | Buff and polish | Monthly |  |
| 26 | Strip and Wax | Annually |  |
|  | **Carpet** |  |  |
| 27 | Vacuum all carpeting to remove soil and trash | Daily |  |
| 28 | Spot clean to remove stains | Monthly |  |
| 29 | Shampoo or Extract | Annually |  |
|  | **Vents, Registers, Lighting** |  |  |
| 30 | Vacuum and/or Dust vents and covers | Monthly |  |
| 31 | Damp Wipe/Clean | Monthly |  |
| 32 | Dust ceiling lights and light fixtures | Monthly |  |
|  | **Corners/Edges** |  |  |
| 34 | Edge vacuum all carpeted areas | Weekly |  |
| 35 | Dust baseboards | Weekly |  |
| 36 | Wipe down cove base w/general purpose cleaner | Weekly |  |
|  | **Upholstery** |  |  |
| 37 | Remove trash or debris | Daily |  |
| 38 | Vacuum all upholstered surfaces | Daily |  |
| 39 | Wipe down chair legs w/treated cloth | Weekly |  |
|  | **Water Fountains** |  |  |
| 40 | Wipe down, clean and disinfect | Daily |  |
|  | **Stairs & Landings** |  |  |
| 41 | Damp mop | Daily |  |
| 42 | Sweep and/or Vacuum stairs and landings | Daily |  |
| 43 | Buff or polish hard surfaces | Monthly |  |
|  | **Floors** |  |  |
|  | **Tile (VCT, LVT, Texas Granite, Sheet Vinyl, Ceramic)** |  |  |
| 44 | Dust mop and Damp mop | Daily |  |
| 45 | Auto Scrub | Weekly |  |
| 46 | Buffing VCT | Monthly |  |
| 47 | Strip and Wax VCT | Annually |  |
|  | **Terrazzo** |  |  |
| 48 | Dust mop and Damp mop | Daily |  |
| 49 | Auto Scrub | Weekly |  |
| 50 | Polished and Honed | Annually |  |
|  | **Rubber Flooring in Gym** |  |  |
| 51 | Dust mop and Damp mop | Daily |  |
| 52 | Conditioned monthly (see owner for details) | Monthly |  |
|  | **Wood floor** |  |  |
| 53 | Dust mop and Damp mop | Daily |  |
|  | **Carpet** |  |  |
| 54 | Vacuum all carpet | Daily |  |
| 55 | Spot clean to remove stains | Monthly |  |
| 56 | Full Carpet Cleaning | Annually |  |
|  | **CLASSROOMS/HALLS/OFFICES/LECTURE ROOMS/CONFERENCE ROOMS /LABS/KITCHENS** |  |  |
|  | **Doors & Frames** |  |  |
| 57 | Clean Entryway interior and exterior doors (Full Cleaning) | Daily |  |
| 58 | Spot clean doors and door frames and hardware | Weekly |  |
| 59 | Clean and polish thresholds | Monthly |  |
|  | **Trash** |  |  |
| 60 | Remove trash and wipe down clean receptacles | Daily |  |
| 61 | Replace plastic liners | Daily |  |
| 62 | Clean (disinfect, hose out, wipe down receptacles) | Monthly |  |
|  | **Hard Floors** |  |  |
| 63 | Sweep, vacuum, and/or dust mop | Daily |  |
| 64 | Damp mop, wet mop and spot treat | Daily |  |
| 65 | Scrub | Weekly |  |
| 66 | Buff and polish | Monthly |  |
| 67 | Strip and Wax | Annually |  |
|  | **Carpet** |  |  |
| 68 | Vacuum all carpeting to remove soil and trash | Daily |  |
| 69 | Spot clean to remove stains | Monthly |  |
| 70 | Full Carpet Extraction | Annually |  |
|  | **Vents, Registers, Lighting** |  |  |
| 71 | Vacuum and or Dust vents and covers | Monthly |  |
| 72 | Damp wipe/clean | Monthly |  |
| 73 | Dust ceiling lights and light fixtures | Monthly |  |
|  | **Dusting/General Cleaning /High Dusting** |  |  |
| 74 | Wipe down/dust with treatment and microfiber all horizontal surfaces (tables, credenzas, visitor furniture, and shelves) | Weekly |  |
| 75 | Spot vacuum upholstered surfaces | Weekly |  |
| 76 | Low Dusting-sills, ledges, and edges | Weekly |  |
|  | **Lights & Locks** |  |  |
| 78 | Turn off lights | Daily |  |
| 79 | Secure windows and doors | Daily |  |
| 80 | Lock doors (unless otherwise directed) | Daily |  |
|  | **Sinks and Plumbing (if so equipped) Classrooms & Labs** |  |  |
| 81 | Refill, wipe down paper towel dispensers if so equipped | Daily |  |
| 82 | Wipe down and clean sink basins and decks/countertops | Daily |  |
| 83 | Wipe down, dry, polish all faucets and fixtures | Daily |  |
| 84 | Wipe down, clean backsplashes and any wet walls, tile surfaces | Daily |  |
|  | **Windows & Blinds/shades** |  |  |
| 85 | Spot clean glass windows and doors | Weekly |  |
| 86 | Dust blinds/shades w/treated cloth or duster | Monthly |  |
|  | **Furniture** |  |  |
| 87 | Wipe down all tables | Daily |  |
| 88 | Wipe down chair legs w/treated cloth | Monthly |  |
| 89 | Vacuum all upholstered surfaces | Monthly |  |
|  | **Whiteboards** |  |  |
| 90 | Clean only as directed by work order | Daily |  |
|  | **Walls** |  |  |
| 91 | Painted walls- wipe down | Weekly |  |
|  | **Restrooms & Locker Rooms** |  |  |
|  | **Doors & Frames** |  |  |
| 92 | Clean interior glass (Full Cleaning) | Daily |  |
| 93 | Spot clean door frames and hardware | Weekly |  |
| 94 | Damp wipe all doors, thresholds and frames | Weekly |  |
|  | **Vents, Registers, Lighting** |  |  |
| 95 | Vacuum &/or Dust vents | Monthly |  |
| 96 | Damp wipe/clean | Monthly |  |
| 97 | Dust ceiling lights and light fixtures | Monthly |  |
|  | **Walls** |  |  |
| 98 | Damp wipe clean (floor to ceiling) with proper combination of disinfectant/deodorant cleaner | Monthly |  |
| 99 | Damp wipe baseboards cove base where applicable | Monthly |  |
|  | **Mirrors** |  |  |
| 100 | Clean glass mirrors to remove streaks, smudges, splash marks, and fingerprints | Daily |  |
|  | **Partitions** |  |  |
| 101 | Check and spot clean/wipe | Daily |  |
| 102 | Damp wipe partitions | Weekly |  |
|  | **Countertops/Sinks** |  |  |
| 103 | Clean vanity and sink bowl tops and counters with disinfectant | Daily |  |
| 104 | Clean all sink bowls/basins with disinfectant and polish to bright finish | Daily |  |
|  | **Toilets & Urinals** |  |  |
| 105 | Clean, disinfect & polish all fixtures, fittings, handles, hinges | Daily |  |
| 106 | Clean toilets/urinals thoroughly inside and out with proper bathroom disinfectant, deodorant to remove all smudges, stains, marks, deposits | Daily |  |
|  | **Bright Metal** |  |  |
| 107 | Clean and polish any chrome or additional metal work | Daily |  |
|  | **Soap Supply** |  |  |
| 108 | Refill dispensers with designated product(s) | Daily |  |
|  | **Paper Supplies** |  |  |
| 109 | Refill all toilet paper and paper towel dispensers. | Daily |  |
|  | **Floor Drains** |  |  |
| 110 | Pour clean water into floor drains to keep trap moist and preclude odors | Twice Weekly |  |
|  | **Tile Floors** |  |  |
| 111 | Damp mop with proper combination of cleanser, disinfectant, deodorizer | Daily |  |
| 112 | Machine scrub & rinse | Weekly |  |
|  | **Showers** |  |  |
| 113 | Clean and disinfect/deodorize all surfaces | Daily |  |
| 114 | Clear and clean all drains of debris | Daily |  |
| 115 | Machine scrub & rinse | Weekly |  |
|  | **Elevator** |  |  |
|  | **Doors & Frames** |  |  |
| 116 | Damp wipe all doors and fittings | Daily |  |
| 117 | Clean interior and exterior elevator buttons | Daily |  |
| 118 | Clean Elevator door tracks by vacuum | Twice Weekly |  |
|  | **Walls** |  |  |
| 119 | Spot clean walls (floor to ceiling) | Twice Weekly |  |
|  | **Handrails** |  |  |
| 120 | Damp wipe | Twice Weekly |  |
|  | **Floor** |  |  |
| 121 | Sweep and police for litter | Daily |  |
| 122 | Damp mop | Weekly |  |
| 123 | Buff or polish hard surfaces | Monthly |  |

1. **MANPOWER**

**SUPERVISION**

The Vendor shall provide sufficient on-site supervision as it is essential to carry out all the terms and conditions of this contract. The Vendor shall provide the Contract Administrator with the name, location, cellular telephone number and email address of the supervisor specifically designated for this contract. The supervisor shall be available at all times to receive notices, reports or requests from the Contract Administrator. The supervisor must identify the Lead Porter whenever vendor is working on campus.

**PERFORMANCE OF WORK**

The Vendor’s attention is directed to the need for the timely performance of services provided under this contract. The aesthetic appearance of the site and its reflection on A-B Tech as well as the safety and convenience of the public is the essence of the service.

Performance of work shall not interfere with active classes or the student learning environment. Should the Vendor work outside the hours of normal operation, the Vendor will be responsible for the security of the buildings which are in their care.

**LEVEL OF CLEANLINESS**

It will be the responsibility of the vendor to provide janitorial services in keeping with high standards for an educational institution from the perspectives of sanitation, public relations and protection of the physical facility. Asheville-Buncombe Technical Community College wishes to maintain the highest possible standards of cleanliness while also serving our community and students as responsible stewards of our environment. Therefore, responders should make every effort to comply with “Green Cleaning” including use of products that are “Green Seal” compliant. Additional information is available at [www.greenseal.org](http://www.greenseal.org). Therefore, the intent of this proposal request is to approach this matter from a level of cleanliness concept. The college employs APPA Custodial Standards (**Attachment I**) to specify a minimum level of cleanliness for each facility, and these are specified on the cleaning space delineation (**Attachment H**). See 5.3.4 for detailed cleaning schedule.

**PERSONNEL**

All matters pertaining to the recruitment, screening, hiring, and retention shall be the exclusive responsibility of the vendor. These matters shall be done fully in compliance with existing statutes and regulations. Vendor must submit a Pricing Proposal with Option A being pay at a starting rate of $15.00 an hour for day shift employees and a $15.50 for night shift employees. Then Option B being pay at a starting rate of $16.00 an hour for day shift employees and $16.50 an hour for night shift employees. It is recommended that the vendor shall supply one custodial employee for 35,000 cleanable square feet.

Only those personnel who have been properly trained in Bloodborne Pathogens (BBP) and all Safety training shall be assigned duties under this contract.

No employee who has a police record other than minor traffic violations may be assigned duties under this contract. Vendor shall be responsible for the submission of police clearance record within 24 hours upon request.

All employees will be required to wear their A-B Tech Badge at all times.

Vendor must issue 5 uniforms per employee and require them to be worn for identification purposes.

All employees will be bonded in the amount of $1,000,000.

Any employee whose work habits and/or conduct deemed objectionable shall be removed from the work force upon written request of the CFO/VP of Business and Finance of A-B Tech.

1. **SECURITY**

The vendor shall be responsible for training employees in security requirements of A-B Tech and shall be responsible for the enforcement of the same.

1. The Vendor will be responsible for safeguarding against loss, theft, or damage of all Asheville-Buncombe Technical Community College property, materials, equipment, and accessories, which might be exposed to the Vendor’s personnel.
2. Possession of guns, knives or other dangerous weapons on College property may be prosecuted as a felony.
3. Alcohol, all tobacco products and drugs are prohibited on the campus.
4. Keys must be properly handled to maintain property security and safety. Additionally, vendor will be fully responsible for the replacement of any keys that are lost and all costs associated with required re-keying of facilities.
5. Vendor is responsible for the securing of the buildings they service outside routine hours of operations.

The College secures buildings via building checks and the activation of building alarms generally beginning at 10:00 p.m. until 7:00 a.m. on those days the College is in operation. It is anticipated the vendor will be required to coordinate their work with the College Police. The majority of tasks performed under this contract will be performed during these hours; therefore, a detailed security plan will be tailored to accommodate the vendor’s work schedule and the need to provide physical security for the College. Such procedures may include, but not be limited to:

1. Securing the building outside doors after the vendor’s employees have entered to begin their shift.
2. Modification of work practices by A-B Tech Campus Police and the Vendor to achieve the desired results.
3. Careful control of keys as defined by A-B Tech Procedures to allow for audits of locks and keys.
4. Any other necessary procedures that may be required after award that are specified herein.
5. **SAFETY**

The vendor shall be responsible for the training as necessary in the application of chemicals and the use of equipment to facilitate safe conditions for the employees, and the College’s students, staff, and faculty. Training must also cover Blood Borne Pathogens and Personal Protective Equipment. All of this training is required and must be done yearly. The vendor will provide quarterly documentation of all employee safety training to the College’s Safety Officer. The use of “green” products is encouraged where the “green” product performs as well as the “non-green” products.

Some classrooms contain floor boxes with data and power connections. Special care must be taken to ensure that these boxes remain dry to prevent losses of equipment and safety hazards to personnel.

* The Magnolia and Fernihurst buildings house the Culinary program which is inspected by the Buncombe County Health and Human Services. The vendor is aware of and must comply with the associated cleaning requirements for these inspections (link below).

<https://www.buncombecounty.org/governing/depts/health/environmentalhealth.aspx>

* The Birch building houses the Salon/Cosmetology program, which is inspected by the NC Board of Cosmetic Art Examiners, and the Barbering Academy, which is inspected by the NC Board of Barber and Electrolysis Examiners.

The vendor is aware of and must comply with the associated cleaning requirements for these inspections (link below).

<http://www.nccosmeticarts.com/board/RulesandRegulations.aspx>

<https://www.bbee.nc.gov/barbers/barber-resources>

1. **EMERGENCIES**

All emergency conditions must be promptly reported to College Police at 828-279-3166.

1. **DAMAGE**

Vendor will be responsible for the repair or replacement cost to the satisfaction of A-B TECH’s representative of any damage to the facility caused by any employee of the contractor. Vendor personnel must report damages as soon as they are observed to Custodial liaison.

1. **ADDITIONAL SERVICES**

Explain your capability of contracting for additional services such as high dusting, interior and exterior window washing, and labor & supplies to replace Air Box filters etc.

1. **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.

1. **Staffing Plan and Policies**
   1. Explain staffing and management plan for Asheville-Buncombe Technical Community College…
   2. Provide organizational chart for Asheville-Buncombe Technical Community College site.
   3. Provide Personnel Handbook that outlines employee benefits package including items such as paid sick leave, paid vacations, medical coverage, dental coverage, paid uniforms and retirement benefits.
2. **Operations Plan and Policies**
   1. Explain quality control procedures.
   2. Explain how vendor will be accountable for service problems and failures.
   3. Explain emergency cleaning procedures.
   4. Include training plans and procedures that will be implemented at Asheville-Buncombe Technical Community College. Include training topics to be covered. Provide rosters of trainees per each subject of training to the College Safety Manager.
   5. List grades, qualities, and brand name of chemicals that would be used at College site. Environmentally responsible products are preferred. Products shall comply with manufacturers recommendations; e.g. EXPO Cleaner for whiteboards.
   6. Explain security plans and procedures.
3. **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 section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

1. Equipment and Supplies
   1. Please provide what type of equipment will be used in maintaining A-B Tech.
   2. Provide a list of consumables that will be used.
   3. Provide documentation of how vendor will follow APPA Custodial Standards as referenced in Attachment I.

# **CONTRACT ADMINISTRATION**

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

6.1

CONTRACT MANAGER AND CUSTOMER SERVICE

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

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

6.2 POST AWARD PROJECT REVIEW MEETINGS

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

6.3 CONTINUOUS IMPROVEMENT

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

6.4 WEEKLY WALK-THROUGHS AND MONTHLY STATUS REPORTS

The Vendor shall be required to provide Staffing Roster Management Reports to the designated Contract Lead on a monthly basis. This report shall include, at a minimum, information concerning list of employee names and what area they are responsible for, their hours worked, vacancies as of that month, and status of FT or PT for each position. Provide documentation showing that employees are given uniforms and wear them on a daily basis. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Custodial Liaison. 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 Lead for approval.

6.5 ACCEPTANCE OF WORK

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

Acceptance of Vendor’s work product shall be based on the following criteria:

It shall be based on following the APPA standards in Attachment I, successful weekly walk-throughs and the Monthly Status Reports.

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

6.6 FAITHFUL PERFORMANCE

Upon award, the awarded Vendor shall provide a performance bond. The value of the performance bond shall be the total dollar amount equal to three (3) months of the contract price and shall remain in force during the duration of the contract, including extension(s). The performance bond shall be delivered to the purchasing office no later than fifteen (15) days after written notification of award.

6.7 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 two (2) 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.

6.8 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.

6.9 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 through the contract administrator.

6.10 SUBCONTRACTING OR ASSIGNMENT OF CONTRACT

1. This contract and all rights and responsibilities under the contract documents may not be assigned to another subcontractor by the Vendor unless otherwise approved by the college.
2. All regular supervisory and janitorial personnel involved in the performance of this contract shall be directly employed by and supervised by the Vendor. Subcontracting of any work under this contract must have specific, prior written approval by the College.

***THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK***

# ATTACHMENTS

**\*\*IMPORTANT NOTICE\*\***

**RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

# ATTACHMENT A: PRICING

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Option A $15.00 An Hour And $15.50 An Hour For Nights** | | | | |
| **First Year** |  |  |  |  |
| **Level** | **Rate/Hr** | **# of Employees** | **Payroll Taxes** | **Total** |
| Management | $ |  | $ | $ |
| Day Shift Employees | $ |  | $ | $ |
| Night Shift Employees | $ |  | $ | $ |
| Overhead | $ |  | $ | $ |
| Equipment (spread cost over 3 years) | $ |  | $ | $ |
| Consumables | $ |  | $ | $ |
|  |  |  | **Grand Total** | $ |
|  |  |  |  |  |
| Annual price inflation after the first year will not exceed: | | | | % |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Option B $16.00 An Hour And $16.50 An Hour For Nights** | | | | |
| **First Year** |  |  |  |  |
| **Level** | **Rate/Hr** | **# of Employees** | **Payroll Taxes** | **Total** |
| Management | $ |  | $ | $ |
| Day Shift Employees | $ |  | $ | $ |
| Night Shift Employees | $ |  | $ | $ |
| Overhead | $ |  | $ | $ |
| Equipment (spread cost over 3 years) | $ |  | $ | $ |
| Consumables | $ |  | $ | $ |
|  |  |  | **Grand Total** | $ |
|  |  |  |  |  |
| Annual price inflation after the first year will not exceed: | | | | % |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Additional Services (A La Carte)** | | | | |
| **Services** | | **Ability to Accomplish: Yes/No** | **Labor Cost** | **Supply Cost** | **Total** |
| Air Box Filters | |  | $ | $ | $ |
| Labor To Replace Air Box Filters | |  | $ | $ | $ |
| High Dusting | |  | $ | $ | $ |
| Interior & Exterior Window Washing | |  | $ | $ | $ |
|  | |  |  | **Grand Total** | $ |
|  | |  |  |  |  |
|  | |  |  |  |  |
|  | Annual price inflation after the first year will not exceed: | | | | % |

|  |  |  |  |
| --- | --- | --- | --- |
| **Conference Center Third-Party Events** | | | |
| **Services** | **Minimum # of Hours** | **Rate/Hr** | **Total** |
| Custodial Services for College & Third-Party Events |  | $ | $ |
|  |  | **Grand Total** | $ |
|  |  |  |  |
|  |  |  |  |
| Annual price inflation after the first year will not exceed: | | % | |

**\*The College has a Conference Center which houses A-B Tech and Third-Party Events.  It is the College’s intent for the winning Vendor to provide custodial services outside of the normal scope of work.  Please provide hourly pricing and a minimum number of hours.**

# ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

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

# ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

*[https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open](https://urldefense.com/v3/__https:/www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open__;!!OrxsNty6D4my!-C7mmXGditS_q2Dq3xD-Jyx5847LGHkCfu2N1vFsNjRbeKVng4vBk871pre2BvvhY0u8e64f70a7pkiALIu6JOKVLdt0p43_IGvjQA$)*

# ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

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

# ATTACHMENT E: CUSTOMER REFERENCE FORM

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

[*https://www.doa.nc.gov/pandc/onlineforms/form-customer-reference-template-09-2021/open*](https://www.doa.nc.gov/pandc/onlineforms/form-customer-reference-template-09-2021/open)

# ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

*<https://www.doa.nc.gov/pandc/onlineforms/form-location-workers-09-2021/download>*

# ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

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

# ATTACHMENT H: BUILDING LIST

A listing of buildings and approximate square footage.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Building Name** | **Year Constructed** | **Year last renovated** | **Gross Square Footage** | **# floors** | **Minimal APPA Level** |  |
| **Asheville Campus** |  |  |  |  |  |  |
| Advanced Manufacturing Center | 1979 | 2010 | 15,750 | 2 | 3 |  |
| AHWD | 2015 |  | 169,543 | 5 | 2 | Allied Health |
| Bailey | 1961 | 2009 | 33,612 | 1 | 3 |  |
| Birch | 1967 | 2010 | 48,796 | 2 | 2 | Cosmetology/Barbering |
| Chestnut | 1984 | 2006 | 16,018 | 2 | 3 |  |
| Coman Student Center | 1992 | 1993 | 24,988 | 1 | 3 |  |
| Conference Center | 2015 |  | 25,779 | 1 | 3 |  |
| Dogwood | 1989 | 2008 | 82,114 | 2 | 3 |  |
| Elm | 1980 | 2007 | 67,032 | 3 | 3 |  |
| Ferguson building | 1958 | 2006 | 27,030 | 1 | 3 |  |
| Fernihurst | 1890 | 2008 | 10,535 | 2 | 2 | Culinary |
| Fernihurst Annex A and Annex B | 1890 | 2008 | 2,830 | 2 | 3 |  |
| Haynes | 2004 | 2006 | 34,680 | 3 | 3 |  |
| Hemlock | 1997 | 2005 | 33,511 | 3 | 3 |  |
| Ivy | 1938 | 2019 | 8,667 | 2 | 3 |  |
| Locke Library | 1995 | 1996 | 31,300 | 2 | 3 |  |
| Magnolia | 2005 | 2008 | 39,315 | 2 | 2 | Culinary |
| Parking Deck | 2015 |  | 257,800 | 7 | 3 |  |
| Poplar | 1961 | 2019 | 3,457 | 1 | 3 |  |
| Roberson | 1974 | 2013 | 12,178 | 2 | 3 |  |
| Simpson | 1971 | 2003 | 16,449 | 2 | 3 |  |
| Sunnicrest | 1900 | 1997 | 6,848 | 2 | 3 |  |
| Sycamore | 1999 | 2002 | 40,708 | 3 | 3 |  |
| **Enka Site** |  |  |  |  |  |  |
| Small Business Center/TCC | 2005 | 2007 | 156,663 | 2 | 3 |  |
| **Madison Campus** |  |  |  |  |  |  |
| Madison | 1990 | 2018 | 18,000 | 1 | 3 |  |
| **Buncombe County Animal Shelter** |  |  |  |  |  |  |
| Vet Tech | 2010 |  | 2,225 | 1 | 3 |  |
| **Woodfin Campus** |  |  |  |  |  |  |
| Woodfin | 2014 |  | 41,479 | 2 | 3 |  |
| **Total** |  |  | **1,227,307** |  |  |  |

**Adding and/or Removing Building(s)**

Custodial Services for adding and or removing building(s) for all campuses as negotiated based on building list.

# ATTACHMENT I: APPA CUSTODIAL STANDARDS

**Level 1 Orderly Spotlessness**

Floors and base board molding shine and/or are bright and clean; colors are fresh. There is no build-up in corners or along walls.

All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.

Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Waste containers only hold daily waste, are clean and odor free.

**Level 2 Ordinary Tidiness**

Floors and base board molding shine and/or are bright and clean. There is no build-up in corners or along walls, but there can be up to two day’s worth of dust, dirt, stains, or streaks.

All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate. Waste containers hold only daily waste, are clean and odor-free.

**Level 3 Casual Inattention**

Floors are swept or vacuumed clean, but upon close observation there can be stains. A build-up of dirt and/or floor finish in corners and along walls can be seen.

There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base board molding.

All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Waste containers hold only daily waste, are clean and odor-free.

**Level 4 Moderate Dinginess**

Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is noticeable build-up or dirt and/or floor finish in corners and along walls.

There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with steaks or splashes.

All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Light fixtures are dirty. Waste containers have old trash. They are stained and marked. Waste containers smell sour.

**Level 5 Unkempt Neglect**

Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is conspicuous build-up of old dirt and/or floor finish in corners and along walls. Base board molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and waste are broadcast.

All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.

Light fixtures are dirty with dust balls and flies. Waste containers are overflowing. They are stained and marked. Waste containers smell sour.

**\*\*\* Failure to Return the Required Attachments May Eliminate**

**Your Response from Further Consideration \*\*\***