

# **STATE OF NORTH CAROLINA**

**Fayetteville Technical Community College**

**Request for Proposal #: 96-2403**

**HOUSEKEEPING SERVICES**

**Date of Issue: April 17, 2024**

**Proposal Opening Date: May 23, 2024**

**At 02:00 PM ET**

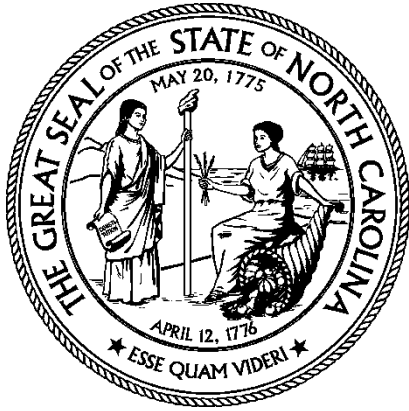
**Direct all inquiries concerning this RFP to:**

**Scott M Meis, NCCM**

**Assistant Director of Procurement**

**Email: [meiss@faytechcc.edu](mailto:meiss@faytechcc.edu)**

**Phone: 910-486-3655**



## STATE OF NORTH CAROLINA

### Request for Proposal #

**96-2403**

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**  
**Fayetteville Technical Community College**

Refer <u>ALL</u> Inquiries regarding this RFP to: Scott M Meis – <a href="mailto:meiss@faytechcc.edu">meiss@faytechcc.edu</a> or 910-486-3655	Request for Proposal #: 96-2403
Using Agency: Fayetteville Technical Community College	Proposals will be publicly opened: May 23, 2024 at 2:00 PM ET
Requisition No.: PR12732125	Commodity No. and Description: 761100 - General building and office cleaning and maintenance services - Cleaning and janitorial services

**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 FTCC. By execution of this response to the RFP, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

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

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

Proposal Number: RFP 2403

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

**VALIDITY PERIOD**

Offer shall be valid for at least one hundred and twenty (120) 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 Fayetteville Technical Community College)**

## Table of Contents

<b>1.0</b>	<b>PURPOSE AND BACKGROUND .....</b>	<b>5</b>
1.1	CONTRACT TERM .....	5
<b>2.0</b>	<b>GENERAL INFORMATION .....</b>	<b>5</b>
2.1	REQUEST FOR PROPOSAL DOCUMENT .....	5
2.2	E-PROCUREMENT FEE .....	5
2.3	NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS .....	5
2.4	RFP SCHEDULE .....	6
2.5	MANDATORY SITE VISIT .....	6
2.6	PROPOSAL QUESTIONS .....	7
2.7	PROPOSAL SUBMITTALS .....	7
2.8	PROPOSAL CONTENT .....	7
2.9	ALTERNATE PROPOSAL .....	8
2.10	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS .....	8
<b>3.0</b>	<b>METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS .....</b>	<b>9</b>
3.1	METHOD OF AWARD.....	9
3.2	CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION .....	9
3.3	PROPOSAL EVALUATION PROCESS .....	9
3.4	EVALUATION CRITERIA.....	11
3.5	PERFORMANCE OUTSIDE THE UNITED STATES .....	11
3.6	INTERPRETATION OF TERMS AND PHRASES .....	11
<b>4.0</b>	<b>REQUIREMENTS .....</b>	<b>12</b>
4.1	COST .....	12
4.2	FINANCIAL STABILITY .....	12
4.3	HUB PARTICIPATION .....	12
4.4	VENDOR EXPERIENCE.....	12
4.5	REFERENCES.....	12
4.6	BACKGROUND CHECKS .....	13
4.7	PERSONNEL .....	13
4.8	VENDOR'S REPRESENTATIONS .....	13
4.9	AGENCY INSURANCE REQUIREMENTS .....	13
<b>5.0</b>	<b>SPECIFICATIONS AND SCOPE OF WORK .....</b>	<b>14</b>
5.1	SPECIFICATIONS.....	14
5.1.1	MATERIALS, SUPPLIES, TOOLS AND EQUIPMENT .....	14
5.1.2	FTCC PROVIDED WORKSPACE.....	14
5.1.3	MANPOWER .....	15
5.1.4	SECURITY .....	15
5.1.5	VENDOR'S PERFORMANCE.....	15
5.1.6	NON-PERFORMANCE OF WORK .....	16
5.1.7	COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS .....	16
5.1.8	SUBCONTRACTING OR ASSIGNMENT OF CONTRACT .....	16
5.1.9	EMERGENCIES.....	16
5.1.10	DRUG FREE WORK PLACE .....	17
5.1.11	ACCESS: KEY/LOCK/SECURITY SYSTEM CONTROL .....	17
5.1.12	OSHA GUIDELINES.....	17
5.1.13	OTHER CONTRACTS.....	17
5.1.14	SAFETY AND HEALTH.....	18
5.1.15	QUALITY ASSURANCE (QA).....	18
5.1.16	FTCC OBLIGATIONS .....	18
5.1.17	PARKING .....	18
5.2	SCOPE OF WORK .....	18
5.3	TASKS .....	19

5.4	QUALITY LEVELS FOR CLEANLINESS .....	21
5.5	CERTIFICATION AND SAFETY LABELS .....	22
5.6	TECHNICAL APPROACH AND QUESTIONS FOR VENDOR .....	22
5.6.1	RESOURCE PLAN - FIRST 30 DAYS BEFORE EXECUTION DATE .....	22
5.6.2	RESOURCE PLAN - 30-60 DAYS AFTER EXECUTION DATE .....	22
5.6.3	QUESTIONS FOR VENDOR .....	22
5.7	BUILDING DETAILS – DRAWINGS .....	22
6.0	CONTRACT ADMINISTRATION .....	23
6.3.1	COMPENSATION FOR COMPLETED WORK .....	24
6.3.2	COMPENSATION FOR ADDITIONAL WORK .....	24
7.0	ATTACHMENTS .....	27
	ATTACHMENT A: COST PROPOSAL .....	27
	ATTACHMENT B: INSTRUCTIONS TO VENDORS .....	29
	ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS .....	29
	ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION .....	30
	ATTACHMENT E: CUSTOMER REFERENCE FORM .....	32
	ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR .....	33
	ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION .....	34
	ATTACHMENT H: EXAMPLE OF FACILITY EVALUATION SHEET .....	35
	ATTACHMENT I: GENERAL CLEANING SCHEDULE .....	37
	ATTACHMENT J: ADDITIONAL INFORMATION - FLOORS .....	39
	ATTACHMENT K: ADDITIONAL INFORMATION – RESTROOM AND FIXTURE COUNT .....	40
	ATTACHMENT L: ADDITIONAL INFORMATION – WINDOW COUNT .....	41

## 1.0 PURPOSE AND BACKGROUND

---

The purpose of this Request for Proposal (RFP) is to identify a Vendor to provide Housekeeping Services for Fayetteville Technical Community College (FTCC). FTCC was founded in 1961 and is a member of the NC Community College System. FTCC is a public, state-supported, two-year, comprehensive community college serving Fayetteville and Cumberland County, North Carolina. FTCC offers over 300+ programs of study and add more every year. The purpose of FTCC is to provide affordable vocational-technical, business and industry, general education, college transfer, and continuing education programs, which meet the needs and desires of its diverse students and economic development needs for the community. Our mission is to serve our community as a learning-centered institution to build a globally competitive work force that supports economic development.

FTCC seeks proposals from qualified Vendors to provide exceptional housekeeping services Monday night through Friday night, with the exception of Holidays or otherwise requested. The Vendor shall perform this work after 8:00 PM daily and must be done before 4:00 AM the next day. FTCC has twenty buildings which are spread throughout six (6) different locations. This totals 761,253 square feet of space that requires nightly cleaning, while the college has the least amount of activities going on. Last year the combined enrollment was over 29,000 students, which does not include the 1256 faculty and staff members on the FTCC campus, during the year. The successful Vendor will furnish labor, tools, equipment, materials and supplies as needed to perform housekeeping services. The Vendor will provide housekeeping services as specified in this RFP and as deemed industry standard for the housekeeping profession.

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

### 1.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on July 01, 2024, or the contract execution date, whichever date is later. The initial contract term will end on June 30, 2025.

At the end of the Contract's initial term, FTCC shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. FTCC will give the Vendor written notice of its intent to exercise each option no later than ninety (90) days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, FTCC reserves the right to extend the Contract after the last active term for a period of up to 180 days, in 90-days-or-less increments.

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

## 2.0 GENERAL INFORMATION

---

### 2.1 REQUEST FOR PROPOSAL DOCUMENT

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

### 2.2 E-PROCUREMENT FEE

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

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

### 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

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

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If FTCC 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. FTCC 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, FTCC 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).

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

## 2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	FTCC	April 17, 2024
Mandatory Site Visit	FTCC	April 30, 2024 at 10:00 AM ET
Submit Written Questions	Vendor	May 14, 2024
Provide Response to Questions	FTCC	May 16, 2024
Submit Proposals	Vendor	May 23, 2024 by 2:00 PM ET
Contract Award	FTCC	June 30, 2024

## 2.5 MANDATORY SITE VISIT

### Mandatory Site Visit

Date: April 30, 2024  
Time: 10:00 AM Eastern Time  
Location: 2301 Hull Road  
Thomas Mclean Building, Room 170  
Fayetteville, NC, 28303  
Contact #: 910-486-3655

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

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

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

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



## 2.6 PROPOSAL QUESTIONS

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

Written questions shall be emailed to [meiss@faytechcc.edu](mailto:meiss@faytechcc.edu) by the date and time specified above. Vendors should enter “RFP # 96-2403: 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, FTCC’s response, and any additional terms deemed necessary by FTCC will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any FTCC personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

## 2.7 PROPOSAL SUBMITTALS

**IMPORTANT NOTE: This is an absolute requirement.** Late proposals, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

[eVP]

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 FTCC’s eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

## 2.8 PROPOSAL CONTENT

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 FTCC

rejecting Vendor's proposal, in FTCC sole discretion. FTCC requires all responses to be identical in format in order to facilitate comparison during evaluation.

**Vendor RFP responses shall include the following items and attachments, which shall be organized and identified by sections as follows:**

- **Section A - Completed and signed version of all EXECUTION PAGES, along with the BODY of the RFP.**
- **Section B - Company Background and Experience** (Section 4.5)
- **Section C – Company Staff and their experience** (Section 4.5)
- **Section D – Cost Proposal** (Section 4.1 & ATTACHMENT A)
- **Section E – References** (Section 4.6 & ATTACHMENT E)
- **Section F – Required Responses:**
  1. Technical Approach – Resource Plan - First 30 Days before Execution Date (Section 5.6.1)
  2. Technical Approach – Resource Plan - 30-60 Days After Execution (Section 5.6.2)
  3. Questions to Vendor (Section 5.6.3)
  4. Quality Assurance Plan (Section 5.1.15)
- **Section G - Required Forms and Documents:**
  1. Signed receipt pages of any addenda released in conjunction with this RFP.
  2. ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
  3. ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
  4. ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
  5. Example of Vendor's FACILITY EVALUATION SHEET (Section 6.3)
  6. Certificate of Liability Insurance (Section 4.11.A)
  7. Janitorial Bond, Bonding Certificate or other form of document showing Vendor's insurability, covering FTCC in the event of theft or damages by vendor's employees or sub-contractors while working at FTCC. (Section 4.11.B)

## **2.9 ALTERNATE PROPOSAL**

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #96-2403 [for 'name of Vendor']". Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

## **2.10 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.

### **3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS**

---

#### **3.1 METHOD OF AWARD**

North Carolina G.S. 143-52 provides a general list of criteria FTCC 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 FTCC'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, FTCC 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 FTCC to do so.

FTCC 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 COMMUNICATIONS 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.

##### **FTCC 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 FTCC 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 FTCC.

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 proposals) will be tabulated. The tabulation shall be made public at the time it is created.

**\*\*\*Public Bid Opening: Scott Meis is inviting you to a scheduled ZOOM Meeting.\*\*\***

Topic: Bid Opening for FTCC RFP 96-2403 - Housekeeping Services

Time: May 23, 2024 02:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://faytechcc.zoom.us/j/94268461714>

Meeting ID: 942 6846 1714

---

One tap mobile

+13092053325,,94268461714# US

+13126266799,,94268461714# US (Chicago)

---

Dial by your location

- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)
- +1 646 558 8656 US (New York)
- +1 646 931 3860 US
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 346 248 7799 US (Houston)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 669 444 9171 US
- +1 669 900 9128 US (San Jose)
- +1 689 278 1000 US
- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 253 215 8782 US (Tacoma)

Meeting ID: 942 6846 1714

Find your local number: <https://faytechcc.zoom.us/u/acDGDlu1E>

When negotiations after receipt of proposals 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, FTCC will make award(s) based on the evaluation and post the award(s) to FTCC'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 FTCC.

FTCC 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 FTCC.

### 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 a weighted analysis of the evaluation criteria will be utilized to determine the Vendor that represents the best value solution for FTCC to result in an award most advantageous to FTCC:

A point-based analysis of the evaluation criteria will be utilized to determine the Vendor that represents the best value solution for FTCC.

TECHNICAL (210 Maximum Points)	POINTS
Experience (Section 4.4)	100
Technical Approach (5.6)	80
References (Section 4.5)	30

COST (60 Maximum Points)	POINTS
<p><b>Cost Proposal (Section 4.1, Attachment A)</b></p> <p>The lowest cost receives the maximum points and each other proposal receives a percentage of the maximum, based on a comparison of that proposal cost with the lowest cost. FTCC will determine low cost by normalizing the scores as follows:</p> <p>The proposal with the lowest cost will receive a score of 60. All other competing proposals will be assigned a portion of the maximum score using the formula:</p> $60 \text{ points} \times \frac{\text{the cost of the lowest cost proposal}}{\text{the cost of the Vendor proposal being evaluated}}$ <p>Results would be the percentage of points Vendor would receive for NOT being the lowest cost.</p>	60

### 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, FTCC 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 FTCC:

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

### 3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by FTCC; 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 FTCC will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy FTCC'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 FTCC exercising its discretion to reject a proposal in its entirety.

## 4.0 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 FTCC to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Proposal Questions Section above.

### 4.1 COST

Proposal cost shall constitute the total cost to the FTCC 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: COST PROPOSAL form and include it in the RFP response (**see 2.8 PROPOSAL CONTENT - Section D**). The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

### 4.2 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. FTCC 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 FTCC within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Administrator may require annual recertification of the Vendor's financial stability.

### 4.3 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women 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.

### 4.4 VENDOR EXPERIENCE

In its proposal, the Vendor shall provide corporate history, including the number of years under the current organizational name. Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to FTCC. This should include the number of years of cleaning experience in Higher Education facilities with clients of similar or greater sized and complexity and the number of years you have been providing cleaning services to North Carolina (NC) companies. Vendor shall provide information as to the qualifications and experience of all key personnel who will be responsible for working with FTCC. This shall include their name, title, length of service with the company and present work location.

### 4.5 REFERENCES

Vendor will provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of **similar size and scope** to those proposed herein, within the last seven (7) years. FTCC shall contact these References 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 will be considered in the evaluation of the Proposal.

#### **4.6 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 FTCC. If background checks are required, the Vendor's response to this request shall be considered a continuing representation and the Vendor must inform FTCC's Supervisor of Housekeeping and Contract Administrator of any changes to the criminal background status of any of the personnel they have working at FTCC, as soon as they are made aware them. Failure to notify FTCC may constitute a 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 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 FTCC. 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. FTCC will approve or disapprove the requested substitution in a timely manner. FTCC may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, FTCC may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

#### **4.8 VENDOR'S REPRESENTATIONS**

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

#### **4.9 AGENCY INSURANCE REQUIREMENTS**

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

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

B. Include a copy of your Certificate of Liability and a copy of your Janitorial Bond or signed letter for insurance company attesting to your bond-ability and will be provided when contract is awarded.

## 5.0 SPECIFICATIONS AND SCOPE OF WORK

---

The vendor shall provide all management, supervision, labor, materials, supplies, tools and equipment, and shall plan, schedule, coordinate and ensure the effective and economic performance of custodial operations as specified in this RFP. The Vendor is responsible to secure all licenses, certifications and/or permits required to complete the scope of work, as described herein, and to conduct business in the Cities of Fayetteville and Spring Lake, and the State of North Carolina. The Vendor is responsible for cleaning the facilities as outlined in this RFP and as noted during the pre-bid conference. See ATTACHMENT J, K and L for additional details regarding building(s) specifications, to include cleanable space, number of bathrooms, types of floors, etc.

All associated costs for all provided benefits, over-time pay for work hours, and/or holiday pay for work hours will be the responsibility of the Vendor, without additional costs to FTCC, and should be taken into consideration when establishing the proposed bill rate in this contract.

### 5.1 SPECIFICATIONS

#### 5.1.1 MATERIALS, SUPPLIES, TOOLS AND EQUIPMENT

- 1) Equipment Provided by FTCC: FTCC **will not** provide any equipment required for the performance of this work.
- 2) Equipment Provided by Vendor: The Vendor will provide all equipment required to fulfill the terms and conditions specified, in adequate quantity and of a commercial quality, for professionally performing the work in this contract. This would include, but not limited to, vacuums, buffing machines (and pad), scrubbers, brushes, buckets, carts, etc. All equipment needs to meet industry and OSHA standards. Equipment not meeting the requirement shall be removed from the campus and replaced immediately. The equipment shall be maintained in good working order capable of being used as originally intended.
- 3) Vacuum cleaners are required to have a HEPA filter with specifications that state it will remove particles as small as .3 microns and remove dust and debris that would pass through the machine. The filter shall be sealed at both ends to prevent leakage. Vacuum filters shall be replaced during the first 90 days of the 1st year contract and no less than twice a year thereafter. The replacement date shall be written on the filter.
- 4) Materials and Supplies Provided by the FTCC: FTCC **will** provide lavatory paper products (paper towels, sanitary napkin bags, toilet tissue), hand sanitizer and hand soap for these facilities.
- 5) Materials and Supplies Provided by Vendor: The Vendor shall provide all materials, supplies and incidentals required during the term of the contract and to accomplish the work described herein. All costs associated with the Vendor providing the materials and supplies should be included in the response to this RFP. The Vendor will provide all can liners, mil thickness of sufficient strength to prevent rupture and spillage. Nightly changes of can liners is NOT required if the product is not soiled or contaminated.
- 6) Materials specified for the work shall be acceptable for the intended application. Only commercial quality cleaning supplies are to be used. Sanitizers, sterilizers, and disinfectants shall be EPA registered and approved for, and effective against, blood borne pathogens, including hepatitis B, SARS and HIV. All containers, applicators and bottles shall be labeled with the products they contain.
- 7) The Vendor will maintain one (1) week's supply of all products on site at all times.
- 8) The Vendor shall provide employees with a picture identification badge and a uniform (example: apron, t-shirt, smock, button or zip up cover) with the company name on it. This must be displayed/worn by all of the Vendor's employees, at all times, while on Campus. The badge must include the Company's name, employee's name, employee's picture and Fayetteville Technical Community College or FTCC. This way we know that they are designated to work at FTCC.

#### 5.1.2 FTCC PROVIDED WORKSPACE

- 1) FTCC will provide the custodial closets for use by the Vendor and other storage areas as available.
- 2) A space, approximately 10ft X 20ft, on ground level, with a garage door, will be provided in the Horace Sisk Building.



### 5.1.3 MANPOWER

- 1) Supervision: The Vendor shall provide sufficient on-site supervision as is essential to carry out all the terms and conditions of this contract. At a minimum, the supervisor to custodial workers ratio will be at least 1 supervisor per 26 custodial workers. The Vendor shall provide the Supervisor of Housekeeping with the name, location, cellular telephone number and e-mail address of the supervisor(s) specifically designated for this contract. The supervisor(s) shall be available at all times while contract work is in progress to receive notices, reports or requests from the Supervisor of Housekeeping. The single point of contact and other supervisory employees/job managers must be able to read, write and speak English. The single point supervisor will be capable of correcting reported discrepancies as necessary within 4 (four) hours as needed.
- 2) The Vendor shall provide a Day Porter. The Day Porter will work from 8:00 AM to 4:00 PM (Monday – Friday). FTCC is normally closed on the following holidays. Except as outlined otherwise, cleaning of facilities is not required on these days: New Year's Day, Martin Luther King's Day, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), Christmas (6 days). The Day Porter's responsibility will include, but, is not limited to, general housekeeping and cleaning of all secure areas on and off campus.
- 3) Standards of Conduct: The Vendor shall be responsible for maintaining exceptional standards of employee work performance, conduct, appearance and integrity, and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. The Vendor is also responsible for ensuring that employees do not disturb papers on desks, open desk drawers or cabinets, use FTCC telephones, computers, or other media type equipment except when authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on the Vendor and FTCC. FTCC reserves the right to request removal of employees that the Supervisor of Housekeeping deems to have demonstrated unsatisfactory performance, behavior or conduct.
- 4) Minimum Staffing Requirements: It has been FTCC's experience that a rule of thumb for cleaning facilities of this size, with the specified tasks and frequencies, is approximately one (1) full time equivalent employee per 10,000 cleanable square feet for Level 1 – Orderly Spotlessness and approximately one (1) full time equivalent employee per 18,000 cleanable square feet for Level 2 – Ordinary Tidiness, not including absenteeism, special crews, or supervision. We understand that different cleaning techniques can provide more efficient performance; hence no minimum staffing levels are specified in this RFP. **Although no minimum staffing level is specified, a proposed number, by the Vendor, in response to this RFP is required. Use the fields in ATTACHMENT A (at the bottom of page 2).**
- 5) FTCC reserves the right to approve changes in supervisory and project manager personnel, and any other key personnel working under this contract.

### 5.1.4 SECURITY

- 1) The Vendor shall comply with all security requirements in the building(s) where work is being performed or in a space which must be accessed in the performance of work. All security requirements must be met and employees cleared as may be required prior to the Vendor performing work in the area. Employees that do not meet the security requirements will not be allowed to work. Clearance shall include criminal background checks, paid for by the Vendor and copies provided to FTCC.
- 2) Vendor's employees shall not remove any articles from the facility regardless of its value, and regardless of any employee's permission. This includes any item found in the trash.
- 3) Employees shall not leave keys in doors or admit anyone into any building or office that is not a designated employee of the Vendor. All doors, which are locked upon entry, will be immediately relocked. All lights will be turned on as the space is cleaned and turned off when leaving.

### 5.1.5 VENDOR'S PERFORMANCE

Should the Supervisor of Housekeeping, or Coordinator of Housekeeping, discover that cleaning standards are not being maintained, the Vendor will be given four (4) hours to clean the area in question to the required level. Failure to clean the area to the required level will subject the Vendor to deductions as outlined in the scope of work. Multiple instances of substandard performance may be grounds for termination of the contract by reason of default, at the option of FTCC, as outlined in this RFP.

### **5.1.6 NON-PERFORMANCE OF WORK**

The Supervisor of Housekeeping and/or designee will conduct random inspections of the facilities on a daily basis for compliance with contract documents. Noncompliance may result in a reduction in the Vendor's payment for routine work. FTCC may also elect to seek outside services for completion of the work and deduct these costs from the Vendor's monthly invoice.

The value of a deduction of hours for non-performance of routine work shall be determined by the Supervisor of Housekeeping. In the event of non-performance, the Contract Administrator may:

- a) Notify the Vendor in writing via e-mail of the non-performance.
- b) Cause the incorrect or omitted work to be corrected by FTCC employees.
- c) Cause the incorrect or omitted work to be corrected by outside sources.

After being notified of non-performance and the Vendor does not correct the situation within the designated timeframe, FTCC will deduct the Vendor's monthly invoice for any cost of correcting the substandard performance from other sources. The amount to be deducted will be based on the Vendor's supplied hourly billing rates and the time estimated by the Inspector which would be required to correct the situation.

- a) Default - Repeated incidents of unsatisfactory performance or failure to comply with other terms of the contract may result in a recommendation for termination for default by FTCC Contract Administrator.
- b) If the Vendor receives three (3) or more deductions or notices of unsatisfactory performance per week in two consecutive weeks, or if the Vendor receives more than a total of twenty (20) deductions during a twelve (12) month period, the contract may be automatically terminated for default.
- c) Termination for default of any portion of the contract may result in termination of the entire contract for default at the discretion of FTCC.

### **5.1.7 COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS**

Vendor agrees that it, its agents, subcontractors and employees will comply with all municipal, county, state and federal laws, rules, regulations, and ordinances applicable to the work to be performed under any resulting contract, and that it shall obtain all necessary permits, pay all license fees and taxes to comply therewith. Further, Vendor agrees that it, its agents, subcontractors and employees will abide by all FTCC rules, regulations and policies during the term of this contract, including any renewal periods.

If any strike, boycott, picketing, work stoppage, slow down or other labor activity is directed against the contract at FTCC facilities which results in the curtailment or discontinuation of services performed by the Vendor, FTCC shall have the unrestricted right during the period of strike, work stoppage or slow down to perform the work with its own staff or have the work performed by another Vendor. Vendor shall not be entitled to payment during the period, or during the time of war, acts of God or natural disaster in which routine or non-routine work cannot be performed. Payment is only provided for work performed.

Firearms are not permitted on campus property per State and Federal Law. Violators will be arrested and punished to the full extent of the law.

### **5.1.8 SUBCONTRACTING OR ASSIGNMENT OF CONTRACT**

This contract and all rights and responsibilities under the contract documents may not be assigned by the Vendor.

All regular supervisory and custodial 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 FTCC.

### **5.1.9 EMERGENCIES**

The Vendor shall maintain service every day and make his entire work force assigned to FTCC available to secure the facilities for protection of life and property in the event of emergencies, snow, ice or disaster such as, but not limited to, hurricanes, tornadoes, floods and fires. The Vendor or employees shall perform all work as directed by FTCC Inspector and shall keep all pertinent records of work performed.

### 5.1.10 DRUG FREE WORK PLACE

The Vendor acknowledges and certifies that it understands that the following acts by the Vendor, its employees and/or agents performing services on campus property are prohibited:

- a) The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs;
- b) Any impairment or incapacitation from the use of alcohol or other drugs.
- c) The Vendor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by FTCC in addition to any criminal penalties that may result from such conduct.

### 5.1.11 ACCESS: KEY/LOCK/SECURITY SYSTEM CONTROL

Keys or cards, for access to buildings, will be provided by FTCC to the Vendor. The Vendor's supervisor will issue keys/cards daily and check the keys back in prior to the end of the shift. No College keys/cards will leave campus. The Contract Administrator may conduct periodic unannounced key inventories. No deposits shall be required; however, the Vendor shall be responsible for the cost of lost keys/card or lock rekeying. There shall be a \$10.00 charge per key, \$25 charge per card; rekeying charges will be actual costs plus 10%. **LOST KEYS/CARDS WILL BE REPORTED TO CAMPUS SECURITY IMMEDIATELY @ 910-678-8433 and PLANT OPERATIONS @ 910- 678- 8228.**

At the end of the contract, all keys and cards shall be returned to the Contract Administrator on the last effective date of the contract. The final invoice for this contract will not be paid until all keys and/or cards are returned and any charges for those not returned or rekeying charges have been collected.

Employees shall not leave keys in doors or unsecure places, allow anyone to accompany them or admit anyone into any building without prior approval of the Contract Administrator. All doors which are locked upon entry shall be immediately relocked. Under no circumstance shall any door be opened and the space left unattended.

Security system codes (Spring Lake Campus and Horticulture Educational Center) will be provided to the Vendor for access to the facilities, as deemed necessary by FTCC, for entry. System(s) shall be rearmed when the user completes the task or departs from an unoccupied building. Information related to the security and operation of premises is protected and not to be discussed with anyone except employees working directly for the Vendor. Under no circumstances shall the codes be distributed or revealed to others. Vendor employees are not to be accompanied in their work areas on the premises by acquaintances, family members or any other person unless that person is an authorized Vendor employee. Breach of security for a building shall be grounds for default of Contract.

### 5.1.12 OSHA GUIDELINES

The Vendor will comply with all applicable Occupational Safety and Health Act and Regulations.

The Vendor shall train, at no cost to FTCC, their employees and subcontractors in proper handling of Blood borne Pathogens OSHA-29 CFR 1910.1030 and use such procedures when blood and/or any other bodily fluids are involved. Employees shall be trained before engaging in work.

The Vendor shall train, at no cost to FTCC, their employees and subcontractors in proper handling of Asbestos Contained Materials. The materials are primarily in tile flooring in Horace Sisk building. The Asbestos training shall comply with OSHA standards 29CFR 1910.1001 and 1926.1101.

### 5.1.13 OTHER CONTRACTS

In the event that FTCC should undertake, or award, other contracts for additional work, the Vendor shall fully cooperate with other Vendors and FTCC employees and shall not commit or permit any act, which will interfere with the performance of work by another Vendor, or by FTCC employees. FTCC reserves the right to utilize the services of any Vendor to provide any type of custodial services in the facilities covered in this RFP.

### **5.1.14 SAFETY AND HEALTH**

The Vendor shall maintain or establish a complete safety and health program to assure safety of Vendor employees, and FTCC students and staff. This program will include such items as employee training, conduct, personal protective equipment, hazardous materials and equipment, blood borne pathogens, safe equipment operation, policies and procedures.

- a) Applicable Publications: All state and local health, fire, public safety and environmental regulations, where applicable, shall be followed.
- b) Accident Reporting: Serious accidents including but not limited to those resulting in treatment of an injury at a medical facility, response to the site by emergency medical personnel, lost work time or damage to property other than that of the Vendor shall be reported to the FTCC Office of Public Safety and Security by telephone immediately. A copy of each accident report, which the Vendor or Subcontractors at any level, submits to their insurance carriers in regard to accidents occurring in relation to this contract shall be forwarded to FTCC inspector as soon as possible, but no later than seven (7) calendar days after such occurrence.

### **5.1.15 QUALITY ASSURANCE (QA)**

Un-announced random inspections shall be made at any time, by a representative of the Vendor's organization (usually the Quality Assurance Inspector), no less than bi-weekly. The Vendor's representative shall document the results of these inspections and shall provide a copy of the results to the Supervisor of Housekeeping, Coordinator of Housekeeping and the Contract Administrator. A list of the Vendor's cleaning personnel, that are scheduled to perform work at FTCC, will be provided to the Supervisor of Housekeeping and Coordinator of Housekeeping, as well. The Vendor shall be responsible for corrections of any deficiencies within the four (4) hour period described in this RFP or, depending on the situation, as noted by the Supervisor of Housekeeping and/or Contract Administrator.

FTCC has the right to inspect all areas for compliance during the contract. FTCC shall perform inspections and test in a manner that will not unduly delay the Vendor from completing work required by these specifications.

**The proposal must include a sample Quality Assurance Plan. (See 2.8 PROPOSAL CONTENT – F.3)**

### **5.1.16 FTCC OBLIGATIONS**

The Supervisor of Housekeeping will review reports supplied by the Vendor, will visually inspect each building anytime, and will jointly visit all buildings with the Vendor representative and Vendor's Quality Assurance.

The Supervisor of Housekeeping will be the liaison with other FTCC departments and tenants to keep work areas clear, accessible and free of obstruction.

FTCC will provide Vendor with all normal utilities necessary for the performance of the contract.

### **5.1.17 PARKING**

All FTCC parking lots are patrolled by Security Officers. Each vehicle parked on campus must display a permit while parking in FTCC spaces. Parking permits will be provided to the Vendors employees free of charge. Parking rules and regulations are posted on the FTCC ([www.faytechcc.edu](http://www.faytechcc.edu)) web site or available in print at the Security Office. It is the responsibility of the Vendor to secure and display proper permits on all vehicles while on campus and is responsible for any violation fees associated with non-compliance with parking regulations.

## **5.2 SCOPE OF WORK**

- 1) Advanced custodial services shall be performed in accordance with this RFP and by established cleaning methods and standards. The Task and Frequency of Custodial Services shall be performed as needed to maintain the facilities to the level specified. A description of the tasks and the expected performance is included.
- 2) The Vendor shall perform the work after 8:00 p.m. daily and before 4:00 a.m. the next day. The night cleaning shall occur five (5) days per week, Monday night through Friday night, unless otherwise requested (exceptions for Holiday Schedule).
- 3) Employees shall not clean, unplug or move copy machines or other office machines without the permission of the Supervisor of Housekeeping.

- 4) The Vendor shall clean within 25 feet on the outside of all building entrances. This will include cleaning and emptying trash cans, entrance mats, litter pickup, sweeping, and cleaning and emptying of exterior ash/smoking urns.
- 5) The Vendor shall provide a schedule for stripping and re-waxing at least five (5) days in advance. The Vendor must coordinate strip and re-waxing activities with the Supervisor of Housekeeping.
- 6) The Vendor shall also be required to respond to non-routine tasks. FTCC will compensate the Vendor for this additional work as outlined in the hourly rates. Typical non-routine tasks include:
  - a) Special detailing or cleaning for a special event.
  - b) Responding to emergencies such as water spills when staff is not on site, or that requires special equipment.
  - c) Weekend cleaning for special events.
- 7) FTCC is normally closed on the following holidays. Except as outlined otherwise, cleaning of facilities is not required on these days: New Year's Day, Martin Luther King's Day, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), Christmas (6 days).
- 8) FTCC operates a 24-hour per day security center to dispatch service calls after normal day operations. The Vendor will respond to service calls when contacted and approved by Supervisor of Housekeeping. When contacted by the Supervisor of Housekeeping, the Vendor shall respond and go to the site if already on campus, or come to campus if not on campus, to cleanup emergencies. Emergencies include items such as major leaks. The Vendor will receive additional compensation for responding to emergencies when staff is not already on site, or if the emergency requires special equipment. The Vendor shall provide the inspector one contact phone number for use in emergencies.
- 9) The Vendor will perform carpet cleaning (hot water extraction method), no less than once per year for all carpeted areas in the contract buildings. Light colored carpets (Administration Building, Student Center Board Room and elevators) require up to four (4) cleanings per year. Bonnet method of carpet cleaning will not be used. Cleaning of personal carpets is the responsibility of the owner. If carpets have spots, the Vendor shall use special cleaning solutions and procedures to restore the carpets to an acceptable condition. Spots identified as tar, gum, food coloring or other unusual substance shall be cleaned with the appropriate solution. All solutions are to be tested in an inconspicuous area before use on the rest of the carpets. It is recommended that the Vendor list all damaged carpets by room number and building with photographs or videography during the first week of the contract. Copies are to be provided to the Supervisor of Housekeeping. Vendors are liable for damage done to carpets under this contract, regardless of age.
- 10) Wash all windows, interior and exterior, in the Month of May. Windows are to be cleaned and dried being free of smudges and streaks. Ladders and safety equipment to be provided by the Vendor. Man-lifts have been used in the past to accomplish this requirement. It is up to the Vendor for means and methods of completing this task.

### 5.3 TASKS

- 1) Empty all ash containers, pick up cigarette butts, empty trash cans (clean as needed), clean exterior mats, walls soffits, porches, alleys, sidewalks, handrails and entranceways within a 25-foot radius of building entrances. Remove stuck on or embedded debris. Change liners in exterior cans within work radius as needed to maintain cleanliness and odor elimination. Remove cobwebs from building entrances.
- 2) Empty all interior trash cans, clean trash cans as needed, change liners weekly or as needed to maintain cleanliness and odor elimination.
- 3) Collect all items marked as TRASH. Please recycle items in their appropriate containers. Trash is to be placed in dumpsters, cardboard is to be placed outside of the dumpster. If a box containing items is not labeled TRASH either on the floor or otherwise it is NOT to be thrown away. Empty cardboard boxes placed in the halls or corridors are to be discarded.
- 4) Clean and sanitize all water fountains with a stainless-steel cleaner/polish. Clean and sanitize all sinks, countertops, and backsplashes in break rooms, lounges, shops, labs and/or kitchen areas.

- 5) Sweep all floors and vacuum all carpets including elevators and elevator door tracks. Detailed carpet vacuuming is to be done weekly and as needed, thereafter. Remove spots, embedded debris, loose paper, pins, clips and other trash including under mats. Please report any spots removed from carpeting. Carpet pile shall not be allowed to become flat or matted. All stairways and landings are to be swept and/or vacuumed. Entrance mats are to be swept or vacuumed (a Vendor hired by FTCC will exchange interior mats weekly with clean/dry mats). All non-carpeted floors are to be mopped. Detailed mopping should be done weekly. Spot mopping should be done daily.
- 6) Clean blinds, shades and shutters. Remove dust, dead insects and trash from window sills. Adjust blinds to a consistent 45-degree angle front to back (from outside looking in). Notify the Supervisor of Housekeeping of damaged or broken items.
- 7) Wash all interior and exterior windows annually during the month of May, windows are to be cleaned and dried and shall be clean and free of smudges and streaks. Ladders and safety equipment are to be provided by the Vendor.
- 8) Ledges, sills, door frames, door signs, grills, mullions, partitions, hand rails, and other horizontal surfaces shall be dusted. Student desks shall be arranged in a neat and orderly manner, desk frames shall be cleaned and free of build up or stuck on debris.
- 9) Toilet rooms: sweep and mop or wet scrub with soap and water using a disinfectant cleaner in order to keep the floors and walls clean and sanitary. Deodorize, wash and disinfect all traps, drains, toilets, toilet seats, urinals, sinks, partitions, countertops, dispensers and chrome or stainless-steel surfaces including but not limited to door knobs, handles, levers, push pull plates, shelving, cabinets, mirrors, escutcheons, and exposed sink drains. Polish those items that have a luster. Floor drains shall be filled with the sanitizer to be clearly seen. Ceilings should remain clean and dust free to include the grills and diffusers.
- 10) Ceramic, porcelain, slate and quarry tile are to be scrubbed only no wax or sealer is to be applied.
- 11) Clean and polish door hardware, to include kick plates, knobs, levers, plates, and plaques.
- 12) Chalkboards, marker boards, unless indicated otherwise by a message left on the marking surface, chalk trays, and erasers are to be cleaned, chalk if less than 1" (one inch) shall be disposed of. Projection screens shall be retracted.
- 13) Clean and wipe the exterior of recycling containers, furniture frames, and lockers.
- 14) Dust mop raised floors in computer center, gymnasium and hardwood floors in Student center multipurpose room. Damp mop floors when needed.
- 15) All stairs and landings shall be scrubbed with soap and water. All handrails stringers, risers, and balusters shall be wiped clean, nightly. Concrete stairs and landings shall be scrubbed with a cleaning compound and rinsed. No finish is to be applied to stair components.
- 16) Restore all shine to tile, linoleum, terrazzo, and polished stone floors. Floors should maintain a high gloss finish. All Tile and Terrazzo flooring is to be fully stripped/waxed once a year, with four (4) coats of wax per year. Cosmetology Services Educational Center and Polytech must be stripped and waxed four (4) times per year, with four (4) coats of wax. All Common areas are to be buffed once a week.
- 17) Clean, disinfect and polish all exterior doors, door knobs, push plates, pulls, exit devices and other hardware.
- 18) Clean tar or stuck on debris at the base of chair/desk rungs, vacuum dust out of chair seats, arms and backs.
- 19) Spot clean all walls in a plane measured 7 (seven) feet high from the floor. Remove all cob webs in interior and exterior of building including inside of window frames.
- 20) Clean all air grills and returns and ceilings within the flow of air to include all fixed and removable louvers and vents to include in doors and headers.
- 21) FTCC provides desk side recycling containers in all offices and copy rooms. FTCC provides beverage container recycling bins near breakrooms, vending areas and corridors. FTCC has setup and maintains centralized recycling sites (typically one per building). These centralized recycling sites will include containers for three (3) separate materials to include:
  - a) Aluminum Containers

- b) Office type Paper and Newspaper/Magazines
- c) Plastic Bottles

22) The Vendor is responsible for taking cardboard boxes to the cardboard pick up area located at the nearest dumpster. Building (FTCC) occupants will place cardboard in corridors or mark trash on the side and place on floor for recycling. Building occupants (not the Vendor) will be responsible for taking items to the centralized recycling sites. The Vendor is NOT required to perform any recycling duties as it relates to emptying bins or container.

## 5.4 QUALITY LEVELS FOR CLEANLINESS

The Task descriptions are included as a basis for defining the desired level of service, a basis for establishing quality of service, to ensure that all work is performed in the same way, and to provide a basis for evaluating the Vendor's work performance.

### **LEVEL 1- Orderly Spotlessness**

"Spotless Clean" such as might be found in a hospital or corporate suite. Buildings that meet this requirement: Administration Building, Tony Rand Student Center, General Classroom Building, Health Technology Center, Library, Virtual College Center, Continuing Education Center/Polytech and Culinary Kitchen/Dining area (and their (4) rest rooms). One (1) custodian should be able to clean 10,000 square feet in eight (8) hours.

This level establishes cleaning at the highest level. It is spotlessness environment established for the corporate office.

This is show quality cleaning for a prime facility:

- a) Floors and base moldings are to be cleaned so they shine and their colors are bright and fresh. There is to be no dust, dirt stains, streaks or other build up on corners or along walls.
- b) All vertical and horizontal surfaces are to be deep cleaned and required to have a freshly cleaned and/or polished appearance, every day. This means no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- c) Washroom tile and fixtures are to gleam, every day. They are to be cleaned, polished and odor free.
- d) Carpets are to be vacuumed every day and must be free from dirt, dust or stains, no matting.
- e) Floors are to be swept every day and must be clean, free from dirt, debris and scuff-free.
- f) Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

### **LEVEL 2- Ordinary Tidiness (18,000 square foot per person)**

Buildings that meet this requirement: Advanced Technology Center, Center for Business & Industry, Cumberland Hall, Horace Sisk Building (75%), Neill Currie Building, Cosmetology Services Educational Center, Shipping and Receiving/ Print Shop, Auto Shop Annex Building 1 and 2, Collision Repair & Refinishing Technology Center, Horticulture Educational Center, Spring Lake Campus, Spring Lake Collision U and LEEM Nightly Cleaning.

Space(s) to meet this requirement: offices, conferences rooms, lecture rooms, hallways and corridors, classrooms, laboratories with a finished floor (other than concrete). One (1) custodian should be able to clean 18,000 square feet in eight (8) hours.

Ordinary tidiness is the level at which most cleaning should be maintained:

- a) Floors and base moldings are to receive a cleaning. There is to be minimal build up in corners or along walls, but there can be up to 1 days' worth of dirt, dust, stains or streaks.
- b) All vertical and horizontal surfaces are to be cleaned, but marks, dust, smudges and fingerprints are noticeable with observation.
- c) Washroom tile and fixtures are to be cleaned and odor free.
- d) Carpets are vacuumed, as needed (spot cleaned).
- e) Floors are to be swept and cleaned, as needed (spot cleaned).

- f) Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

## 5.5 CERTIFICATION AND SAFETY LABELS

Any manufactured items and/or fabricated assemblies provided hereunder that are subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization *acceptable to govern inspection where the item is to be located*, such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

## 5.6 TECHNICAL APPROACH AND QUESTIONS FOR VENDOR

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, for the period of beyond the 60-day Resource Plan. Vendors shall also complete Questions for the Vendor in this section.

### 5.6.1 RESOURCE PLAN - FIRST 30 DAYS BEFORE EXECUTION DATE

The Resource Plan - First 30 Days Before Execution Date is to demonstrate the organizational and operational structure it proposes to utilize for the implementation of the contract and how the vendor will have all resources (material and personnel) ready and/or in place within thirty (30) days before the execution date.

### 5.6.2 RESOURCE PLAN - 30-60 DAYS AFTER EXECUTION DATE

The Resource Plan - 30-60 Days After Execution Date shall demonstrate the organizational and operational structure it proposes to utilize for this phase of the contract and explain the Vendor's approach to accomplishing the tasks outlined in the Scope of Work and Task section of this RFP starting from the execution date through the first 30-60 days of service.

### 5.6.3 QUESTIONS FOR VENDOR

The Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process.

- a) When it becomes necessary to hire a replacement, what is the maximum number of days before your firm will have a trained replacement on-site and operational? \_\_\_\_\_ days
- b) When it becomes necessary to hire a replacement, what is the more typical number of days before your firm will have a trained replacement on-site and operational? \_\_\_\_\_ days
- c) The contractor shall describe the service office that will be responsible for the contract. The description shall include: location, operating hours, and staff with breakdowns for management and administrative support, and request response times by category, services provided, and experience.
- d) The contractor shall describe its ability to serve the College. This shall include a brief description of the notification process the College will follow outside of normal operating hours and the invoicing process.

## 5.7 BUILDING DETAILS – DRAWINGS

Building details can be found on our [FTCC Building Link](http://www.faytechcc.edu) (www.faytechcc.edu) under Maps. This is an interactive program that shows buildings, locations, types of rooms and other details. When you open the FTCC website, click on Maps, which can be found on the upper right side. Make sure that the first, third and fourth box are checked in the Search box on the left side of screen. Slowly enlarge the picture and the building names will appear. On the upper left side of the Map you will see a "FLOOR" bar. Select the floor level you want to review and click on it. It will either be zero, one or two, depending on how many floors the building has.



- a) Floor zero is the best way to identify the buildings you are looking for or you can type the building name into the Search field (in left corner of webpage) and click on SEARCH.
- b) Floor 1 is the first floor and is available for every building.
- c) Floor 2 is the second floor and is only available for those building that have two (2) stories.

You can zoom in closer and see the details better. Using Attachment, A, Attachment J, Attachment K and/or Attachment L, from RFP 96-2403, in conjunction with the interactive map, you will be able to see the details of all twenty (20) buildings that will be serviced. The Off-Campus buildings can be located by clicking on the yellow "Campuses" down arrow (found in the upper left corner of the FTCC map web page). Then, follow the same instructions, as above. By hovering your mouse over any location on the building map, it will identify that space (i.e. classroom, office, restroom, etc.). If you would prefer a copy of these drawings, please send a request to the email in the header, above.

\*\*\*This is general information regarding FTCC's buildings. FTCC is always changing and improving. Vendors must be aware of this and be flexible to change. \*\*\*

## 6.0 CONTRACT ADMINISTRATION

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

To oversee contract performance, FTCC intends to conduct daily checks, interact regularly with campus customers and daily with the Vendor to resolve any issues. The daily checks will be conducted by the Supervisor of Housekeeping and/or Coordinator of Housekeeping. The Contract Administrator (Assistant Director of Procurement) will have overall responsibility for ensuring the terms, conditions, and scopes of work/contract obligations are fulfilled.

### 6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to FTCC a contract manager. The contract manager shall be FTCC's point of contact for Contract related issues and issues concerning performance, and overall forward planning.

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

The Vendor shall be required to designate and make available to FTCC for customer service. The customer service point of contact shall be FTCC's point of contact for customer service-related issues, including scheduling, service issues, personnel issues, technical support and daily communication.

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

## **6.2 CONTINUOUS IMPROVEMENT**

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

## **6.3 INVOICES**

### **6.3.1 COMPENSATION FOR COMPLETED WORK**

- a) For completed performance of the routine work, in compliance with the contract documents, FTCC shall pay Vendor monthly, after approval of the invoice, an amount equal to the approved monthly cost
- b) The Vendor must provide invoices for the monthly service, within seven (7) working days of the end of the billable month, to Facilities services. Invoice will include a total for all Facilities.
- c) All terms of this contract are dependent upon and subject to allocations of funds for the purpose set forth in this RFP document.
- d) The Vendor will be paid a fixed price on a monthly basis.
- e) The Vendor's pay and invoicing cycle must be aligned with FTCC's cycles which are Monday through Sunday.
- f) Invoices must be submitted on the Vendor's official Letterhead and must be identified by a unique invoice number. All invoice backup reports and spreadsheets must be provided in electronic format.
- g) Invoices must bear the correct purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order may cause delay in payment.
- h) At a minimum, Invoices must include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount due to the Vendor and the signature of the Vendor's project manager.

### **6.3.2 COMPENSATION FOR ADDITIONAL WORK**

There may times when additional housekeeping services are required, outside the scope of this RFP. In the event that this occurs, it will be treated as a separate agreement, outside of the awarded contract. The Supervisor of Housekeeping would inform the Vendor of the specific requirements that are needed and request a quotation, for the additional work. If FTCC agrees to the Vendor's quotation, an order will be issued to cover the services for the length, or number of times, the service is required. Upon successful completion of the requested services, the Vendor will need to submit an invoice, in acceptable form (see section 4.2, above), to FTCC, for the additional work. Supervisor of Housekeeping will review the work and invoice for approval. The entire work item must be completed before payment is made. The invoice must include copies of work orders authorizing the work by the Supervisor of Housekeeping. FTCC reserves the right, at its sole discretion, to obtain bids for any and all work outside the scope of this agreement, from outside sources, where it is deemed to be in the best interest of the College.

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

## **6.4 REPORTING REQUIREMENTS**

After award and prior to contract start date, the Vendor must submit Safety Data Sheets (SDS) along with a complete inventory list of all materials and supplies. The Vendor will not bring any material on site requiring an SDS without prior approval from the Supervisor of Housekeeping. A notebook/ring binder containing all of the SDS sheets shall be kept in the storage area where the chemicals reside. The SDS sheets shall match the chemicals in that location as well as those used during cleaning.

The Vendor must provide telephone numbers and e-mail addresses for key people within the organization. The key people would include Quality Assurance Inspector, Project Manager, District Manager and/or Vice President. This information will be provided to the Supervisor of Housekeeping and Contract Administrator, and will be used by FTCC to contact the Vendor any time.

The Vendor is notified that activities, functions and reports either directly or indirectly in support of this contract are subject to both scheduled and unscheduled audits by FTCC officials. The Vendor will make all documents related to FTCC contract immediately available to officials for review.

Vendor's supervisor(s) will be required to submit weekly reports for at least two (2) buildings per week. **A sample of Vendor's Facility Evaluation or Inspection Sheet is requested for comparison with FTCC Evaluation Sheet.** See **Attachment H** for an example of FTCC's Facility Evaluation Sheet.

In addition, the Vendor's Quality Assurance (QA) person will need to be available for monthly walk-through inspections to review the quality of work being performed and address issues that have not been corrected.

## **6.5 PERFORMANCE EVALUATION MEETINGS**

Meetings between the Vendor and Supervisor of Housekeeping are mandatory for the first four (4) weeks of the start of the contract, then monthly thereafter. The meeting shall occur during Supervisor of Housekeeping's normal working hours. The Vendor or authorized representative of the company can represent the company at the meeting. Cleaning personnel cannot represent the company. The conference shall include an inspection of the building(s), and evaluation of the past months' performance. The purpose of these meetings will be to review project progress reports, discuss Vendor and FTCC performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics. The exception to the monthly work conference is when the Contract Administrator determines that there are no issues with the services after the first three (3) months. The Contract Administrator may waive the monthly meetings and move them to quarterly meetings. All issues found or discussed during the inspection or meeting shall be corrected within five (5) working days.

## **6.6 MONTHLY STATUS REPORTS**

The Vendor shall be required to provide Monthly Management Reports to the designated Supervisor of Housekeeping, Coordinator of Housekeeping and Contract Administrator. This report shall include, at a minimum, information concerning the work accomplished during the reporting period, work to be accomplished during the subsequent reporting period, problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plans and schedules. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Facilities Services. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within ten (10) 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.

## **6.7 POST AWARD PROJECT REVIEW MEETINGS**

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

## **6.8 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 are approved as acceptable by the Supervisor of Housekeeping.

Acceptance of Vendor's service shall be based on the criteria in SECTION 5.0, ATTACHMENT H and ATTACHMENT I.

FTCC shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work, described in the Contract, that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by FTCC 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 fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, FTCC may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

## **6.9 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 FTCC, at the option of FTCC, for up to a maximum of six (6) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to FTCC or its designees. If FTCC exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. FTCC 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.

#### **6.10 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 FTCC's Contract Administrator for resolution. Any claims by FTCC 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.

#### **6.11 CONTRACT CHANGES**

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by FTCC and Vendor. If a new area is added that is not covered by this contract on the contract start date, the Vendor may be asked to provide a price to clean based on the square foot costs in the cost response form. The contract documents may be amended from time to time, as deemed necessary by the Contract Administrator by written contract amendment, and shall have the same effect as if fully written herein; such changes may have to do with changes in work procedures, changes in shift times, changes in supply items, additions or deletions of space, etc. Amendments to the contract can only be made through the Contract Administrator.

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

## 7.0 ATTACHMENTS

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

**RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

#### **ATTACHMENT A: COST PROPOSAL**

Complete and return the Pricing associated with this RFP. The cleanable space per building is provided for informational purposes. Additional details can be found in Attachment J, Attachment K and Attachment L, below.

Line Item #	LOCATION	BUILDING	CLEANABLE SPACE (SQ. FT.)	% Carpeted	*CLEAN LEVEL (1 or 2)	Cost/sq. ft. by location	Total Cost per location per month
1	Main Campus	Administration Building	23,502	65%	1		
2	Main Campus	Advanced Technology Center	82,191	13%	2		
3	Main Campus	Center for Business & Industry	30,026	23%	2		
4	Main Campus	Continuing Education Center & Poly-Tech	71,955	12%	2		
5	Main Campus	Cumberland Hall	75,087	21%	2		
6	Main Campus	General Classroom Building	63,614	54%	1		
7	Main Campus	Health Technology Center	64,845	21%	1		
8	Main Campus	Horace Sisk Building – (75%)	64,070	16%	1		
8.1	Main Campus	Horace Sisk Building - Culinary (25%)	21,356	0%	2		
9	Main Campus	Library	34,845	72%	1		
10	Main Campus	Neill Currie Building	9,500	76%	2		
11	Main Campus	Cosmetology Services Educational Center	15,733	5%	2		
12	Main Campus	Shipping and Receiving/ Print Shop	3,286	35%	2		
13	Main Campus	Tony Rand Student Center	46,435	41%	2		
14	Main Campus	Virtual College Center	41,104	34%	1		
15	Main Campus	Auto Shop Annex Building 1 and 2	3,515	0%	2		
16	Off Campus	Collision Repair & Refinishing Technology Center	2,375	10%	2		
17	Off Campus	Horticulture Educational Center	18,972	15%	2		
18	Off Campus	Spring Lake Campus	61,774	13%	2		
19	Off Campus	Spring Lake Collision U	7,870	0%	2		
20	Off Campus	LEEM Nightly Cleaning	15,816	0%	2		
21	On Campus	CBI Welding Shop (Only the Floors are to be Scrubbed Monthly)	3382	0%			
<b>TOTAL CLEANABLE SQ. FT. INCLUDED ON RFP</b>			<b>761,253</b>			<b>Total Cost per Month</b>	

\*Refer to 5.4 - Quality Levels for Cleanliness for task description

**Vendor is to provide the cost per square foot, the total cost per month and the total cost per year, as requested below, as well as all of the information on page 28.**

Cost/sq. ft.: \$ \_\_\_\_\_ x 761,253 sq. ft. = \$ \_\_\_\_\_ Cost/mo. = \$ \_\_\_\_\_ Cost/yr.

New or additional building or spaces added to cleaning contract using quality level 2 standard will have a cost/sq. ft. of \$ \_\_\_\_\_ per month.

**Hourly rate or additional services above and beyond those specified:**

\$ \_\_\_\_\_ per hour during normal business hours

\$ \_\_\_\_\_ per hour during other than normal business hours

**State your normal business hours here:**

---



---



---

**Year-to-Year Percentage Change in Total Monthly Cost:**

\_\_\_\_\_ % (circle one: Increase or Decrease) for contract renewal for Year 2 above Year 1 cost

\_\_\_\_\_ % (circle one: Increase or Decrease) for contract renewal for Year 3 above Year 2 cost

**Number of proposed fulltime and part time employees your firm plans to staff at FTCC:**

\_\_\_\_\_ Fulltime

\_\_\_\_\_ Part Time

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

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

**RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**  
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

**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.dca.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

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

**ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form.

Historically Underutilized Businesses (HUBs) consist of minority, women, and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) from one of these categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to G.S. 143B-1361(a), 143-48 and 143-128.4, FTCC invites and encourages participation in this procurement process by businesses owned by minorities, women, the disabled, disabled business enterprises, and non-profit work centers for the blind and severely disabled. This includes utilizing individual(s) from these categories as subcontractors to perform the functions required in this Solicitation.

The Vendor shall respond to questions below, as applicable.

**PART I: HUB CERTIFICATION**

Is Vendor a NC-certified HUB entity? ☐ Yes ☐ No

If **yes**, provide Vendor #: \_\_\_\_\_

If **no**, does Vendor qualify for certification as HUB? ☐ Yes ☐ No

Vendors that check "yes" will be referred to the HUB Office for assistance in acquiring certification.

**PART II: PROCUREMENT OF GOODS – SUPPLIES**

Goods procurements, are you using Tier 2 suppliers? ☐ Yes ☐ No

If **yes**, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total price



**PART III: PROCUREMENT OF SERVICES - SUBCONTRACTORS**

For Services procurements, are you using Subcontractors to perform any of the services being procured under this solicitation? ☐ Yes ☐ No

If **yes**, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total price

For Services procurements, are you using Subcontractors to perform any of the services being procured under this solicitation? ☐ Yes ☐ No

If **yes**, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total price

**Need more information?**

**Questions concerning the completion of this form should be presented during the Q&A period through the process defined in the Solicitation document.**

Questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at 984-236-0130 or [huboffice.doa@doa.nc.gov](mailto:huboffice.doa@doa.nc.gov)

**ATTACHMENT E: CUSTOMER REFERENCE FORM**

Complete and return the Customer Reference Form.

**Instructions:** Vendor shall use this template to submit three (3) customer references with its offer.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Phone Number (if available)	
Start Date:	
End Date:	
Provide size of project, type of services performed, as well as, frequency and length of service provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Phone Number (if available)	
Start Date:	
End Date:	
Provide size of project, type of services performed, as well as, frequency and length of service provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Phone Number (if available)	
Start Date:	
End Date:	
Provide size of project, type of services performed, as well as, frequency and length of service provided to the organization:	

**ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR**

---

Complete and return the Location of Workers Utilized by Vendor.

In accordance with NC General Statute G.S. 143-59.4, Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of The Contract.

Vendor shall complete items 1 and 2 below.

1. Will any work under this Contract be performed outside of the United States? ☐ YES ☐ NO

If "YES":

- a) List the location(s) outside of the United States where work under the Contract will be performed by the Vendor, any subcontractors, employees, or any other persons performing work under the Contract.

- b) Specify the manner in which the resources or workers will be utilized:

2. Where within the United States will work be performed?

**NOTES:**

1. FTCC will evaluate the additional risks, costs, and other factors associated with the utilization of workers outside of the United States prior to making an award.
2. Vendor shall provide notice in writing to FTCC of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing services under the Contract to a location outside of the United States.
3. All Vendor or subcontractor personnel providing call or contact center services to the State of North Carolina under the Contract **shall disclose** to inbound callers the location from which the call or contact center services are being provided.

**ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**

---

Complete, sign, and return the Certification of Financial Condition.

The undersigned hereby certifies that: [check all applicable boxes]

- ☐ The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: \_\_\_\_\_ (If no audit within past 18 months, explain reason below.)

- ☐ The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.

- ☐ The Vendor is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.

- ☐ The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

- ☐ The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

- ☐ He or she is authorized to make the foregoing statements on behalf of the Vendor.

**Note:** This shall constitute a continuing certification and Vendor shall notify the Contract Lead within 30 days of any material change to any of the representations made herein.

**If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason(s) in the space below. Failure to include an explanation may result in Vendor being deemed non-responsive and its submission rejected in its entirety.**

---

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

**[This Certification must be signed by an individual authorized to speak for the Vendor]**

**ATTACHMENT H: EXAMPLE OF FACILITY EVALUATION SHEET****FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE****FACILITY EVALUATION: HOUSEKEEPING**

BUILDING: \_\_\_\_\_

VENDOR or IN- HOUSE STAFF

**KEY: 1 - Satisfactory****2 - Needs Attention****3 - Needs Immediate Attention****4 - Unsatisfactory****A - Classrooms**

- \_\_\_ 1- Floors/Baseboards Clean - Properly Cleaned and Waxed.
- \_\_\_ 2 - Desks - Cleaned Tops and Aligned
- \_\_\_ 3 - Chalkboards/Marker Boards - Cleaned and Chalk Trays Clean - Erasers Clean.
- \_\_\_ 4 - Blinds - Cleaned, Open and Aligned.
- \_\_\_ 5 - Windows Cleaned.
- \_\_\_ 6 - Trash Emptied and Receptacle Cleaned.
- \_\_\_ 7 - Walls Clean

Comments:

**B - Restrooms**

- \_\_\_ 1 - Floors Cleaned and Dry.
- \_\_\_ 2 - Mirrors - Cleaned
- \_\_\_ 3 - Fixtures - (Urinals, Commodes, sinks to include Chrome Exposed Piping - Properly Cleaned and Disinfected)
- \_\_\_ 4 - Trash Emptied and Receptacles Cleaned.
- \_\_\_ 5 - Shelving Clean.
- \_\_\_ 6 - Tissue, Paper Towels, Soap, and Feminine Napkin Holders Stocked for use.
- \_\_\_ 7 - Walls Clean.

Comments:

**C - Hallways**

- \_\_\_ 1 - Floors Cleaned and Properly Waxes and Free of Wax Build Up - Baseboards Clean.
- \_\_\_ 2 - Trash Cans Emptied and Receptacles Clean.
- \_\_\_ 3 - Walls Clean.
- \_\_\_ 4 - Entrance Mats Vacuumed.
- \_\_\_ 5 - Water Coolers Clean Windows and Doors Frames Dusted.
- \_\_\_ 6 - Glass Cleaned on Windows and Doors Frames Dusted.
- \_\_\_ 7 - Door Kick Plates, Polished/Cleaned.

Comments:

**D - Stairwells**

- \_\_\_ 1 - Walls, Handrails, Steps and Landing Cleaned and Dry.
- \_\_\_ 2 - Swept and Dusted
- \_\_\_ 3 - Spot Mopped as Needed.
- \_\_\_ 4 - Trash Emptied & Receptacles Clean.
- \_\_\_ 5 - Mats Vacuumed Windows & Sills Clean

Comments:

**FACILITY EVALUATION: HOUSEKEEPING - CONTINUED**

**E - Break Rooms, Snack Rooms, Vending**

- \_\_\_ 1 - Floors Properly Cleaned and Waxed - Baseboards
- \_\_\_ 2 - Windows, Ledges Cleaned - Furnishing Clean & Organized.
- \_\_\_ 3 - Trash Emptied and Receptacles Cleaned
- \_\_\_ 4 - Tables and Chairs Cleaned and Properly Arranged.

Comments:

**F- Offices**

- \_\_\_ 1 - Carpet Cleaned or Spotted as needed.
- \_\_\_ 2 - Floors Cleaned and Properly Waxed
- \_\_\_ 3 - Glass in Windows and Doors Cleaned - Sills Dusted.
- \_\_\_ 4 - Blinds Cleaned.
- \_\_\_ 5 - A/C Vents Cleaned.
- \_\_\_ 6 - Available Furniture Dusted and Polished.
- \_\_\_ 7 - Walls Free of Dust & Marks.
- \_\_\_ 8 - Trash Emptied and Receptacles Clean - Recycling

Comments:

**G -Entrances/Lobby**

- \_\_\_ 1 - Floors Cleaned and Properly Waxed
- \_\_\_ 2 - Mats Vacuumed and Dry.
- \_\_\_ 3 - Furniture Clean and Properly Arranged
- \_\_\_ 4 - Trash Cans Emptied and Cans Cleaned.
- \_\_\_ 5 - Door and Window Glass Cleaned and Window Ledge Dusted.
- \_\_\_ 6 - Sidewalks Swept.

Comments:

**H - Elevators**

- \_\_\_ 1 - Floor/Carpet Clean & Dry.
- \_\_\_ 2 - Walls Cleaned.
- \_\_\_ 3 - Hand Rails & Stainless Steel Cleaned and Polished Doors & Control Panel.

Comments:

Evaluator Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature:

**ATTACHMENT I: GENERAL CLEANING SCHEDULE****Fayetteville Technical Community College**

<b>DAILY CLEANING SCHEDULE</b>	
<b>Restroom Cleaning:</b>	
	Sweep Floor
	Empty Trash
	Disinfect Commodes, Sinks, Urinals, And Baby Changing Stations
	Disinfect Partitions, Fixtures, And Furnishings (Offices and Lobby Area)
	Clean and Polish Lavatory Faucets and Fixtures
	Refill Dispensers
<b>Building Cleaning:</b>	
	Clean Hallway Windows and Door Glasses Throughout the Building
	Clean Breakrooms On 1 <sup>st</sup> And 2 <sup>nd</sup> Floors
	Dust Mop/Sweep Hard Surface Floors/Clean Baseboards
	Damp/Spot Mop Hard Surface Floors/Clean Baseboards
	Spot Clean Walls/AC Vents Cleaned
	Clean/Empty Trash and Recycling Containers
	Clean Walk-Off Mats Inside and Outside Doorways
	Clean and Disinfect Water Fountains
	Clean Chalkboards and Trays
	Clean Entrance Doors, Frames, And Glass
	Clean Outside Entryways Within 25' Of Building
	Sweep/Damp Mop/Vacuum Elevators/Clean Wall and Stainless Steel
	Remove Cardboard as Needed
	Remove Bagged Shredded Paper as Needed
	Vacuum Carpet as Needed
	Spot Clean Carpet as Needed
	Align Desk in Classroom – Spot Clean Walls and Clean Off Desk Tops and Chairs
	Adjust Window Blinds/Clean Cobwebs Inside and Outside of Windows
	Notify Plant Operations of Any Broken or Damaged Items
	Clean Stairwells: Steps, Landing, Swept and Dusted. Walls
	Check All Office Areas and Classrooms for Cleanliness. If Needed, Clean Area

**GENERAL CLEANING SCHEDULE – CONTINUED**

<b>WEEKLY CLEANING SCHEDULE</b>	
	Mop and Burnish Resilient/Terrazzo Floor (Hallways)
	Dust Conference Rooms Tables, Chairs, and Equipment
	Mop Classroom Floors
	Dust Wall Fixtures and Window Sills (Hallway)
	Damp Mop Stairs and Landing
	Clean Stairwells and Landing Railing – 2x week
	Empty/Clean Aluminum and Bottle Can Containers
	Empty Pencil Sharpeners Containers
	Clean Elevator Tracks, Polish Metal Finishes.

<b>MONTHLY CLEANING SCHEDULE</b>	
	Clean Trash and Recycling Containers
	Dust HVAC Vents
	Wax Touch Up
	Top Scrub/Strip Resilient Floor as needed
	Clean Exposed Pipes
	Clean Windows and Frames Inside
	Dust Blinds
	Clean Door Frames, Kick Plates, Push Plates

<b>SEMI- ANNUAL CLEANING SCHEDULE</b>	
	Deep Scrub Restroom Floor and Walls
	Clean Vinyl and Upholstered Furniture
	Clean Upholstered Partitions
	Clean Classroom Furniture

<b>ANNUAL CLEANING SCHEDULE</b>	
	Clean Outside Windows
	Clean Carpet – if needed
	Strip and Wax Resilient Floors
	Strip and Reseal Automotive Shop Floor (prior to Fall or Spring Semester)



**ATTACHMENT J: ADDITIONAL INFORMATION - FLOORS**

\*\*\*This is general information regarding FTCC's buildings. FTCC is always changing and improving. Vendors must be aware of this and be flexible to change. \*\*\*

**FTCC Housekeeping Services - Floors**

Line #	Job #	Locations	Description	Annual Days	Cleanable S.F.	% Carpeted	% VCT OR TERRAZZO	Acronyms
1	543	Main Campus	Administration Building	246	23,502	65%	35%	Admin
2	543	Main Campus	Advanced Technology Center	246	82,191	13%	87%	ATC
3	543	Main Campus	Center for Business & Industry	246	30,026	23%	77%	CBI
4	543	Main Campus	Continuing Education Center/Polytech	246	71,955	12%	88%	CEC
5	543	Main Campus	Cumberland Hall	246	75,087	21%	79%	CUH
6	543	Main Campus	General Classroom Building	246	63,614	54%	46%	GCB
7	543	Main Campus	Health Technology Center	246	64,845	21%	79%	HTC
8	543	Main Campus	Horace Sisk Building (75%)	246	64,070	16%	84%	HOS
8.1	543	Main Campus	Horace Sisk Building - Culinary (25%)	246	21,356	0%		
9	543	Main Campus	Library	246	34,845	72%	28%	LIB
10	543	Main Campus	Neill Currie Building	246	9,500	76%	24%	NCS
11	543	Main Campus	Cosmetology Services Educational Center	246	15,733	5%	95%	CSEC
12	543	Main Campus	Shipping and Receiving/ Print Shop	246	3,286	35%	65%	PRINT SHOP
13	543	Main Campus	Tony Rand Student Center	246	46,435	41%	59%	TRSC
14	543	Main Campus	Virtual College Center	246	41,104	34%	66%	VCC
15	543	Main Campus	Auto Shop Annex Building 1 and 2	246	3,515	0%	100%	ASA
16	5431	Off Campus	Collision Repair & Refinishing Technology Center	246	2,375	10%	90%	CUSF
17	5432	Off Campus	Horticulture Educational Center	246	18,972	15%	85%	HEC
18	5434	Off Campus	Spring Lake Campus	246	61,774	13%	87%	SLC
19	5434	Off Campus	Spring Lake Collision U	246	7,870	0%	100%	CUSL
20	5436	Off Campus	LEEM Nightly Cleaning	246	15,816	64%	36%	LEEM
21	543	Main Campus	CBI Welding Shop Scrub All Floors Monthly (see 3)	12 Mos.	3,382	0%	100%	CBI
					<b>761,253</b>			

**ATTACHMENT K: ADDITIONAL INFORMATION – RESTROOM AND FIXTURE COUNT****FTCC Housekeeping Services - Bathroom and Fixture Counts**

Line #	Locations	Description	Bathrooms	Toilets/ Urinals	Acronyms
1	Main Campus	Administration Building	4	16	Admin
2	Main Campus	Advanced Technology Center	8	32	ATC
3	Main Campus	Center for Business & Industry	4	14	CBI
4	Main Campus	Continuing Education Center/Polytech	4	20	CEC
5	Main Campus	Cumberland Hall	8	40	CUH
6	Main Campus	General Classroom Building	6	30	GCB
7	Main Campus	Health Technology Center	8	19	HTC
8	Main Campus	Horace Sisk Building (75%)	16	67	HOS
8.1	Main Campus	Horace Sisk Building - Culinary Section (25%)			
9	Main Campus	Library	4	10	LIB
10	Main Campus	Neill Currie Building	3	6	NCS
11	Main Campus	Cosmetology Services Educational Center	4	10	CSEC
12	Main Campus	Shipping and Receiving/ Print Shop	3	3	PRINT SHOP
13	Main Campus	Tony Rand Student Center	8	28	TRSC
14	Main Campus	Virtual College Center	4	17	VCC
15	Main Campus	Auto Shop Annex Building 1 and 2	1	1	ASA
16	Off Campus	Collision Repair & Refinishing Technology Center	2	6	CUSF
17	Off Campus	Horticulture Educational Center	6	12	HEC
18	Off Campus	Spring Lake Campus	8	32	SLC
19	Off Campus	Spring Lake Collision U	9	13	CUSL
20	Off Campus	LEEM Nightly Cleaning	12	14	LEEM
21	Main Campus	CBI Welding Shop Scrub All Floors Monthly (see 3)			CBI
			122	390	

**ATTACHMENT L: ADDITIONAL INFORMATION – WINDOW COUNT****FTCC Housekeeping Services - Window Counts**

Line #	Locations	Description	Window Quantity	Acronyms
1	Main Campus	Administration Building	205	Admin
2	Main Campus	Advanced Technology Center	396	ATC
3	Main Campus	Center for Business & Industry	20	CBI
4	Main Campus	Continuing Education Center/Polytech	435	CEC
5	Main Campus	Cumberland Hall	335	CUH
6	Main Campus	General Classroom Building	415	GCB
7	Main Campus	Health Technology Center	852	HTC
8	Main Campus	Horace Sisk Building (75%)	379	HOS
8.1	Main Campus	Horace Sisk Building - Culinary Section (25%)		
9	Main Campus	Library	258	LIB
10	Main Campus	Neill Currie Building	117	NCS
11	Main Campus	Cosmetology Services Educational Center	88	CSEC
12	Main Campus	Shipping and Receiving/ Print Shop	10	PRINT SHOP
13	Main Campus	Tony Rand Student Center	331	TRSC
14	Main Campus	Virtual College Center	416	VCC
15	Main Campus	Auto Shop Annex Building 1 and 2	18	ASA
16	Off Campus	Collision Repair & Refinishing Technology Center	114	CUSF
17	Off Campus	Horticulture Educational Center	271	HEC
18	Off Campus	Spring Lake Campus	782	SLC
19	Off Campus	Spring Lake Collision U	65	CUSL
20	Off Campus	LEEM Nightly Cleaning	159	LEEM
	Main Campus	CBI Welding Shop Scrub All Floors Monthly (see 3)		CBI
			5,666	