

**UNC**  
**GREENSBORO**  
Procurement Services

**STATE OF NORTH CAROLINA**

**UNIVERSITY OF NORTH CAROLINA GREENSBORO**

**Request for Proposal #: LK260401**

**ELEVATOR MAINTENANCE - 26**

**Date of Issue: April 28, 2026**

**Proposal Due in eVP: May 21, 2026, by 2:00 PM ET**

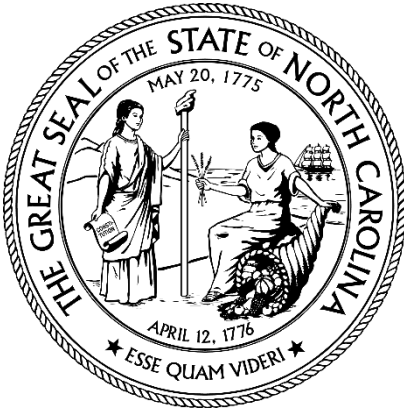
**Direct all inquiries concerning this RFP to:**

Lori Krise

Procurement Specialist

Email: [lwkrise@uncg.edu](mailto:lwkrise@uncg.edu)

Phone: 336.334.5073



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**ELEVATOR MAINTENANCE - 26**

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://evp.nc.gov/SignIn>

***Electronic responses ONLY will be accepted for this solicitation.***

**STATE OF NORTH CAROLINA  
UNIVERSITY OF NORTH CAROLINA GREENSBORO**

<b>Refer <u>ALL</u> Inquiries regarding this RFP</b>	<b>Request for Proposal #:</b> LK260401 Elevator Maintenance - 26
<b>to:</b> Lori Krise, lwkrise@uncg.edu	<b>Proposals will be publicly opened:</b> May 21, 2026, at 3:00 PM ET
<b>Using Agency:</b> Facilities Operations	<b>Commodity No. and Description:</b> 72101506 Elevator Maintenance
<b>Requisition No.:</b> TBD	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 the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the link in Section 7.0 ATTACHMENTS 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:	TOLL FREE:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		
VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

**VALIDITY PERIOD**

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

**ACCEPTANCE OF PROPOSAL**

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

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

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The University of North Carolina Greensboro (UNCG) is a learner-centered, public research university with eight colleges and schools offering more than 150 areas of undergraduate and graduate study. Located near downtown Greensboro, NC, the State's third-largest city, and founded in 1892 as a college for women, UNCG is one of the original three institutions that formed the UNC System in 1932. Today, UNCG is one of the most diverse universities in the State, comprising almost 19,000 students and more than 2,600 faculty. It's a high-research, community-engaged doctoral university as classified by the Carnegie Foundation with recognized strengths in health and wellness, the arts and sciences, nursing, business, and education. [UNCG-Fact-Sheet-Fall2025.pdf](#)

The purpose of this solicitation is to contract with a qualified firm to perform full-service maintenance, repairs, replacements, emergency response and inspections as required for all specified elevators in ATTACHMENT A at The University of North Carolina Greensboro. This is an all-inclusive, performance-based, service contract. Vendor must adhere to the specification set forth in this RFP, at a minimum, and perform the requirements with expertise, knowledge, and capability to ensure operational reliability, safety, and reduced downtime. The University reserves the right to make changes to service delivery by either subtracting or adding equipment to this contract as needs dictate.

Vendor must propose a comprehensive service plan and pricing structure that reflects all labor, materials, and resources (e.g. fuel and vehicle surcharges) required for all-inclusive elevator maintenance contract.

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

### 1.1 CONTRACT TERM

The Contract shall have an initial term of two (2) years, beginning on the date of final Contract execution (the "Effective Date") or July 1, 2026, whichever is later.

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to three (3) additional one-year terms for a total of five (5) years. The State will give the Vendor written notice of its intent to exercise before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

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

## 2.0 GENERAL INFORMATION

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### 2.1 REQUEST FOR PROPOSAL DOCUMENT

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

### 2.2 E-PROCUREMENT FEE - NOT APPLICABLE

**ATTENTION: The E-Procurement fee does NOT apply to this solicitation and the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions does NOT apply.**

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

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

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

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

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

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

**2.4 RFP SCHEDULE**

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

Event	Responsibility	Date and Time
Issue RFP	UNCG	April 28, 2026
Hold Site Visit	UNCG	May 14 & 15, 2026
Submit Written Questions	Vendor	May 18, 2026
Provide Response to Questions	UNCG	May 20 2026
Submit Proposals in eVP	Vendor	May 21, 2026, before 2:00 PM ET
Virtual Opening	UNCG	May 21, 2026, at 3:00 PM ET Microsoft Teams meeting (not mandatory) Join: <a href="https://teams.microsoft.com/meet/273039472792845?p=71toaohWQfwbWdyCxf">https://teams.microsoft.com/meet/273039472792845?p=71toaohWQfwbWdyCxf</a> Dial in by phone <a href="tel:+13367907381">+1 336-790-7381</a> , <a href="tel:+13367908374">837411667</a> # United States, Greensboro
Contract Award	UNCG	July 1, 2026

**2.5 SITE VISIT**

**Urged and Cautioned Site Visit**

Dates: May 14, 2026, and May 15, 2026

Time: 10:00 AM Eastern Time

Location: 800 Oakland Avenue  
2<sup>nd</sup> Floor Lobby

Greensboro, NC, 27403

Contact #: 336-334-5684 (Facilities Operations Main Desk)

Instructions: Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. Two (2) non-mandatory site visits are scheduled for this RFP, during which potential providers will be given the opportunity to visit six (6) units throughout campus. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this RFP.

Vendor is cautioned that any information released to attendees during either 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 and any resulting contract.

**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 lwkris@uncg.edu by the date and time specified above. Vendors should enter “RFP # LK260401: Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

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

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

**2.7 PROPOSAL SUBMITTAL**

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

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 as eVP submission portal will close at exactly 2:00 PM ET.**

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

## 2.8 PROPOSAL CONTENTS

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

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

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name and eVP number
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor's Proposal addressing all Specifications of this RFP (Sections 4.9, 4.12, 5.2.4, 5.4, & 5.5).
- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE
- i) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- k) Completed and signed version of ATTACHMENT H: EO50 VENDOR PRICE MATCHING OPPORTUNITY
- l) Completed version of ATTACHMENT I: VENDOR SUSTAINABILITY EFFORTS

**DO NOT PASSWORD PROTECT ANY FILES SUBMITTED INTO eVP.**

## 2.9 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #LK260401 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 ABBREVIATION**

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors (Section 7.0) which are incorporated herein by this reference.

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

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### **3.1 METHOD OF AWARD**

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

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

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

### **3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION**

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29 of the Instructions to Vendors entitled 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 procurement lead named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its 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 procurement lead named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### **3.3 PROPOSAL EVALUATION PROCESS**

Only responsive submissions will be evaluated.

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

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

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

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

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

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

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

**3.4 EVALUATION CRITERIA**

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

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

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the

Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

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

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

1. Vendor Experience, and Qualifications
  - *years of experience maintaining elevators*
  - *experience with higher ed or multi-building campuses*
  - *manufacturer certifications*
  - *resume and qualifications of proposed on-site or primary technicians*
  - *licensing compliance with NC Dept of Labor Elevator & Amusement Device Bureau*
2. Vendor Response Time, Emergency Service & Staffing Plan
  - *guaranteed response times for routine, urgent, and emergency calls per section 5.3.4*
  - *availability or after-hours, weekends, and holiday service*
  - *local staffing presence and coverage capacity*
  - *procedures for entrapments and life-safety incidents*
  - *backup staffing and continuity planning*
3. Vendor Technical Approach and Ability to Handle Technology
  - *PM schedules and tasks lists*
  - *inspection protocols and compliance with ASME A17.1/A17.3*
  - *use of diagnostic tools, reporting systems and documentation*
  - *approach to minimizing downtime and extending equipment life*
  - *parts sourcing strategy and obsolescence management*
4. Cost/Price Proposal
  - *Regular / OT hourly rates*
  - *parts markup or discounts*
  - *price stability/escalation limits over the contract term*
5. Vendor Past Performance and References
  - *quality and relevance of references for similar elevator maintenance contracts*
  - *demonstrated record of reliability, compliance, and customer satisfaction*
  - *history of meeting SLAs, inspection outcomes, and uptime expectations*
  - *any documented performance issues, disputes, or contract terminations*
6. Vendor Compliance, Risk Management & Value-Added Considerations
  - *insurance coverage and risk mitigation practices*
  - *safety record and technician training programs*
  - *proactive regulatory tracking and inspection coordination*
  - *value added services (e.g. maintenance audits, modernization planning, reporting dashboards)*
  - *sustainability or energy efficiency support, if applicable*
7. Vendor's Completeness of Response

### 3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual

contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

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

### **3.6 INTERPRETATION OF TERMS AND PHRASES**

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

## **4.0 REQUIREMENTS**

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

### **4.1 PRICING**

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

Price accordingly to no more than two (2) decimal places. Any numerical digits beyond two (2) decimals will not be rounded, but instead truncated to only the first two (2) decimal places. Only one unit price per line item will be accepted. If more than one unit price is given per line item, Vendor's response shall be rejected.

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

Pricing shall be exclusive of any pending tariffs or temporary tariff surcharge. Vendor may request a temporary tariff surcharge in ATTACHMENT A: PRICING as a charge separate from the contract price. Any temporary tariff surcharge(s) associated with purchases shall be provided by way of a percentage tariff surcharge. All tariff surcharges proposed are intended to be temporary and based on current tariff implications specific to related commodities with evidence of

submitted documentation of affected MSRP products. Vendor understands that the agency may request additional justification. Any temporary tariff surcharge percentage will be negotiated and mutually agreed upon. The State is not obligated to accept any proposed import tariff surcharge. Proposed tariff surcharges may be used as a factor for evaluation and award.

#### **4.2 FINANCIAL STABILITY**

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

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract 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, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to UNCG. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person. The University is interested in gauging the level of experience held by Vendors both in a comparable university environment and with customers who have a similar number of elevators. Vendors should also present comparable experience with customers served out the Greensboro (or closest) office.

#### **4.5 REFERENCES**

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. References shall not be from the same company or from UNCG. In addition, Vendor shall provide references for and identify other government contracts it has received, for which your company has provided services of similar size and scope. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. It is preferred that references be from comparable university customers and customers with a similar number of elevators.

#### **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 the State.

**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 the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

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

**4.8 VENDOR'S REPRESENTATIONS**

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

**4.9 QUESTIONS TO VENDORS**

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.

- What assurances are made to ensure that response times are kept to the contract requirements?
- Where are the assigned technician(s) for the University based?
- Can the vendor provide a guarantee that the assigned technician(s) will have a weekly presence on campus that will be their role's primary focus?

**4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATION**

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

**4.11 SUBCONTRACTORS**

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

**4.12 SECRETARY OF STATE REGISTRATION**

Prior to entering into a contract with the State, the awarded Vendor(s) must complete registration with the NC Secretary of State. Upon notification of award, the selected Vendor(s) must furnish evidence of filing within 10 business days. Failure to provide this documentation may result in the disqualification of the Vendor(s) bid from further consideration for the award. **No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.**

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

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

**5.0 SPECIFICATIONS AND SCOPE OF WORK**

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**5.1 STATEMENT OF WORK**

**5.1.1 SCOPE OF WORK**

Vendor shall provide an all-inclusive preventative maintenance and repair program. Vendor shall furnish all labor, tools, specialized equipment, material, supplies, supervision and transportation to perform elevator maintenance and testing services as specifically outlined in this Scope of Work. Services shall include but not be limited to elevator and dumbwaiter inspections, examinations, lubrication, testing, cleaning, adjusting, ensuring function of emergency communication equipment, and making all minor and major repairs of equipment. Vendor shall also allow the maintenance technician(s) to assist UNCG personnel with on-site work that would require the operation of said equipment, such as but not limited to site visits and the maintenance of associated equipment, etc.

All elevators, dumbwaiters, and related equipment covered under this contract shall be maintained in first-class operating condition and must comply with all requirements promulgated by the North Carolina Department of Labor Elevator Division and the most current version of ASME A17.1, American National Standard Safety Code for Elevators, and ASME A17.2, Inspector’s Manual for Elevators, and all other applicable laws, regulations, ordinances, codes, etc. The applicable ASME Codes and Standards shall be used as a guide to establish that the elevators are operating safely. The Vendor shall provide predicative and preventive maintenance programs as herein specified or as specified in A17.1 (always the most current edition in effect), whichever is more stringent.

Each elevator, dumbwaiter and lift were installed according to the Code requirements that were applicable in North Carolina at the time of the installation. Additions to ASME A17.1 relating to new elevator installations will not be retroactive to existing equipment. If any elevators are modified and brought up to current code, then those elevators must be maintained in accordance with the code in force at the time of the modification/modernization.

**5.1.2 DEFINITIONS**

- A. Elevator: Defined to include elevator, dumbwaiter and lift, and includes all such equipment listed on Attachment “A”, hereto.
- B. Owner: Refers to The University of North Carolina at Greensboro, also referred to as “the University.”

- C. Contractor: Only one contractor is recognized as the second party to this contract. The “Contractor”, as referred to hereinafter, shall be deemed to be the successful bidder resulting from this solicitation.
- D. Provide: Defined to include furnishing and installing.
- E. Approved/As Approved: Whenever and wherever used, shall be understood to mean approved by the University in writing.
- F. Required/Directed: Whenever or wherever used, shall be understood to mean ‘as required’ or ‘as directed’ by the University.
- G. Equal: Whenever or wherever used, shall be understood to mean ‘equal in the judgment of the University.’
- H. Standards: Any material specified by reference to the number symbol or title, as a specified standard, such as Commercial Standard, a Federal Specification, a trade association standard or other similar standard, shall comply with the requirements in the latest revision thereof and any amendment or supplement thereof in effect on the date the University requests proposals, except as limited to type, class or grade, or modified in such reference.
- I. Contract Administrator: Defined as that individual so designated in writing by the University to perform all quality assurance evaluator responsibilities for this contract. This individual will review contractor performance, determine compliance and non-compliance with the contract, direct tests and inspections, make decisions on technically related performance questions, review billings and approve payments, and other responsibilities as may be so assigned.
- J. Routine Hours:
  - (1) Academic/Administrative Buildings: 8:00 a.m. – 5:00 p.m. Monday through Friday except University Holidays.
  - (2) Residence Halls: 9:00 a.m. – 5:00 p.m. unless otherwise approved.
- K. Emergency: The following situations are considered to be emergencies:
  - (1) Entrapment of an individual or individuals in an elevator
  - (2) Loss of service to the elevator in buildings having only one (1) elevator
  - (3) Loss of service to an elevator which provides sole service to a publicly accessible floor
  - (4) Loss of service to all elevators in buildings having multiple elevators
  - (5) Other unusual situations as determined by the University Contract Administrator

### 5.1.3 LOCATION OF CONTRACT

The buildings are located in Greensboro, North Carolina, on the campus of The University of North Carolina Greensboro. The campus building locations are listed in ATTACHMENT A. Here’s a link to our interactive [UNCG Campus Map](#).

### 5.1.4 ELEVATORS COVERED

The elevators to be serviced and maintained under this contract are specified in Attachment A. Here’s the link to our [Elevator Master Data Sheet](#). Password is uncg2026bid. All equipment is to be bid as-is on the date the Contract begins. No additional charges other than the fixed costs specified in the Vendor’s Proposal will be accepted.

### 5.1.5 COST PROPOSAL FOR HOURLY LABOR RATES

The University requires Vendor to provide a cost proposal for hourly labor rates requested in ATTACHMENT A: PRICING of this document. These rates will be applied to work performed by the awarded Vendor, and approved by the Owner, that falls outside the scope of this contract. The Vendor will be paid for the actual hours worked at no more than the rates submitted on ATTACHMENT A: PRICING.

**5.2 TERMS AND CONDITIONS**

**5.2.1 TERM OF THE CONTRACT / PRICE INCREASES**

Vendor shall provide full maintenance services for a base period of two (2) years with three (3) one-year options, unless otherwise terminated, from the date stated on the awarded contract. The contract period for the first year will begin July 1, 2026, and end June 30, 2027. A separate purchase order will be established for each subsequent year during the two (2) year base period.

At the University’s election, after the initial contract performance period, may be unilaterally extended for an additional three (3) years in individual twelve (12) month increments, as executed by the University’s issuance of a Purchase Order. The determination to exercise the option year periods is at the sole discretion of the University and is subject to the availability of funds. Prices for individual units entered on ATTACHMENT A: PRICING shall represent the total cost of one (1) year’s maintenance for each unit listed during the initial year of the Contract period.

There will be no price increases allowed during the initial one (1) year period. The Owner will entertain written price requests for price increases after this period. Subject to University approval, the cost may be increased after Year One. Using the US Department of Labor Bureau of Labor Statistics Consumer Price Index available at <https://data.bls.gov/PDQWeb/cu> and specified below, the increase shall not exceed the one year percentage change for the month of March from the preceding year.

Consumer Price Index –	All Urban Consumers (CPI-U)
Series Id:	CUUR0300SA0
<input checked="" type="checkbox"/> Not Seasonally Adjusted	
Area:	South Urban
Item:	All Items
Base Period:	1982-84=100

The increase is calculated as [(March CPI if current year - March CPI of previous year) / (March CPI of the previous year)] X 100. A negative value will be considered a zero (0) percentage change.

If, after the expiration of the basic contract performance period (i.e., initial one (1) year term) of the contract or any extension thereof, the University permits the Vendor to continue performing the service. The contract shall be deemed to be extended for a six-month period with the University having the right to terminate the contract at the end of the first ninety (90) days of such period.

**5.2.2 CANCELLATION**

The Contract may be canceled at any time by reason of unsatisfactory performance or other default of the Vendor upon five (5) days prior written notice by the University. The University may cancel the contract without cause by giving sixty (60) days prior written notice. Such notices should not in any way be construed as taking away the right of the University to cancel for unsatisfactory performance.

**5.2.3 NON-EXCLUSIVITY**

At any point during the term of the Contract, the University reserves the right to enter into other contracts with this Vendor or other Vendors for other elevator repair/restoration services.

**5.2.4 QUALIFICATIONS**

The importance of maintaining the elevator equipment for The University of North Carolina at Greensboro in line with its original design, rated speed, capacity, performance and in safe operating condition requires the service to be performed by an experienced and competent Vendor who has satisfactorily maintained elevators of this type and to the degree included in these specifications. The Vendor must be licensed by the North Carolina State Board of Examiners of Electrical Contractors as a SP-EL (Special Elevator) type contractor.

Bidders shall therefore furnish with their bid:

- A. A list, including names of personnel directly employed by the bidder, whose responsibility is performing maintenance, giving the length of time each has been employed by the bidder and the amount of experience each has had in maintaining elevators of the same type and manufacturer as covered by these specifications, including solid state and microprocessor equipment. All personnel employed by the Vendor in this work shall be duly trained and competent.
- B. A complete list of parts, equal to, or better than original manufacturer's spare parts, that are on hand for use on the elevators covered by these specifications.
- C. A description of the bidder's electronic system which will allow University personnel, using existing computers and browsers, electronic access to service and billing records.
- D. A detailed description of the bidder's plan to meet the requirements of the Contract and any other factors concerning the bidder's maintenance program, quality control/assurance program, personnel and service facilities that will substantiate his/her ability to properly maintain the elevators in a safe and dependable manner.

### **5.2.5 PERFORMANCE BONDS**

The Vendor shall present to the University following award and prior to any contract performance a performance bond equal to one hundred (100) percent of the first year's annual contract amount. This bond will be procured and presented to the University without additional cost to the University. This bond will secure the proper and adherent performance of the contract and will be used by the University to offset any costs incurred in the re-procurement of the services should the Vendor default. The University reserves the right to make the sole decision as to whether services are being satisfactorily performed.

### **5.2.6 PAYMENT**

The Vendor shall invoice the University each month at the rate of one-twelfth (1/12th) of the annual contract amount, as adjusted by the University for any addition or deletion of service, beginning the second month the Contract is in force and continuing until the price bid adjustments have been paid. The above twelve (12) installments shall be paid upon acceptance of the service by the University and submittal of a properly prepared invoice by the Vendor. Invoices shall be submitted to the Contract Administrator for payment, which shall be paid to the Vendor within thirty (30) days after receipt of the correct invoice.

The Vendor shall submit separate invoices for any additional charges for services that the Contract Administrator has previously approved. Invoices shall show the University's purchase order number and shall be approved by the Contract Administrator.

### **5.2.7 ADDITIONS OR DELETIONS OF UNITS TO BE MAINTAINED**

The elevators and dumbwaiters to be serviced and maintained under this contract are identified in ATTACHMENT A. The University reserves the right to add units that come off of warranty/service from another Vendor or are deleted due to removal from service. Any unit added or deleted by the University shall result in an equitable adjustment to the contract price. If added, the price will be negotiated by both parties to the contract. If deleted (temporarily or permanently), the price then in effect for the deleted unit shall be prorated over the remainder of the term of the contract or the period when the unit is not in service and subtracted from the amount due under this Contract.

### **5.2.8 PERFORMANCE CONFERENCES**

On a quarterly basis (or more frequently if greater needs arise), the Vendor will develop and provide the University with a briefing of the status of the maintenance program. As a minimum, the Vendor will address the following areas during these conferences: effectiveness of maintenance program, current status of elevators, service availability, performance limiting problems, and recommendations to correct limitations (identifying any costs considered outside of the contract).

### **5.2.9 OWNER REQUESTED TESTS AND INSPECTIONS**

The importance of the elevators and dumbwaiters maintained under this contract demands that all units be maintained in safe operating condition while providing optimum performance in strict accordance with the prescribed standards and the

specifications herein at all times. The University reserves the right to make such tests or cause to make such tests when necessary to validate that the requirements of these conditions are being satisfactorily fulfilled by the Vendor. When determined necessary by the University, the Vendor shall provide a representative to accompany the University's representative in the conduct of such tests and inspections. Such tests and inspections may serve as evidence for any termination action as provided under paragraph 19 of the Solicitation Terms and Conditions.

### **5.2.10 UTILITIES**

The University will provide the Vendor all normal utilities necessary for performing this contract. These utilities will include electricity, lights, water, and other utilities when deemed necessary by the University for the performance of this contract. In this regard, the Vendor will continuously institute and comply with all energy conservation requirements mandated and initiated by the University.

### **5.2.11 VENDOR'S ON-SITE RECORD**

The Vendor service personnel shall report their presence on campus for all daily routine maintenance and any emergency callback service, on those record forms prescribed by, and maintained at, the University's Facilities Operations office on the 2nd floor of the Sink Building. Service personnel responding to after-hours callbacks shall check in and out at the Campus Police Station on 1200 W. Gate City Blvd. for assistance in entering the building where elevator service is required. In addition, Vendor personnel shall be required to check in and out with the Jackson Library building contact when working on, or servicing elevators in that facility. Any acknowledgement by University personnel upon sign-in records or the Vendor's daily work reports is not considered as the University's acceptance of any work performed by the Vendor.

Additionally, the Vendor shall record all actions on a 'work performance' form so developed by the Vendor and approved by the University. Such form will be submitted by the Vendor for approval to the University's Contract Administrator no later than ten (10) days following award. The 'work performance' form will, at a minimum, identify specific location of unit serviced, time reported to and departed from the unit serviced, condition of unit upon arrival of technician, description of maintenance and/or repair performed, specific materials used in service/repair, any projected out-of-service time and date which unit will return to service, and technician's name.

"Work performance" forms shall be submitted to the Contract Administrator by the Vendor within twenty-four (24) hours following the performance of any work. Holiday and weekend forms will be submitted the next regular workday following the service.

### **5.2.12 VENDOR'S ACCESS**

Access to University's facilities and elevator and dumbwaiter units by the Vendor will be subject to the approval, conditions and security and safety measures of the University. Building entrance and elevator machinery room keys will be provided to the Vendor only on an as-needed basis and approved by Facilities Operations. The Vendor will obtain keys from the Facilities Operations office located on the 2nd floor of the Sink Building during normal work hours and from the Campus Police Department located on 1200 W. Gate City Blvd during any holidays, weekends, or non-normal work hours. Keys will be returned on the same date as issued.

Any rekeying costs incurred because of the Vendor's loss of these keys shall be fully borne by the Vendor. Outstanding payments may be withheld by the University pending the resolution of any such instances.

### **5.2.13 FACILITIES OPERATIONS WORK ORDERS**

Vendor's on-site maintenance technician will be furnished with an account for use in UNCG's BMMS system. Work orders shall be marked as finished in the BMMS system and technician's notes should describe the work performed. Any extended downtime should be communicated both through notation in the Work Order and to the Facilities Operations Contract Administrator via e-mail or phone call.

Each day when the University keys are returned the Vendor will mark each Work Order that has been completed "as complete" and hand it to the Customer Service Center (CSC) employee. If the work order has not been completed, a description indicating why "parts ordered, etc." and an estimated completion date will be noted on the work order.

#### **5.2.14 PARKING**

The Vendor shall be responsible for obtaining and displaying any and all parking permits required for Vendor vehicles while on campus and is responsible for any violation fees associated with noncompliance of parking regulations. Parking permits may be obtained from University Parking Operations located in the Walker Avenue Parking deck. Additional information can be found at: <https://parking.uncg.edu/permits/> under the Contractor/Vendors tab.

#### **5.2.15 EMERGENCY CALLBACK SERVICES**

The Vendor shall provide at all times (24 hours per day, 7 days per week) emergency callback service at no additional cost to the University. Emergency callback service shall consist of responding to any University emergency service call with a fully qualified technician being present on the job site within sixty (60) minutes of when the initial emergency call is placed. If the call involves the entrapment of passengers on the elevator, the Vendor's technician shall be present on the site within thirty (30) minutes of when the initial emergency call is placed. The University's representative will provide the Vendor's dispatcher with any information they have regarding entrapment at the time the call for service is made. In the event of an entrapment, the Vendor shall first facilitate the removal of persons trapped in the elevator, then restore service to that unit as rapidly as possible and assist the University in any safety actions required. Additionally, the technician shall inform the University as to the amount of time needed until satisfactory service to the elevator can be restored. The Vendor shall complete a record for each callback as required by paragraph '11' below.

The University is not responsible for any costs that may be occasioned if the unit is found in service when the technician arrives, or the unit did not reset back to service after a fire alarm, power blink, or power outage. No costs for time, mileage, or other such expenses will be assumed by the University in the Vendor's fulfillment of the emergency callback. To assist in meeting the time requirements imposed by this paragraph, the Vendor shall have full-time employees stationed within a twenty (20) mile radius of the University's facilities.

If during an emergency callback the technician finds the unit has been vandalized, the technician will secure the unit and immediately notify the University Police Department and Facilities Operations. The technician will act thereafter as so instructed by the University.

#### **5.2.16 VENDOR EMPLOYEE POLICY**

The Vendor shall be fully responsible for the supervision and actions of its employees at all times the employees are present on the University's campus. All personnel employed during the term of this agreement shall conduct themselves as ladies and gentlemen at all times. Horseplay, foul language, or behavior which creates a nuisance for the Owner is prohibited. Smoking is prohibited in University facilities. The possession of illegal drugs or substances, alcohol, or being under the influence of these substances is prohibited and shall be grounds for immediate removal from University property. Weapons of any kind concealed or otherwise, are strictly prohibited.

Employees of the Vendor engaged in the work of this Contract shall be of good integrity and character as decided by the University and determined by reference, work record, and police check. Upon written request of the University to the Vendor, any Vendor's employee who fails to abide by these or other reasonable rules established by the University will be immediately removed from the job by the Vendor. In this regard, all Vendor employees shall obey the following while present:

- A. Employees shall wear distinctive uniforms and badges that clearly identify the individual as an employee of the Vendor and his/her first and last name at all times while on the premises.
- B. Employees shall be instructed by the Vendor to abide by any and all rules and regulations of the University.

- C. Vendor’s employees shall be accompanied by a University employee whenever entering the University’s facilities during non-normal hours, i.e. evenings, weekends.
- D. Employees shall report any property loss or damage to the University. Report will take the form of a written report, which is to be filed within twenty-four (24) hours of the finding of the loss. Failure to report such damage may be construed as default by the Vendor.
- E. Employee will not remove any article from the University’s facilities regardless of value or apparent of assumed permission to do so and not open any drawers, disturb any papers, file cabinets, or use any telephone except public telephones.
- F. Employees shall not leave keys in doors or admit anyone into any building, area or office that is not designated as a Vendor or University employee. All doors, which were locked upon entry, will be so secured upon the employee’s departure.
- G. Employees will not engage in idle or unnecessary conversation with University employees, tenants, students, or visitors while on site.
- H. Employees shall not use obscenities (in any language) or make any indecent expression towards anyone.

**5.2.17 SUBCONTRACTING**

All supervisor and maintenance employees performing under this contract shall be directly employed and supervised by the Vendor. The Vendor shall not subcontract any work without specific, prior, written approval of the University.

**5.2.18 DISPUTE OF WORKMANSHIP/WORK REQUIREMENTS**

Any disagreements which may arise between the Vendor and the University regarding workmanship and/or work requirements under this contract which cannot be mutually resolved by both parties will be arbitrated by the State Department of Labor, Elevator Division. In such case, the decision of the Elevator Division will be final and compliant for both parties.

**5.2.19 WARRANTY/GUARANTEES OF WORKMANSHIP AND MATERIALS**

The Vendor shall warrant and guarantee the workmanship and materials under the contract against defect due to defective and faulty materials or workmanship or negligence for a period of twelve (12) months following the acceptance of the Vendor’s work by the University. Where items of equipment or material carry a manufacturer’s warranty or guarantee for any period in excess of this period, the manufacturer’s warranty or guarantee shall apply for that particular piece of equipment or material. The Vendor shall replace such defective materials, equipment, or workmanship without cost to the University within the stipulated warranty or guarantee period, regardless of whether the furnished materials/components are new or refurbished. Labor costs to remove and replace defective material shall not be charged to the University. Repairs or replacements of parts that have **no guaranteed expectation of warranty** shall be clearly stated as such.

**5.2.20 LIABILITY AND INDEMNIFICATION**

The Vendor shall assume liability for wrongful act(s) and/or negligence of its employees while engaged in the performance of the contract.

**5.2.21 OVERTIME COMPENSATION**

- A. The Vendor is responsible for all overtime compensation when such work entails an emergency callback or the performance of duties which otherwise should be performed during normal business hours and days or as part of its contractual responsibilities.
- B. The University is responsible for overtime bonus compensation when the University requests services in writing of the Vendor and the University concurs that the work can only be performed during non-normal business hours and days.

Under these circumstances, the Vendor will absorb the single time rate for the work hours entailed and the University will compensate the Vendor for the difference between the overtime and regular rate.

- C. Overtime payment will not be allowed for re-work or callbacks resulting from unsatisfactory performance by the Vendor, or from installation of components and materials faulting within the period of twelve (12) months.

### **5.3 GENERAL CONTRACT REQUIREMENTS**

#### **5.3.1 FULL MAINTENANCE**

The Vendor shall provide full maintenance of all elevator and dumbwaiter equipment as listed in and attached to this contract per the terms and conditions, and specifications as prescribed herein. The level of quality of service shall be equitable to the impact that the absence of an operating unit or its malfunction while in use would have upon the University in terms of liability and loss of use. All services will be accomplished per applicable and cited laws, regulations, ordinances, and codes, et al.

The Vendor shall not be required to make any replacements, renewals or repairs necessitated by reason of negligence, abuses, vandalism, fire or water damages, repairs by others or misuse of any equipment by any persons other than the Vendor or by reason of any cause beyond the Vendor's control, except ordinary wear and tear.

#### **5.3.2 VENDOR'S LABOR**

The Vendor will only use adequately trained and sufficiently qualified or certified (as applicable) employees to perform the services required hereunder. It shall be the responsibility of the Vendor to substantiate the competency of any employee when determined necessary by the University. Employees not approved by the University after such a review will not be permitted to provide services under this contract. As such, the Vendor will provide a minimum of one (1) qualified elevator mechanic to comply with the University's service requirements for a minimum of thirty (30) hours per week during normal working hours, except the following holidays:

- New Year's Day
- Martin Luther King Jr. Holiday
- Fourth of July
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

This is not to be construed to be the amount of labor required by the Vendor to perform all necessary functions relating to and required by this contract. This time does not include man hours consumed by emergency callbacks either during regular working hours or after regular working hours, nor does it include hours used for major maintenance repairs.

Should the Vendor be required to make repairs resulting from its workmanship, the Vendor shall not invoice the University. Additional labor will be assigned by the Vendor so as not to negate the effectiveness of the assigned technician.

The University will not compensate the Vendor for any work accomplished, which is outside the scope of this contract, unless otherwise so authorized, prior to the Vendor accomplishing the work, by the Contract Administrator.

#### **5.3.3 CONTRACT WORK HOURS**

The Vendor shall perform all routine maintenance services during normal work hours and days defined as being between 8:00 a.m. and 5:00 p.m., Monday through Friday for academic/administrative buildings and between 9:00 a.m. and 5:00 p.m. for residence halls, holidays excluded. The Vendor shall have an adequate pool of trained and qualified technicians to assist the contract assigned technician in the performance of the required services. All technicians will be equipped with individually signaled paging service receivers while performing services at the University. Vendor should be able to provide the assigned service technician with the necessary work hours to guarantee the full-service needs of the University.

### 5.3.4 VENDOR RESPONSE TIMES

In instances where the Vendor must dispatch a technician to respond to a service requirement, the Vendor will have present on-site a technician within the times set forth below:

- A: Thirty (30) minutes during normal work hours
- B: Sixty (60) minutes for emergency callbacks
- C: Thirty (30) minutes for emergency callbacks with passenger entrapment
- D: Sixty (60) minutes for routine services during non-normal work hours

### 5.3.5 DOCUMENTATION AND CONSULTATION

- A. The Vendor shall develop and put into place a written Maintenance Control Program designed to maintain the equipment covered under this Contract in compliance with ASME A17.1 and the terms and conditions of this Contract. The Vendor will maintain an accurate log to document compliance with the Code and shall include records of the following activities:

- 1) Descriptions of all maintenance task and dates
- 2) Descriptions and dates of all examinations, tests, adjustments, repairs and replacements
- 3) Descriptions of and dates of callbacks (trouble calls) or reports that are reported to elevator personnel by any means, including corrective action taken
- 4) Written records of the findings on the firefighter's service operation

This log will supplement the Vendor's 'performance work' form (paragraph 8, Performance Terms and Conditions), shall be maintained at the Vendor's office, and subject to review when so requested by the University. Additionally, the Vendor shall maintain a 'check chart' of scheduled preventative maintenance on each controller cabinet or other appropriate location in each elevator's machine room.

- B. Vendor's service time tickets will be signed by the Contract Administrator or other University employees so designated in writing, and a copy will accompany the Vendor's submittal of 'performance work' forms as required by paragraph 8, Performance Terms and Conditions.
- C. The Vendor shall complete inspection forms and certifications in accordance with national, state and local government laws, ordinances or regulations, and manufacturers' requirements and provide copies of such forms to the University.
- D. The Vendor will assign a company representative to the University's account who will periodically visit the University's buildings to assess the effectiveness of the Vendor's performance. The Vendor will use the representative's reports to enhance the level of service performed and to correct service performance. Such representative will participate in the contract's performance conferences and serve as the primary liaison to the University for contract management and consultation.
- E. The Vendor will, at the University's request and at mutually agreed times, provide the University an evaluation of the elevator system's response to traffic for units which are controlled by a group dispatching system using the Vendor's computer check system and services. These reports will provide statistical data on average hall call waiting times by time of day and by floor for five (5) minute periods during the course of a normal workday.
- F. The University may, from time to time, engage the services of independent elevator consultants, to examine the supplies, materials and equipment used by the Vendor as well as to observe the operations of the Vendor in the performance of this contract. The University's consultant may accompany the Vendor's employees, agents or representatives to inspect

the equipment and services during the performance of any regularly scheduled work by the Vendor. The use of a consultant in this regard and to participate in any meetings with the Vendor is the sole right of the University.

### **5.3.6 SAFETY TESTS AND STATE INSPECTIONS**

- The Vendor shall be responsible for performing all inspections and safety tests required by ASME A17.1 and by the North Carolina Department of Labor, Elevator Division. Test shall be performed when due and in the presence of a State official of his designee, as required.
- All requirements written during the contract period by the North Carolina Department of Labor, Elevator Division, are the responsibility of the Vendor. These requirements shall be completed on or before the completion date specified on the State inspection report. The Vendor shall furnish, at no cost to the University, personnel to accompany the State Elevator Inspector as requested and/or necessary. These personnel shall only be the mechanic(s) familiar with the equipment covered by this Contract. Substitute mechanics shall be furnished by the Vendor to assume the routine duties of the mechanic accompanying the State Elevator Inspector. Completion of the Vendor's responsibilities to correct violations noted by NCDOL shall be reported to Contract Administrator in Facilities Operations for submittal to the State.
- Emergency fire service operation shall be tested monthly to assure its proper functioning as required by ASME A17.1 and the North Carolina Building Code. The Vendor will maintain a log in the machine room to attest to these tests and provide the Contract Administrator with a copy when requested.

### **5.3.7 DRAWINGS AND DIAGRAMS**

The Vendor at no time will copy or deface elevator drawings. All such drawings and manuals shall remain the property of the University and will not be removed from designated University areas. If the drawings are worn out or otherwise illegible, it will be the University's responsibility to replace them unless otherwise agreed upon by the University and the Vendor.

The Vendor will maintain current, original engineering wiring diagrams for the term of this contract. These wiring diagrams will be modified to reflect any changes made by the Vendor for any reason during the term of this contract and shall remain the property of the University.

### **5.3.8 SPARE PARTS INVENTORY**

During the term of this contract, the Vendor shall maintain for the performance of routine preventative maintenance either as part of the Vendor technician's mobile van inventory or stored in each elevator machine room in metal cabinets supplied by the Vendor, a supply of frequently used replacement parts and lubricants selected to meet the requirements of the serviced equipment. Any parts replaced by the Vendor will be new parts or remanufactured parts equal to, or better than, in terms of quality and performance, and manufactured to the original equipment manufacturer's specifications. Parts not meeting these standards are not acceptable.

All replacement parts will be furnished by the Vendor on a one-for-one exchange basis for replaced parts and their use reported to the University by: description, part number, and manufacturer. The Vendor will maintain a supply of such parts in its local warehouse inventory so as not to degrade the service.

Master controller, door operators, and other component replacement parts must be available to be delivered on-site within forty-eight (48) hours of needed repair. Exceptions to the forty-eight (48) hour requirement will be handled on case-by-case basis.

### **5.3.9 CONTRACT PERFORMANCE LEVELS**

The Vendor shall maintain the equipment hereunder so as to preserve the operating characteristics of the original design. Should the University find through its investigation that these standards are not being maintained, the Vendor will be provided a period

of ten (10) working days to restore the level of performance required. Failure of the Vendor to restore the performance level shall constitute sufficient cause for the initiation of default proceedings.

The following performance levels are considered a part of the original design and shall be maintained by the Vendor at all times:

- A. Contract speed of all elevators and dumbwaiters, and brake flight time as originally installed.
- B. Leveling accuracy of all elevators.
- C. Opening and closing times of all hoist way and car doors per ASME A17.1 with minimum standing time at each floor.
- D. Door reversal on all elevators equipped with mechanical safety shoes always initiated within the stroke of the shoe. Light ray and electronic door curtain devices shall be operable under normal operation.
- E. Variable car and hall door hold open times in accordance with original design. No deviations permitted.
- F. Elevators operating under Group Supervisory Systems shall operate at all times in accordance with design specifications as originally installed. The Vendor shall be required to periodically test these systems and submit to the Contract Administrator test data indicating the performance levels of the systems and proof that variable and fixed features are operating properly and all circuits and time settings are properly adjusted.

### 5.3.10 EXCLUDED ITEMS

The following equipment shall be excluded from this agreement except when damage is the result of the Vendor's actions or failure to act properly. All equipment not specifically listed below as being excluded, shall be included in the Contract.

- A. The building structure of the elevator hoistway enclosure, pit and machine room.
- B. The structural integrity of the underground cylinder casing, and underground piping for hydraulic elevators.
- C. Refinishing, repairing or replacing car enclosure surfaces, car door surfaces, and hoistway door surfaces, frames and sills.
- D. Smoke and fire sensors with related control equipment not specifically part of the elevator controls.
- E. Elevator main line and car lighting disconnecting means and their line side conductors.
- F. Telephone lines and equipment feeding the elevator controller. (Vendor is responsible for lines and equipment from the controller to the cab.)
- G. Lamps within the elevator car enclosure for general lighting. However, remote lamps, ballasts or other car lighting equipment not accessible from the interior of the elevator car are included in the Contract.

The maintenance, repair and replacement of hoistway and car door astragals, car emergency light charging units and batteries, emergency telephone equipment within the car, emergency lowering units and batteries, car ventilation fans, sump pumps in pits and furnishing and replacing light bulbs in pits and on car tops **are specifically included** in this Contract.

### 5.3.11 SCHEDULING AND CONDUCT OF WORK

- A. The Vendor shall furnish the Contract Administrator written notification for any scheduled maintenance service resulting in down time of more than four (4) hours. Notice shall be provided a minimum of ten (10) days prior to the date of service.
- B. Disruptive work – (high noise, dust) The use of impact tools for cutting concrete or for installation of inserts, the use of power-actuated tools and anchor guns will not be permitted in occupied buildings during University working hours without prior written approval of the Contract Administrator.

- C. Delivery and storage of materials and equipment and accomplishment of all work shall be made with a minimum of interference to University operations or personnel. Staging locations of work materials and equipment will be approved in advance by the Contract Administrator.
- D. Any time an elevator is out of service, the Vendor shall place a "Temporarily Out of Service" sign at each elevator landing for the duration of the downtime.

### 5.3.12 SCHEDULE OF MAINTENANCE OPERATIONS

The Vendor shall maintain elevator and dumbwaiters equipment, keep equipment spaces clean and in proper operating condition while complying with the ASME A17.1, Safety Code for Elevators and Escalators with Supplements, and ASME A17.2, Inspector's Manual with Supplements, and manufacturers' requirements in force at the time of installation or alteration.

The following minimum schedule of inspection and maintenance operations shall be followed in carrying out the performance of this Contract. The schedule constitutes the absolute minimum number and type of operations to be provided and is to be included in the maintenance program. The Vendor shall recognize that additional services may be required in order to comply with the requirements of this agreement.

This Contract requires that following services to be performed at a minimum of once per month or more often as conditions warrant, as required by industry maintenance standards, or in accordance with manufacturers recommendations to maintain the equipment at proper performance levels:

- 1) Ride each car, check operation of car and hatch doors, acceleration, deceleration, floor stops and brake action. Make corrections required to maintain in quiet safe operation.
- 2) Examine, repair, replace, lubricate and keep clean all motors, machines, generators, pumping units, controllers and all machine room equipment including cleaning of all motors, generators, transformers and filters.
- 3) Examine, repair, replace, lubricate and keep clean all controllers, selectors, selector drives and governors.
- 4) Clean, adjust repair and replace all controller and selector contacts. Renew worn contacts and/or shunts. Check sequence of operation.
- 5) Keep clean all motor, generator, and exciter commutators, clean and check brushes and brush holders. Maintain the tension of the brushes in the holders and renew and reseat brushes as recommended by the brush manufacturer.
- 6) Clean, lubricate, repair and replace direction and accelerating switches.
- 7) Examine brake operation and keep all components clean and lubricated as recommended by the original equipment manufacturer. Check clearance and adjust, and repair and replace components in order to maintain proper operation in conformance with the original manufacturer's specifications.
- 8) Keep the hoistway, pits and all equipment in them clean and lubricated and examine the hoistway equipment for proper operation.
- 9) Keep the car over-speed governors clean and lubricated and examine, repair and replace all working parts of all governors for free operation.
- 10) Examine, lubricate, repair and replace all door operating equipment including motors, brushes, commutators, belts, or chains, contacts, drive vanes and blocks. Keep all car and hoistway door equipment clean and lubricated.
- 11) Check retiring cam operation and make all adjustments or correction in order to maintain operation in conformance with the original equipment manufacturer's specifications.

- 12) Examine all wire ropes and fastenings, check and adjust rope tension. Lubrication of hoist ropes shall not be excessive and lubrication of governor ropes is prohibited.
- 13) Examine traveling cables for wear, condition and running position.
- 14) Examine counterweight and compensating ropes. Check and adjust compensating sheave switch. Keep all compensating sheaves, ropes, chains and related equipment clean and lubricated in conformance with the original manufacturer's recommendations.
- 15) Examine, repair and replace all door monitoring equipment, safety edge units and other types of door reopening devices. Keep all such devices clean, lubricated and adjusted in conformance with the original manufacturer's specifications.
- 16) Lubricate selector drive screws and guides, and clean contacts as recommended by the original equipment manufacturer.
- 17) Lubricate all terminal and/or automatic slow down and stopping switches on top of cars as recommended by the original equipment manufacturer and keep all such equipment clean.
- 18) Clean car position indicators, adjust, replace and repair so as to maintain maximum reliability and proper function.
- 19) Examine, clean and lubricate car and counterweight guide rails and guide assemblies (unless roller guides are used). Where car safety mechanisms exist, care and caution shall be used when lubricating guide rails to insure that the proper grade lubricant recommended by the manufacturer is used to maintain proper operation of the car safety mechanisms.
- 20) Check, repair and replace car fan motors for proper operation.
- 21) Examine drive and secondary sheaves, keep them clean and lubricated as recommended by the original equipment manufacturer.
- 22) Examine bearings, friction and anti-friction, for proper operation and wear, and lubricate in conformance with the equipment manufacturer's specifications.
- 23) Examine machine gear teeth for fretting or noise.
- 24) While riding on top of cars, physically check condition and operation of door locking equipment.
- 25) Perform an electrical test of door interlock circuits to insure that the elevator will not operate when the car or hoistway doors are in the open position except as provided for in the applicable codes and standards.
- 26) Examine, lubricate repair and replace door locks and door closer equipment. Keep all car and hoistway door equipment clean, including the unexposed portions of car and hoistway sills.
- 27) Examine car and counterweight guide shoe and fastenings and repair and replace in order to maintain a quiet ride without excessive noise of vibration.
- 28) Renew worn guide shoe gibs or guide rollers. Lubricate sliding guide shoes with a lubricant of a grade and type recommended by the original equipment manufacturer, paying particular attention to elevators equipped with car safety mechanisms.
- 29) Remove car station cover, blow out, clean, repair, replace or lubricate switches and buttons.
- 30) Examine, clean with proper solution, and repair as necessary, commutator, brushes and brush holders of all small control motors and regulators.
- 31) Thoroughly examine and clean starter and control panels.

- 32) Check, clean and adjust operation of slow down and limit switches. Examine all moving parts of governor and safety for free operation. Clean and adjust. Perform an actual test of safety at lowest operating speed with no load on an annual basis and load and safety tests every five years.
- 33) Examine, clean and maintain the minimum and maximum oil levels for all car and counterweight oil type buffers using buffer oil as recommended by the original equipment manufacturer. Perform "hand test" of plunger return.

### 5.3.13 ADDITIONAL SERVICES

- A. The Vendor is responsible for retrieving keys and other items, which may be accidentally dropped into elevator pits. This work is to be performed by the mechanic and /or helper. This work will be performed as part of this Contract at no additional cost to the University if required during normal business hours. If requests are made after normal business hours, the Vendor will be paid at the overtime rate provided as part of Attachment "B" - Cost Proposal – Hourly Labor Rates. The Vendor will not be paid more than two (2) hours for each occurrence.
- B. The University may require coverage by a qualified elevator technician for special events, such as Move-In-Weekend, which normally occurs near the middle of August each Summer. A Service technician would be required to be on site from 9 a.m. to 6 p.m. for a Saturday and Sunday. The Vendor will be paid for the actual hours worked at no more than the rates provided as part of Attachment "B" – Cost Proposal – Hourly Labor Rates.

### 5.4 PROJECT ORGANIZATION

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

### 5.5 TECHNICAL APPROACH

Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

### 5.6 CERTIFICATION AND SAFETY LABELS

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

## 6.0 CONTRACT ADMINISTRATION

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

**6.1 CONTRACT MANAGER AND CUSTOMER SERVICE**

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

<b>Contract Manager Point of Contact</b>	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

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

<b>Customer Service Point of Contact</b>	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

**6.2 INVOICES**

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

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

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

**6.3 POST AWARD BUSINESS REVIEW MEETINGS**

The Vendor, at the request of the University, shall be required to meet on-campus quarterly with the University for Business Review meetings, or more frequently if campus needs require. The purpose of these meetings will be to review project progress reports, discuss Vendor and University performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

**6.4 CONTINUOUS IMPROVEMENT**

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

## 6.5 PERIODIC WEEKLY REPORTS

The Vendor shall be required to provide Outage and Repairs Reports to the designated Contract Lead on a weekly basis. This report shall include, at a minimum, information concerning units that are currently out-of-service, the anticipated length of the outage, and the reason for the outage. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Procurement Entity or via e-mail to the Contract Lead. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within 10 business days of the award of the Contract the Vendor shall submit both a final work plan and a sample report to the designated Contract Administrator for approval.

## 6.6 ACCEPTANCE OF WORK

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

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

- A. The maintained uptime of the University's equipment
- B. Sufficient foresight for ongoing maintenance and repairs
- C. Ongoing compliance with local code and NCDOL regulations
- D. Continued quality workmanship

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

## 6.7 FAITHFUL PERFORMANCE

Any Contract may include terms ensuring a Vendor's performance such as: (1) a bond, or similar assurance; (2) liquidated damages; (3) a percentage of the Contract value held as a retainage; (4) withholding final payment contingent on acceptance of the final deliverable; and (5) any other provision that assures performance of the Vendor. The parties agree that the Vendor shall be subject to the conditions of the contract, and that the University may agree to terminate the contract if the Vendor does not meet these conditions.

## 6.8 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to six (6) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. This transition assistance should be priced at the same rate as the vendor's most recent contract. If the State exercises this

option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

**6.9 DISPUTE RESOLUTION**

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

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

**6.10 CONTRACT CHANGES**

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

The vendor must be willing to add or remove units from Attachment A (if and when the University requires) at a rate that matches the above unit pricing for that unit’s type.

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

## 7.0 ATTACHMENTS

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

**RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**

**ACCESS ATTACHMENTS B-H at <https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>**

### ATTACHMENT A: PRICING

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

HOURLY RATE: Per Mechanical per hour:

Regular Time	\$
Overtime	\$

UNIT PRICING: Pricing per unit per month for elevators added to Contract:

Handicap Lifts/ Dumbwaiters	\$
Hydraulic	\$
Geared Traction	\$
Gearless Traction	\$

PARTS MARKUP: \_\_\_\_\_% OR DISCOUNT: \_\_\_\_\_%

TEMPORARY TARIFF SURCHARGE: \_\_\_\_\_% (see Section 4.1.1)

The pricing in the tables below must include any and all actual and/or perceived shipping and delivery charges associated with the response to this RFP.

UNCG is exempt from Sales & Use Tax on qualifying purchases. The UNCG Tax Exempt Number is 400004.

UNIT PRICING:

Unit #	Designation	Monthly Billing	Unit #	Designation	Monthly Billing
211878	Forney Bldg	\$	C90703	Jackson Libr #3	\$
224132	Gove Health DW 4	\$	C90705	Jarrell Hall HC	\$
300460	Reynolds #1	\$	C90802	Mossman Bldg	\$
300461	Reynolds #2	\$	C91094	Sink Bldg #1	\$
300462	Grogan #1	\$	C91556	Moore Nursing	\$
300463	Grogan #2	\$	C91664	Coleman HHP 1 back	\$
438645	Sullivan Science #1	\$	C91934	Stone Bldg	\$
438646	Sullivan Science #3	\$	D00788	Mclver Prkg #1	\$
439984	Elliot Center #4	\$	D00789	Mclver Prkg #2	\$
460965	Alumni House	\$	D08961	Becher/Weaver	\$
480220	Gove Health #2	\$	D09802	Cone Hall #2	\$
480221	Gove Health #3	\$	D09803	Cone Hall #1	\$
489279	Petty Bldg	\$	D09821	PhillipsHawkins 1	\$
517686	Sullivan Science #2	\$	D09825	PhillipsHawkins 2	\$
610593	Lofts on Lee #1	\$	D12740	PhillipsHawkins 3	\$

Unit #	Designation	Monthly Billing	Unit #	Designation	Monthly Billing
610594	Lofts on Lee #2	\$	D24028	Music Bldg #2	\$
611659	Dining Hall AD	\$	D24030	Music Bldg #1	\$
611660	Dining Hall 2	\$	D24031	Music Bldg #3	\$
617474	ONLY ELV	\$	D24125	1100 W Market	\$
649304	NIB #1	\$	D33959	Elliott Center	\$
649305	NIB #2	\$	D37225	Sink Bldg #2	\$
649306	NIB #3	\$	D37226	Coleman HHP 2 front	\$
737618	School of ED #1	\$	D40736	Jackson Libr #4	\$
737619	School of ED #2	\$	D76858	Oakland Prkg #1	\$
737620	School of ED #3	\$	D76859	Oakland Prkg #2	\$
760496	Jefferson Ste #1	\$	D76860	Oakland Prkg #3	\$
760497	Jefferson Ste #2	\$	D76861	Oakland Prkg #4	\$
902412	Cone Art Center	\$	D84434	Visitor's Center	\$
C89923	Moore/Strong	\$	D92249	Spring Gdn Apt 1	\$
C89925	Spencer Hall	\$	D92250	Spring Gdn Apt 2	\$
C89937	Tower Village 1	\$	D92251	Gatewood Arts 1	\$
C89938	Tower Village 2	\$	D92252	Gatewood Arts 2	\$
C89942	Walker Ave Prkg	\$	D92253	Moore Humanity	\$
C89944	Gove Health #1	\$	F01984	Aycock #1	\$
C89945	Elliott Center	\$	F01985	Aycock #2	\$
C89947	Elliot Center 2	\$	F01986	Aycock DW #1	\$
C89948	Student Rec Fac #1	\$	F01987	Aycock DW #2	\$
C89950	Student Rec Fac #2	\$	F63386	Mary Foust	\$
C89952	Taylor Thtr SL	\$	F88763	Cotton Residence	\$
C89954	Taylor Thtr HCL	\$	F88764	Bailey Residence	\$
C89964	Brown Bldg	\$	F88765	Coit Residence	\$
C89965	Bryan Bldg #1	\$	F88766	Gray Residence	\$
C89966	Bryan Bldg #2	\$	F88767	Guilford County	\$
C89967	Curry Bldg	\$	F88768	Haywood Residence	\$
C89969	Eberhart Bldg #1	\$	F88769	Kaplan #1	\$
C89974	Eberhart Bldg #2	\$	F88770	Highland Res #1	\$
C89977	Eberhart Bldg #3	\$	F88771	Highland Res #2	\$
C89984	Eberhart Bldg #4	\$	F88772	Union Residence	\$
C89988	Ferguson Bldg	\$	F88773	Hinshaw Residence	\$
C89996	Graham Bldg	\$	F88774	Jamison Residence	\$
C89998	Jackson Libr #1	\$	F88775	Shaw Res #1	\$
C90702	Jackson Libr #2	\$	F88776	Shaw Res #2	\$
			F88777	Lee Res #1	\$
			F88778	Lee Res #2	\$
			U1A001	Ragsdale Menden	\$
Subtotal A:			Subtotal B:		
<b>TOTAL A &amp; B:</b>					

TOTAL is the contracted price per month, payable on a monthly basis.

**ATTACHMENT B: INSTRUCTIONS TO VENDORS**

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The Instructions to Vendors, which are incorporated herein by this reference, may be found at the link above.

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

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The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found at the link above.

**ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

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

**ATTACHMENT E: CUSTOMER REFERENCE TEMPLATE**

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Complete and return the Customer Reference Form, which can be found at the link above.

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

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

**ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**

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

**ATTACHMENT H: EO50 VENDOR PRICE-MATCHING OPPORTUNITY**

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Complete, sign, and return the Vendor Request for EO50 Price-Matching, which can be found at the link above.

**ATTACHMENT I: VENDOR SUSTAINABILITY EFFORTS**

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Complete and return the Vendor Sustainability Efforts, which can be found at the link above.

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