



STATE OF NORTH CAROLINA

Department of Transportation

Invitation for Bid #: 54-MKB-12048485B

Secured Document & Storage Media Destruction Services

Date of Issue: April 16, 2024

Bid Opening Date: May 14, 2024

At 2:00 PM ET

Direct all inquiries concerning this IFB to:

Mike Beaver

Procurement Specialist III

Email: mkbeaver@ncdot.gov

Phone: 919-707-2626



STATE OF NORTH CAROLINA

Invitation for Bid

54-MKB-12048485B

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

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

Vendor Name

Vendor eVP#

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

Sealed, mailed responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA
Department of Transportation

Refer <u>ALL</u> Inquiries regarding this IFB to: Mike Beaver mkbeaver@ncdot.gov	Invitation for Bid #: 54-MKB-12048485B
	Bids will be publicly opened: May 14, 2024 @ 2:00PM ET
Using Agency: Transportation	Commodity No. and Description: 801615 Document Destruction Services
Requisition No.: 12048485	

EXECUTION

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

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

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

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

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

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

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

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

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

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

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

Bid Number: 54-MKB-12048485B

Vendor: _____

VALIDITY PERIOD

Offer shall be valid for at least ninety (90) days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

ACCEPTANCE OF BIDS

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 2024,

by _____.

(Authorized Representative of the Department of Transportation)

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1.0 PURPOSE AND BACKGROUND

The Department of Transportation is an agency of North Carolina whose mission and goal are to connect people, products, and places, safely and efficiently with customer focus, accountability and environmental sensitivity while making transportation safer by delivering and maintaining the State's infrastructure effectively and efficiently.

The purpose of this solicitation is to obtain pricing from qualified Vendors who are certified by the National Association for Information Destruction (NAID) to provide offsite and on-site Secured Document and Storage Media Destruction Services for the Division of Motor Vehicle and License and Theft Offices. These services shall be performed at various locations across the State separated into an Eastern Region and Western Region.

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 three (3) years, beginning on the date of final Contract execution (the "Effective Date").

In addition, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

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

2.0 GENERAL INFORMATION

2.1 INVITATION FOR BID DOCUMENT

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

2.2 E-PROCUREMENT FEE

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

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

2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

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

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

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

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this IFB Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon during negotiations and incorporated by way of a

Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's bid as nonresponsive.

2.4 IFB SCHEDULE

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

Event	Responsibility	Date and Time
Issue IFB	State	April 16, 2024
Submit Written Questions	Vendor	April 29, 2024, by 2:00PM ET
Provide Response to Questions	State	ASAP
Submit Bids	Vendor	May 14, 2024, by 2:00PM ET
Contract Award	State	TBD

2.5 BID QUESTIONS

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

Written questions shall be emailed to mkbeaver@ncdot.gov by the date and time specified above. Vendors should enter "IFB # 54-MKB-12048485B Questions" as the subject for the email. Question submittals should include a reference to the applicable IFB section and be submitted in the format shown below:

Reference	Vendor Question
IFB 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 IFB. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the IFB and an addendum to this IFB.

2.6 BID SUBMITTAL

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

Mailing address for delivery of bid via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier).
BID NUMBER: 54-MKB-12048485B Attn: Mike Beaver North Carolina Department of Transportation Purchasing Section, Room 334B 1 South Wilmington St. Raleigh, NC 27601	BID NUMBER: 54-MKB-12048485B Attn: Mike Beaver North Carolina Department of Transportation Purchasing Section, Room 334B 1510 Mail Service Center Raleigh, NC 27699-1510

CAUTION: For bids submitted via U.S. mail, please note that the U.S. Postal Service generally does not deliver mail to a specified street address but to the State's Mail Service Center. Vendors are cautioned that bids sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the agency's purchasing office on the due date in time to meet the bid deadline. All Vendors are urged to take the possibility of delay into account when submitting bids by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a bid via facsimile (FAX) machine, telephone, or email in response to this IFB shall NOT be accepted.**

- a) Submit a **signed, original executed** bid response.
- b) Submit your bid in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the IFB number; and (3) the due date. Address the package(s) for delivery as shown in the table above. If Vendor is submitting more than one (1) bid, each bid shall be submitted in separate sealed envelopes and marked accordingly. For delivery purposes, separate sealed envelopes from a single Vendor may be included in the same outer package. Bids are subject to rejection unless submitted with the information above included on the outside of the sealed bid package.
- c) If confidential and proprietary information is included in the bid, also submit one (1) signed, REDACTED copy of the bid. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services, or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

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

Failure to submit a bid in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor's bids(s).

Critical updated information may be included in Addenda to this IFB. It is important that all Vendors responding to this IFB 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 IFB and all Addenda thereto.

2.7 BID CONTENTS

Vendors shall populate all attachments of this IFB 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 bid, in the State's sole discretion.

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

- a) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- b) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- c) Vendor's Response to Section 4.9 NATIONAL ASSOCIATION FOR INFORMATION DESCTRUCTION (NAID) CERTIFICATION and Section 4.10 SAMPLE CERTIFICATE OF DESCTUCTION
- d) Completed version of ATTACHMENT A: PRICING FORM
- e) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- f) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- g) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- h) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

2.8 ALTERNATE BIDS

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate bid must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Any alternate bid, in addition to the marking described above, must be clearly marked with the legend: "Alternate Bid #54-MKB-12048485B [for 'name of Vendor']". Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate bid. Each bid must be complete and independent of other bids offered.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

NAID: National Association for Information Destruction

3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

3.1 METHOD OF AWARD

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

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

While the intent of this IFB is to award a Contract(s) to 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 IFB in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

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

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this IFB is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 28 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

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

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

3.3 BID EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

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

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

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

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

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

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

3.4 PERFORMANCE OUTSIDE THE UNITED STATES

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

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

3.5 INTERPRETATION OF TERMS AND PHRASES

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

4.0 REQUIREMENTS

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

4.1 PRICING

Bid price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor’s response.

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 Manager may require annual recertification of the Vendor’s financial stability.

4.3 HUB PARTICIPATION

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

4.4 REFERENCES

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

4.5 PERSONNEL

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

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

4.6 VENDOR'S REPRESENTATIONS

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

4.7 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

4.8 NATIONAL ASSOCIATION FOR INFORMATION DESTRUCTION (NAID) CERTIFICATION

Vendor shall be certified by NAID to provide the required Secured Document & Media Storage Destruction Services listed in this IFB throughout the contract period. Vendor must provide a copy of its NAID certification with its bid response. Failure to provide this certification shall result in rejection of the Vendor's offer.

4.9 SAMPLE CERTIFICATE OF DESTRUCTION

Each bid shall be accompanied by a sample itemized Certificate of Destruction that must include, at a minimum, the following:

- a) Location and name of agency for whom the on-site shredding services were provided
- b) Date of shredding
- c) Purchase order number
- d) Signature and title of contractor's employee providing services
- e) Signature of agency representative

Failure to include such information shall be a sufficient basis for rejection of the bid.

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

Vendor shall provide collection and shredding services for the destruction of records, cartons, plastic media or any other such type of record whether physical or electronic. The Vendor shall have written policies and procedures in place to ensure secure handling and destruction of State owned (Customer) material. If documents are shredded, they must be shredded in accordance with NAID standards and cut into fine particles so that no fragments of what remains contains any legible data. Electronic storage media destruction may occur by any method in which media is destroyed so that no data may be extracted, including hydraulic punching, shredding, on-site erasure, and degaussing. Paper shredding and media destruction services must be provided on-site and/or off-site upon the State's request.

This service can be subcontracted in accordance with the NORTH CAROLINA GENERAL TERMS & CONDITIONS, 18. SUBCONTRACTING. Subcontractors must be NAID certified prior to performing any work. Vendor shall provide subcontractor NAID certification within 30 days after the request is made by NCDOT.

Upon award, **DMV and the awarded Vendor shall mutually agree upon a scheduled frequency and pick-up date, and the number of bins needed per location.** This agreement shall be made between the listed personnel contacts of both the Eastern and Western offices and shall be agreed upon in writing. All materials shall be classified as mixed paper. This collection process includes emptying all containers in the building and destroying all documents on the premises, at these locations. Vendor must use the designated area at each facility for the shredding process.

5.2 SPECIFICATIONS

1. Vendor shall provide all labor, personnel, equipment, supplies, secured vehicles, material, supervision, and other related supplies to provide on-site & off-site destruction services as specified.
2. Vendor's employees must always register at the front desk of each facility and wear Department Visitor identification badges on premises.
3. Vendor's employees must be courteous, professional and must not be disruptive while on the premises.
4. Vendor shall provide the required flat surface locked bin console(s) (approximate 80-100 pounds) or secured plastic wheeled 96-gallon (approximate 300 pounds) and/or secured plastic 64-gallon (approximate 200 pounds) bin(s), as specified for each facility location. Content of bins and consoles shall be collected and destroyed at each visit. Additional bin console(s) and secured gallon bin(s) shall be provided to the Department upon request and at no cost.
5. Vendor must certify and maintain the confidentiality of the material while in its possession.
6. Upon destruction of the records and prior to payment, the Vendor shall provide the State with an itemized Certificate of Destruction reflecting the destruction of the records for all material shredded that must include, at a minimum the following:
 - a. Location and name of agency for whom the on-site shredding services were provided
 - b. Date of shredding
 - c. Purchase order number
 - d. Signature and title of Vendor's employee providing services
 - e. Signature of agency representative
7. Any additional purging services will be handled separately and are not included as part of this contract.
8. Local office addresses within a city may change during the contract as new leases are negotiated.
9. Locations may be added at any time during the contract period at the same price as other offices in the area, within a seventy-five (75) mile radius.

5.3 DEVIATIONS

The nature of all deviations from the Specifications listed herein shall be clearly described by the Vendor. Otherwise, it will be considered that items offered by the Vendor are in strict compliance with the Specifications provided herein, and the successful

Vendor shall be required to supply conforming goods. Deviations shall be explained in detail on an attached sheet. However, no implication is made or intended by the State that any deviation will be acceptable. Do not list objections to the North Carolina General Terms and Conditions in this section.

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.

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

The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State's point of contact for customer service-related issues.

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

6.2 CONTINUOUS IMPROVEMENT

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

6.3 ACCEPTANCE OF WORK

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

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

6.4 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.

6.5 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.

6.6 INVOICES

Vendor shall invoice the DMV. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the DMV with an invoice for each order. Invoices shall include detailed information to allow DMV 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, Order Date, Purchase Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

A copy of the Certificate of Destruction (see section 5.2) must accompany each invoice. Failure to include with invoice may result in delayed payment.

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

6.7 ESTIMATED VOLUME

The volume indicated herein is a monthly estimate only and is provided for informational purposes based on the anticipated usage. No maximum or minimum volume is guaranteed. It shall be understood and agreed that the State may purchase more or less than the estimated volume during the contract period.

The State reserves the right to increase or decrease the volume as needed. The State shall not be obligated to purchase more than its normal requirements. The State will be responsible only for services requested and received.

Region	Monthly Volume	Annual Volume	Total Contract Volume
Eastern	536,034 pounds	6,432,408 pounds	19,297,224 pounds
Western	39,600 pounds	475,200 pounds	1,425,600 pounds

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

7.0 ATTACHMENTS

ATTACHMENT A: PRICING FORM

EASTERN REGION

Consists of NCDMV Driver License and License & Theft Offices located in Districts 1, 2, 3, 4, and the Rocky Mount Headquarters as listed on EXHIBIT AE1.

Item #	QTY.	UOM	DESCRIPTION	PRICE PER POUND	MONTHLY TOTAL EXTENDED PRICE
1	536,034	Pounds	Monthly On-Site Collection and Document Destruction Services	\$ _____	\$ _____
TOTAL EXTENDED PRICE (Monthly Total Extended Price x 36 Months)					\$ _____

WESTERN REGION

Consists of NCDMV Driver License and License and Theft Offices located in Districts 5, 6 and 7 as listed on EXHIBIT AW1.

Item #	QTY.	UOM	DESCRIPTION	PRICE PER POUND	MONTHLY TOTAL EXTENDED PRICE
1	39,600	Pounds	Monthly On-Site Collection and Document Destruction Services	\$ _____	\$ _____
TOTAL EXTENDED PRICE (Monthly Total Extended Price x 36 Months)					\$ _____

GRAND TOTAL EXTENDED PRICE FOR BOTH REGIONS \$ _____

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-Instructions-to-Vendors_09.2020.pdf<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2021.pdf

MUST RETURN

ATTACHMENT E: CUSTOMER REFERENCE FORM

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

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf

MUST RETURN

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

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

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Workers_09.2021.pdf

MUST RETURN

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Certification-of-Financial-Condition_09.2021.pdf

MUST RETURN

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

IMPORTANT: The addresses shaded in gray must have the shredding performed on site. The address not shaded in gray does not need to have the shredding performed on site.

EXHIBIT: AE1

#	District	DMV Office	Address & County	Telephone #	Contact Personnel
EASTERN REGION OF NC (71)					
1	1	AHOSKIE	242 NC 42 W, 27910 (Hertford)	252-332-5525	Victoria Whitehurst/Jacqueline Sessoms
2	1	BURGAW	781 US HWY 117 S, 28425 (Pender)	919-259-2799	Yotacca Gore/Felicia Imes
3	1	EDENTON	307 W FREEMASON ST., 27932 (Chowan)	252-482-8941 or 2501	Thomas Ashely/Jacqueline Sessoms
4	1	ELIZABETH CITY	1164 US 17 S, 27909 (Pasquotank)	252-331-4776	Debra Branch
5	1	GREENVILLE – LT	4651 N Creek Rd, 27834 (Pitt)	252-999-7500	Patricia Witherspoon
		GREENVILLE – DL		252-830-3456	Pamela Finnegan
6	1	HAVELOCK	300 Miller Blvd., 28532 (Craven)	252-444-6425	Ann Daniels/Richard Van Williams
7	1	JACKSONVILLE	299 Wilmington Highway, 28540 (Onslow)	910-347-3894	Felicia Imes/Nancy Whaley
8	1	KINSTON	2214 W Vernon Ave., US 70 W, 28501 (Lenoir)	252-526-4432	Shuneen May
9	1	MOREHEAD CITY	5437 Highway 70 W, 28557 (Carteret)	252-240-1327	Robert Bell
10	1	NAGS HEAD	2808 S Croatan Highway, 27959 (Dare)	252-480-6465	John Bedician/Debra Branch
11	1	NEW BERN	1001 Downey Dr., 28562 (Craven)	252-514-4901	Richard Van Williams
12	1	WASHINGTON	1821 Carolina Ave., 27889 (Beaufort)	252-946-3995	Jacqueline Sessoms
13	1	WILLIAMSTON	305 East Main Street, 27892 (Martin)	252-789-4395	Krisitin Sasser/Pamela Finnegan
14	2	ABERDEEN	521 S Sandhills Blvd., 28315 (Moore)	910-944-1552	Annette Kearns
15	2	CLINTON	305 North Blvd., 28328 (Sampson)	910-592-5820	Robert Knode
16	2	ELIZABETH TOWN	197 N Pine St., 28337 (Bladen)	910-862-3169	Heather R Strickland/Henry Bowie
17	2	FAYETTEVILLE - LT	4705 Clinton Rd., 28312 (Cumberland)	910-486-1331	Carly M Johnson
18	2	FAYETTEVILLE S - DL	2439 Gillespie St., 28306	910-486-1354	Henry Bowie
19	2	FAYETTEVILLE W	831-A Elm St., Eutaw Village-Bragg Blvd., 28303 (Cumberland)	910-484-6452	Tamika Jones
20	2	HAMLET	200 College Drive, 28345 (Richmond)	910-582-7032	David Berry

21	2	KENANSVILLE	133 Routege Street, 28349 (Duplin)	910-296-0234	Amy B Hathaway/Robert Knode
22	2	LAURINBURG	1421 West Boulevard, 28352 (Scotland)	910-277-2430	Taquenda Blackman/David Berry
23	2	LUMBERTON	95 N, 4650 Kahn Dr., 28358 (Robeson)	910-618-5551 or 5552	Charity Dove
24	2	LUMBERTON CDL	2479 E Fifth St., 28358 (Robeson)	910-618-5527 or 5528	Scott Bell
25	2	PEMBROKE	100 S Union Chapel Road, 28372 (Robeson)	910-521-8617	Shannon Williams
26	2	RAEFORD	100 S Union Chapel Road, 28372 (Hoke)	910-875-2442	Priscilla Brown/Annette Kearns
27	2	SHALLOTTE	5298 Main St., 28459 (Brunswick)	910-754-5114	Cathy Cortes
28	2	STEDMAN	4705 Clinton Rd., Fayetteville 28312 (Cumberland)	910-483-3564	Marilyn Cushion
29	2	WHITEVILLE	917 Washington St., 28472 (Columbus)	910-642-2017 or 2099	Heather Collins
30	2	WILMINGTON N	US 17 N., One Station Rd., 28405 (New Hanover)	910-397-1504	Tara Brown
31	2	WILMINGTON S	2390 Carolina Beach Rd., 28401 (New Hanover)	910-251-5748	Adele Robinson
32	3	CARY	1387 SE Maynard Rd., 27511 (Wake)	919-468- 9073/919- 468-0319	Brian Faust
33	3	CLAYTON	1665 Old Hwy 70 W, 27520 (Johnston)	919-550-2550	Tia Williams
34	3	DURHAM EAST	101 S Miami Blvd., 27703 (Durham)	919-560- 3317/919- 660-6896	Travis Williams
35	3	DURHAM SOUTH	3825 S Roxboro St. Suite 119, 27713 (Durham)	919-560- 3379/919- 560-3378	Tamika Montanez
36	3	FUQUAY-VARINA	131 S Fuquay Avenue, Old Municipal Building, 27526 (Wake)	919-552-1895	Trudy Roberson
37	3	GARNER	222 Forest Hills Drive, Forest Hills Shopping Ctr., 27529 (Wake)	919-662-4366	Duchess Hall Chavis
38	3	GOLDSBORO	701 W Grantham St., Highway 70, 27530 (Wayne)	919-731-7963	Dorothy Williams
39	3	HENDERSON	1080 Eastern Boulevard, 27536 (Vance)	252-438-2563	Tanya Brown
40	3	LOUISBURG	90 Tanglewood Drive, 27549 (Franklin)	919-496-2590	Sarah Howell
41	3	OXFORD	100 Providence Rd., 27565 (Granville)	919-693-6128	Rosalyn Aycock
42	3	RALEIGH EAST	4121 New Bern Ave # 151, 27610 (Wake)	919-615-8956	Tanika Williams
43	3	RALEIGH NORTH	2431 Spring Forest Rd., Suite 101, 27615 (Wake)	919-855- 6885/919- 855-6877	Jeffrey Royster
44	3	RALEIGH	1100 New Bern Avenue, 27697 (Wake)	919-715-6054	Burketta Slobodzian
45		RALEIGH WEST	3231 Avent Ferry Rd., 27606 (Wake)	919-816-9128	Kimberly R Johnson

	3				
46	3	ROANOKE RAPIDS	26 Three Bridges Rd., 27870 (Halifax)	252-536-4046	Eddie Mitchell
47	3	ROCKY MOUNT	2617 N Wesleyan Blvd., 301 N, 27804 (Nash)	252-442-8905	Juan Blackston
48	3	ROCKY MOUNT HQ	Building 1 with 26 Bins & Serviced once weekly. 1417 N Church Street, 27804 (Nash)	919-615-7415	Mike Conner
49	3	ROCKY MOUNT HQ	Building 2 and Warehouse with 6 Bins & Serviced Bi-weekly. 1405 N Church Street, 27804 (Nash)	919-615-7415	Mike Conner
50	3	ROCKY MOUNT HQ	Building 3 with 4 Bins & Services Bi-weekly. 1515 N Church Street, 27804 (Nash)	919-615-7415	Mike Conner
51	3	ROCKY MOUNT HQ	Building 5 with 5 Bins & Serviced Bi-weekly. 1613 N Church Street, 27804 (Nash)	919-615-7415	Mike Conner
52	3	ROCKY MOUNT HQ	Building 6 with 25 Bins & Serviced twice weekly. 1625 N Church Street, 27804 (Nash)	919-615-7415	Mike Conner
53	3	SMITHFIELD	3783 US 301 S, Four Oaks, 27577 (Johnston)	919-934-3187	Brandi Creech
54	3	TARBORO	125 East Granville St., 27886 (Edgecombe)	252-823-0242	Calvin Adkins/Juan Blackston
55	3	WENDELL	2851 Wendell Blvd., 27591 (Wake)	919-365-9516	Kathryn Massey
56	3	WILSON	1822 Goldsboro St. SW, 27893 (Wilson)	252-243-4072	Carol Whitley
57	4	ASHEBORO	2754 US Hwy 220, Business South 27203 (Randolph)	336-318-4912	Pilar Reza
58	4	CARRBORO	100 NC Hwy 54, Suite 104GG, 27510 (Orange)	919-929-0573	Perridia Dozier
59	4	ERWIN	125 W Jackson Blvd., 28339 (Harnett)	910-892-1456	Melissa Overby
60	4	GRAHAM	111 East Crescent Square, 27253 (Alamance)	336-570-6812	Stephanie Pfeiffer
61	4	GREENSBORO EAST	2527 East Market Street, 27401 (Guilford)	336-334-5746	Amity John
62	4	GREENSBORO EXPRESS	236 East Washington St., 27401 (Guilford)	336-334-5756	Amity John & Melvin Mixon
63	4	GREENSBORO WEST - LT	2391 Coliseum Blvd., 27403 (Guilford)	336-256-2024	Linda Brinegar or Stephanie Lail
		GREENSBORO WEST - DL		743-222-6060	Melvin Mixon
64	4	HIGH POINT	650 Francis St., 27263 (Guilford)	336-884-1400	Petra Davila
65	4	HILLSBOROUGH	1201 Cornelius St., 27278 (Orange)	919-732-2427	Philip Poe
66	4	LILLINGTON	1005 Edwards Brothers Drive, 27546 (Harnett)	910-893-8939	Kyle Parrish/Melissa Overby
67	4	ROXBORO	3434 Burlington Road, 27573 (Person)	336-597-5636	Tomeka Nelson
68	4	SANFORD	2210 Carthage St., 27330 (Lee)	919-775-5632	Wilma Hooker
69	4	SILER CITY	Highways 421 S and 64 W, N 2 nd Ave Ext., 27344 (Chatham)	919-663-2601	Juanita Brown

70	4	WENTWORTH	111 Wilson-Way Rd., Reidsville, 27375 (Rockingham)	336-634-5727 x228	Sophia Booty
71	4	YANCEYVILLE	958 Fire Tower Rd., 27379 (Caswell)	336-694-9498	Teresa Parker

EXHIBIT: AW1

#	District	DMV Office	Address & County	Telephone #	Contact Personnel
WESTERN REGION OF NC (53)					
1	5	BOONE	4469 Bamboo Rd., Suite 103, 28607 (Watauga)	828-265-5384	Shane Caudill
2	5	ELKIN	1687 N Bridge St., 28621 (Surry)	336-527-4118	Amy Singleton
3	5	HUDSON	309 Pine Mountain Rd., 28638 (Caldwell)	828-726-2504	Deborah Ready
4	5	JEFFERSON	140 Government Circle, 28640 (Ashe)	336-246-5001	Crystal Eller/Brian Foster
5	5	KERNERSVILLE	810A N Main St., 27284 (Forsythe)	336-993-5736	Michelle Mason
6	5	LEXINGTON	US 29 and 70 Business, 2314 S Main St., 27292 (Davidson)	336-248-5179	Larry Epley
7	5	MOCKSVILLE	161 Poplar St., Suite 101, 27028 (Davie)	336-751-5016	Patricia Krasienko/Larry Epley
8	5	MOUNT AIRY	155 Patrol Station Rd., 27030 (Surry)	336-786-7015	Nancy Easton
9	5	SALISBURY	US 29 S, 5780 S Main St., 28147 (Rowan)	704-857-6638	Beverly Crawford
10	5	SPARTA	115 Atwood St., Suite 508 28675 (Alleghany)	336-372-6442	Wanda Hairston
11	5	THOMASVILLE	1033 Randolph St., Suite 16 27360 (Davidson)	336-472-7391	Richard Lawrence
12	5	WALNUT COVE	111 W Sixth St., 27052 (Stokes)	336-591-1136	Wanda Hairston
13	5	WILKESBORO	1230 School St., 28697 (Wilkes)	336-838-4725	Brian Foster
14	5	WINSTON- SALEM LT	470 W Hanes Mill Rd., Suite 103, 27105 (Forsythe)	336-767-8808	Kayla Hall
15	5	WINSTON-SALEM NORTH	3637 N Patterson Ave., 27105 (Forsythe)	336-725-3221	Michael Pitt
16	5	WINSTON-SALEM SOUTH	2001 Silas Creek Parkway, 27103 (Forsythe)	336-761-0110	Janet Blue
17	5	YADKINVILLE	225 Ash St., 27055 (Yadkin)	336-679-3232	Roxie Carpenter
18	6	ALBEMARLE	611 Concord Road, 28001 (Stanly)	704-982-4077	Tonya Russell
19	6	CHARLOTTE EAST	6635 Executive Circle, Suite 130, 28212 (Mecklenburg)	704-531-5563 or 5529	Danita Cureton
20	6	CHARLOTTE NORTH	9711 David Taylor Dr., 28269 (Mecklenburg)	980-771-8300	Yolanda Dawn Beaver
21	6	CHARLOTTE SOUTH	201H W Arrowood Rd., 28217 (Mecklenburg)	704-527-2562 or 2563	Demetrius Harris
22	6	CHARLOTTE WEST	6016 Brookshire Blvd., 28216 (Mecklenburg)	980-260-2681 or 2680	Bruce Callendar

23	6	CONCORD	2192 Kannapolis Hwy., 28027 (Cabarrus)	704-721-3664	Ella Gilchrist
24	6	GASTONIA	2560 W Franklin Ave., 28052 (Gaston)	704-853-5372	Gregory Johnson
25	6	HICKORY	1158 Lenoir-Rhyne Blvd. SE, 28602 (Catawba)	828-326-9126	Tim Anthony
26	6	HUNTERSVILLE	12101 Mt. Holly-Huntersville Rd., 28078 (Mecklenburg)	704-331-4570 or 4569	Larry Espinosa
27	6	LINCOLNTON	1450 N Aspen St., 28092 (Lincoln)	704-735-6923	Rodney Pope
28	6	MONROE	3122 Hwy 74 W., 28110 (Union)	704-289-5688	Leslie Williams
29	6	MOORESVILLE	533 Patterson Ave., Suite 100, 28115 (Iredell)	704-663-6456	Peggy Whitley
30	6	MOUNT HOLLY	785 W Charlotte Ave., Unit 2, 28120 (Gaston)	704-827-9486	Lisette Baumgardner
31	6	NEWTON	1033 Smyre Farm Rd., 28658 (Catawba)	828-466-5516	Joe Franze
32	6	POLKTON	5920 Hwy 74 W., 28135 (Anson)	704-694-5534	Robin McAdams/Tonya Russell
33	6	SHELBY	US 74 Bypass, 1914 E Dixon Blvd., 28152 (Cleveland)	704-480-5408	Debra Linton
34	6	STATESVILLE	US 21 N @ I-40, 905 Carolina Ave. North, 28677 (Iredell)	704-878-4220	Nikki Bailey
35	6	STATESVILLE CDL	1028 Turnersburg Hwy., 28625 (Iredell)	704-876-1052	AnnMarie Richard/Nikkie Bailey
36	6	TAYLORSVILLE	2390 NC Hwy 90 E., 28681 (Alexander)	828-632-1159	Alexa Mooney/Nikki Bailey
37	6	TROY	168 Glen Rd., 27371 (Montgomery)	910-572-2001	Delores Blake/Tonya Russell
38	7	ANDREWS	1440 Main St., 28901 (Cherokee)	828-321-1442	Stephanie Stroupe/Crystal Almaraz (SE located offsite)/Brenda Moody
39	7	ASHEVILLE - DL	1624 Patton Ave., 28806 (Buncombe)	828-782-9616	Christopher Fay
		ASHEVILLE - LT		828-782-9640 opt 2	Julia Bradley
40	7	ASHEVILLE EXPRESS	600 Tunnel Rd., 28805 (Buncombe)	828-782- 9602/828- 296-7262	Brenda Moody
41	7	BREVARD	50 Commerce St. Unit 4, 28712 (Transylvania)	828-883-2073	Nick Nicholas/Brenda Moody (SE located offsite)
42	7	BRYSON CITY	2650 Governor's Island Road, 28713 (Swain)	828-488-3684	Jennifer Jones/Brenda Moody (SE located offsite)
43	7	BURNSVILLE	116 N Main St., 28714 (Yancey)	828-682-9619	Gary Fender/Brenda Moody (SE located offsite)
44	7	CLYDE	290 Lee Rd., 28721 (Haywood)	828-627-6969	Crystal Almaraz
45	7	FOREST CITY	596 Withrow Rd., 28043 (Rutherford)	828-286-2973	Natolyn Jeffries

					Adrianna Kirchman/Brenda Moody (SE located offsite)
46	7	FRANKLIN	16 Patton Ave., 28734 (Macon)	828-524-3592	
47	7	HENDERSONVILLE	US 25, 125 Baystone Dr., 28791 (Henderson)	828-692-9348	Jimmy Summey/Audrey Frost
48	7	MARION	3975 NC 226 S, 28752 (McDowell)	828-652-5828	Michael Grindstaff
					Karen Gillespie/Brenda Moody (SE located offsite)
49	7	MARSHALL	107 Elizabeth Lane, 28753 (Madison)	828-649-8220	
50	7	MORGANTON	115 Government Dr., 28655 (Burke)	828-438-6294	Kongleng Hang
					David Shuford/Brenda Moody (SE located offsite)
51	7	NEWLAND	301 Cranberry St., 28657 (Avery)	828-733-8284	
					David Shuford/Michael Grindstaff
52	7	SPRUCE PINE	1032 Oak Ave., 28777 (Mitchell)	828-766-7649	
53	7	SYLVA	876 Skyland Dr., Suite 2, 28779 (Jackson)	828-586-5413	Angela Green/Juan Blackston

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