

STATE OF NORTH CAROLINA

Lenoir Community College

Request for Proposal #: 105-2025CSLCC

Custodial Services for LCC

Date of Issue: 12/19/2025

Proposal Opening Date: 2/5/2026

At 3:00 PM ET

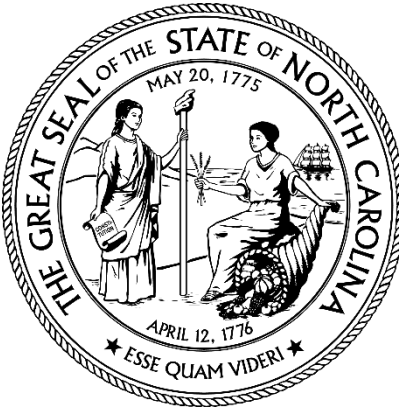
Direct all inquiries concerning this RFP to:

Cindy Jones

Purchasing Agent

Email: cwjones29@lenoircc.edu

Phone: 252-233-6807



STATE OF NORTH CAROLINA

Request for Proposal

105-2025CSLCC

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

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

Vendor Name

Vendor eVP#

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

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

STATE OF NORTH CAROLINA Lenoir Community College	
Refer <u>ALL</u> Inquiries regarding this RFP to: Cindy Jones cwjones29@lenoircc.edu 252-233-6807	Request for Proposal #: 105-2025CSLCC
	Proposals will be publicly opened:
Using Agency: Lenoir Community College	Commodity No. and Description: 761100 Cleaning and Janitorial Services
Requisition No.:	

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 ATTACHMENTS page within this document.

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

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

Proposal Number: 105-2025CSLCC

Vendor: _____

VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least one hundred twenty (120) days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

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

<p>FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on</p> <p>The attached certification, by _____.</p> <p style="text-align: center;">(Authorized Representative of Lenoir Community College)</p>

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1.0 PURPOSE AND BACKGROUND

Lenoir Community College has a large Cosmetology Program in the Curriculum and Continuing Education Departments. We have classes seven days a week, including nights. Due to the need to meet State Board regulations, Lenoir Community College is seeking proposals from experienced, qualified vendors to provide custodial/janitorial services for the Cosmetology/Esthetics/Manicurist Department on the main campus located at 231 Hwy 58 S. Kinston, NC 28504. The area consists of approximately 9350 square feet. The successful vendor will begin work after 10:00 p.m. nightly (after class ends). Work must be completed prior to 8:00 a.m. the next day.

LCC also has satellite campuses located in Jones and Greene counties. We are seeking proposals from experienced, qualified vendors to provide custodial/janitorial services for these locations. We need one full-time custodial employee for the Greene County Center located at 818 Hwy 91, Snow Hill, NC 28580. Work schedule is Monday through Thursday, 7:00 a.m. to 4:00 p.m. and Friday, 7:00 a.m. to 2:00 p.m. This schedule runs from August to May. Summer schedule hours may vary according to the needs of the facility.

We need one part-time custodial employee for the Jones County Center located at 509 NC Hwy 58, Trenton, NC 28585. Working hours for this location are 6:00 p.m. to 9:00 p.m. Monday through Thursday.

The vendor will provide all equipment, accessories, chemicals, solvents, cleaning fluids, workwear, PPE, and any other supplies necessary to deliver the services in accordance with this agreement.

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

1.1 CONTRACT TERM

The Contract shall have an initial term of (1) year, beginning on the date of final Contract execution (the "Effective Date").

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than sixty (60) days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

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

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

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

2.2 E-PROCUREMENT FEE

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

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

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

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

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave

open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

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

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

2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	Friday, December 19, 2025
Mandatory Site Visit	State	Wednesday, January 14, 2026 @9:00 a.m.
Submit Written Questions	Vendor	Wednesday, January 21, 2026, by 5:00 p.m.
Provide Response to Questions	State	Wednesday, January 28, 2026, by 3:00 p.m.
Submit Proposals	Vendor	Thursday, February 5, 2026, by 3:00 p.m.
Contract Award	State	Monday, March 2, 2026

2.5 SITE VISIT or PRE-PROPOSAL CONFERENCE

Mandatory Site Visit

Date: January 14, 2026
Time: 9:00 a.m. Eastern Time
Location: 231 Hwy 58S
Bullock Building #1, Room 131A
Kinston, NC 28504
Contact Name: Cindy Jones
Contact Number: 252-233-6807 (office)

After this site visit concludes, potential vendors will travel to the Jones County location and then the Greene County location.

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

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

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

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

2.6 PROPOSAL QUESTIONS

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

Written questions shall be emailed to cwjones29@lenoircc.edu by the date and time specified above. Vendors should enter “RFP # 105-2025CSLCC: 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.

[By Mail]

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier).
<p>PROPOSAL NUMBER: 105-2025CSC Lenoir Community College Attention: Cindy Jones PO Box 188 Kinston, NC 28502</p>	<p>PROPOSAL NUMBER: 105-2025CSC Lenoir Community College Attention: Cindy Jones 231 Hwy 58 S. Kinston, NC 28504</p>

CAUTION: For proposals 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 Lenoir Community College’s PO Box. Vendors are cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered to the agency’s purchasing office on the due date in time to meet the proposal deadline. All Vendors are urged to take the possibility of delay into account when submitting a proposal by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a proposal via facsimile (FAX) machine, telephone, or email in response to this RFP shall NOT be accepted.**

- a) Submit a **signed, original executed** proposal response, along with (2) two photocopies, and, if required, (1) one redacted (Proprietary and Confidential Information Excluded) copies on CD, DVD or flash drive of your proposal simultaneously to the address identified in the table above.
- b) Submit your proposal in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the RFP 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) proposal, each proposal 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. Proposals are subject to rejection unless submitted with the information above included on the outside of the sealed proposal package.

Volume One must contain the entire Technical and Cost Proposal including any proprietary information and have the following label affixed to the disc: 1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Volume One - Technical and Cost Proposal Non-Redacted.”

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.

The following label must be affixed to the file: (1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Volume Three Technical and Cost Proposal– Redacted Copy”

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

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

2.8 PROPOSAL CONTENTS

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

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

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Completed Section 6.1 Contract Manager and Customer Service
- f) Completed version of ATTACHMENT A: COST PROPOSAL
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- j) Vendor’s Technical Approach: Section 5.2

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 #105-2025CSLCC [for ‘name of Vendor’]”. Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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 technical evaluation, the cost proposals of those Vendors whose technical proposals have been deemed acceptable will be publicly opened. The total cost offered by each Vendor will be tabulated and become a matter of public record. 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.

If negotiation is anticipated under 01 NCAC 05B.0503, pricing may not be public until award.

At their sole option, the evaluators may request oral presentations or discussions with any or all Vendors for the purpose of 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.

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 Technical Approach Section 5.0 Scope of Work
2. Vendor Qualifications Section 4.6 References
3. Vendor Experience Section 4.5
4. Pricing Section 4.1 and Attachment A: Cost Proposal

3.5 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

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear

about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal Questions Section above.

4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: COST PROPOSAL 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.

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 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 the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

4.5 REFERENCES

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

4.6 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.

4.7 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.

4.8 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.

4.9 SECRETARY OF STATE REGISTRATION

Upon notification of award, the selected Vendor(s) shall complete registration with the NC Secretary of State and shall furnish evidence of filing to the Procurement Lead. Failure to provide proof of registration will result in the removal as a selected Vendor(s) from the contract award. Note that any prolonged (longer than ten (10) business days) notification of evidence of filing may result in a disqualification for 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 SCOPE OF WORK

5.1 GENERAL

Cleaning services need to be provided at the following locations as specified below:

- 1) Only in the cosmetology department on the main campus located at 231 Hwy 58 S., Kinston, NC 28504,
- 2) In the entire Greene County Center located at 818 Hwy 91, Snow Hill, NC 28580 and
- 3) In the entire Jones County Center located at 509 Hwy 58 N., Trenton, NC 28585.

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

SITE SPECIFIC REQUIREMENTS

Cosmetology Department located on the Main Campus in Lenoir County Cleaning services will need to be provided during overnight hours, including weekends in the cosmetology department on the main campus. This service will need to be provided seven (7) days a week except for major holidays. Work will begin at 10:00 p.m. when classes end and must be completed by 8:00 a.m. Cosmetology Labs recently received renovation and have Shaw Rigid Core LVT flooring. This flooring requires specific care to maintain the look and finish. Vendor will receive instructions/training for cleaning and maintenance. Chemicals must be pre-approved for these floors. Use of flat mops is required in cosmetology labs. If flat mops are used in bathrooms, a separate color-coded flat mop head is required to avoid cross-contamination.

Cosmetology facilities are inspected by State Cosmetology Inspectors four times per year. The Director of Facility Operations will provide the vendor with any findings that affect this contract. The Vendor Supervisor and the Director of Facility Operations will address any issues as they arise and agree on a reasonable solution.

Greene County location-Cleaning services will need to be provided at the Greene County campus Monday through Thursday, 7:00 a.m. to 4:00 p.m. and Fridays, 7:00 a.m. to 2:00 p.m. Summer schedule will be adjusted as needed to coincide with Early College schedule. During Early College summer break, vendor will strip and wax floors. Deep cleaning can be done during “semester breaks” and no class days.

Jones County location-Cleaning services will need to be provided at the Jones County campus Monday through Thursday, 6:00 p.m. to 9:00 p.m. year-round.

GENERAL SERVICE REQUIREMENTS

Service Schedule and Closures

The Vendor will not be required to provide services on major holidays or during LancerAlert closings (e.g., inclement weather or other emergency closures). A copy of the College’s operational calendar will be provided to the Vendor upon execution of the contract for reference in scheduling custodial services.

Supplies and Equipment

Consumable supplies to be provided by LCC include:

- Hand soap
- Hand sanitizer

- Paper towels
- Toilet tissue
- Trash can liners
- Toilet seat covers

The Vendor shall be responsible for refilling these supplies as needed throughout all serviced facilities.

The Vendor must provide and use commercial-grade vacuum cleaners equipped with HEPA filters to ensure proper indoor air quality and effective cleaning performance.

The Vendor will be assigned a designated custodial closet at each location for storage of equipment and supplies. These closets must remain clean, organized, and secure at all times.

Reporting Requirements

The Vendor shall promptly notify the Director of Facility Operations via email of any facility-related issues identified during custodial duties, including but not limited to:

- Burned-out lights
- Ceiling leaks
- Safety hazards
- Other building concerns

Chemical Usage and Safety Data

The vendor must submit a complete list of all cleaning chemicals intended for use, along with a Safety Data Sheet (SDS) for each chemical, upon award. A clearly labeled SDS binder must be maintained on-site at each Lenoir Community College location, and electronic copies must be submitted to the Director of Facility Operations for inclusion in the College's centralized chemical safety program. All chemicals must be OSHA-approved, properly labeled if transferred to secondary containers, and be of commercial quality. Sanitizers, sterilizers, and disinfectants must be EPA-registered and approved for effective use against bloodborne and airborne pathogens, including hepatitis, HIV, and COVID-19. LCC reserves the right to disapprove of any product deemed not in the best interest of the College.

Certificate of Insurance (COI)

- The Vendor must provide a current Certificate of Insurance (COI) prior to start of services and upon each annual renewal thereafter.
- The COI must show active coverage for the following:
 - General Liability Insurance-Minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate
 - Workers Compensation Insurance-In compliance with North Carolina State Law
- Lenoir Community College shall be named as an Additional Insured on all General Liability policy.
- A 30-day notice of cancellation must be provided to the College for all insurance policies.

Compliance with Campus Policies

The Director of Facility Operations will provide the Vendor with a copy of campus policies upon award of contract.

The Vendor must agree to comply with all applicable campus policies, including, but not limited to, tobacco use, conduct, and emergency procedures. Possession of firearms or other weapons on any LCC campus is

strictly prohibited, regardless of concealed carry permits. Failure to adhere to college policies may result in immediate removal from campus and potential termination of the contract.

Emergency Contact Plan: Vendor must provide an emergency contact for nights, weekends, and holidays. Emergency contact must register for Lancer Alert notifications.

Incident Reporting: The Vendor Supervisor shall report all accidents to Security and the Director of Facility Operations within 24 hours of the occurrence. Serious accidents, including but not limited to those resulting in treatment of an injury at a medical facility, response to the site by emergency medical personnel, lost work time, or damage to the property other than that of the Vendor, shall be reported to the Vice President of Administration and Director of Facility Operations within 24 hours of occurrence. A copy of each accident report, which the Vendor submits to their insurance carriers regarding accidents occurring in relation to this contract, shall be forwarded to the Vice President of Administration and the Director of Facility Operations as soon as possible, but no later than seven (7) calendar days after such occurrence.

Daily Tasks

Restrooms, labs, classrooms, and offices

- Toilet bowls & urinals-clean, sanitize & disinfect, and replace urinal screens as needed
- Sinks- clean & sanitize and disinfect and polish fixtures in restrooms and labs
- Mirrors-clean in restrooms and labs
- Feminine Hygiene Waste containers-empty & replace liner
- Doors, partitions, walls in restrooms-clean & disinfect
- Fixtures, sills, molding & ledges-dust & spot clean
- Floor-tile-sweep & damp mop-including dye stain removal
- Floor-carpet-vacuum
- Wipe down equipment including but not limited to vending machines, washers, dryers, hair wash stations, hair dryers, and Pedi-spa chairs
- Walls-spot clean as needed
- Classroom tables – clean as needed
- Countertops-clean & sanitize/disinfect
- Drinking fountains-clean & sanitize/disinfect
- Mats-sweep/vacuum
- Furniture-dust
- Trash cans should be emptied in all labs, classrooms, and offices
- Entry doors – clean all surfaces as needed

Weekly Tasks

- Baseboards, windows-interior and exterior, windowsills, blinds-clean/dust
- Ceiling vents and light fixtures-remove cobwebs and dust

Manpower

1. All vendor employees shall receive training on the proper handling of blood-borne pathogens/air-borne pathogens in accordance with OSHA standards at no additional cost to LCC. A copy of their training certificate shall be provided to the Director of Facility Operations for LCC.
2. Personal Protective Equipment (PPE) All custodial personnel must wear appropriate PPE while on duty, including gloves and other protective gear as required. PPE shall be provided by the vendor.

3. The vendor shall provide sufficient on-site supervision as needed to carry out all terms & conditions of the contract.
4. The vendor shall provide the Director of Facility Operations with the name, number, and email address of the supervisor.
5. The vendor shall be responsible for maintaining exceptional standards of employee work performance, conduct, appearance, and integrity and shall be responsible for ensuring that employees do not disturb papers and desks, open desk drawers or cabinets, use College telephones, computers, or other media type equipment except when authorized.
6. Each employee is expected to adhere to standards of behavior that reflect positively on the vendor and the College.
7. The College reserves the right to request the removal of employees that the Director of Facility Operations and/or the Vice President of Administration deems to have demonstrated unsatisfactory performance, behavior, or conduct.
8. The Vendor shall comply with all security requirements in the building where work is being performed.
9. All Vendor employees will need to get a background check through LCC. This includes any possible substitutes in case someone is out. LCC will pay for the background checks.
10. ID Badges-all custodial staff are required to obtain an LCC-issued ID badge, which must be worn while on duty.
11. The Vendor's employees shall not remove any articles from the facility regardless of their value and regardless of any employee's permission. This includes any items found in the trash.
12. The Vendor's employees will be issued swipe access to the building and a key for the inside doors. All doors should be locked when they leave the space.
13. Keys will be provided by the College to the Vendor supervisor. The Vendor is responsible for the cost of lost or stolen keys or lock rekeying. LOST KEYS MUST BE REPORTED TO CAMPUS SECURITY AND THE DIRECTOR OF FACILITY OPERATIONS IMMEDIATELY.
14. The Vendor's employees will not admit anyone into the building, labs, or offices who is not a designated employee of the Vendor.
15. The Vendor employees shall not be accompanied in their work area by acquaintances, family members, or any other person unless that person is an authorized Vendor employee.
16. All lights shall be turned off when leaving and the area secured.
17. LCC is a drug-free and smoke-free facility. The Vendor employees are expected to adhere to these policies.
18. At the end of the contract, all keys shall be returned to the Director of Facility Operations The final invoice for this contract will not be paid until all keys have been returned.
19. Subcontracting of custodial services is strictly prohibited. All custodial staff must be employees of the bidding firm.
20. Hepatitis B Vaccine-the contractor must provide documentation for each assigned staff member indicating: Proof of Hepatitis B vaccination OR a signed declination of the vaccine, in compliance with applicable health and safety regulations

VENDOR'S PERFORMANCE

In the event the Director of Facility Operations discovers that the cleaning standards are not maintained, the Vendor shall be given 24 hours to clean the area in question to the required level. Failure to clean the area to the required level as outlined in the Scope of Work within the given time allowed may subject the vendor to deductions from the monthly invoice. Multiple instances of substandard performance may be grounds for termination of the contract by reason of default at the option of Lenoir Community College, as outlined in this RFP.

DEDUCTIONS FOR NON-PERFORMANCE OF WORK

In the event of non-performance, the Director of Facility Operations may:

- 1. Notify the Vendor in writing via E-Mail of the non-performance
- 2. Cause the incorrect or omitted work to be corrected by LCC employees
- 3. Cause the incorrect or omitted work to be corrected by outside sources.

If, after being notified of non-performance, the Vendor does not correct the situation within 24 hours, the Vendor shall reimburse LCC for any cost of correcting the substandard performance from other sources. The amount to be deducted will be based on the Vendor’s supplied hourly billing rates and the time estimated by the Director of Facility Operations required to correct the situation.

- 1. Default- Repeated incidents of unsatisfactory performance or failure to comply with the terms of the contract may result in a recommendation for termination for default by the Director of Facility Operations and/or the Vice President of Administrative Services.
- 2. If the Vendor receives three (3) or more notices of unsatisfactory performance per week in two consecutive weeks, or more than a total of twenty (20) deductions during a twelve (12) month period, the contract may be terminated for default.
- 3. Termination for default of any portion of the contract may result in termination of the entire contract for default at the discretion of the College.
- 4. If any strike, boycott, picketing, work stoppage, slow down, or other labor activity is directed against the contract at LCC facilities which results in the curtailment or discontinuation of services performed by the Vendor, LCC shall have the unrestricted right during the period of strike, work stoppage or slow down to perform the work with its own staff or have the work performed by another Vendor. The vendor shall not be entitled to payment during the period or during the time of war, acts of God, or natural disaster in which routine or non-routine work cannot be performed.

Main Campus Cosmetology approximate square footage 10,143
Jones County Center approximate square footage 10,818
Jones County Technical Trade approximate square footage 570
Greene County Center approximate square footage 20,724

Cosmetology Rooms and square footage

Room Number	Room Name	Approximate Sq. Footage
104B	Dressing Room	82
104	Esthetics Clinic	952
106A	Office	111

106	Manicure Clinic	968
114A	Men’s Restroom	185
114B	Women’s Restroom	187
129	Practice Room	832
129A	Office	30
130A	Storage	175
130B	Storage	76
130C	Women’s Restroom	212
130D	Men’s Restroom	209
130	Laundry	117
131A	Reception	300
131	Practice Room	468
132	Faculty Office	150
133	Cosmetology Lab	2241
134	Faculty Office	168
134	Faculty Office	165
136	Cosmetology Lab	445
144/146	New Cosmetology Lab	2070
	Approximate Total Square Footage	10,143

Greene County Center

Room Number	Room Name	Approximate Sq. Footage
100D	Office	93
100C	Office	92
101	Classroom	536
102	Classroom	536
103	Classroom	584
104	Classroom	584
105	ABE Classroom	584
106	ABE Classroom	588
107	Toilet H/C Women	258

108	Nurse Aid Class	803
109	Toilet H/C Men	255
110	Student Lounge	321
111	Computer Lab	829
112	Office	294
113C	Storage	96
113	Learning Lab	918
113B	Study Room	118
113A	Office	118
114	Office	413
114A	Office	120
114B	Office	120
114C	Workroom	120
114D	Office	120
114E	Office	200
114F	Lounge	78
114G	Toilet H/C Men	36
114J	Conference Room	290
114H	Toilet H/C Women	36
115A	Storage	219
115	Classroom	719
116	GCECHS Classroom	579
117	GCECHS Classroom	581
118	GCECHS Classroom	564
119	Staff Workroom	231
120C	Toilet H/C Men	220
120B	Toilet H/C Women	220
120	GCECHS Classroom	562
121	GCECHS Classroom	735
122	GCECHS Cafeteria	1172
123	GCECHS Office	92
124A	Office	120
124B	Storage	240

125	GCECHS Office	110
127	GCECHS Classroom	986
129A	Storage	93
129	GCECHS Classroom	986
131	GCECHS Office	115
133	Welding Shop	2680
133B	Storage	240
133A	Office	120
	Approximate Total Square Footage	20,724
124	Machine Shop	2123-Not in Use

Jones County Center

Room Number	Room Name	Approximate Sq. Footage
101	Lobby	532
102	Office	172
103	Office	118
104	Office	118
105	Corridor	500
106	Office	118
107	Office	118
108	Work Room	88
108	Toilet H/C Men	145
110	Janitor	51
111	Computer Lab	545
112	Barber Classroom	543
113	GED Classroom	538
114	Corridor	568

115	Fire/EMS Classroom	539
116	NA Classroom	543
117	Phlebotomy Class	570
118	Toilet H/C Women	148
119	Electrical	53
120	Break Room	148
122	Job Link Center	258
123	Office	96
124	Office	133
125	Corridor	190
126	Toilet H/C Women	160
127	Toilet H/C Men	160
128	Laundry	100
129	Storage	99
130	Office	99
131	Nurse Aide Lab	563
132	Nail Tech Lab	602
133	Classroom	906
134	Nail Tech Lab	1297
	Approximate Total Square Footage	10,818

Jones County Technical Trades

Room Number	Room Name	Approximate Sq. Footage
101	Entry	132
104	Toilet	48
105	Toilet	48
106	Vending	149
107	Office	96
108	Office	97
	Approximate Total Square Footage	570

102	Gunsmith Lab-Trash Only	2596
103	Gunsmith/Weld-Trash Only	2496
109	Storage	215
110	Storage	215

5.2 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.

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 (define roles and responsibilities).

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

6.2 INVOICES

Vendor shall invoice the Procurement Entity. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Procurement Entity with a monthly invoice per location. 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, Service Date, Description, 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 is required to meet with the Director of Facility Operations and/or the Vice President of Administration each month during the first three (3) months of the contract. After that, only when issues arise. The meetings shall occur between 8:00 a.m. and 5:00 p.m. at the College. Meetings can be rescheduled when there is a conflict. The Vendor may send an authorized representative to the meeting. However, cleaning personnel cannot represent the Vendor. The meetings may include an inspection of the building and an evaluation of the services. All issues found and discussed during the meetings shall be corrected within five (5) working days. The purpose of these meetings will be to discuss performance, address any issues, review problems, provide direction and resolution, evaluate continuous improvement and cost-saving ideas, and discuss any other pertinent topics.

6.4 CONTINUOUS IMPROVEMENT

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

6.5 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.

6.6 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.

6.7 CONTRACT CHANGES

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

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****

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

ATTACHMENT A: COST PROPOSAL

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

Custodial Services	Number of staff assigned per location	Number of hours per day	Hourly Rate (used for non-performance billing)	Cost per Month
Cosmetology/Esthetics/Manicurist areas on Main Campus				
Jones County Center				
Greene County Center				

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

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

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

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

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition

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



ATTACHMENT D: HUB Supplemental Vendor Information

Solicitation #: _____

Vendor Name: _____

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

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

The Vendor shall respond to questions below, as applicable.

PART I: HUB CERTIFICATION

Is Vendor a NC-certified HUB entity? Yes No

If **yes**, provide Vendor #: _____

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

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

PART II: PROCUREMENT OF GOODS - SUPPLIERS

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

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

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

PART III: PROCUREMENT OF SERVICES - SUBCONTRACTORS

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

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

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

Need more information?

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

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

ATTACHMENT E: CUSTOMER REFERENCE TEMPLATE

Solicitation #: _____

Vendor Name: _____

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

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Solicitation #: _____

Vendor Name: _____

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

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

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

- The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.
- The Vendor is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.
- The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.
- The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.
- He or she is authorized to make the foregoing statements on behalf of the Vendor.

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

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

