



**ROCKY MOUNT**  
FINANCE  
THE CENTER OF IT ALL

## **CENTRAL SERVICES**

**Request for Proposal #: 320-241025AG**

**City of Rocky Mount Custodial Services FY26**

**Date of Issue: 10/30/2025**

**Proposal Opening Date: 11/20/2025**

**At 2:00 PM ET**

**Contract Term: January 1, 2026 – December 31, 2028**

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

Alicia Gaines

Purchasing Associate III

Email: [Alicia.Gaines@rockymountnc.gov](mailto:Alicia.Gaines@rockymountnc.gov)

Phone: 252-972-1227

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



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## **Request for Proposal # 320-241025AG**

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For purchasing division processing, please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). Pursuant to North Carolina General Statute 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 is to be filled out and returned with your bid.  
Failure to do so may subject your bid to rejection.**

**ID Number:**

\_\_\_\_\_

Federal ID Number or Social Security Number

\_\_\_\_\_

Vendor Name

***“All bidders are hereby notified that they must have the proper license as required under the North Carolina laws. All prospective contractors shall be responsible for complying with state law and local ordinances.”***



## City of Rocky Mount CENTRAL SERVICES

<b>Refer <u>ALL</u> Inquiries regarding this RFP to:</b> Alicia Gaines Purchasing Associate III	<b>Request for Proposal # 320-241025AG</b> <b>Proposals will be publicly opened: 11/20/2025 2:00 PM EST</b> <b>Contract Type: Service</b>
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**EXECUTION**

In compliance with this Request for Quote, 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 quoted, at the prices set opposite each item within the time specified herein. By executing this quote, the undersigned Vendor certifies that this quote is submitted competitively and without collusion (G.S. 143-54), that 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 that it is not an ineligible Vendor as set forth in G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this quote, 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 City department. 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 RFQ, 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. G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any City Employee associated with the preparing plans, specifications, estimates for public Contract; 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 City, or from any person seeking to do business with the City. By execution of any response in this quote, you attest, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization. **Do you have a financial interest or tangible personal benefit with a city of Rocky Mount employee, officer, or agent?**  Yes  No **If yes note the employee, officer, or agent; department; and the perceived or actual conflict of interest.**

**Failure to execute/sign quote prior to submittal shall render quote invalid and it WILL BE REJECTED. Late quotes cannot be accepted.**

<b>VENDOR:</b>		
<b>STREET ADDRESS:</b>	<b>P.O. BOX:</b>	<b>ZIP:</b>
<b>CITY &amp; STATE &amp; ZIP:</b>	<b>TELEPHONE NUMBER:</b>	<b>TOLL FREE TEL. NO:</b>
<b>PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #11):</b>		
<b>PRINT NAME &amp; TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:</b>	<b>FAX NUMBER:</b>	
<b>VENDOR'S AUTHORIZED SIGNATURE:</b>	<b>DATE:</b>	<b>EMAIL:</b>

Offer valid for at least 60 days from date of quote opening, unless otherwise stated here:  days.

**ACCEPTANCE OF QUOTE**

If any or all parts of this quote are accepted by the City of Rocky Mount, an authorized representative of the City of Rocky Mount shall affix his/her signature hereto and this document and all provisions of this Request for Quote along with the Vendor response and the written results of any negotiations shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

<b>FOR CITY USE ONLY:</b> Offer accept, and Contract awarded this _____ day of _____, 20____ as indicated on the attached certification, by _____ Purchasing Manager.
<b>PRE-AUDIT:</b> This instrument has been preaudited in the manner required by the Budget and Fiscal Control Act.
_____ Finance Director <span style="float: right;">Date</span>

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## 1.0 PURPOSE AND BACKGROUND

The City of Rocky Mount is seeking RFPs to obtain fixed monthly pricing from firms specializing in custodial services of public government facilities. The work will extend over various facilities as listed under the scope of work section of the specifications covering city buildings and complexes. The company awarded the contract shall provide all labor, insurance, equipment, materials, and skilled supervision to maintain the public facilities professionally.

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

**\*\*Bidders are required to attend the pre-bid meeting on the job site. No bids will be accepted from any vendor not represented at the pre-bid meeting.\*\***

## 2.0 GENERAL INFORMATION

### 2.1 REQUEST FOR PROPOSAL DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

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

It shall be the Vendor’s responsibility to read the Instructions, the city 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 also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with the instructions in Section 2.4 PROPOSAL QUESTIONS. If the City 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 City may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question-and-answer period. Other than through this process, the City rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal. 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. **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. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.**

Contact with anyone working for or with the City regarding this RFP other than the City Contract Specialist named on the face page of this RFP in the manner specified by this RFP shall constitute grounds for rejection of said Vendor’s offer, at the City’s election.

### 2.3 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	City	Thursday 10/30/2025
Mandatory Pre-bid/Site Visit <i>(all locations)</i>	City	Thursday 11/06/2025 10:00 am
Submit Written Questions	Vendor	Monday 11/10/2025
Provide Response to Questions	City	Thursday 11/13/2025

Submit Proposals	Vendor	Thursday 11/20/2025 2:00 pm
Contract Award	City	TBD
Contract Effective Date	City	January 1, 2026

**Mandatory Pre-Bid/Site Visit**

Date: 11/6/2025  
 Time: 10:00 am  
 Contact #: 252-972-1227

**Mandatory Pre-bid/Site Visit:** It shall be **MANDATORY** that each Vendor representative be present for a pre-bid site visit on Thursday, November 6, 2025. Attendees shall meet promptly at 10:00 a.m. Eastern Time at Frederick E. Turnage Administrative Services Complex, 331 S. Franklin Street, Rocky Mount, NC 27804. All attendees must sign in upon arrival and clearly indicate the prospective Vendor represented on the sign-in sheet.

The purpose of this visit is for all prospective Vendors to apprise themselves with the conditions and requirements which will affect the performance of the work called for by this Request for Proposals. Vendors shall 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 bid.

Vendor is 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 Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal.

**2.4 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 above due date.

Written questions shall be emailed to [Alicia.Gaines@rockymountnc.gov](mailto:Alicia.Gaines@rockymountnc.gov) by the date and time specified above. Vendors should enter "RFP # 320-270225AG: Questions" as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in a format shown below:

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

Questions received prior to the submission deadline date, the City’s response and any additional terms deemed necessary by the City will be posted in the form of an addendum to the City of Rocky Mount Purchasing web page <https://www.rockymountnc.gov/Bids.aspx> and the North Carolina Department of Administration website <https://evp.nc.gov/solicitations/> and shall become an Addendum to this RFP. No information, instructions, or advice provided orally or informally by any City 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 an Addendum to this RFP.

**2.5 PROPOSAL SUBMITTAL**

If applicable to this RFP, sealed proposals, subject to the conditions made a part hereof and the submission requirements described below, shall be delivered to the physical address indicated in the table below, for furnishing and delivering those items or Services as described herein.

Vendors shall deliver to the address identified in the table above: one (1) paper, one (1) photocopy.

Proposal Number: 320-241025AG

Vendor:

All proposals shall be submitted in a sealed envelope. 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, below. File contents **shall NOT** be password-protected but shall be in .PDF or XLS format and shall be capable of being copied to other sources.

Proposal shall be marked on the outside of the sealed envelope with the Vendor's name, RFP number and date and time of opening. If Vendor is submitting more than one proposal, each proposal shall be submitted in separate sealed envelope and marked accordingly. For delivery purposes, separate sealed proposals from a single Vendor may be included in the same outer package. Do not include proposals for more than one solicitation in the same package.

MAILING ADDRESS FOR DELIVERY OF PROPOSAL VIA U.S. POSTAL SERVICE	OFFICE ADDRESS FOR DELIVERY BY ANY OTHER MEANS, SPECIAL DELIVERY, HAND DELIVERY, OVERNIGHT DELIVERY OR BY ANY OTHER CARRIER
PROPOSAL NUMBER: 320-241025AG Attn: Alicia Gaines City of Rocky Mount PO BOX 1180 Rocky Mount, NC 27802	PROPOSAL NUMBER: 320-241025AG Attn: Alicia Gaines City of Rocky Mount 331 S. Franklin Street Rocky Mount, NC 27804

All Vendors are urged to take the possibility of delay into account when submitting a proposal. **Attempts to submit a proposal via facsimile (FAX) machine, telephone, or e-mail, in response to this RFP shall NOT be accepted.**

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

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

Contact with anyone working for or with the City of Rocky Mount regarding this RFP other than the City of Rocky Mount Purchasing Office Contract Lead named on the face page of this RFP in the manner specified by this RFP shall constitute grounds for rejection of said Vendor's offer, at the City of Rocky Mount Purchasing Office election.

**Proposal Opening:**

Proposals will be opened and read aloud at the Frederick E. Turnage Administrative Services Complex, Conference Room 1, second floor, 331 South Franklin Street, Rocky Mount, North Carolina 27804 at the date and time specified on the cover sheet and RFP schedule.

**2.6 AUTHORIZED SIGNATURE REQUIREMENT**

All proposals, bids, or other offers must be signed by an individual authorized to bind the firm contractually. The City reserves the right to request documentation showing evidence of signatory authority (e.g., corporate resolution, operating agreement, power of attorney, or other verification). Failure to provide such documentation upon request may result in disqualification of the offer or rejection of the executed contract.

**2.7 PROPOSAL CONTENTS**

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Vendor RFP responses shall include the following items and those attachments should be arranged in the following order:

- a) Cover Letter
- b) Title Page: Include the company name, address, phone number, and authorized representative along with the Proposal Number.
- c) Completed and signed version of EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda released in conjunction with this RFP (if required to be returned).

- d) Completed version of ATTACHMENT A: PRICING
- e) ATTACHMENT B: TERMS AND CONDITIONS
- f) Completed and signed version of ATTACHMENT C: SUPPLEMENTAL VENDOR INFORMATION
- g) Completed and signed version of ATTACHMENT D: TASK FORMS
- h) ATTACHMENT E: LOCATIONS AND CONTACTS

## 2.8 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- a) **BUYER:** The employee of the City or Other Eligible Entity that places an order with the Vendor.
- b) **CONTRACT LEAD:** Representative of the City of Rocky Mount Purchasing Office who corresponds with potential Vendors in order to identify and contract with that Vendor providing the greatest benefit to the City and who will administer this contract for the City.
- c) **QUALIFIED PROPOSAL:** A responsive proposal submitted by a responsible Vendor.
- d) **RFP:** Request for Proposal
- e) **SERVICES or SERVICE DELIVERABLES:** The tasks and duties undertaken by the Vendor to fulfill the requirements and specifications of this solicitation.
- f) **VENDOR:** Supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to a Request for Proposal.

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

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### 3.1 METHOD OF AWARD

Pursuant to North Carolina General Statutes Section 143-131, "award shall be made to the lowest responsible, responsive bid or bidders, taking into consideration quality, performance and the time specified in the proposals for the performance of the contract."

The City reserves the right to make a single award to one Contractor, to not award one or more properties or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the City to do so.

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

**Local Preference Policy.** *The only exception to the lowest responsive, responsible bidder method of award will be the local preference policy. The preference will allow an Eligible Local Bidder to match the price and terms of the lowest responsible, responsive bidder who is a Non-Local Bidder, if the Eligible Local Bidder's price is within five percent (5%) or \$25,000, whichever is less, of the lowest responsible, responsive Non-Local Bidder's price. An eligible local vendor is one that is current on property taxes in the City of Rocky Mount and meets the qualifications set forth in the policy. An application can be found at*

<https://www.rockymountnc.gov/DocumentCenter/View/578/Local-Preference-Policy-PDF>

### 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are opened through the date the contract is awarded—each Vendor submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using department, issuing department, other government department office, or body (including the purchaser named above, department secretary, department head, members of the general assembly and/or governor's office), or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the contents of another Vendor's proposal, another Vendor's qualifications or ability to perform the 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 and/or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award, unless it is determined in the City's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the City would not be served by the disqualification. A Vendor's proposal may be disqualified if its sub-contractor and

supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing department for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

### 3.3 INTERPRETATION OF TERMS AND PHRASES

This Request for Proposal serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the Department; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the Request for Proposal shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. 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 Department will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the Department’s needs as described in the Request for Proposal. Except as specifically stated in the Request for Proposal, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the Department exercising its discretion to reject a proposal in its entirety.

## 4.0 REQUIREMENTS

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This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the City to receive a better proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question-and-answer period in accordance with Section 2.5.

### 4.1 CONTRACT TERM

The initial term of this contract shall be for two (2) years, beginning upon full execution of the agreement, unless sooner terminated in accordance with the provisions herein.

#### Renewal and Appropriation of Funds:

Continuation of this contract beyond each fiscal year is expressly contingent upon the appropriation and availability of funds by the Rocky Mount City Council. In the event sufficient funds are not appropriated or otherwise become unavailable, the City reserves the right to terminate the contract, in whole or in part, without penalty or further obligation, by providing written notice to the Contractor. The Contractor shall be entitled to payment for services rendered and accepted prior to the effective date of termination but shall have no further recourse against the City.

### 4.2 PRICING

Proposal price shall constitute the total cost to the Buyer for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, administrative, and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Complete ATTACHMENT A: PRICING FORM and include in the Proposal. The amount bid for the initial annual term is subject to negotiation and adjustment considering CPI after the first year and agreed to by the City.

### 4.3 INVOICES

- a) The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.
- b) Invoices must be submitted to the following address: City of Rocky Mount Attn: Accounts Payable

PO BOX 1180  
Rocky Mount, NC 27802

Or

[acctpayable@rockymountnc.gov](mailto:acctpayable@rockymountnc.gov)

- c) Payment amounts will be made on a NET 30-day pay period upon submission of an invoice and appropriate trip tickets to support such invoice.

#### 4.4 MINORITY BUSINESS PARTICIPATION

The Bidder has the responsibility to make a good faith effort to solicit minority proposals and to attain the aspirational ten percent (10%) goal. We encourage all Bidders even MWBE/HUBs to obtain the aspirational goal where sub-contracting and supplier opportunities exist. Use the table below to note the MWBE businesses that will be used as suppliers or subcontractors for this contract.

MWBE FIRM	OWNERSHIP STATUS	ADDRESS	WORK TYPE

If the goal of 10% participation by HUB Certified or minority businesses is not achieved, the Bidder shall provide the following documentation to the City of his/her good faith efforts:

Examples of documentation that may be required to demonstrate the Bidder's good faith efforts to meet the goals set forth in these provisions include, but are not necessarily limited to, the following:

- a) Copies of solicitations for quotes to at least three (3) minority business firms from the source list provided by the State for each subcontract to be let under this contract (if 3 or more firms are shown on the source list). Each solicitation shall contain a specific description of the work to be subcontracted, location where bid documents can be reviewed, representative of the Prime Bidder to contact, and location, date and time when quotes must be received.
- b) Copies of quotes or responses received from each MWBE responding to the solicitation.
- c) A telephone log of follow-up calls to each firm sent a solicitation.
- d) For subcontracts where a minority business is not considered the lowest responsible sub-bidder, copies of quotes received from all firms submitting quotes for that particular subcontract.
- e) Documentation of any contacts or correspondence to minority business, community, or contractor organizations in an attempt to meet the goal.
- f) Copy of pre-bid roster
- g) Letter documenting efforts to provide assistance in obtaining required bonding or insurance for minority business.
- h) Letter detailing reasons for rejection of minority business.
- i) Letter documenting proposed assistance offered to minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letter of credit, including waiving credit that is ordinarily required.

Failure to provide the documentation as listed in these provisions may result in a non-responsive bid.

### 4.5 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 City of Rocky Mount. Vendor shall provide information as to the qualifications and experience of all executives, managerial, legal, professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

### 4.6 REFERENCES

Vendors shall provide at least three (3) different references for which your company has provided Services of similar size and scope to that proposed herein. The city of Rocky Mount shall contact these users to determine the Services provided are substantially similar in scope to those proposed herein and Contractor’s performance has been satisfactory. The information obtained shall be considered in the evaluation of the quote. If city of Rocky Mount references is provided it cannot be counted towards your three (3) required references but may be included in addition to.

COMPANY NAME	CONTACT NAME	COMPANY EMAIL	TELEPHONE NUMBER
<b>Optional:</b> City of Rocky Mount			

### 4.7 PERSONNEL

Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Contract Lead. Vendor shall notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor’s recommended substitute personnel. The city will approve or disapprove the requested substitution in a timely manner. The City may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the City may request acceptable substitute personnel or terminate the contract services provided by such personnel.

### 4.8 VENDOR’S REPRESENTATIONS

- a) 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 agrees that it will not enter any agreement with a third party that may abridge any rights of the City under this Contract. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractors that may be approved by the City. 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).
- b) If any Services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor’s proper performance, provision and delivery of the service and deliverables under this 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 Deliverables.

c) Vendor warrants that it has the financial capacity to perform and to continue 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.

## **5.0 SCOPE OF WORK**

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### **5.1 GENERAL**

All work shall be completed between the hours of 5:00 p.m. and 6:00 a.m., except for the Nash and Edgecombe County Clerk of Courts offices and the associated areas. These areas shall be cleaned during the normal working hours of 9:00 a.m. to 5:00 p.m. Monday -Friday.

- The city shall provide all paper products, hand soap, and trash bags/liners. These are located at the City of Rocky Mount Warehouse and are to be distributed to facilities by contractor.
- The Contractor shall provide cleaning supplies as approved by the city. Cleaning rags or similar tools should be cleaned or replaced nightly.
- The contractor is responsible for all equipment, supplies and labor needed to complete the contract.
- Contractor shall provide a city approved company uniform.
- Contractor shall complete a background check on all employees
- For each facility, the site supervisor shall complete the attached task sheet indicating that Daily, weekly, monthly, quarterly, and semi-annual work is complete and has been inspected for quality control. **(See Attachment E)**

### **5.2 PROJECT ORGANIZATION**

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

### **5.3 TRANSITION ASSISTANCE**

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, Vendor shall provide, at the option of the City, up to 3 months after such end date all such reasonable transition assistance requested by the City, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the City or its designees. If the City exercises this option, the Parties agree that such transition assistance shall be deemed to be governed by the terms and conditions of this Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The City shall pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

### **5.4 ACCEPTANCE OF WORK**

All the above specifications for custodial services are subject to daily inspections by the Construction Development Coordinator or the designated city representative. Failure to meet the standards set forth in these specifications will be noted and discussed with the vendors designated project manager. Failure to remedy issues shall be grounds for the cancellation of this contract. Ongoing failure to consistently meet specifications noted in this RFP shall also be grounds for the cancellation of this contract.

## **6.0 CONTRACT ADMINISTRATION**

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### **6.1 PROJECT MANAGER AND CUSTOMER SERVICE**

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

## **6.2 POST AWARD MANAGEMENT REVIEW MEETINGS**

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

## **6.3 DISPUTE RESOLUTION**

The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the City's Contract Lead for resolution. A claim by the City shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall 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. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

## **6.4 CONTRACT CHANGES**

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the City and Vendor.

## **6.5 CITY'S RIGHTS AND OPTIONS**

The City reserves the following rights, which may be exercised at the City's sole discretion:

- To supplement, amend, substitute or otherwise modify this RFP at any time;
- To cancel this RFP with or without the substitution of another RFP;
- To take any action affecting this RFP, this RFP process, or the Services or facilities subject to this RFP that would be in the best interests of the City;
- To issue additional requests for information;
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the City to evaluate the Proposals submitted;
- To conduct investigations with respect to the qualifications and experience of each Service Provider;
- To waive any defect or irregularity in any Proposal received;
- To reject any or all Proposals;
- To share the Proposals with City employees other than the Evaluation Committee or City advisory committees as deemed necessary;
- To award all, none, or any part of the Services that is in the best interest of the City, with one or more of the Service Providers responding, which may be done with or without re-solicitation.
- To discuss and negotiate with selected Service Provider(s) any terms and conditions in the Proposals including but not limited to financial terms; and
- To enter into any Contract deemed by the City to be in the best interest of the City, with one or more of the Service Providers responding

**ATTACHMENT A: PRICING**

All labor costs, direct and indirect, shall have been determined and included in the quote. The cost and availability of all equipment, materials, and supplies associated with performing the services described in the scope of work shall have been determined and included in the quote.

Building Name & Location	Sq. Ft.	Monthly Cost	Extended Cost
Admin. Building - 331 South Franklin St	99250	\$	\$
Employee Health Clinic - 100 Coastline	2500	\$	\$
Judicial Center - 305 Cokey Rd	36908	\$	\$
Life Safety Complex - 404 S. Church St.	6513	\$	\$
Business Services Center – 224 S. Franklin St	15500	\$	\$
Downtown Development – 132 SW Main	2700	\$	\$
Burnett Building (Common Areas Only)	400	\$	\$
Douglas Building (Common Areas Only)	1000	\$	\$
Warehouse - 724 Albemarle Ave	1600	\$	\$
Parks Operations - 726 Albemarle Ave	1400	\$	\$
Cemetery Office - 436 Pineview St	1600	\$	\$
Fleet Maintenance - 106 E. Grand Ave	5000	\$	\$
ENG Field Offices – 720 Albemarle Ave	2000	\$	\$
ENG Field Offices – 722 Albemarle Ave	400	\$	\$
Water & Sewer - 720 Albemarle Ave.	3500	\$	\$
Streets/Stormwater – 208 Grand Ave	3000	\$	\$
Environmental Service – 1220 Thorpe Rd	7800	\$	\$
Environmental Service Scale House – 1220 Thorpe Rd	600	\$	\$
Pole Yard – 1251 Thorpe Rd	2000	\$	\$
Energy Resources Operations Office – 628 Albemarle Ave	8000	\$	\$
RM Wilson Gym - 311 Hill St	2200	\$	\$
Booker T. Washington CC - 727 Pennsylvania Ave	16700	\$	\$
South Rocky Mount CC - 719 Recreation Dr	20033	\$	\$
Imperial Centre - 270 Gay St	102000	\$	\$
Theatre - 367 N. Franklin St.	35356	\$	\$
Education Building - 344 Falls Rd	19065	\$	\$
BTW Gym (Office & Restrooms) 400 East Virginia St	250	\$	\$
WWTP – 3031 Treatment Plant Rd	5000	\$	\$

**Total Bid Cost** \_\_\_\_\_

**Alternate Services**

Item #	Service	
1	Carpet cleaning as requested	Cost per sq. ft. \$ <span style="background-color: yellow; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>
2	Strip, buff and wax solid surface flooring as requested	Cost per sq. ft. \$ <span style="background-color: yellow; border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>

3	Inclement weather Porter service	Hourly rate \$ [REDACTED]
4	(Service during Hurricanes and other events)	Hourly rate \$ [REDACTED]

**ATTACHMENT B: ACCEPTANCE OF TERMS & CONDITIONS**

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Review Terms and Conditions: General at <https://www.rockymountnc.gov/316/Vendor-Registration> Terms and conditions on the vendor webpage that do not apply to this bid: Federal UG Terms, FEMA Contract Provisions, Sample Contract Terms.

- Check here to indicate that you have read and agree to the City of Rocky Mount General Terms & Conditions.
- 

**ATTACHMENT C: SUPPLEMENTAL VENDOR INFORMATION**

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**HISTORICALLY UNDERUTILIZED BUSINESSES**

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) of the 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 City invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this RFP. Any questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at (919) 807-2330. The Vendor shall respond to question #a and #b below.

- a) Is Vendor a Historically Underutilized Business?  **Yes**  **No**
- b) Is Vendor Certified with North Carolina as a Historically Underutilized Business?  **Yes**  **No**

If so, state HUB classification:

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**VENDOR REGISTRATION**

New vendors must complete a vendor registration form using the link below. If you are a current vendor that has not completed the online vendor registration also complete the form. Once registration is complete email a copy of your W9, an E-Verify Affidavit, to the contact person listed on the coversheet.

<https://www.rockymountnc.gov/316/Vendor-Registration>

## ATTACHMENT D: TASK FORMS

### DAILY TASKS

Building Area	Daily Cleaning Schedule	Task Completed	
		Contractor Review	City Review
<b>General Duties (All Areas)</b>	<b>Base</b>		
	Empty Interior Trash Cans (Sanitize and Replace Liners as needed)		
	Empty Exterior Trash Cans		
	Inspect all carpeted areas, identifying stains (Report-Stained areas)		
	Turn off all lights		
	Secure and lock any normally locked interior door		
	Lock all exterior doors		
<b>Area Specific Duties</b>			
Break Rooms	Tabletops and chairs cleaned		
	Empty Trash Cans (Sanitize and Replace Liners as needed)		
	Restock Paper towels/Napkins		
	Restock soap		
Meeting Rooms	Remove all trash and debris from space		
Restrooms	Clean and sanitize plumbing fixtures		
	Restock paper towels, soap, toilet paper and other sanitary items		
	Restock air fresheners and other odor control devices		
	Empty Trash Cans (Sanitize and Replace Liners as needed)		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_

Signature

City Staff Inspection

\_\_\_\_\_

**WEEKLY TASKS**

Building Area	Weekly Cleaning Schedule	Task Completed	
General Duties (All Areas)	Base	Contractor Review	City Review
	Dust Mop Solid Surface Flooring		
	Spot clean carpet stains		
	Vacuum rugs and carpet		
	Empty Office Trash Cans (Sanitize and Replace Liners as needed)		
Area Specific Duties	Clean and sanitize water fountains		
Break Rooms	Clean all countertops and surfaces		
	Clean Microwaves and Coffee Makers		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_

Signature

City Staff Inspection

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**MONTHLY TASKS**

Building Area	Monthly Cleaning Schedule	Task Completed	
		Contractor Review	City Review
<b>General Duties (All Areas)</b>	<b>Base</b>		
	Dust all furniture		
	Spot clean light switches, telephones and doors		
	Wet Mop Solid Surface Flooring		
<b>Area Specific Duties</b>			
Elevators	Wipe and sanitize all surfaces		
Break Rooms	Appliances and Cabinets wiped clean (Including vending Machines)		
	Clean walls around trash bins		
	Spot clean any upholstery		
Meeting Rooms /Offices	Align and dust all furniture		
	Clean and sanitize telephones.		
	Dust desktops leaving any paperwork in place		
Restrooms	Clean and polish mirrors		
	Spot clean stall partitions		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_

Signature

City Staff Inspection

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**QUARTERLY TASKS**

Building Area	Quarterly Cleaning Schedule	Task Completed	
General Duties (All Areas)	Base	Contractor Review	City Review
	Dust other surfaces, remove webs		
	Dust/Clean Windows and Ledges		
	Clean all Glass		
	Clean Marks off walls		
Area Specific Duties			
Hallway/Corridor/Stairwell Areas	Dust and sanitize railings		
Elevators	Clean and polish metal surfaces.		
Break Rooms	Clean TV screens		
	Clean and polish sink basins		
Meeting Rooms /Offices	Dust artwork/picture frames		
Restrooms	Polish metal on fixtures		
	Sanitize/Wipe down stall partitions		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_  
Signature

City Staff Inspection

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**SEMI-ANNUAL TASKS**

Building Area	Semi-Annual Cleaning Schedule	Task Completed	
General Duties (All Areas)	Base	Contractor Review	City Review
	Clean baseboards and all moldings		
Restrooms	Polish metal on fixtures		
	Buff and seal tile floor		
	Clean and polish tile work		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

Signature

\_\_\_\_\_

City Staff Inspection

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**ANNUAL TASKS**

Building Area	Annual Cleaning Schedule	Task Completed	
General Duties (All Areas)	Base	Contractor Review	City Review
	Vacuum all vents		
	Strip Buff and Wax solid surface flooring		
	Polish door handles and kickplates		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_  
Signature

City Staff Inspection

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**DAILY TASKS**

Building Area	Daily Cleaning Schedule	Task Completed	
General Duties (All Areas)	Alternate	Contractor Review	City Review
	Empty Centralized Interior Trash Cans (Sanitize and Replace Liners as needed)		
	Empty Exterior Trash Cans (Sanitize and Replace Liners as needed)		
Area Specific Duties			
Meeting Rooms	Remove all trash and debris from space		
Restrooms	Clean and sanitize plumbing fixtures		
	Empty Trash Cans (Sanitize and Replace Liners as needed)		
	Wet Mop Flooring		

Date Work Completed

\_\_\_\_\_

Verify Completion of Work

\_\_\_\_\_  
Signature

City Staff Inspection

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**WEEKLY TASKS**

Building Area	Weekly Cleaning Schedule	Task Completed	
General Duties (All Areas)	Alternate	Contractor Review	City Review
Area Specific Duties	Dust Mop Solid Surface Flooring in common areas		
	Clean and sanitize water fountains		
Break Rooms	Clean all countertops and surfaces		
	Clean Microwaves and Coffee Makers		
	Wet Mop Solid Surface Flooring (Once per week)		

Date Work Completed

\_\_\_\_\_

City Staff Inspection

Verify Completion of Work

\_\_\_\_\_

Signature

## ATTACHMENT E: LOCATIONS AND CONTACTS

<b>Building Name</b>	<b>Building Address</b>	<b>Point of contact for Facility</b>	<b>Contact Phone #</b>
Admin Building	331 South Franklin St	Brad Lewis	252.972.1264
Employee Health Clinic	100 Coastline	Brad Lewis	252.972.1264
Judicial Center	305 Cokey Rd	Brad Lewis	252.972.1264
Life Safety Complex	404 S Church St	Karen Murray	252.972.1376
Business Services Center	224 S. Franklin St	Latasha Hall	252.972.1256
Downtown Development	132 SW Main	Shermise Jenkins	252.972.1641
Burnette Building (Common Areas Only)	194-198 E Thomas	Brad Lewis	252.343.3110
Douglas Building (Common Areas Only)	223-229 NE Main	Brad Lewis	252.343.3110
Warehouse	724 Albermarle Ave	Brad Lewis	252.972.1264
Park Operations	726 Albermarle Ave	Kelvin Yarrell	252.467.4927
Cemetery Office	436 Pineview Street	Kelvin Yarrell	252.467.4927
Fleet Maintenance	106 East Grand Ave	C. Michael Shaw	252.467.4889
ENG Field Offices	720 Albermarle Ave	Allen Goff	252.343.3158
ENG Field Offices	722 Albermarle Ave	Kelvin Davis	252.467.4939
Water & Sewer	720 Albemarle Ave	Jason Glover	252.467.4919
Streets/stormwater	208 E Grand Ave	Reginal Pullen	252.467.4907
Environmental Service	1220 Thrope Rd	Andrew Martin	252.467.4956
Environmental Service Scale House	1220 Thrope Rd	Andrew Martin	252.467.4956
Pole Yard	1251 Thorpe Rd	Darryl Strother	252.467.4808
Energy Res Operations Office	628 Albermarle Ave	Darryl Strother	252.467.4808
RM Wilson	311 Hill St	Alex Langley	252.972.1162
Booker T. Washington CC	727 Pennsylvania Ave	Rebecka Morgan	252.467.4903
South Rocky Mount CC	719 Recreation Dr	Chris Koufopolous	252.972.1135
Imperial Centre	270 Gay Street	Adrienne Lynch	252.972.1266
Theatre	367 N. Franklin St.	Adrienne Lynch	252.972.1266
Education Building	344 Falls Road	Adrienne Lynch	252.972.1266
BTW Gym (Office & Restrooms) 400 East Virginia St	400 East Virginia St	Chris Koufopolous	252.972.1135
WWTP	3031 Treatment Plant Rd	Bev Harrelson Ricks	252-972-1400