



STATE OF NORTH CAROLINA

Department of Natural and Cultural Resources

Invitation for Bid #: 46-DNCR-24-1938

Janitorial Services for Hanging Rock State Park

Date of Issue: October 26, 2023

Bid Opening Date: November 9, 2023

At 2:00 PM ET

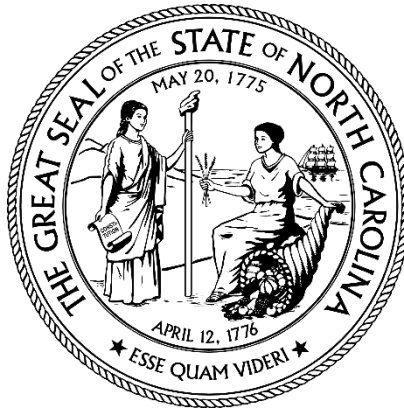
Direct all inquiries concerning this IFB to:

Dwayne Alston

Procurement Specialist

Email: dwayne.alston@dn-cr.nc.gov

Phone: 919-814-6734



STATE OF NORTH CAROLINA

Invitation for Bid

46-DNCR-24-1938

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

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

Vendor Name

Vendor eVP#

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

STATE OF NORTH CAROLINA Department of Natural and Cultural Resources

Refer <u>ALL</u> Inquiries regarding this IFB to the procurement lead through the Message Board in the Sourcing Tool. See Section 2.6 for details: Dwayne Alston	Invitation for Bid #: 46-DNCR-24-1938
	Bids will be publicly opened: November 9, 2023, at 2:00 PM ET
Using Agency: DNCR, Hanging Rock State Park	Commodity No. and Description: 761115 - General building and office cleaning and maintenance services
Requisition No.: RQ51584	

EXECUTION

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

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

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

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

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

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

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

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

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

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

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

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 IFB.

ACCEPTANCE OF BIDS

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on

The attached certification, by _____.

(Authorized Representative of the Department of Natural and Cultural Resources)

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1.0 PURPOSE AND BACKGROUND

The Department of Natural and Cultural Resources (hereinafter “Department”), on behalf of Hanging Rock State Park (hereinafter “Park”), seeks a qualified and experienced Vendor to provide janitorial services for Hanging Rock State Park. Hanging Rock State Park is located at 1790 Hanging Rock Park Road, Danbury, NC 27016. The services shall consist of an all-inclusive cleaning service of the Department’s vacation cabins, to include all necessary labor, supervision, materials, supplies (excluding toilet paper and trash bags provided by the Department), and equipment for professional performance.

The Department maintains ten (10) Rustic Family Vacation Cabins for use by visitors to Hanging Rock State Park. During the course of a year, these cabins may be rented approximately 620 times yearly. Each rental requires janitorial servicing. This Invitation for Bids (IFB) seeks an experienced and qualified Vendor to provide efficient and professional janitorial labor and service.

PARK AND CABIN LOCATION

Family Vacation Cabins

The cabins are centrally located on Cabin Drive within the Park, near the Family Camping areas.

Number of cabins: 10

Structure: Single level, approximately, 675-854 square feet. Cabins 1, 2, 3, 4, 5 and 6 are 675 square feet. Cabins 7, 8, 9 and 10 are 854 square feet.

Accommodations: Each cabin contains, (2) bedrooms, bathroom with shower stall, living room, kitchen with adjoined dining space and screened in porch.

Cabin flooring: 100% linoleum

Porch flooring: 6 cabins have 100% concrete flooring
4 cabins have 100% wood flooring

Occupancy: Up to (6) people per cabin

Restrictions: No pets and no smoking in cabin areas

Two cabins have been augmented to conform to the Standards for Accessible Design as established under the Americans with Disabilities Act (ADA).

The most popular rental times are the weekends and week-long periods, but multiple weekly rentals are possible. Nevertheless, after each rental a complete routine janitorial services must be performed.

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

1.1 CONTRACT TERM

The Contract shall have a term of three (3) years, beginning on the date of final Contract execution (the “Effective Date”).

With the Vendor’s concurrence, the State reserves the right to extend the Contract after the last active term.

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

2.0 GENERAL INFORMATION

2.1 INVITATION FOR BID DOCUMENT

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

2.2 E-PROCUREMENT FEE

ATTENTION: This is an NC eProcurement solicitation facilitated by the Ariba Network. The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

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

What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and vendors. Vendors can log in to the Ariba Network to view purchase orders, respond to electronic requests for quotes, participate in Sourcing Events, and collaborate with buyers on contract documents.

For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site:

<http://eprocurement.nc.gov/training/vendor-training>.

2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

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

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

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

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

2.4 IFB SCHEDULE

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

Event	Responsibility	Date and Time
Issue IFB	State	October 26, 2023
Hold Vendor Site Visit	State	October 31, 2023, at 11:00 AM ET
Submit Written Questions	Vendor	November 1, 2023, by 12:00 PM ET
Provide Response to Questions	State	November 2, 2023, by 5:00 PM ET
Submit Bids	Vendor	November 9, 2023, at 2:00 PM ET Call-in telephone number: 1-984-204-1487 Phone Conference ID number: 107 531 897#
Contract Award	State	To Be Determined

The Department of Natural and Cultural Resources will be conducting live bid openings over conference call. Below is the call-in information for this procurement's bid opening scheduled for Thursday, November 9, 2023, at 2:00 PM ET.

Call-in telephone number: 1-984-204-1487

Phone Conference ID number: 107 531 897#

The remainder of this page is intentionally left blank.

2.5 SITE VISIT or PRE-BID CONFERENCE

Urged and Cautioned Site Visit

Date: October 31, 2023
 Time: 11:00 AM Eastern Time
 Location: 1790 Hanging Rock Park Road
 Danbury, NC 27016
 Contact #: (336) 593-8480

Instructions: Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this IFB. A non-mandatory site visit is scheduled for this IFB. Submission of a bid shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this IFB.

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 IFB, must be confirmed by written addendum before it can be considered to be a part of this IFB and any resulting contract.

2.6 BID QUESTIONS

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

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the IFB SCHEDULE Section of this IFB. Vendors will enter "IFB # 46-DNCR-24-1938 – Questions" as the subject of the message. Question submittals should include a reference to the applicable IFB section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

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

2.7 BID SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its bid has been received as described in this IFB by the specified time and date of opening. Failure to submit a bid in strict accordance with instructions provided shall constitute sufficient cause to reject a Vendor's bids(s). Solicitation responses are subject to Sealed Bidding requirements.

Vendor's bids for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.

2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.

If confidential and proprietary information is included in the bid, also submit one (1) signed, REDACTED copy of the bid. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services, or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

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

2.8 BID CONTENTS

Vendors shall provide responses to all questions and complete all attachments for this IFB that require the Vendor to provide information and upload them to the Sourcing Event in the Sourcing Tool. Vendor may not be able to submit its response in the Sourcing Tool unless all required items are addressed. Vendors shall provide authorized signatures where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's bid, in the State's sole discretion.

Vendors shall upload the following items and attachments in the Sourcing Tool:

- a) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- b) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- c) Vendor's Response. (Sections 5.1 Specifications and 6.1 Contract Manager and Customer Service)
- d) Completed version of ATTACHMENT A: PRICING
- e) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- f) Completed and signed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- g) Completed and signed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- h) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

2.9 ALTERNATE BIDS

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods, or levels of Service(s), or that propose different options. Alternate bid must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, Vendor shall follow the specific instructions for uploading Alternate Bids in the Sourcing Tool.

2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

3.1 METHOD OF AWARD

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

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

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

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

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this IFB is under evaluation, the responding Vendor, including any subVendors 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 COMMUNICATOINS BY VENDORS

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

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

3.3 BID EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

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

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

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the bid. Vendors are cautioned, however, that the evaluators are not required to request

presentations or other clarification—and often do not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

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

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

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

3.4 PERFORMANCE OUTSIDE THE UNITED STATES

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

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

3.5 INTERPRETATION OF TERMS AND PHRASES

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

4.0 REQUIREMENTS

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

4.1 PRICING

Bid price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and upload in the Sourcing Tool. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

Vendor shall invoice the using agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the State with one (1) invoice per deliverable, deadline, and invoice amount listed in the payment schedule below. Invoices shall include detailed line-item information to allow the State to verify pricing at point of receipt matches the correct price from the original date of order. At a minimum, the following fields shall be included on all invoices, as relevant.

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Purchase Order Number, Service(s) Descriptions, and Price.

Invoices must be submitted to the following address:

Accounts Payable
Department of Natural and Cultural Resources
PO# _____
4605 Mail Service Center
Raleigh, NC 27699-4605

Digital copies of invoices can be emailed to:

DPR-AccountsPayable@ncparks.gov

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

4.3 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.

4.4 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 Vendors in purchasing Goods and Services. As such, this IFB will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subVendors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.5 REFERENCES

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

4.6 BACKGROUND CHECKS

Any personnel or agent of Vendor performing Services under any Contract arising from this IFB may be required to undergo a background check at the expense of the Vendor, if so, requested by the State.

4.7 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime Vendor under this Contract and shall be responsible for the performance and payment of all subVendor(s) that may be approved by the State. Names of any third-party Vendors or subVendors 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 subVendor(s).

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

4.8 VENDOR'S REPRESENTATIONS

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

4.9 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

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5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 SPECIFICATIONS

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.

The Vendor shall:

VENDOR'S RESPONSE		
Item #	Specifications	Product/Service Offered Meets Specification
1	<p>Provide janitorial services according to general cleaning requirements.</p> <p>A. Provide janitorial service approximately 620 times per year for ten (10) rustic family vacation cabins at Hanging Rock State Park. The Vendor shall complete the following tasks during each janitorial service:</p> <p>1) Trash:</p> <p>a) Empty all trash cans of waste and wash if needed.</p> <p>b) Plastic trash bags must be used and replaced in all trash cans when emptied.</p> <p>c) Deposit all trash and boxes in dumpsters or other areas designated for that purpose.</p> <p>d) Collect all boxes clearly marked with the word "trash".</p> <p>e) Collect and breakdown all cardboard boxes and deposit them in appropriately designated containers or areas.</p> <p>2) Floors:</p> <p>a) Sweep all floors prior to mopping.</p> <p>b) Wet mop all floors with disinfectant cleaner or scrub with soap and water, as needed, in order to keep floors clean and sanitary.</p> <p>3) Doors and walls: Doors are made of wood and walls are made of wood panel.</p> <p>a) Wash and clean all doors, walls, and partitions to keep dust free, dirt free, sanitized, and clean.</p> <p>4) Windows: Wash and dry all interior glass windows. Glass window exterior to be washed and dried as needed, which may require a ladder.</p> <p>5) Dustings: Dust all horizontal surfaces to keep dust free, dirt and clean to include but not limited to door ledges, window ledges, desktops, tabletops, mini venetian blinds, air vents, lamps, furniture, other fixtures and behind sofa.</p> <p>6) Bedrooms: In addition to the above tasks, perform the following:</p> <p>a) Clean and sanitize plastic mattresses and mattress covers.</p> <p>7) Bathrooms:</p> <p>a) Clean and sanitize sinks and faucets.</p> <p>b) Clean, sanitize and deodorize toilets and toilet seats.</p> <p>c) Clean, sanitize and deodorize shower stalls and keep shower curtains mold free.</p> <p>d) Replenish all bathroom supplies (i.e., toilet paper, trash bags). The Vendor must provide sufficient quantity supplies to last at least one (1) day.</p>	<p>1A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A1A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A1B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A1C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A1D. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A1E. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A2A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A2B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A3A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A4. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A5. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A6A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A7A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A7B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A7C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A7D. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>

<p>8) Kitchen and dining:</p> <p>a) Clean and sanitize sinks, faucets, and counter tops.</p> <p>b) Clean and sanitize interior and exterior of cabinets, tables, and chairs.</p> <p>c) Clean and sanitize stove top and oven, stove exhaust hood unit and refrigerator with disinfectant cleaner or scrub with soap and water.</p> <p>d) Clean and sanitize any KITCHEN AMENITIES, utilized during rental event, with antibacterial cleaner. If any KITCHEN AMENITIES are damaged, they must be returned to the Park Office for replacement.</p> <p>9) Living Room: In addition to the above tasks, perform the following:</p> <p>a) Arrange furniture back to its original location to keep the walkways clear and open.</p> <p>b) Vacuum furniture to keep it free from dirt and debris.</p> <p>c) Clean, sanitize and polish wooden furniture.</p> <p>10) Porch: Screened in porches</p> <p>a) Sweep and clean floors, walls, screens, and doors.</p> <p>b) Take out the hose and hose down the porch.</p> <p>11) Working Review/Amenity Inventory: In the process of performing all TASKS, the Vendor shall conduct a working review to identify the following needs:</p> <p>a) Restocking supplies located in each Cabin's Supply Locker.</p> <p>b) Replacement of Cabin Amenities due to:</p> <p style="margin-left: 20px;">I. incidental property damage</p> <p style="margin-left: 20px;">II. inventory shortage</p> <p style="margin-left: 20px;">III. equipment malfunction</p> <p style="margin-left: 20px;">IV. lost or stolen</p> <p>c) Cabin inventory list in Attachment H.</p> <p>12) Turning Keys In: Upon completion of routine janitorial services, return cabin keys to the Park Office and notify staff of any restocking, replacement, and/or any lost, stolen, or damaged property.</p> <p>B. Perform the following Optional Services once per year upon authorization for each of the ten (10) cabins:</p> <p>1) Move furniture out from walls and clean walls and floors underneath, including behind stoves, fridge, beds, etc.</p> <p>2) Clean walls and ceilings.</p> <p>3) Clean windows inside and outside.</p> <p>4) Clean blinds.</p> <p>5) Clean inside and outer coils of fridge and oven.</p> <p>6) Clean all drawers, shelves, and cupboards.</p> <p>7) Clean porch.</p> <p>8) Clean light fixtures and shades.</p> <p>9) Clean any stains on upholstery.</p> <p>C. Provide all cleaning supplies, equipment, and materials necessary to professionally perform all work in this Contract, including disinfectants, deodorizers, scrubbing powders, glass cleaners, general surface cleaners, etc. Vendor is encouraged to utilize environmentally friendly cleaning supplies whenever possible. Vendor shall be responsible for losses to the Department caused by inferior work quality, equipment, and materials.</p>	<p>1A8A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A8B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A8C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A8D. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A9A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A9B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A9C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A10A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A10B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11BI. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11BII. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11BIII. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11BIV. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A11C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1A12. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B2. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B3. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B4. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B5. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B6. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B7. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B8. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1B9. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>
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	<p>D. Be responsible for and shall provide general supervision of all its employees assigned to perform under this contract. To ensure proper on-sight supervision, the Vendor shall designate one of its employees as their official onsite Supervisor. The Supervisor shall:</p> <ol style="list-style-type: none"> 1) Be responsible for having direct supervision of the Vendor's other employees assigned to perform under this contract. 2) Remain on-site during all work times and days. 3) Must have the ability to communicate fluently in English and in the language of the other employees, if different than English. 4) Be the Vendor's representative, authorized to coordinate with the Department Contract Administrator, and shall service as the first line of resolution in employee situations and concerns. <p>E. Immediately report any evidence of forced entry, vandalism, or other unusual situations to the Department Contract Administrator.</p> <p>F. Ensure and ascertain that all employees, assigned to perform on this contract abide by the following rules:</p> <ol style="list-style-type: none"> 1) Employees shall not engage in the use of foul or offensive language, otherwise viewed as inappropriate language. 2) Employees shall not engage in idle or unnecessary conversation, not relative to the performance of work of this contract. 3) Employees shall be required to be in presentable work attire at all times while in the performance of work on this contract. 4) Employees shall not leave keys in doors or admit anyone in the Cabins who are not designated employees of the Vendor. All doors, which were locked upon entry, shall be immediately re-locked. 5) Employees shall not remove any article or materials from the premises, regardless of their value or regardless of any employee's or tenant's permission. This is to include the contents of any item found in trash receptacles in or around the premises. Trash items are to be placed in dumpsters or trash cans designated for the purpose. 6) Items left by cabin occupants are to be turned into the Park Office on the day of their discovery. 7) Employees shall report any property loss or damage to the Supervisor immediately. The Supervisor shall report such loss/damage to the Department Contract Administrator immediately in written form, specifying the item(s) lost/damaged, the location, and extent of damage. 8) Only the Vendor and its employees assigned to perform on this contract, shall be permitted access to the areas of the Park, which are necessary in the performance of work on this contract (i.e., roads, parking areas, restrooms, cabins, etc.). 9) Vendor shall be required to ensure all employees assigned to perform on this contract are equipped with the appropriate safety equipment per industry standards necessary to perform their designated work assignments. 10) It is the Department's desire that the awarded Vendor and its assigned employees be of high morals, possess integrity, honesty, and have the practice of conducting business ethically and professionally. Therefore, upon written request from the Contract Administrator, any Vendor's employee who fails to abide by these or other rules established by the Department is subject to immediate termination from performance on this Contract. 	<p>1D. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1D1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1D2. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1D3. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1D4. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1E. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F2. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F3. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F4. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F5. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F6. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F7. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F8. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F9. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1F10. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>
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	<p>G. Ensure that at least one (1) person performing janitorial services speaks fluent English in order to effectively communicate with the Department Contract Administrator.</p> <p>H. Retain a completed and verified Federal Form I-9 on each worker performing services pursuant to this IFB.</p> <p>I. Bill the Department once per month by submitting an invoice for the previous month's janitorial services no later than the first business day of the following month.</p> <p>J. Refrain from smoking inside the building or on any grounds near the building. This is prohibited under the provisions of North Carolina General Statutes 143-597 (1) (2).</p>	<p>1G. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1H. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1I. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>1J. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>2</p>	<p>Provide janitorial services according to the following requirements.</p> <p>A. Utilities</p> <ol style="list-style-type: none"> 1) Comply with all energy conservation requirements initiated by State Government upon request from the Department. 2) Maintain thermostat settings <ol style="list-style-type: none"> a) April – August A/C set to 78 degrees between rentals b) September - March heat set to 55 degrees between rentals <p>SERVICE CONDITIONS</p> <p>B. Inventory</p> <ol style="list-style-type: none"> 1) The complete CABIN INVENTORY LIST (Attachment H) will consist of all the Cabin's furnishings, appliances, and amenities. Prior to commencement of service, the VENDOR accompanied by the DEPARTMENT CONTRACT ADMINISTRATOR will conduct a joint inventory to establish baseline quantities, existing conditions, and locations. <p>C. Inspections</p> <ol style="list-style-type: none"> 1) Provide all services no less frequently than the schedule specifies and to the satisfaction of the DEPARTMENT. The DEPARTMENT reserves the right to inspect the premises to ascertain and confirm whether the services are satisfactorily provided. 2) Joint Performance Inspections – Routinely, once a month, the DEPARTMENT CONTRACT ADMINISTRATOR, accompanied by the VENDOR'S representative, will conduct inspections of the cabins during normal business hours. 3) Random Performance Inspections – Throughout the course of this contract, unannounced random inspections may be made at the discretion of the DEPARTMENT. 4) The DEPARTMENT will document the results of the inspections using the INSPECTION REPORT CHECKLIST (Attachment H) and assign a Pass or Fail rating. The DEPARTMENT will provide the deficiencies within a mutually agreed upon time. <p>D. Keys</p> <ol style="list-style-type: none"> 1) The DEPARTMENT will provide the VENDOR keys for entry into the designated cabins. No deposit is required, however, a charge of \$25 per key for keys lost or not returned will be required at the termination of the contract. There will also be a charge for replacement keys, with payment due upon receipt of such key. <p>E. Repairs</p> <ol style="list-style-type: none"> 1) The VENDOR is required to notify the DEPARTMENT CONTRACT ADMINISTRATOR of any item or equipment which malfunctions and requires repair, to include all cabin furnishings, fixtures, appliances, and structural items. 	<p>2A1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2A2A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2A2B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2B1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2C1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2C2. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2C3. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2C4. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2D1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2E1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>

<p>F. Schedule</p> <p>1) The CONTRACT will be required to provide the requested routine janitorial service within 24 hours of the ACKNOWLEDGEMENT of the SERVICE CALL regardless of the day of the week.</p> <p>Therefore, upon written request from the Department Contract Administrator, any Vendor's employee who fails to abide by these or other rules established by the Department is subject to immediate termination from performance on this contract.</p> <p>While the Department does anticipate having ten (10) Cabins available year-round, the unpredictable nature of Cabin renting makes it impossible to give a definitive amount of routine janitorial services. The Department has established the following Seasonal estimates for the annual number of Routine Janitorial Service requirements. However, the exact number will depend on the actual number of rentals. These estimated requirements are not intended to represent a number of servicing the Department guarantees to request, nor are they to represent as an amount of servicing the Vendor shall not be guaranteed to provide.</p> <p>a) Spring Season – March 1 through June 7 (14 weeks) The Department anticipates renting the cabins multiple times per week during this period. For this period, routine janitorial service will take place upon request. The Department estimates that there will be approximately two hundred (200) service requirements in this period.</p> <p>b) Summer Season – June 8 through August 24 (11 weeks) The Department anticipates renting cabins only on a weekly basis during this period. For this period, routine janitorial service will take place on Mondays only. The Department estimates that there will be approximately one hundred and twenty (120) service requirements in this period.</p> <p>c) Fall Season – August 25 through November 30 (14 weeks) The Department anticipates renting cabins multiple times per week during this period. For this period, routine janitorial service will take place upon request. The Department estimate is that there will be approximately two hundred and forty (240) service requirements in this period.</p> <p>d) Winter Season – December 1 through February 28 (approximately 13 weeks) The Department anticipates renting cabins once weekly during this period. For this period, routine janitorial services will take place upon request. The Department's estimate is that there will be approximately (60) service requirements in this period.</p> <p>G. Total Estimate Requirements</p> <p>1) The Department's estimate is that the combined annual janitorial services requirements will be approximately (620).</p>	<p>2F1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2F1A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2F1B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2F1C. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2F1D. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2G1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>
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	<p>H. Service Scheduling</p> <ol style="list-style-type: none"> 1) The Department Contract Administrator will place a service call to the Vendor (48 hours) prior to the need for routine janitorial service. 2) The Vendor shall be required to acknowledge the service call within 24 hours of receipt. Cabins must be cleaned the same day the guests check out. The Vendor will always get a 48-hour notice. <p>I. Contract Complaint Procedures</p> <ol style="list-style-type: none"> 1) The Vendor shall correct all complaints and respond to special requests for services within one (1) day of complaints; and, both major and minor complaints shall be investigated during the same working day. Any complaint which cannot be corrected during the same working day or which cannot be dealt with for reasons beyond the Vendor's control shall be specifically reported to the Contract Administrator on the same day. Failure to do so may result in a Letter of Failure/Unsatisfactory Performance/Cure Notice and grounds for default. <p>The Vendor and Contract Administrator, in writing, will mutually agree upon a time for completion of uncorrected complaints. If the Vendor does not honor the written agreement, then the Contract Administrator shall have cause for any and all of the following actions on behalf of the Contracting Agency:</p> <ol style="list-style-type: none"> a) Services will be obtained from within the Contracting Agency's own staff or from another available source without prior notice to the Vendor. b) Cost for these services will be charged to the Vendor and a letter of failing/unsatisfactory performance will be provided to the Vendor, and again constituting grounds for default. 	<p>2H1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2H2. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2I1. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2I1A. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>2I1B. <input type="checkbox"/> YES <input type="checkbox"/> NO</p>
	<p>The Department will:</p> <ol style="list-style-type: none"> A. Provide the Vendor with all normal utilities for performing the duties called for in this contract (electricity, lights, water, etc.). B. Furnish the following consumables: <ol style="list-style-type: none"> 1) Toilet paper – (2) rolls located in each bathroom. 2) Trash bags – liners located in each can (3), with extra liners. C. Provide supply locker located in each cabin and equipped with toilet paper and trash bags. 	

5.2 CERTIFICATION AND SAFETY LABELS

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

5.3 DEVIATIONS

The nature of all deviations from the Specifications listed herein shall be clearly described by the Vendor. Otherwise, it will be considered that items offered by the Vendor are in strict compliance with the Specifications provided herein, and the successful Vendor shall be required to supply conforming goods and/or services. Deviations shall be explained in detail on an attached sheet. However, no implication is made or intended by the State that any deviation will be acceptable. Do not list objections to the North Carolina General Terms and Conditions in this section.

6.0 CONTRACT ADMINISTRATION

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

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

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

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

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

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

Department of Natural and Cultural Resources Contract Administrators	
For All Day-To-Day Activities Described in Section 5.1 Specifications	For All Other Contract Issues
Robin Riddleberger Director of Visitor and Administrative Services Hanging Rock State Park 1790 Hanging Rock Park Road Danbury, NC 27016 Telephone: (336) 593-8480 Email: robin.riddlebarger@ncparks.gov	Dwayne Alston Procurement Specialist NC DNCR, Purchasing Office 109 East Jones Street Raleigh, NC 27601-2807 Phone: (919) 814-6734 Email: dwayne.alston@dn-cr.nc.gov

6.2 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.

6.3 ACCEPTANCE OF WORK

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

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

Work is completed to the satisfaction of the Department Contract Administrator

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

6.4 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to one (1) month to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.5 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.

6.6 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 done through the contract administrator.

6.7 ATTACHMENTS

All attachments to this RFP are incorporated herein and shall be submitted by responding in the Sourcing Tool. These attachments can be found at the following Vendor Forms link for reference purposes only:

<https://ncadmin.nc.gov/documents/vendor-forms>

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ATTACHMENT A: PRCING begins on the next page.

ATTACHMENT A: PRICING

FURNISH AND DELIVER: JANITORIAL SERVICE

The Bid Price shall be submitted ONLY on the form and in the format provided. The Vendor shall not alter the pricing sheet in any way, or the bid shall be deemed non-responsive and shall not be evaluated further.

TABLE 1 will be evaluated.

TABLE 2 includes optional costs, and will not be evaluated, and may be purchased at the discretion of the State.

TABLE 1: JANITORIAL SERVICE FOR YEARS 1, 2, AND 3

ITEM	QTY.	SERVICE DESCRIPTION	PRICE PER SERVICE RATE	ANNUAL SERVICE RATE
1	620	Provide janitorial service for Year 1 2023-2024 as outlined in Section 5.1 Specifications.	\$ _____ Service Rate per Cabin	\$ _____ Total Annual Cost for Regular Routine Services [Service Rate per Cabin x 620 (estimate)]
2	620	Provide janitorial service for Year 2 2024-2025 as outlined in Section 5.1 Specifications.	\$ _____ Service Rate per Cabin	\$ _____ Total Annual Cost for Regular Routine Services [Service Rate per Cabin x 620 (estimate)]
3	620	Provide janitorial service for Year 3 2025-2026 as outlined in Section 5.1 Specifications.	\$ _____ Service Rate per Cabin	\$ _____ Total Annual Cost for Regular Routine Services [Service Rate per Cabin x 620 (estimate)]
4	TOTAL COST (Add Items 1-3 of TABLE 1)			\$ _____

TABLE 2: OPTIONAL JANITORIAL SERVICE begins on the next page.

TABLE 2: OPTIONAL JANITORIAL SERVICE FOR YEARS 1, 2, AND 3

ITEM	QTY.	SERVICE DESCRIPTION	PRICE PER SERVICE RATE	ANNUAL SERVICE RATE
1	10	Provide optional janitorial service for Year 1 2023-2024 according to Item 5.1.1.B.	\$_____ Service Rate per Cabin	\$_____ Total Annual Cost for Optional Services [Service Rate per Cabin x 10 (estimate)]
2	10	Provide optional janitorial service for Year 2 2024-2025 according to Item 5.1.1.B.	\$_____ Service Rate per Cabin	\$_____ Total Annual Cost for Optional Services [Service Rate per Cabin x 10 (estimate)]
3	10	Provide optional janitorial service for Year 3 2025-2026 according to Item 5.1.1. B.	\$_____ Service Rate per Cabin	\$_____ Total Annual Cost for Optional Services [Service Rate per Cabin x 10 (estimate)]
4	TOTAL COST (Add Items 1-3 of TABLE 2)			\$_____

ATTACHMENT H: CABIN INVENTORY LIST

ITEM	QUANTITY
cereal bowl	12
plate	12
coffee cup	12
drinking glass	12
fork	12
spoon	12
butter knife	12
sharp knife set	1
metal baking pan	1
glass baking dish square	1
glass baking dish rectangle	1
cutting board	1
frying pans with lids	2
saucepans with lids	2
cook pot with lid	1
pitcher	1
colander/strainer	1
mixing bowl set	1
spatula	1
slotted spoon	1
ladle	1
cake turner	1
measuring cup	1
measuring spoon set	1
hot pad	1
dish drainer	1
fly swatter	1
ice tray	2
can/bottle opener	1
12 cup size coffee maker	1
microwave	1
plunger	1
broom	1
dustpan	1
mop	1
mop bucket	1
trash can	4
fire extinguisher	1
measuring cup	1
measuring spoon set	1
hot pad	1
dish drainer	1

INSPECTION REPORT CHECKLIST

Cabin	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10
Bedroom #1										
Trash										
Floors										
Doors & Walls										
Windows										
Dusting										
Mattress or Covers										
Bedroom #2										
Trash										
Floors										
Doors & Walls										
Windows										
Dusting										
Mattress or Covers										
Bathroom										
Trash										
Floors										
Doors & Walls										
Windows										
Dusting										
Sink and Faucet										
Toilet										
Shower Stall & Curtain										
Toilet paper										
Kitchen & Dining										
Trash										
Floors										
Doors & Walls										
Windows										
Dusting										
Sink and Faucet										
Countertops										
Cabinets										
Table & Chairs										
Stove and Oven										
Hood Unit										
Microwave										
Refrigerator										
Kitchen Amenities										
Living Room										
Trash										
Floors										

Doors & Windows										
Windows										
Dusting										
Porch										

Grading System: 1 point for each passing item

No point for failing items

Maximum score of 45 points per Cabin

Passing grade – 41 or more points per Cabin

Failing grade – 40 or less points per Cabin

This checklist must be submitted for the invoice to be paid.

DNCR Contract Administrator

ATTACHMENT I: CHECKLIST FOR OPTIONAL SERVICES

This must be completed, signed, and sent in with the invoice that includes Optional Services.

Yes	No	Description of Task	Comments
Optional Services as authorized once per year for each of the ten (10) cabins:			
		Move furniture out from walls and clean walls and floors underneath, including behind stoves, fridge, beds, etc.	
		Clean walls and ceilings	
		Clean windows inside and outside	
		Clean blinds	
		Clean inside and outer coils of fridge and oven	
		Clean all drawers, shelves, and cupboards	
		Clean porch	
		Clean light fixtures and shades	
		Clean any stains on upholstery	

This Checklist must be submitted for the invoice to be paid.

DNCR Contract Administrator