



STATE OF NORTH CAROLINA

Department of Revenue

Invitation for Bid #: 45-RQ221517

Janitorial Services – Rocky Mount Service Center

Date of Issue: November 12, 2025

Bid Opening Date: November 26, 2025

At 2:00PM ET

Direct all inquiries concerning this IFB to:

Cynthia Leonard

Procurement Specialist

Email: Cynthia.Leonard@ncdor.gov

Phone: 919-814-1389

STATE OF NORTH CAROLINA

Invitation for Bid

45-RQ221517

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>

<h2 style="margin: 0;">STATE OF NORTH CAROLINA</h2> <h3 style="margin: 0;">Division of Department of Revenue</h3>	
Refer <u>ALL</u> Inquiries regarding this IFB to the procurement lead through the Message Board in the Sourcing Tool. See section 3.2 for details: Cynthia Leonard <i>Cynthia.Leonard@ncdor.gov</i>	Invitation for Bid #: 45-RQ221517 Bids will be publicly opened: Wednesday, November 26, 2025 @ 2:00PM
Using Agency: Department of Revenue Requisition No.: RQ221517	Commodity No. and Description: 761115 - General building and office cleaning and maintenance services

EXECUTION

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

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

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

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

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

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

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

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

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

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

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

Bid Number: 45-RQ221517

Vendor: _____

VALIDITY PERIOD

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

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

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1.0 PURPOSE AND BACKGROUND

The purpose of the Invitation for Bid (“IFB”) any resulting contract award is to solicit bids for Janitorial Services for the North Carolina Department of Revenue (“NCDOR”). The State is required to maintain all public buildings and grounds, including the provision of necessary and adequate cleaning and janitorial services to ensure their upkeep and cleanliness. N.C. Gen. Stat. §143-341 (8). NCDOR seeks bids from qualified, experienced Vendors to provide efficient and professional janitorial and custodial services to its Rocky Mount Service Center location as outlined in Section 5.0 Specifications and Scope of Work.

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

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

1.1 CONTRACT TERM

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

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

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	Wednesday, November 12, 2025
Hold Pre-Bid Meeting/Site Visit	State	Monday, November 17, 2025 @ 10:00AM
Submit Written Questions	Vendor	Wednesday, November 19, 2025 @ 5:00PM
Provide Response to Questions	State	Friday, November 21, 2025
Submit Bids	Vendor	Wednesday, November 26, 2025, no later than 2:00 PM
Bid Opening	State	Wednesday, November 26, 2025 @ 2:00PM Public Opening at the following link: IFB 45-RQ221517 - Janitorial Services - Rocky Mount - Bid Opening Meeting-Join Microsoft Teams
Contract Award	State	Friday, December 12, 2025

2.5 SITE VISIT or PRE-BID CONFERENCE

Mandatory Site Visit

Date: Monday, November 17, 2025
 Time: 10:00AM Eastern Time
 Location: 793 Country Club Road
 Rocky Mount, NC 27804
 Contact #: Cynthia Leonard, 919-630-0446

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

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

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

Vendors are cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this 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 # 45-RQ221517 – 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.

5. Only Bids submitted through the Content Section of the Ariba Sourcing Event will be considered. Bids submitted through the Message Board will not be accepted or considered for award.

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 to Section 4.6 (if applicable)
- 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 subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29. of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS

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

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

3.3 BID EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

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

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

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

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

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

Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to the *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 included 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 NCDOR by submitting one invoice at the end of each service month containing line items for each service location to DORProcurement@ncdor.gov. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow the NCDOR to verify pricing at point of receipt matches the correct price from the original date of order.

At a minimum, invoice must:

- a) Be submitted on Vendor’s official letterhead or other document containing Vendor’s logo and must be identified by a unique invoice number. Any invoice backup reports and spreadsheets must be provided in electronic format.
- b) Bear the correct contract and purchase order (PO) number to ensure prompt payment. The Vendor’s failure to include the correct PO number may cause a delay in payment.
- c) Be issued monthly to NCDOR after services has been provided and include a copy of the daily cleaning log for hours worked.
- d) State the following:
 - 1. The month of service for which the invoice applies (e.g. January)
 - 2. Description of service with unit and extended costs (e.g. “General Daily Cleaning for the Month of January at \$35.00/day for 21 Business Days = Total Cost of \$735.00”)
 - 3. Major maintenance or additional cleaning services listed separately, if any (e.g. “Major maintenance of Window Washing performed on 10/20/25 for \$500.00”)
 - 4. Performance guarantee credit for the month (if applicable) to be rebilled on last invoice for the contract year term (e.g. “Performance Guarantee for the Month of January @ \$100.00”)
 - i. Note—Accumulated performance guarantee credits shall be billed on the last invoice for the contract year term (e.g. “Performance Guarantee for October 2025 through September 2026 total \$1,200.00”)
 - 5. The total for all services performed for the relevant month
 - 6. A list of current Vendor employees that worked in the building during the invoice period.

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

4.5 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 shall 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 shall be considered in the evaluation of the Bid.

4.6 BACKGROUND CHECKS

Vendor personnel are required to undergo background checks at State’s expense prior to beginning work with the State. As part of Vendor background, Vendor must disclose the following details to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, by Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge, or provide a statement that Vendor is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term “regulatory sanctions” includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its bid herein or a statement that there are none.

Vendor’s response to these requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.

4.7 PERSONNEL

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

Should the Vendor’s 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

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

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

5.0 SPECIFICATIONS AND SCOPE OF WORK

The objective of this IFB and the Scope of Work contained herein is to obtain efficient and professional janitorial services (“Services”) from a qualified, experienced Vendor. The Services as described herein shall consist of an all-inclusive janitorial service with daily, weekly, bi-weekly, monthly and quarterly cleaning and major maintenance services. Vendor shall provide sufficient staff and labor hours to ensure that all Services are completed to NCDOR’s satisfaction. Additionally, Vendor shall supervise its staff, and supply all equipment and supplies necessary to keep the Service Location clean and properly supplied.

The services will be performed at the Rocky Mount Service Center facility located at 793 Country Club Road, Rocky Mount, North Carolina 27804 (“Service Location”).

5.1 SPECIFICATIONS

5.1.1 BUILDING INFORMATION

These figures are an estimate for the jobsite’s statistical data.

Note—The Vendor is responsible for verifying the dimensions and quantities if so, needed during the mandatory site visit.

Building Total Square Feet: Approximately 18, 996

Rocky Mount Call Center Conference & Training (1st floor):

Office Area: 2,003 sq. ft.	Carpeted Area: 1,894 sq. ft.	Vinyl: 130 sq. ft.
# Storage Rooms: 1	# LAN Room: 1	# Windows: 8

Rocky Mount Service Center (2nd floor):

Office Area: 7,526 sq. ft.	Carpeted Area: 6,994 sq. ft.	Vinyl: 161 sq. ft.
Ceramic: 371 sq. ft.	# Restrooms: 5	# Kitchenette: 1
# LAN Room: 1	# Storage Rooms: 3	# Conference Rooms: 2
# Copy/Fax/File Work Room: 5	# Offices: 23	# Waiting Area: 1
# Employees: 18	# Janitorial Closets: 1	# Doors: 2 Storefront glass doors
# Windows: 26		

Rocky Mount Call Center (3rd floor):

Office Area: 9,467 sq. ft.	Carpeted Area: 8,640 sq. ft.	Vinyl: 156 sq. ft.
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Concrete: 671 sq. ft.	#Copy/Fax/File Work Room: 3	# Restrooms: 3
# Storage Rooms: 2	# Conference Rooms: 1	# Kitchenette: 1
# LAN Room: 1	# Janitorial Closets: 1	#Locker Area: 1
# Call Monitoring Rooms: 2	# Building Windows: 35	# Doors: 1 glass double door
# Door Windows: 36	# Offices: 13	# Employees: 90

5.1.2 NCDOR EXPECTATIONS OF VENDOR

5.1.3 APPEARANCE AND IDENTIFICATION REQUIREMENTS. Vendor must provide its employees with, and its employees must wear, a distinct uniform shirt with a minimum of 2” by 4” logo of the contracting firm at all times while on NCDOR premises. Vendor employees shall wear a NCDOR-issued identification badge in compliance with its security requirements. All Vendor employees shall be dressed and groomed as appropriate for the performance of this contract. Vendor shall address any issues or concerns about appearance or hygiene of its employees and the resolution shall be to NCDOR’s satisfaction.

5.1.4 SUPERVISION. Vendor is responsible for its employees performing Services under the contract. Vendor shall provide supervise its employees to ensure that all employees (i) abide by requirements as set forth in this IFB and (ii) work times and breaks are in accordance with state and federal labor laws. Upon written NCDOR’s written request, any Vendor employee who fails to abide by the rules herein may be immediately removed from providing Services on NCDOR property and replaced.

5.1.5 CONFLICT OF INTEREST. Vendor cannot be owned or operated by an NCDOR employee of the Service Location. Vendor cannot employ any person who is an NCDOR employee or the immediate family member of an NCDOR employee working in the Service Location.

5.1.6 NEW EMPLOYEES. New Vendor employees who are hired to perform Services are prohibited from entering the NCDOR Service Location unless the employee has passed NCDOR’s background check or has been provided a NCDOR escort. A responsible Vendor employee who has completed all NCDOR’s security requirements shall introduce any new Vendor employee to the NCDOR Contract Manager and/or NCDOR Office Manager, provide a tour of the Service Location with the new Vendor employee(s), and instruct on the work of the contractual requirements. A copy of these requirements will be posted in the janitorial closet where the Vendor employees can readily see it. At the new Vendor employee’s initial meeting, the new Vendor employee shall show his/her company-issued IDs to the NCDOR Office Manager. The ID shall include both a clear photograph of the Vendor employee and the Vendor employee’s name. The NCDOR Office Manager shall verify that the ID matches the name of the Vendor employee.

5.1.7 COMMUNICATION. The NCDOR Office Manager shall be able to communicate with Vendor employees. Vendor employees shall be able to understand all of the requirements of the Contract.

5.1.8 OFFICE EQUIPMENT. Vendor employees shall not use any of the NCDOR’s office equipment, including but not limited to telephones, copy machines, fax machines, scanners, or any other NCDOR office machines, without the express permission of the NCDOR Office Manager.

5.1.9 PRIVACY. Vendor employees shall not open drawers, cabinet doors, or file cabinets. Vendor employees shall not disturb any papers, boxes, or other materials except those in trash receptacles or designated areas for trash unless such material is properly identified as “trash”.

5.1.10 PAPER DISPOSAL. Vendor employees shall only dispose of the contents in trash or recycling containers. Trash and recyclable items are to be placed in dumpsters or containers designated for that purpose. Vendor employees shall not remove nor dispose of any paper, article, or materials from any work area or the premises, including but not limited to employee desks or conference room tables.

5.1.11 INCIDENT/DAMAGE: Vendor employees shall report any occurrences of property loss, damage, false alarms, or visits from police or fire personnel in writing to the NCDOR Contract Manager and Office Manager within twenty-four (24) hours of its occurrence. The writing shall specify the location, extent, and other details regarding the event.

5.1.12 DAMAGES. Vendor shall assume liability and be financially responsible for the cost of any damages, losses, or fines which are caused by the Vendor employees, representatives, or any unauthorized person(s) that the Vendor employees allow into the building. The Vendor or its insured shall reimburse NCDOR or the owner of the damaged or stolen property for such damage or loss within thirty (30) days after written claim is submitted. If reimbursement is not made within the specified timeframe, the amount of that damage or loss may be deducted from the Vendor’s outstanding payments.

- 5.1.13 UNAUTHORIZED ENTRY.** Vendor employees shall not allow anyone to accompany them or admit anyone into any NCDOR building without prior approval of the NCDOR Office Manager. Leaving exterior doors or lockable windows unsecured may be grounds for Contract default.
- 5.1.14 CONFIDENTIALITY OF SECURITY INFORMATION.** Information regarding the security and operations of the Service Location is confidential and is not to be discussed with anyone except Vendor employees who have cleared NCDOR security requirements and perform Services at the Service Location. Failure to abide by this requirement may be grounds for Contract default.
- 5.1.15 PROFESSIONALISM.** Vendor employees shall conduct themselves in a professional manner and observe proper business etiquette while at the Service Location. Vendor employees shall not bring any illegal drugs or alcohol in Service Location. Further, Vendor employees shall not bring any weapons, including but not limited to guns, knives, explosives, or other incendiary devices onto the Service Location for any reason. Vendor employees or representatives using excessive profanity or exhibiting violence shall be asked to leave the Service Location.
- 5.1.16 TRAINING.** Vendor shall exclusively be responsible for training its employees on the proper handling of blood-borne pathogens in accordance with Occupational Safety and Health Administration requirements prior to starting Services. Any training pursuant to this section shall be at no cost to NCDOR. Vendor employees shall use such procedures when blood and/or any other type of bodily fluids are involved in Services. Vendor shall also instruct its employees on the appropriate entrances and exits for their use.
- 5.1.17 SOLICITING.** Under no circumstances shall Vendor employees ask for donations from NCDOR’s employees, attempt to sell goods or services to NCDOR employees, or conduct any other form of solicitation. Failure to comply with this requirement may result in the Vendor employee(s) removal from the Service Location.

5.2 CLEANING

5.2.1 GENERAL CLEANING

Daily, Weekly, Bi-Weekly, Monthly, and Quarterly Services: Vendor’s employees shall perform General Cleaning duties subject to the Section 5.5 Schedule of Performance. All cleaning shall meet the approval of the NCDOR Office Manager and NCDOR Contract Manager. The Vendor shall provide the services no less frequently than the schedule specifies.

NOTE: If any types of normal janitorial duties have been inadvertently omitted, the contract is to be interpreted to include the same.

5.2.2 MAJOR MAINTENANCE

All Major Maintenance Services shall be planned with the NCDOR Contract Manager and NCDOR Office manager and formally scheduled and submitted in writing to the NCDOR Contract Manager at least three (3) weeks prior to the start of the work. Major Maintenance Services shall include window washing (inside/outside), wash ceiling vents and air return vents, carpet cleaning, floor stripping, buffing and waxing of all tile floors, and washing of all light lens/coverings

Major Maintenance Services should be completed subject to Section 5.5 Schedule of Performance one (1) time per year; however, NCDOR does not guarantee this quantity.

If Major Maintenance Services are to be performed on weekdays, the work shall only be performed between the hours of 5:00 PM and 11:00 PM. If Major Maintenance Services are to be performed on weekends, the work shall be performed between the hours of 7:00 AM to 11:00 PM. Any exceptions to Major Maintenance working hours must be requested in writing and approved by the NCDOR Contract Manager.

All Major Maintenance Services shall be inspected and approved by the NCDOR Office Manager. Any Major Maintenance Service not completed to the satisfaction of the NCDOR Office Manager shall be re-done at no cost to NCDOR until the NCDOR Contract Manager is satisfied. Invoices for Major Maintenance shall be submitted as soon as services are completed and approved by the NCDOR Contract Manager and are not required to be invoiced with general cleaning.

The Vendor shall be held financially responsible for all damage to equipment, cabling, and equipment operations, including the telephones, caused by Vendor’s employees while performing these Major Maintenance Services.

5.2.3 ADDITIONAL REQUESTED SERVICES

The Rocky Mount Service Center may require additional cleaning on an ad hoc basis (e.g. scheduled seminars) The NCDOR Contract Manager will work with the NCDOR Office Manager, NCDOR Contract Administrator, and Vendor on a contract amendment to support the additional services. The additional cost should be calculated at the contract hourly rate and included as a separate line on the monthly invoice

5.2.4 STORAGE AND UTILITIES

NCDOR will provide the Vendor with sufficient storage space and reasonable security for Vendor-supplied equipment and materials. NCDOR is not responsible for the loss or damage to Vendor’s supplies, dispensers, toilet tissue, paper towels, soap, toilet seat covers, etc., or any equipment. Vendor shall keep all janitor closets, storage rooms, and other space assigned for its use clean and orderly at all times. If possible, storage area should be locked. Vendor employees shall empty all mop buckets when mopping is complete. All buckets, mops, sponges, etc. shall be thoroughly rinsed and allowed to dry after each use.

NCDOR will provide the Vendor with all normal utilities necessary for performing this contract (electricity, lights, water, etc.). Upon written request from the NCDOR, the Vendor shall comply with all energy conservation requirements initiated by the State.

5.2.5 INSPECTIONS

Vendor shall provide all services no less frequently than the schedule specified. The NCDOR Office Manager will inspect the premises to ascertain whether the services are being satisfactorily provided.

The NCDOR Office Manager may conduct monthly inspections of the Service Location, accompanied by Vendor’s representative, during normal business hours.

Unannounced random inspections will be made at the discretion of the NCDOR Contract Manager and/or NCDOR Office Manager.

Failure of the Vendor to pass monthly inspections, random inspection, or to correct complaints will be considered unsatisfactory service and NCDOR will invoke the performance remediation measures outlined in Section 6.5 Performance Remediation.

5.3 SUPPLIES

The Vendor shall furnish ample quantities of all consumable supplies (i.e. toilet tissue, paper towels, hand soap, chemicals, deodorizers, cleaning supplies and trash can liners, ashtray or cigarette urn sand, etc.). All consumable supplies shall be purchased and supplied by the Vendor.

5.3.1 Current MSDS data sheets for all chemicals used for this contract shall be submitted before starting work in the buildings and updates shall be submitted when changes are made prior to using the products. A notebook/ring binder containing all of the MSDS sheets shall be kept in the storage area where the chemicals reside. The notebook shall be labeled MSDS on the front and side and shall state the company’s name. The MSDS sheets shall match the chemicals in that location as well as those used during cleaning.

5.3.2 Only commercial quality cleaning supplies shall be used. All disinfectants shall be EPA registered (Topic D List) and approved as effective against all Blood borne Pathogens, including Hepatitis B and HIV. The list of supplies can be found at <http://www.epa.gov/oppad001/chemregindex.htm>. **Bleach of any type or any pine oil type products are not to be used.** Manufacturers’ directions on refilling of bottles shall be followed. All containers, applicators, and bottles shall be labeled with the product contained therein. Powdered cleanser with bleach is allowed (ex: Ajax or Comet powdered cleanser).

- 5.3.3 Vendor shall supply products for existing dispensers. This includes, but is not limited to toilet seat cover dispensers, paper product dispensers, deodorizer dispensers and hand soap dispensers.
- 5.3.4 Vendor's vacuum cleaners shall be a HEPA and have a HEPA filter and be of commercial equivalent. The specifications shall state it will remove particles as small as .3 microns and remove 99.96% of the dust and debris that passes through the equipment. The vacuum filter shall be sealed at both ends of the filter so that no dust gets around the filter. The NCDOR Office Manager shall inspect vacuum cleaners, as needed. Equipment not meeting specifications shall be replaced immediately. Vacuum cleaners having HEPA filters that do not meet these specifications shall not be acceptable. The Vendor, prior to the use of such equipment shall furnish manufacturer's data on the HEPA vacuum cleaner to the NCDOR Contract Manager.
- 5.3.5 Vendor shall use foam antibacterial or foam antimicrobial soap in hand soap dispensers. Hand soap used for refillable soap dispensers shall state so on the primary container. Vendor shall ensure the proper maintenance or replacement of hand soap dispensers to prevent them from leaking.
- 5.3.6 Paper products shall be made from recycled post-consumer content. Paper products shall be of a high quality, at least 2-ply and soft. Paper products shall be white, and NCDOR prefers Process Chlorine Free (PCF). If PCF towels are not available, then Vendor may choose a product that is Elemental Chlorine Free (ECF). Packaging should be responsible, minimal packaging and/or products sold in bulk. Choose products that are packaged in materials that are recycled, recyclable, and free of toxic metals, fragrances, dyes and inks made from non-renewable resources.
- 5.3.7 At the termination of this contract, sufficient amounts of toilet paper, paper towels, toilet seat covers, soap and deodorizers shall be left in the restrooms to last at least a week.
- 5.3.8 "Wet Floor" signs shall be furnished by the Vendor and displayed visible to traffic anytime a floor is wet regardless of whether service is being provided or due to inclement weather. Vendor employees shall collect the signs when the floor is dry and store them in the proper location prior to leaving for the day.
- 5.3.9 Protective clothing shall be furnished by the Vendor to all its employees to perform their job. Exposure Controls/Personal Protection normally identified on Material Safety Data Sheets will be followed and enforced.
- 5.3.10 Vendor shall replace, at no cost to the state, any hand soap, deodorizer, or toilet seat cover dispensers that are missing or broken for the duration of this contract. A quote shall be provided to and approved by the NCDOR Contract Manager. Expenses for replacement shall be submitted on the Purchase Order and approved prior to receiving and added onto monthly invoice. They then become the property of the State.
- 5.3.11 All supplies and equipment shall be kept in designated storage locations as specified by the Office Manager. NCDOR shall provide the Vendor with reasonable storage space for supplies and equipment. The Vendor shall not use any other spaces to store equipment of supplies other than those assigned by the NCDOR Contract Manager.
- 5.3.12 **Light bulbs**—Light bulbs and tubes are furnished and replaced by the landlord of this leased facility. Vendor will not be responsible for changing light bulbs and tubes. Vendor will also not be required to change any personal lamp light bulbs.
- 5.3.13 **HVAC Filters**—The landlord furnishes and replaces HVAC filters for this facility. Vendor will not be responsible for changing HVAC filters.
- 5.3.14 **Repairs**—Vendor is required to notify the NCDOR Contract Manager and Office Manager of any item or equipment that malfunctions and requires repair, including all restroom equipment/fixtures and all light fixtures that do not operate properly.

RECYCLED CONTENT:

If the products offered herein contain any recycled content, indicate the material and content percentage:

Material: _____ Percentage %: _____

5.4 EQUIPMENT

The Vendor shall furnish all equipment adequate in quantity and of a commercial quality necessary for professionally performing all work in this contract. The Vendor shall reimburse losses to the State caused by inferior quality work, equipment, or materials. All equipment, including vacuum cleaners, shall be powerful enough to efficiently and effectively perform associated work, yet be quiet enough to allow meetings and telephone conversations without any disruption. All equipment shall be in good working order capable of being used as originally intended. The contracting agency shall request replacement of faulty cleaning equipment and such equipment shall be removed from the premises.

Vacuum(s) MFG: _____

Model: _____ Rated at _____ Decibels

5.5 TASKS/DELIVERABLES

5.5.1 NOTE TO VENDOR: Unless otherwise agreed upon, all Services, with the exception of Major Maintenance Services, are to take place between the hours of 8:00 AM and 5:00 PM, Monday through Friday, except State-observed holidays. All vacuuming to be done between the hours of 2:00 PM and 5:00 PM.

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
GENERAL CLEANING SERVICES							
<u>GARBAGE REMOVAL:</u>							
EMPTY TRASH CANS AND REPLACE LINERS AT END OF SHIFT	X						
REMOVE TRASH FROM FRONT AND BACK PARKING LOTS		X					
TRANSPORT RECYCLE BINS FROM BUILDING TO PICK UP SITE		X					
REMOVE ALL MATERIALS MARKED AS "TRASH"	X						

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
DEPOSIT ALL TRASH AND CARDBOARD IN APPROPRIATE DUMPSTER CONTAINERS	X						
EMPTY ALL OUTDOOR GARBAGE CANS AND REPLACE LINERS (IF APPLICABLE)	X						
EMPTY/CLEAN SMOKING URNS ON OUTSIDE OF BLDG. (IF APPLICABLE)			X				
<u>BREAKROOM CLEANING:</u>							
CLEAN COUNTERTOPS, SINK, MICROWAVE OVEN, REFRIGERATOR EXTERIOR, TABLE TOPS/TABLE LEGS, AND CHAIR BACKS	X						
REPLENISH PAPER TOWELS AND SOAP IN ALL BREAK ROOMS. (NOTE, SUPPLIES SHALL BE PROVIDED BY VENDOR)	X						
SWEEP FLOORS. WET MOP WITH DISINFECTANT CLEANER OR IF NECESSARY, SCRUB WITH SOAP AND WATER	X						
<u>RESTROOM CLEANING:</u>							
REPLENISH ALL RESTROOM SUPPLIES SUCH AS HAND SOAP AND PAPER PRODUCTS (NOTE, ALL SUPPLIES SHALL BE PROVIDED BY VENDOR AND SUFFICIENT QUANTITIES SHALL <u>ALWAYS BE</u> AVAILABLE)	X						
DEODORIZE AND DISINFECT ALL TRAPS, DRAINS, TOILETS, AND URINALS IN BATHROOMS.				X			
THOROUGHLY WASH ALL RESTROOM WALLS AND PARTITIONS.				X			

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
WASH AND SANITIZE SINKS, COUNTER TOPS, FAUCETS, DOOR KNOBS, TOILET BOWL/SEATS AND URINALS	X						
MAINTAIN SOLID OR LIQUID DEODORIZING AGENT/AIR FRESHENER IN ALL RESTROOMS	X						
WIPE PARTITIONS BETWEEN TOILETS WITH DISINFECTANT		X					
CLEAN MIRRORS	X						
SWEEP FLOORS. WET MOP WITH DISINFECTANT CLEANER OR IF NECESSARY, SCRUB WITH SOAP AND WATER	X						
<u>ENTRANCE AREAS:</u>							
SWEEP OR USE CHEMICALLY TREATED DUST MOP ON ALL UNCARPETED FLOORS AND DAMP MOP AS REQUIRED	X						
SPOT CLEAN ALL INTERIOR AND HORIZONTAL SURFACES INCLUDING PARTITIONS.	X						
CLEAN AND SHINE ALL CHROME FIXTURES INCLUDING DRINKING FOUNTAINS AND MOLDING.	X						
MOP/SCRUB UNCARPETED FLOORS (EXCLUDING RESTROOMS & BREAK ROOMS)		X					
SWEEP OUTSIDE ENTRANCES, SIDEWALKS AND PORCHES		X					
SWEEP LOADING DOCK		X					
VACUUM CARPET/MATS & SPOT CLEAN IF NEEDED		X					

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
OTHER:							
SPOT CLEAN ALL GLASS SURFACES INCLUDING ENTRANCE AREAS, MIRRORS AND GLASS PARTITIONS	X						
CLEAN LIGHT SWITCHES AND DOOR FACINGS				X			
SPRAY BUFF ALL TILE, STONE, TERRAZZO FLOORS MORE FREQUENTLY AS NEEDED.				X			
SPECIAL CLEANUP OF AREAS WHICH HAVE HAD FURNITURE, EQUIPMENT, CARPET, OR CABINET REMOVAL	X						
CLEAN AND SANITIZE DRINKING FOUNTAINS	X						
USE CHEMICALLY-TREATED CLOTH TO DUST HORIZONTAL SURFACES INCLUDING DESKS, WORKSTATIONS, TABLES TELEPHONES, COMPUTER/PRINTER EQUIPMENT. <u>NO PAPERWORK IS TO BE MOVED.</u>			X				
WASH AND/OR DUST AND SPOT CLEAN WALLS, WOODWORK, SWITCHPLATES, FIRE EXTINGUISHERS, ETC.			X				
DAMP WIPE AND POLISH ALL CHROME SURFACES			X				
VACUUM ALL CARPETED AREAS. REMOVE ALL PINS, CLIPS, PAPER.		X					
SCRUB ALL TILE AND LINOLEUM FLOORS WITH SOAP AND WATER AND RINSE BUFF AS APPROPRIATE TO KEEP FLOORS CLEAN AND SHINY		X					
REMOVE COB WEBS FROM CEILINGS				X			

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
DUST CEILING VENTS AND AIR RETURN VENTS				X			
DUST ALL LEDGES, SILLS AND PARTITIONS TO KEEP DUST FREE AND CLEAN.				X			
QUARTERLY SERVICES							
CLEAN ALL GRILLS ON HEAT AND AIR CONDITIONING DUCTS AND COLD AIR RETURNS.					X		
SEMI-ANNUAL SERVICES							
DUST CLEAN WINDOW SILLS AND BLINDS						X	
VACUUM ALL CLOTH-UPHOLSTERED CHAIRS						X	
CLEAN JANITORIAL, ELECTRICAL, MECHANICAL AND TELEPHONE ROOMS (IF APPLICABLE)						X	
MAJOR MAINTENANCE SERVICES							
WASH AND DRY ALL BLINDS. BLINDS MUST BE REMOVED FROM WINDOWS.							X
WASH INSIDE/OUTSIDE WINDOWS, GLASS DOORS AND GLASS PARTITIONS (IF APPLICABLE)							X
WASH CEILING VENTS AND AIR RETURN VENTS							X
CLEAN LIGHT LENS, LIGHT GLOBES AND LIGHT DIFFUSERS							X

CLEANING TASK	DAILY	WEEKLY	EVERY 2 WEEKS	MONTHLY	QUARTERLY	EVERY 6 MONTHS	ANNUALLY
COMPLETELY SWEEP, STRIP AND REWAX, BUFF <u>ALL</u> TILE, LINOLEUM, TERRAZZO AND POLISHED STONE FLOORS.							X
SHAMPOO OR STEAM-CLEAN <u>ALL</u> CARPET, INCLUDING MATS							X

5.6 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 CONTACT INFORMATION

A. CONTRACTING AGENCY CONTACT INFORMATION

The State shall designate and make available to the Vendor 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. The Contract Administrator shall be the State’s point of contact for contract administration and procurement related matters.

NCDOR Contractual Point of Contact	NCDOR Procurement and Contract Point of Contact
Name: Caitlin Burch Email: Caitlin.burch@ncdor.gov Phone (office): 919-814-1578	Name: Cynthia Leonard Email: Cynthia.Leonard@ncdor.gov Phone (office): 919-814-1389

B. VENDOR CONTACT INFORMATION

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. 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.

Vendor Contractual Point of Contact	Vendor Customer Service Point of Contact (if different than Contractual Point of Contact)
Name: Street: City, State, Zip: Assigned Contract Manager: Email: Phone (office): Phone (cell):	Name: Street: City, State, Zip: Assigned Contract Manager: Email: Phone (office): Phone (cell):

6.2 POST AWARD PROJECT REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet quarterly with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.3 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.

6.4 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 regular inspections of tasks described in Section 5.0 of the Contract.

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.

6.5 PERFORMANCE REMEDIATION

Vendor shall investigate all complaints during the same working day. Vendor shall correct all complaints within one (1) day of receipt of the complaint. Any complaint that cannot be corrected during the same working day or that cannot be dealt with for reasons beyond Vendor's control shall be specifically reported to the Contract Manager with an anticipated completion date.

NCDOR shall issue Request to Cure letters when the vendor fails to correct issues detected during random or scheduled inspections or based on complaints from the NCDOR Contract Manager, Office Manager, or building occupants. Upon issuance of a Request to Cure letter, Vendor will be given ten (10) business days to correct issues and comply with contract requirements.

Failure to correct an express contract performance listed in the Request to Cure letter within ten (10) business days will result in a second warning letter. The Vendor will be given five (5) business days to correct the issue(s) and comply with contract requirements. Failure to correct an express contract performance after the second warning letter will result in default.

Uncorrected complaints, failure to consistently provide acceptable services, supervision, security of the building, materials, training, approved equipment and supplies, or Vendors disregard of NCDOR policies and procedures specified herein may result in default and NCDOR may apply any of the remedies available to it under North Carolina General Terms and Conditions, Section 1, Performance and Default. Upon default and notice of cancelation, any payments due to the Vendor may be held for resolution for assessment of any costs or damages due. The payment withheld will be used to obtain replacement services. The Vendor may be liable for any damages due and for any excess costs of obtaining the services.

6.5 FAITHFUL PERFORMANCE

Any Contract may include terms ensuring a Vendor's performance such as: (1) a bond, or similar assurance; (2) liquidated damages; (3) a percentage of the Contract value held as a retainage; (4) withholding final payment contingent on acceptance of the final deliverable; and (5) any other provision that assures performance of the Vendor. The parties agree that the Vendor shall be subject to the following faithful performance requirements:

If a Vendor does not provide an expected day's service for a required State business day, the Vendor's next invoice may be reduced by the NCDOR Contract Manager to only pay for the hours actually worked that day at a prorated rate based upon the hourly rate.

If a Vendor does not provide enough supplies to last until the next workday, or the Vendor's employee does not have purchasing authority or direct access to company-supplied supplies, the Vendor shall reimburse NCDOR within 30 days for the purchase of these supplies. In addition, the Vendor's next invoice may be reduced by the NCDOR Contract Manager as deemed appropriate for each day's occurrence. For example, if the bathrooms were not properly cleaned for two (2) days because there was no disinfectant available, the NCDOR Contract Manager may adjust the invoice to deduct labor time normally required for performing that task.

Notwithstanding any other provision herein, liquidated damages shall not be subject to a limitation on damages or limit of liability for damages that otherwise may be applicable to recoverable damages.

6.6 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 three (3) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. 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.

6.7 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.

6.8 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.

6.9 ATTACHMENTS

All attachments to this IFB 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>

ATTACHMENT A: PRICING

Vendor shall provide turnkey, firm fixed pricing its services. The firm fixed price shall be inclusive of labor, specialized tools, equipment, materials, supplies, transportation, general and administrative overhead, and profit needed to provide service in total compliance with the services.

Item #	QTY	UOM	DESCRIPTION	UNIT PRICE	EXTENDED PRICE YR 1	OPTIONAL PRICE YR 2	OPTIONAL PRICE YR 3
1	12	Month	General Cleaning of Office Square Footage: 10,338 Number of Vendor Staff: _____				
2	4	Each	Quarterly Services: Grills, HVAC ducts, and cool air returns (4X's per yr)				
2	2	Each	Semi-Annual Service: Window Sills and blinds (2x's per yr)				
3	2	Each	Semi-Annual Service: Vacuum Cloth Upholstered Chairs, Cubicle Walls, and Cloth Partitions (2x's per yr)				
4	2	Each	Semi Annual Service: Clean Electrical, Janitorial, Mechanical & Telephone Closets (2x's per yr)				
5	1	Each	Annual Service: Window Washing, Glass Doors and Glass Partitions (Inside/Outside) (1x per yr)				
6	1	Each	Annual Service: Wash Ceiling Vents & Air Return Vents (1x per yr)				
7	1	Each	Annual Service: Clean Light Lens, Light Globes and Light Diffusers (1x per yr)				
8	1	Each	Annual Service: Carpet Cleaning (1x per yr)				
9	1	Each	Annual Service: Floor Stripping, Buffering, & Waxing of All Tile, Linoleum, Terrazzo, and Polished Stone Floors (1x per yr)				
10	1	Each	Annual Service: Wash and Dry All Blinds. Blinds must be removed from windows. (1x per yr)				

OPTIONAL:

DESCRIPTION	HOURLY RATE – YR 1	HOURLY RATE – YR 2	HOURLY RATE – YR 3
Additional Cleaning during Peak Season			
	WEEKLY RATE – YR 1	WEEKLY RATE – YR 2	WEEKLY RATE – YR 3
COVID-19 Cleaning			

PERFORMANCE GUARANTEE

_____ The face amount of the performance bond shall equal one-third of the Vendor’s annual cleaning cost and will remain in force for the duration of the contract, including extensions. The bond shall be delivered to the Department’s Purchasing Office within fifteen (15) days after written notification of award. Failure to deliver a bona fide bond within the above specified time will be cause for immediate cancellation of contract award. In lieu of the above, the Offeror may elect to provide one of the following as a performance guarantee.

_____ For the first three (3) months of the contract, the Offeror agrees to invoice the NCDOR ten percent (10%) less than the amount of the monthly invoice, and for the next nine (9) months of the contract, the Offeror agrees to invoice the Contracting Agency five percent (5%) less than the amount of the monthly invoice. This amount will be refunded by the Contracting Agency along with final payment at the end of this agreement. However, in case of default, this amount will be used to obtain these services from another source.

_____ Within fifteen (15) days after notification of award, the Offeror may submit a cashier’s check or money order made payable to the Contracting Agency in the amount of six percent (6%) of the annual contract price. This amount will be refunded by the Contracting Agency along with the final payment at the end of this agreement. However, in case of default, this amount shall be used to obtain these services from another source.

*****VENDOR MUST CHECK ONE OF THE PERFORMANCE GUARANTEES*****

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