

**TOWN OF HOLLY SPRINGS, NORTH CAROLINA
REQUEST FOR PROPOSALS**

RFP# 2025-0613 Town Facilities Janitorial Services

**Issue Date: August 1, 2025
Due Date: August 28, 2025 by 2:00 PM**

I. PURPOSE

The Town of Holly Springs is seeking proposals for comprehensive professional janitorial services at designated Town facilities. Services include, but are not limited to, cleaning of town facilities, offices, training rooms, conference rooms, breakrooms, restrooms, showers, lockers, gyms, kitchen areas, hallways, elevators, stairwells, common areas, and park restrooms.

Holly Springs prides itself on its high quality of life, exceptional services, and clean, well-maintained environment. Maintaining this standard requires a professional cleaning company that can ensure the health, safety, and well-being of the community. Cleanliness impacts not just aesthetics, but also residents' health, economic growth, and public trust.

II. SCOPE OF WORK

The Service Provider shall provide the following janitorial services at all locations and per the schedule identified in **Attachment A**.

Daily Cleaning Tasks:

1. Empty waste and recycling receptacles, clean waste and recycling receptacles, and replace liners.
2. Move trash, waste, and recycling to a central location for removal.
3. Clean all surfaces to ensure they are free of dust, debris, fingerprints, spots, and spills.
4. Wipe ledges, handrails, and horizontal surfaces free of dust and debris.
5. Clean building entrance and exit glass to be free of streaks, fingerprints, dust, and debris.
6. Clean interior glass partitions, display cases, mirrors, and interior doors to be free of streaks, fingerprints, dust, and debris.
7. Sanitize, wash, and polish drinking fountains, sinks, and basins. Scour the mouthpiece, nozzle, and bowl of drinking fountains. Report leaks, clogs, or operational deficiencies to the Town representative.
8. Sanitize and clean portable drinking units (water coolers) and fixtures - use sanitizing wipes every day.
9. Sweep and damp mop stair landings and steps.
10. Maintain areas free of dust, loose dirt, and debris.
11. Lactation Rooms – Clean, sanitize, dust, and wipe down furniture.
12. Sweep outside entrance and exit areas and stairs within 10' of the existing wall; clean entrance mats to remain free of dust, loose dirt, debris, and leaves.
13. Vacuum all hallways, conference rooms, and common areas.
14. Spot vacuum carpets in cubicles and offices.
15. Kitchens:
 - a. Empty trash
 - b. Mop floors

- c. Dust
- d. Wipe down countertops and cabinets

16. Elevators:

- a. Vacuum the interior of all carpeted elevators.
- b. Sweep the interior of non-carpeted elevators.
- c. Wipe down interior and exterior panels, buttons, handrails, and doors with sanitizer; floor to ceiling.
- d. Shine and polish all stainless and aluminum surfaces; floor to ceiling.

17. Shower, Lockers, and Changing Areas (at LEC only):

- a. Clean the entire shower area with germicidal detergent
- b. Remove encrustation, stains, scale, and deposits from fixtures
- c. Change shower liners twice a year
- d. Sweep floors and clean baseboards
- e. Empty and clean receptacles and change plastic liners
- f. Clean and polish dispensers, and partitions, floors, vents, ADA chair, and furniture.

18. Restrooms:

- a. Clean commodes, urinals, and lavatories with a germicidal detergent; remove encrustation, stains, scale, and deposits from fixtures, and replace deodorant tablets.
- b. Replace urinal screens monthly or as needed.
- c. Sweep floors and stairs and clean baseboards; damp mop resilient tile floors with a germicidal detergent; wet-mop ceramic tile floors with a germicidal detergent.
- d. Restock supplies.
- e. Empty and clean trash receptacles, change plastic liners, and remove bagged trash/garbage to the appropriate outdoor trash/garbage containers.
- f. Clean and polish dispensers, mirrors, partitions, doors, vents, shelves, and furniture.
- g. Polish stainless-steel fixtures, sinks, partitions, toilets, handrails, and drinking fountains with cleaner.
- h. Replace feminine napkin waste bags nightly.

Weekly Cleaning Tasks:

These tasks shall be completed by Thursday of each full work week.

- 1. Thoroughly dust blinds, windowsills, cobwebs, ceiling fans, and railings.
- 2. Machine buff all tile and VCT with spray buff, including marble floors.
 - a. *Locations: Town Hall, LEC, Water Treatment Plant, and Library & Cultural Center*
- 3. Spot clean scuff marks on walls and baseboards.
- 4. Vacuum all carpets throughout the entire facility.
- 5. Clean all glass doors and inside office windows.
- 6. Dust all HVAC vents, supply, and return.
- 7. Polish all the fine wood surfaces where applicable.
 - a. *Locations: Fine wood includes the Town Hall, LEC, and wood desks and furniture at all facilities.*

8. Polish and buff any stainless-steel surfaces.
9. Dust and polish all conference/meeting room tables and chairs.
10. Dust and clean all HVAC vents, supplies, and returns
11. Flush all floor drains with water.

Day Porter Services:

This is a required daily service, Monday through Friday from 8:00 AM to 12:00 PM.

1. The Day Porter (assumed as a single employee) shall report in daily via phone by calling the Town Representative to receive any feedback or input on cleaning standards and shall leave a voice message if the Town Representative is unavailable to ensure consistent communication.
2. The Day Porter shall primarily focus on touch -ups and restocking at Town Hall, Cultural Center, Bass Lake Visitor Complex, and the LEC.
3. Additionally, tasks may include checking the status of the park restrooms, restocking, and cleaning as necessary.
4. The Town Representative may call upon the Day Porter to handle emergency service requests.
5. These requirements are mandatory, and non-compliance may result in termination of this contract.

Additional Services:

These tasks will be completed semi-annually at a time and date scheduled with the Contract Manager.

1. Deep clean and polish the wall and floor tile in restrooms and hallways.
2. Strip and wax all VCT floors.
3. Shampooing of all carpeted areas.
 - a. *Location: Public Works, Town Hall, LEC, VOC, Water Treatment Plant, Library & Cultural Center.*
4. Dust and clean all HVAC grills, supplies, and returns.
5. Entire facility glass cleaning—interior and exterior, as scheduled.

III. General Requirements

A. Contract Time

The work under this contract will begin on November 1, 2025 through October 31, 2026 with the option to renew annual for 2 additional terms.

B. Standards.

Facilities included in this scope of services shall be maintained at a high standard and consistent level of cleanliness: free of dust, dirt, odors, stains, discoloration, deposits, and any other foreign material.

The Service Provider shall immediately notify the Town Representative of vandalism, damages, defects, leaks, power outages, graffiti, or any other problems with Town facilities that require

immediate corrective action. All damage and routine wear and tear must be reported immediately to the Contract Manager.

C. Materials.

The Town will provide electricity, water, paper products, hand soap, shower curtains, urinal screens, urinal mats, feminine waste bags, and trash bags for the Service Provider to perform janitorial services.

The Service Provider shall furnish all equipment, tools, and consumable materials required to perform the janitorial services outlined in this contract. This includes, but is not limited to, commercial-grade cleaning agents, disinfectants, waxes, floor polishes, and quiet-operating, HEPA-filter-equipped vacuum cleaners suitable for use in occupied public spaces. The Service Provider must implement and enforce a cleaning protocol that adheres to industry best practices for sanitation and infection control, especially in high-traffic or sensitive areas. For example, to maintain sanitary conditions and prevent cross-contamination, cleaning cloths must be distinctly color-coded and designated for specific surfaces (e.g., sinks, toilets, general surfaces). Under no circumstances shall cloths be used for restroom fixtures, such as toilets or urinals, and be reused on other surfaces.

All cleaning supplies, materials, and equipment used under this contract must be of high commercial quality, appropriate for their intended use, and capable of delivering the level of cleanliness and consistency required by this scope of services. All cleaning methods must meet industry standards for safety and effectiveness, particularly in high-traffic areas, and must not cause damage to Town facilities. The Town reserves the right to prohibit the use of any products, materials, or equipment that pose a risk to property, employees, or the public.

D. Inspection/Reports/Logs/Schedules.

1. The Service Provider shall acknowledge receipt of Town keys on a memorandum receipt form furnished by the Town Representative. All such keys shall remain the property of the Town and shall be promptly returned to the Town Representative at the end or termination of this contract. In the event of a lost key, the Service Provider is to notify the Town immediately.
2. A daily "Work Sign-in/Sign-out log" shall be provided by the Service Provider at all locations. The Service Provider's employees shall sign in and sign out on each workday. Work logs shall be kept in the janitorial closet at each location and include the technician's name, date, and start and end times of cleaning.
3. The Service Provider shall provide a detailed cleaning checklist for each facility and work schedule to include cleaning routes by location at the kickoff meeting.

E. General Information

1. The Service Provider shall deliver comprehensive janitorial services at all designated Town of Holly Springs facilities.

2. The Town will provide storage space for janitorial supplies at various locations. The Town shall not receive janitorial shipments from the Service Provider's supply vendors.
3. The Service Provider shall maintain site safety and security for public areas at all times.
4. While working on Town property, the Service Provider's employees shall wear uniforms with the appropriate company name and logo. Service Provider employees shall wear Town-issued badges at all times during work performance. The Service Provider shall ensure that employees maintain a professional demeanor at all times while working in town facilities.
5. The Service Provider shall refrain from other commercial or political activity while performing janitorial services at Town Facilities.

F. Safety Requirements

Service Provider shall abide by all local, state, federal, OSHA, and Town safety codes, policies, and procedures. The Service Provider will be responsible for fines incurred if not in compliance with all the above regulations. Before the start of work, the Service Provider shall post temporary signs and provide barricades to safely protect the public and Town employees. The Service Provider shall remove all signs and barricades after the service.

G. Damages/Deductions.

The Service Provider shall repair, replace, and/or restore to its original condition any lost, misplaced, or damaged Town property caused by the Service Provider's operations at no additional cost to the Town. The Service Provider shall notify the Town Representative of damage immediately preceding the incident.

The primary objective in handling contractor damages shall be the timely and competent repair of property to conditions as close to pre-existing conditions as possible. All repairs shall be approved by the Town Representative and performed without charge to the Town.

In cases where repair is not possible or pre-existing conditions cannot be reasonably attained, the Town retains the right to assess damages by appropriate methods and to charge the value of those damages back to the contractor.

The Service Provider shall not be responsible for damages that are not attributable to the Contractor, such as vandalism or acts of God.

The Town representative will routinely inspect the Service Provider's work. In cases where work is not completed to agreed upon standards, the Town will communicate the deficiency and the Service Provider will have reasonable time, not to exceed 4 hours, for correction. If corrective action fails, the Town retains the right to self-correct unacceptable work performed by the Service Provider and to deduct associated costs from the preceding monthly invoice.

The Town Representative is the final authority on the quality of the Service Provider's work.

H. Service and Response Time.

The Service Provider shall provide a single point of contact to respond to all service calls. The Service Provider's point of contact shall have the authority to dispatch staff to meet the following response times:

Schedule Services: All scheduled services shall be performed as indicated in Attachment A. The Service Provider shall have an answering service, cell phone, or office personnel available to receive service calls.

Task Authorizations – As Needed Janitorial Services: As-needed janitorial services shall only be undertaken by the Service Provider upon issuance of a Task Authorization for said services. The Service Provider shall not perform services until the Town Representative provides written authorization for said services.

I. Submittals.

Safety Data Sheets (SDS) - The Service Provider shall furnish a copy of the SDS for all chemicals used on Town properties. All chemicals, bottles, and supplies used for janitorial cleaning shall be properly labeled in their original container.

The Service Provider shall submit to the Town Representative a list of employees that will require a Town badge under this contract. The Service Provider will promptly update the Town representative of any changes to this list.

J. Security Background Check and Badging.

The Service Provider shall conduct criminal background checks on all employees and subcontractors working at the direction of the Service Provider in this contract and shall exclude any employees from working in any Town facility that:

1. had a conviction of a felony within the past 10 years.
2. has a conviction in the past 10 years of any violent crime.
3. crime involving theft or dishonesty or is currently a registered sex offender.

Additional Requirements, Cultural Center:

Service Provider employees providing janitorial services at the Holly Springs Library and Cultural Center must complete the following:

1. Wake County's prescreen form: Gerald Baker form.
2. Wake County's ID/badge request form.
3. Provide a clear copy of their social security card and driver's license.
4. The current address must match the driver's license.
5. Staff must pass a recent background check to continue service.
6. Upon passing, the badge photo must be a headshot from the waist up in JPEG format.

Additional Requirements, Law Enforcement Center:

Service Provider employees assigned to work at the Holly Springs Police Department (HSPD) Law Enforcement Center (LEC) must complete the following:

1. Provide two (2) copies of fingerprints.
2. Pass a thorough HPSD background check.
3. Must provide a current copy of driver's license.
4. Must provide a Social Security card.

5. Must provide a headshot photo from the waist up.

NOTE: The HSPD will not conduct fingerprinting. Fingerprints are to be obtained at the Wake County Sheriff's Department, CCBI Unit. The Town reserves the right to deny any Service Provider's employees access to all facilities, the HSPD, at the Chief of Police's discretion.

K. Licensing and Certification.

Other than state or federally required business licensing, there are no additional Town required licenses. Below is a list of suggested/advantageous licenses:

CIMS – Cleaning Industry Management Standard

IICRC – Institute of Inspection Cleaning and Restoration Certification

Attachment A

Facility Name	Address	Day Porter	Daily Cleaning & Weekly Cleaning Services		Sqft	RR	Sinks	Toilets	Urinals	BR	Carpet	VTC LVT Tile	Stories	Windows	Exterior Trash	
			Day of Week	Cleaning Hrs												
Abbreviations: Break Room (BR), Center (Ctr), Rest Room (RR)		M-F 8 AM - 12 PM	Day of Week	Cleaning Hrs												
<u>Bass Lake, Park</u>	900 Bass Lake Rd.															
1. Bass Lake, Visitor's Ctr	900 Bass Lake Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	800	2	5	3	2	1	No	Ceramic Hardwood	1	4	Yes (1)	
2. Bass Lake, Multi-Purpose Room	900 Bass Lake Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	800	2	3	2	1	1	No	Ceramic	1	10	No	
3. Bass Lake, Picnic Shelter	900 Bass Lake Rd.		M-F, Sat- Sun	8:30 AM- 1:30 PM	650	2	2	3	1	0	No	Concrete	1	0	No	
<u>Cultural Center & Library</u>	300 W. Ballentine St.	X	M- Thurs: F- Sat: Sun:	9 PM - 8 AM 6 PM - 8 AM 5 PM - 8 AM	19,939	5	10	8	4	2	No	Carpet Terrazzo Tile	1	~50 +/-	Yes (4)	
<u>Holly Grove Module (RR)</u>	1401 Avent Ferry Rd.		M-F, Sat- Sun	8:30 AM- 1:30 PM	300	2	4	3	2	0	No	Epoxy Wood	1	0	No	
<u>Jones park (RR)</u>	405 School Day Ln.		M-F, Sat- Sun	8:30 AM- 1:30 PM	648	2	2	4	2	0	No	Epoxy Concrete	1	0	No	
<u>Law Enforcement Ctr</u>	750 Holly Springs Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	26,593	10	14	12	3	4	Yes	Carpet Ceramic	2	~100 +/-	Yes (6)	
<u>Public Works Department</u>	101 Thomas Mill Rd.		M- F	5:30 PM- 8 AM	2,856	3	5	3	2	1	Yes	LVT	1	13	Yes (2)	
<u>Sugg Farm, Dog Park (RR)</u>	2104 Grisby Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	600	2	4	5	2	0	No	Concrete (bare)	1	0	Yes (2)	
<u>** Town Hall</u>	128 S. Main St.	X	M- F	5:30 PM- 8 AM	28,247	6	13	10	4	2	Yes	Carpet Ceramic Marble	2	70	No	
<u>Water Waste Treatment Plant</u>	150 Treatment Plant Rd.															
1. Administration Bldg.	150 Treatment Plant Rd.		M- F	5:30 PM- 8 AM	2,800	2	3	2	1	1	No	VCT	1	16	No	
2. Maintenance Shop, Offices	150 Treatment Plant Rd.		M- F	5:30 PM- 8 AM	440	1	1	1	0	1	No	LVT Tile	1	2	No	
<u>Womble Park</u>	340 Stinson Ave.															
1. Womble Park, Tennis Pavilion (RR)	340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	681	2	2	3	1	0	No	Concrete (bare)	1	0	No	
2. Womble Park, Playground Pavilion (RR)	340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	670	2	2	3	1	0	No	Epoxy Concrete	1	0	No	
3. Womble Park, Score Tower (Baseball)	340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	600	4	4	6	4	0	No	Epoxy Concrete	1	0	No	
<u>Veterans Park (RR)</u>	600 Bikram Dr.		M-F, Sat- Sun	8:30 AM- 1:30 PM	650	2	2	3	1	0	No	Epoxy Concrete	1	0	No	
<u>Village Office Condos (VOC)</u>	376 & 378 Raleigh St.		M- F	5:30 PM- 8 AM	1,500	2	4	2	0	2	No	Carpet Linoleum	2	16	No	

****Special Note on Council Chambers located in Town Hall:** This room is utilized for high-profile meetings several times a week after normal business hours and is unavailable for cleaning during those times. The janitorial services must occur after 10 p.m. on those evenings. The Day Porter will ensure every weekday morning, before 9 a.m., that this room has been cleaned; and if not, the Day Porter will perform the necessary cleaning services that morning. Janitorial services occurring in all other Town Hall areas should avoid disturbing ongoing meetings.

IV. PROCUREMENT SCHEDULE

The following table shows the schedule of events for the conduct of this solicitation.

DATE / TIME	EVENT
August 1, 2025	Issuance of RFP by the Town.
August 18, 2025 at 9:00 a.m.	Facilities Tour (attendance mandatory)
August 20, 2025, by 4:00 p.m.	Deadline for respondents to submit written questions.
August 22, 2025, by 4:00 p.m.	Deadline for the Town's answers to question submissions.
August 28, 2025, by 2:00 p.m.	Proposals due from respondents.
On or after August 28, 2025	Proposal evaluation begins, [potential] interviews, contract negotiation and award to follow.

V. FACILITIES TOUR DETAILS

There will be a mandatory tour of certain facilities on August 18, 2025 at 9:00 a.m. The initial meeting point will be at the Cultural Center located at 300 West Ballentine, Holly Springs, NC 27540 and the tour will continue on to 4 additional high-profile facilities. Tour is expected to last approximately 2-3 hours and attendees must provide personal transportation to each location.

VI. PROPOSAL SUBMISSION INSTRUCTIONS

Proposals must be submitted electronically, via email, to the contact listed below and by the response due date. Please reference the solicitation name and number in the email's subject line. Upon receipt, all responses and supporting materials become property of the Town and are subject to public record. Proposals submitted after the stated due date and time will **NOT** be accepted and will be deemed non-responsive.

To: Purchasing Division at purchasing@hollyspringsnc.gov

Subject: RFP# 2025-0613 Janitorial Services_[Firm name]

Format

Proposals shall be submitted in a single, digital PDF file and contain the content described below.

Content

Proposals must satisfy the criteria outlined below to be responsive to this solicitation.

1. Cover Letter: Provide the legal name, address, and telephone number of the company along with the designated contact's name, title, email address, and telephone number. Include a statement attesting to the proposal's accuracy and signed by an individual authorized to execute binding legal documents for the firm.
2. Proposed solution: Vendors are encouraged to express why they are the best fit for the Town and how their approach on meeting the terms in the scope of work. Also include, at a minimum, answers to the following questions:
 - Your firm's current capacity and expected capacity if awarded contract
 - How many cleaning technicians will be assigned per square foot?
 - Are you subcontracting any of the work? If so, name which work and provide legal name of subcontractor company.
 - Do you provide any specialized services, in addition to the scope of work?
 - What is your experience with governments, specifically municipalities?

- What is the year your business was established and the number of years you have been providing the services in your proposal?
 - Provide an overview and history of your company.
 - Indicate whether your business is HUB and/or NCSBE certified.
 - List any qualifications that apply to or support your proposal submission.
3. Required Form 1: Cost Proposal
 4. References: Provide a minimum of three (3) references for whom you provided similar services to those described herein. Include a brief project description, the company name, contact name, phone number, and email address for each reference.
 5. Licensure/Certification: provide any that apply or support your proposal submission

VII. QUESTIONS INSTRUCTIONS

Respondents shall submit all questions, in writing via email, to the contact listed below and by the deadline in the provided schedule. When submitting questions, please reference the solicitation name and number, as well as the page and section, if applicable.

Joseph Conigliaro, Facilities Maintenance Manager
joseph.conigliaro@hollyspringsnc.gov

VIII. RESPONSES TO QUESTIONS & ADDENDA

Responses to question submissions and addenda (if applicable) will be posted on the Town of Holly Springs website at the following hyperlink: <https://www.hollyspringsnc.gov/2456/Bids-Requests-for-Proposals>. It is suggested that you sign up for email updates at the bottom of this page to ensure you receive all relevant information as it is posted. It is the respondent’s responsibility to ensure they have received, reviewed, and understand all posted addenda.

IX. EVALUATION

Proposals will be reviewed by an Evaluation Committee designated by the Town and per the proposal evaluation criteria defined below. The Committee may engage in discussions with respondents to determine in greater detail the respondent’s qualifications, explore the respondent’s scope and nature of the required contractual services, learn the respondent’s proposed method of performance, and to facilitate contract negotiations.

The Town may, at its discretion, require respondents to furnish presentations to the Evaluation Committee or appear before the Town and/or its representatives for an interview or additional meetings. Respondents will be notified in advance of the time and format of such meetings, if applicable. Since the Town may choose to award a contract without engaging in discussions or negotiations, the proposals submitted shall state the respondent's best offer for performing the services described in this solicitation.

Proposals will be evaluated on the following major categories:

- Qualifications and Experience
- Completeness and quality of entire Proposal Submission
- Cost Effectiveness and Value

X.CONTRACT AWARD

The Town intends to award the contract to a single primary vendor, for all service areas and work

associated with this solicitation. The standard of award will be based on the proposal deemed to be in the best interests of the Town. If the Town has determined a suitable offer, it will notify all respondents of the contract award decision, pending approval by Town Council. Please refrain from contacting town staff in the interim.

XI. DISCLOSURES

Town's Rights and Options.

The Town reserves the right, at the Town's sole discretion, to take any action affecting this solicitation, this solicitation process, or the services or facilities subject to this solicitation that would be in the best interests of the Town, including:

- To supplement, amend, substitute, or otherwise modify this solicitation, including the schedule, or to cancel this solicitation, at any time.
- To require any respondent to supplement or clarify its bid or provide additional information relating to its response.
- To investigate the qualifications, experience, capabilities, and financial standing of each respondent submitting a bid.
- To waive any defect or irregularity in any bid received.
- To reject any or all bids.
- To share the bids with Town employees and contractors, in addition to the Evaluation Committee, as deemed necessary by the Town.
- To award all, none, or any part of the services and enter into contracts with one or more of the respondents deemed by the Town to be in the best interest of the Town, which may be done with or without re-solicitation.
- To discuss and negotiate with any respondents their bid terms and conditions, including but not limited to financial terms.
- To terminate discussions and negotiations with any respondent at any time and for any reason.

Accuracy of Solicitation and Related Documents.

Each respondent must independently evaluate all information provided by the Town. The Town makes no representations or warranties regarding any information presented in, or otherwise made available during this procurement process, and assumes no responsibility for conclusions or interpretations derived from such information. Additionally, the Town will not be bound by or responsible for any explanations or conclusions regarding this or any related documents other than those provided by an addendum issued by the Town. Respondents may not rely on any oral statement by the Town or its agents, advisors, or consultants.

If a respondent identifies potential errors or omissions in this or any other related documents, the respondent should immediately notify the provided contacts of such potential discrepancy in writing. The Town may issue a written addendum if it determines that correction is necessary.

Expense of Bid Preparation.

The Town accepts no liability, and respondents will have no actionable claims for reimbursement of any costs or expenses incurred while participating in this solicitation process. This includes expenses and costs related to bid submission, submission of written questions, attendance at Prebid conference, contract negotiations, or activities required for contract execution.

Vendor Inclusion

The Town's vendor management philosophy supports a fair, open, and inclusive process that offers the same access and information to all vendors. The Town provides an email alert option to allow

vendors optimal notice and access to all solicitations as they are posted. This can be found on the Town of Holly Springs website at the following hyperlink: <https://www.hollyspringsnc.gov/2456/Bids-Requests-for-Proposals>.

Dispute Resolution Process

No services shall be delayed or postponed pending the resolution of any dispute unless Town otherwise agrees in writing. Any and all suits or actions to enforce, interpret or seek damages with respect to any provision of, or the performance or non-performance of, this Agreement shall be brought exclusively in the General Court of Justice of North Carolina sitting in Wake County, North Carolina and it is agreed by the parties that no other court shall have jurisdiction or venue with respect to such suits or actions. For any amount in controversy in excess of \$15,000 the Contractor shall participate in the Town's dispute resolution process which shall be considered part of Basic Services or Scope of Work unless specifically agreed otherwise herein. The Town's dispute resolution process is to engage in prelitigation mediation under the rules of Mediation for Superior Court notwithstanding the amount in controversy.

Confidentiality

Responses to the solicitation will become public records and, therefore, will be subject to public disclosure after contract award. However, North Carolina General Statutes Section 132-1.2 provides a method for protecting some documents from public disclosure. If the Consulting firm follows the procedures prescribed by those statutes and designates a confidential document or trade secret, the Town will withhold the document from public disclosure to the extent that is entitled or required to do so by applicable law, and will return the document after selection.

Equal Employment Opportunity

The Town of Holly Springs does not discriminate in administering any of its programs and activities. The firm awarded the contract for work must have a written policy and will be required to ensure that no person shall be denied employment, fair treatment or be discriminated against on the basis of race, sex, gender, religion, age, national origin, or handicap.

Minority/Women/Small Business Enterprise

It shall be the practice of the Town of Holly Springs to provide minority-owned, women owned, and small business enterprises (collectively "M/W/SBE") as well as other responsible vendors with fair and reasonable opportunity to participate in the Town's business opportunities including but not limited to employment, construction development projects, and material/services consistent with the laws of the State of North Carolina. The policy of the Town prohibits discrimination against any person or business in pursuit of these opportunities on the basis of race, color, national origin, religion, sex, age, disability, or veteran status. It is further the policy of the Town to conduct its contracting and procurement programs so as to prevent such discrimination and to resolve all claims of such discrimination.

Good Faith Efforts.

The Town will make a good-faith effort to comply with G.S. 143-128.2, G.S. 143-128.4, where applicable, and to recruit and select small business entities. The governmental entity shall not limit or otherwise preclude any respondent from submitting a response so long as the respondent, itself or through its proposed team, is properly licensed and qualified to perform the work defined by this solicitation.

Contracting

Any installment financing agreement or other contract shall be construed and enforced in accordance with the laws of the State of North Carolina. Any controversy or claim arising because of contracting shall be settled by an action initiated in the appropriate division of the General Court of Justice in Wake County, North Carolina.

Conditions and Limitations

The Town expects to select a consulting firm from the bids submitted but reserves the right to reject any or all responses to the solicitation, to advertise for new responses, or to accept any response deemed to be in the best interest of the Town. A response to this solicitation should not be construed as a contract nor an indication of a commitment of any kind on the part of the Town nor does it commit either to pay for costs incurred in the submission of a response to this request or for any cost incurred prior to the execution of a final contract. The Town will reserve the right to dismiss any part or all of the contracted team when, in the Town's opinion, the project is not moving as scheduled or is hindered in any way by the actions or personalities of team members.

REQUIRED FORM 1

COST PROPOSAL

RFP# 2025-0613 Town Facilities Janitorial Services

Proposals must be a firm offer and remain valid for a minimum period of 90 days. In submitting a proposal, vendor attests to have carefully examined the solicitation, is capable of performing the scope of work, and hereby proposes to furnish all necessary supplies, equipment, and labor for the fees listed below:

Vendor Name: _____

TERM 1: November 1, 2025 – October 31, 2026

Facility Name		Address	Day Porter	Daily Cleaning & Weekly Cleaning Services		Monthly Cost
<u>Abbreviations: Break Room (BR), Center (Ctr), Rest Room (RR)</u>			M-F 8 AM - 12 PM	Day of Week	Cleaning HRs	
<u>Bass Lake, Park</u>		900 Bass Lake Rd.				\$
1. Bass Lake, Visitor's Ctr		900 Bass Lake Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	
2. Bass Lake, Multi-Purpose Room		900 Bass Lake Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	
3. Bass Lake, Picnic Shelter		900 Bass Lake Rd.		M-F, Sat- Sun	8:30 AM- 1:30 PM	
<u>Cultural Center & Library</u>		300 W. Ballentine St.	X	M- Thurs: F- Sat: Sun:	9 PM - 8 AM 6 PM - 8 AM 5 PM - 8 AM	\$
<u>Holly Grove Module (RR)</u>		1401 Avent Ferry Rd.		M-F, Sat- Sun	8:30 AM- 1:30 PM	\$
<u>Jbnes park (RR)</u>		405 School Day Ln.		M-F, Sat- Sun	8:30 AM- 1:30 PM	\$
<u>Law Enforcement Ctr</u>		750 Holly Springs Rd.	X	M-F, Sat- Sun	5:30 PM- 8 AM	\$
<u>Public Works Department</u>		101 Thomas Mill Rd.		M- F	5:30 PM- 8 AM	\$
<u>Sugg Farm, Dog Park (RR)</u>		2104 Grisby Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	\$
<u>** Town Hall</u>		128 S. Main St.	X	M- F	5:30 PM- 8 AM	\$
<u>Water Waste Treatment Plant</u>		150 Treatment Plant Rd.				\$
1. Administration Bldg		150 Treatment Plant Rd.		M- F	5:30 PM- 8 AM	
2. Maintenance Shop, Offices		150 Treatment Plant Rd.		M- F	5:30 PM- 8 AM	
<u>Womble Park</u>		340 Stinson Ave.				\$
1. Womble Park, Tennis Pavilion (RR)		340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	
2. Womble Park, Playground Pavilion (RR)		340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	
3. Womble Park, Score Tower (Baseball)		340 Stinson Ave.		M-F, Sat- Sun	8:30 AM- 1:30 PM	
<u>Veterans Park (RR)</u>		600 Bikram Dr.		M-F, Sat- Sun	8:30 AM- 1:30 PM	\$
<u>Village Office Condos (VOC)</u>		376 & 378 Raleigh St.		M- F	5:30 PM- 8 AM	\$

REQUIRED FORM 1 (CONTINUED)

Additional Services: *Requires Issuance of Written Task Authorization.

<i>DESCRIPTION OF SERVICES</i>	<i>Minimum Dollar Threshold</i>	<i>Unit of Measure</i>	<i>Rate</i>
Deep clean and polish the wall and floor tile in restrooms and hallways			\$
Strip and wax VCT floors			\$
Carpet Shampooing			\$
Exterior & Interior Glass Cleaning			\$

Additional Terms: The contract will be renewed annually for a maximum contract length of three (3) years. Vendors should indicate the percentage the contract total will increase in the space provided below (put zero if no increase will occur).

TERM 2: November 1, 2026 – October 31, 2027 _____ % percentage of contract increase
(enter zero if none)

TERM 3: November 1, 2027 – October 31, 2028 _____ % percentage of contract increase
(enter zero if none)

ADDITIONAL FEES/COSTS: List all additional costs your company may charge. If a cost is not included in this section or form, it will not be accepted or paid by the Town.

EXCEPTIONS: List any exceptions to the specifications set forth in this solicitation. By submitting a proposal, the lender agrees to the specifications set forth in this solicitation, with the exception of the following:
