



UNIVERSITY OF NORTH CAROLINA
CHARLOTTE

STATE OF NORTH CAROLINA

University of North Carolina at Charlotte

Invitation for Bids # 66-25062 CB

Bulk Laundry Services

Date Issued: Monday, April 14, 2025

Bid Opening Date: Friday, May 9, 2025

At 2:00 PM ET

Direct all inquiries concerning this IFB to:

Carla Butler-Blackburn

Purchasing Agent

Email: cbutlerb@charlotte.edu



UNIVERSITY OF NORTH CAROLINA
CHARLOTTE

STATE OF NORTH CAROLINA

University of North Carolina at Charlotte

Invitation for Bids #

66-25062 CB

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, redacted, 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 shall be sufficient cause to reject your bid.**

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>

Electronic responses ONLY via eVP will be accepted for this solicitation.

STATE OF NORTH CAROLINA
University of North Carolina at Charlotte

Refer ALL Inquiries regarding this IFB to:
Carla Butler-Blackburn
cbutlerb@charlotte.edu

Invitation for Bid # 66-25062 CB

Bids will accepted until: Friday, May 9, 2025 at 2:00 PM ET

EXECUTION

In compliance with this Invitation for Bids (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),
- that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- 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 Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this bid response to the IFB, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor are not aware that any such gift has been offered, accepted, or promised by any employees or agents of Vendor's 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 ATTACHMENTS page within this document.

Failure to execute/sign bid prior to submittal may render bid invalid and it MAY BE REJECTED.

Late bids CANNOT and will NOT be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:		P.O. BOX:
CITY, STATE & ZIP:		TELEPHONE NUMBER:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
NAME OF PERSON SIGNING ON BEHALF OF VENDOR:		TITLE
VENDOR'S AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

Bid Number:66- 25062 CB 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. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

BID ACCEPTANCE

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this ____ day of _____

on the attached certification, by _____
(Authorized Representative of UNC Charlotte)

1.0	PURPOSE AND BACKGROUND	5
1.1	CONTRACT TERM	5
2.0	GENERAL INFORMATION	5
2.1	INVITATION FOR BID DOCUMENT	5
2.2	E-PROCUREMENT	5
2.3	NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS	5
2.4	IFB SCHEDULE	6
2.5	RESERVED	6
2.6	BID QUESTIONS	6
2.7	BID SUBMITTAL	6
2.8	BID CONTENTS	7
2.9	ALTERNATE BIDS	7
2.10	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS	7
3.0	METHOD OF AWARD AND BID EVALUATION PROCESS	8
3.1	METHOD OF AWARD	8
3.2	CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION	8
3.3	BID EVALUATION PROCESS	9
3.4	PERFORMANCE OUTSIDE THE UNITED STATES	9
3.5	INTERPRETATION OF TERMS AND PHRASES	10
4.0	REQUIREMENTS	10
4.1	PRICING	10
4.2	TRANSPORTATION AND IDENTIFICATION	10
4.3	DELIVERY	10
4.4	HUB PARTICIPATION	10
4.5	REFERENCES	10
4.6	VENDOR'S REPRESENTATION	11
4.7	FINANCIAL STABILITY	11
4.8	AGENCY INSURANCE REQUIREMENTS MODIFICATIONS	11
5.0	PRODUCT SPECIFICATIONS	12
5.1	SPECIFICATIONS	12
5.2	DEVIATIONS	14
6.0	CONTRACT ADMINISTRATION	14
6.1	CONTRACT MANAGER AND CUSTOMER SERVICE	14
6.2	ACCEPTANCE OF WORK	14
6.3	INVOICES	15
6.4	DISPUTE RESOLUTION	15

Bid Number:66- 25062 CB Vendor: _____

6.5	PRODUCT RECALL	15
6.6	CONTRACT CHANGES	15
7.0	ATTACHMENTS	16
	ATTACHMENT A: PRICING	16
	ATTACHMENT B: INSTRUCTIONS TO VENDORS	17
	ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS	17
	ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION	17
	ATTACHMENT E: CUSTOMER REFERENCE FORM	17
	ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR	17
	ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION	17

1.0 PURPOSE AND BACKGROUND

The Housing & Residence Life Department (HRL) at UNC Charlotte is seeking bids from qualified vendors that can provide bulk laundry services to include pick-up, laundering and drop-off of multiple linen and other articles. The bulk of the services will take place during the University's busy conference season, typically May 15 – August 15, with limited additional laundry services to be conducted year-round. The typical annual total weight of laundry serviced during the conference season is approximately forty-thousand pounds (40,000 lbs.)

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 before the end of the Contract's then-current term. In addition, the State reserves the right to extend a contract term 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

The 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

ATTENTION: NC E-Procurement does NOT apply to this solicitation and the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions does NOT apply.

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 also are 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, or exceptions regarding any component within 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 contact award.

Other than through this process or 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. 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 through 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	Monday, April 14, 2025
Submit Written Questions	Vendor	Wednesday, April, 23, 2025 by 2:00 PM ET
Provide Responses to Questions	State	Monday, April 28, 2025
Submit Bids	Vendor	Friday, May 9, 2025 at 2:00PM ET
Contract Award	State	TBD
Contract Effective Date	State	TBD

2.5 RESERVED

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.

Written questions shall be e-mailed to cbutlerb@charlottte.edu by the date and time specified above. Vendors will enter "IFB 66- 25062 CB Questions" as the subject for the email. Question submittals will include a reference to the applicable IFB section.

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the electronic Vendor Portal (eVP), <https://evp.nc.gov>, and shall become an Addendum to this 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 an Addendum to this IFB.

2.7 BID SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Vendor shall bear the risk of late submission due to unintended or unanticipated delay, or technical issue. It is the Vendor's sole responsibility to ensure its bid has been received via the eVP as described in this IFB by the specified time and date of opening. The date and time of receipt will be electronically time stamped by the system when received. Any bid or portion thereof received or attempted to be submitted after the bid submission deadline will be rejected.

All bids shall be submitted electronically via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>. Bids will ONLY be accepted through the eVP and will NOT be accepted in any other format, including, but not limited

to, email, facsimile, USPS, or courier. **Attempts to submit a bid via mail, courier, facsimile (FAX) machine, telephone or email in response to this IFB shall NOT be accepted.**

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

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

2.8 BID CONTENTS

Vendors shall populate all attachments of this IFB that require the Vendor to provide information and include an authorized signature where required. 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

Vendor IFB responses shall include the following items and attachments:

- a) Cover Letter, which must contain all of the following; (i) a statement that confirms that the Vendor has read the IFB in its entirety, including all links, and all Addenda released in conjunction with the IFB; (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments; and (iv) contact information for Vendor's representative responsible for this IFB.
- b) Completed and signed version of EXECUTION PAGES, and completed version of any pages requiring vendor input.
- c) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- d) Completed version of ATTACHMENT A: PRICING
- e) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- f) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- g) Completed 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 bids must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Any alternate bid, in addition to the marking described above, must be clearly marked with the legend: "Alternate Bid # 66-25062 CB [for 'name of Vendor']". 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, each must be offered with a separate price and be contained in a separate bid. Each bid must be complete and independent of other bids offered.

2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this IFB are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors referenced below 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 award or awards will be based on the responsive bid(s) offering the lowest price that meets the specifications to include any required verifications set out herein such as but not limited to past performance, references, and financial documents.

While the intent of this IFB is to award Contracts to multiple vendors, the State reserves the right to make a single award to one Vendor, to not award one or more portions, 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 the paragraph 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 bid 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 accessed via eVP and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public as soon as reasonably practical after the date and time of opening. 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. 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 eVP website** 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 in a requirement would allow for the State to receive a better bid, the Vendor is encouraged 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 University for bulk laundry services, including all applicable charges for shipping, delivery, handling, administrative and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this IFB. Complete ATTACHMENT A: PRICING FORM and include with Bid.

4.2 TRANSPORTATION AND IDENTIFICATION

The Vendor shall deliver Free-On-Board (FOB) Destination to the University with all transportation costs and fees included in the total bid price.

When an order is placed using a purchase order, the purchase order number shall be shown on all packages and shipping manifests to ensure proper identification and payment of invoices. A complete packing list shall accompany each shipment. Vendors shall not ship any products until they have received an order.

4.3 DELIVERY

The Vendor shall deliver Free-On-Board (FOB) Destination to the following location(s):

Housing and Residence Life, HRL Receiving Loading Dock

Charlotte, NC 28223 – Complete details will be provided on the Purchase order.

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

Vendors shall provide three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which your company has supplied the equipment offered. The State may contact these users to determine quality level of

the offered equipment; as well as, but not limited to user satisfaction with Vendor performance. Information obtained may be considered in the evaluation of the bid.

4.6 VENDOR'S REPRESENTATIONS

If the 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.

4.7 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 the ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential performance issues from contracting with a Vendor that is financially unstable. This Certification shall be deemed continuing, and 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

4.8 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 PRODUCT SPECIFICATIONS

5.1 SPECIFICATIONS

Objective: To provide the pick-up, laundering and drop-off of linen articles to include washing, conditioning, finishing, folding and stacking of all laundered articles. The linen articles shall include but may not be limited to the following: mattress pads, blankets (bath and thermal), fitted sheets, flat sheets, pillow cases, thermal spreads, washcloths and bath towels.

Services: Vendor shall provide laundry service for the University of North Carolina at Charlotte, Housing and Residence Life (HRL) Department during conference season, which typically runs from May 15 – August 15, as well as offering limited laundry service year round. Typical annual weight for laundry during conference season is approximately forty thousand pounds (40,000 lbs)

The specific items and any specifications that the University is seeking are listed below. Items offered by the Vendor must meet or exceed the listed Specifications.

Laundry items include, but may not be limited to the following:

- Bath Towel: White, terrycloth, Sizes: 27" x 54" and 21" x 32", 5 lbs per dozen
- Wash Cloths: White, not less than .75 lbs per dozen, 12" x 12", 86/14 poly/cotton blend, institutional grade
- Flat Sheet: white, 36" x 80"
- Pillow Case
- Twin Blanket: light blue, light green, and beige 36" x 80"
- Twin Mattress Cover: white 80" x 110"
- Bedspread: green 80" x 110"
- Twin Mattress Pad: White, soaker, 36" x 76", with corner bands, non-fitted flat
- Bathmat: White 21" x 32"

Instructions for Storage and Handling:

- Pick-up and drop-off of linen to be provided twice per week
- All linens will be processed and handled following the Occupational Safety & Health Administration (OSHA) and Center for Disease Control (CDC) guidelines; the Contractor warrants that all articles laundered under this contract will be segregated in the Contractor's place of business and handled separately
- Occasionally, heavily soiled and contaminated materials may require special, separate handling. HRL staff will place these items in red-colored and labeled bags for bio-hazardous materials
- All articles will be handled in such a manner as to limit any possible shrinkage to not more than one percent (1%) in any direction and to avoid strain, tear or damage of any kind to the fabric
- All linens will be washed at a minimum of one hundred sixty (160) degrees Fahrenheit, per infection control guidelines
- Items should be separated by type of linen after laundering (i.e. all sheets, all comforters together, etc.)
- Blankets and comforters (items that have colored fabric) should be laundered separately from other items (items that are of white fabric)
- Items that are damaged or stained should be returned separately and labeled as such
- All returned laundered articles of linen and laundry will have received a neutral rinse to prevent soapy residue and odors
- Clean linen shall be folded, stacked and packaged for shipment in a manner that ensures a minimum of wrinkling (i.e. sheets pressed and folded, towels and blankets folded; all items loaded into large clean plastic hampers for return transport to facility)
- The Contractor shall be financially responsible for the replacement of any linen items that are lost and/or damaged while in their possession
- A 5 par linen service shall be maintained

- The Contractor shall return the same number of articles previously picked up in accordance with the weight of the cart at the time of pick-up/drop-off. Differences in the count of a delivery shall be reconciled before that delivery is completed and a new pick-up begun
- Contractor and HRL representative may conduct a quarterly inventory of linen service delivery count records

Inspections and Acceptance

- Delivered linen will be inspected by an HRL Representative. In order to approve payment, deliveries must be both clean-looking and clean-smelling. Clean-smelling will be defined as follows: no chemical or other odor associated with an item's specific use is acceptable; mattress pads, towels and washcloths must not smell of urine or feces; blankets, sheets or pillow cases must not smell as though they had been sealed in plastic and placed in hampers under high temperature
- Linens found to be unacceptable will be returned to the Contractor for cleaning and payment will not be made until they have been acceptably cleaned. If unclean or foul-smelling items are found within a batch of linen, the entire batch may be rejected at the HRL Representative's option
- Payment will be made for fully accepted linen deliveries only
- Hampers for accumulation of dirty linen shall be provided and located in a central area for ease of pick-up
- Clean linen must be delivered in clean hampers and must be packaged prior to transport to prevent inadvertent contamination from any elements during loading, delivery and unloading
- All soiled linen is to be delivered to the assigned location and soiled linen is to be picked up from the soiled linen room
- HRL representative reserves the right to conduct a site inspection to review the effectiveness of the Contractor's infection and quality control program, as well as the quality and appearance of the linen supply

Delivery and Acceptance

- UNC Charlotte HRL personnel shall contact the Contractor to schedule the delivery/pick-up of soiled items on a weekly, bi-weekly or as needed schedule
- Housing and Residence Life shall supply laundry carts and containers suitable for transporting soiled laundry to the Contractor's facility. Carts will also be provided to transport clean laundered linens back to the UNC Charlotte Housing office
- Contractor shall have in place a means of tracking all laundered items from the time they leave the UNC Charlotte Housing facility until they are returned to the UNC Charlotte Facility

Service Details:

- Contractor shall perform all pick-up and drop-off of linens; the price per pound must include ALL transportation charges involved
- During conference season, services will take place two (2) times per week, and delivery days will be decided with the awarded Contractor; deliveries and pick-ups will take place between 1:00 PM and 3:00 PM
- Contractor must contact the Assistant Director for Guest Operations of the Housing Facilities office, or his/her designee when delivery has arrived
- Deliver to Wallis Hall loading dock, unless prior notification is given for a different drop-off/pick-up location

- Delivery and pick-up from September-April will be on an as-needed basis, and the Contractor will be contacted one to two (1-2) business days in advance

5.2 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. 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.

6.1 CUSTOMER SERVICE CONTACT

The Vendor shall be required to designate and make available to the State a contact for customer service. The customer service point of contact shall be the State's point of contact for all customer service-related issues.

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

6.2 ACCEPTANCE OF WORK

Performance of the work and 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.

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.

6.3 INVOICES

Bid Number:66- 25062 CB Vendor: _____

The standard format for invoicing shall be single Invoices meaning that the Vendor shall provide the University with an invoice for each order. Invoices shall include detailed line item information to allow the University to verify pricing at point of receipt matches the correct price from the original date of order.

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

6.4 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.

6.5 CONTRACT CHANGES

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

7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE

EACH ATTACHMENT CAN BE ACCESSED FROM THIS LINK:

<https://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT A: PRICING

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

Item #	Item Description		
1	Towel Size – White 27" x 54"	The quantity will be up to 40,000 lbs. (ANNUALLY) in any combination of the individual items	<div>\$ _____</div> <div>Per lb</div>
2	Towel Size – White 12" x 12"		
3	Towel Size – White 21" x 32"		
4	Twin Size Sheet White 36" x 80"		
5	Twin Size Blanket 36" x 80" Light Blue		
6	Twin Size Blanket 36" x 80" Light Green		
7	Twin Size Blanket 36" x 80" Beige		
8	Bedspread – Green 80" x 110"		
9	Pillow Case – White 42" x 34"		
10	Mattress Pad – White 36" x 76"		
11	Bath Mat –		

**** All Prices for each noted items' clean and dry scale weight ****

(The University does not guarantee any minimum or maximum purchase)

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors are incorporated herein by this reference.

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions are incorporated herein by this reference.

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference form.

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor form.

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition form.

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