

## STATE OF NORTH CAROLINA

### NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY

Request for Proposal #: **59-P2388**

#### CUSTODIAL SERVICES

Date of Issue: **AUGUST 7, 2024**

Site Visit Date August 23, 2024 9:00am

Proposal Opening Date: **[Insert Date]**

At **03:00/PM** ET

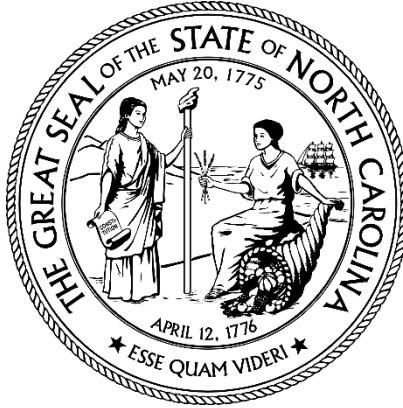
Direct all inquiries concerning this RFP to:

**Stephen W Pass**

**Assistant Director of Procurement Services**

Email: **swpass@ncat.edu**

Phone: **336-285-2984**



## STATE OF NORTH CAROLINA

### Request for Proposal #

**59-P2388**

For internal State agency processing, including tabulation of proposals, 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 proposal.  
Failure to do so may subject your proposal 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>

*Bids will be only accepted via the Bonfire Portal*

<b>STATE OF NORTH CAROLINA</b> <b>Division of North Carolina Agricultural and Technical State University</b>	
<b>Refer <u>ALL</u> Inquiries regarding this RFP to:</b> <b>STEPHEN PASS</b> <u>SWPASS@NCAT.EDU</u> <b>336-285-2984</b>	<b>Request for Proposal #: 59-P2388</b> <b>Proposals will be publicly opened: 9/16/2024 @ 3:00pm</b>
<b>Using Agency: NCATSU</b> <b>Requisition No.:</b>	<b>Commodity No. and Description: Custodial Services</b>

**EXECUTION**

In compliance with this Request for Proposals (RFP), 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 proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal 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 proposal, 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 RFP, 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 RFP, 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 proposal, 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 proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.**

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

**VALIDITY PERIOD**

Offer shall be valid for at least 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 RFP.

**ACCEPTANCE OF PROPOSAL**

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

**FOR STATE USE ONLY:** Offer accepted and Contract awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, as indicated on

The attached certification, by \_\_\_\_\_.

(Authorized Representative of **North Carolina Agricultural and Technical State University**)

## Contents

1.0	PURPOSE AND BACKGROUND.....	6
2.0	GENERAL INFORMATION .....	7
2.1	REQUEST FOR PROPOSAL DOCUMENT .....	7
2.2	E-PROCUREMENT FEE .....	7
2.3	NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS.....	8
2.4	RFP SCHEDULE.....	8
2.5	SITE VISIT or PRE-PROPOSAL CONFERENCE .....	8
2.6	PROPOSAL QUESTIONS .....	9
2.7	PROPOSAL SUBMITTAL.....	9
2.8	PROPOSAL CONTENTS.....	10
2.10	DEFINITIONS, ACRONYMS, AND ABBREVIATIONS .....	10
3.0	METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS .....	11
3.1	METHOD OF AWARD .....	11
3.2	CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION .....	11
3.3	PROPOSAL EVALUATION PROCESS .....	11
3.4	EVALUATION CRITERIA .....	12
3.5	PERFORMANCE OUTSIDE THE UNITED STATES.....	13
3.6	INTERPRETATION OF TERMS AND PHRASES .....	13
4.0	REQUIREMENTS .....	13
4.1	PRICING .....	13
4.2	INVOICES .....	13
4.3	FINANCIAL STABILITY .....	13
4.4	HUB PARTICIPATION .....	14
4.5	VENDOR EXPERIENCE .....	14
4.6	REFERENCES.....	14
4.7	BACKGROUND CHECKS .....	14
4.8	PERSONNEL .....	15
4.9	VENDOR’S REPRESENTATIONS.....	15
4.10	QUESTIONS TO VENDORS .....	15
5.0	SPECIFICATIONS AND SCOPE OF WORK.....	16
5.1	GENERAL.....	16
5.2	QPROJECT ORGANIZATION.....	45
5.3	TECHNICAL APPROACH .....	45
6.0	CONTRACT ADMINISTRATION .....	45

6.1 .....	46
CONTRACT MANAGER AND CUSTOMER SERVICE .....	46
6.2 POST AWARD PROJECT REVIEW QUARTERLY .....	47
6.3 CONTINUOUS IMPROVEMENT .....	47
6.4 PERIODIC <i>MONTHLY</i> STATUS REPORTS .....	47
6.5 ACCEPTANCE OF WORK .....	47
6.6 TRANSITION ASSISTANCE .....	48
6.7 DISPUTE RESOLUTION .....	48
6.9 CONTRACT CHANGES .....	48
7.0 .....	50
ATTACHMENT A: PRICING .....	56
ATTACHMENT B: INSTRUCTIONS TO VENDORS .....	56
ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS .....	56
ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION .....	56
ATTACHMENT E: CUSTOMER REFERENCE FORM.....	56
ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR.....	56
ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION.....	57
ATTACHMENT H: ACKNOWLEDGMENT OF COVID-19 VACCINATION AND TESTING POLICY .....	Error! Bookmark not defined.
LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS .....	Error! Bookmark not defined.

---

## **PURPOSE AND BACKGROUND**

---

### **Purpose**

North Carolina A & T State University's Housing and Residence Life Department invites proposals from qualified and experienced offerors to provide comprehensive janitorial services. The goal is to ensure efficient, professional cleaning with minimal interruption of service following the expiration of the current contract. The janitorial services required will be all-inclusive and cover Daily, Weekly, Bi-Weekly, Monthly, and Quarterly cleaning tasks.

Services must include:

- All reasonable and necessary labor, with sufficient labor hours allocated to meet the detailed requirements of each task.
- Supervision and training of staff.
- Provision of all materials, equipment, and supplies needed to maintain a professionally clean environment.
- An option for custodial services in non-academic buildings, provided on an as-needed basis.

The selected provider must ensure the contracted areas are consistently maintained to a high standard of cleanliness and are properly stocked with necessary supplies.

This proposal will encompass designated Academic Buildings and Auxiliary Building on an as requested basis. Pricing will be requested but used to determine future needs.

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

### **BACKGROUND:**

North Carolina A&T State University is an accredited state supported university in the North Carolina system located in Greensboro, North Carolina. The General Assembly of North Carolina founded the university in 1891. As a public, high-research activity land-grant university, North Carolina A&T is a research engine, education center and economic catalyst serving not only this state, but the nation. With students drawn from nearly every state in America, and six continents around the world, our educational impact is as broad and deep as any university in the Southeastern United States. We are not only America's top-rated historically black university (HBCU), but its largest for seven consecutive years, as well as its leading HBCU STEM institution. We produce more African American engineers and agricultural scientists than any university in the nation and are home to the top public HBCU business school in the country.

A&T has grown substantially over the past decade in enrollment, in academic programming and in research capabilities, adding four new centers of excellence in the past year alone. And we are nowhere near done. Our relentless implementation of a visionary strategic plan will see us expand to an enrollment of more than 14,000 by 2023, add important facilities like the \$90 million Engineering Research and Innovation Center due to open in 2021 and a new 450-bed residence hall and grow our research program through expansion of strategic partnerships with a broad range of federal agencies and private concerns. We encourage you to get to know A&T, and what may be possible for your organization in relationship with America's no. 1 HBCU.

The U. S. Dept. of Education ranks, the university's College of Engineering No.1 in producer of undergraduate level degrees and the leading producer for African-American engineers with masters and doctoral degrees. Also ranked are the program of agriculture, other STEM field programs along with master's degrees in mathematics

and statistics. The Wall Street Journal ranked the university No. 2 in America for combining research and classroom teaching. For more than a decade, NCA&T has been ranked in the top 3 for universities in research in the UNC system. The university offers 54 undergraduate, 29 master and 9 doctoral degrees throughout its 8 professional colleges.

During the analysis year, N.C. A&T spent \$215 million on payroll and benefits for 1,973 full-time and part-time employees and spent another \$126million on goods and services to carry out its day-to-day operations and research activities. This initial round of spending creates more spending across other businesses throughout the state economy, resulting in the commonly referred to multiplier effects. This analysis estimates the net economic impact of N.C. A&T that directly considers the fact that state and local dollars spent on the university could have been spent elsewhere in the state if not directed towards N.C. A&T and would have created impacts regardless. We account for this by estimating the impacts that would have been created from the alternative spending and subtracting the alternative impacts from the spending impacts of N.C. A&T.

#### **Mission:**

NCA&TSU advances knowledge through scholarly exchange and transforms society with exceptional teaching, learning, discovery and community engagement. An 1890 land-grant doctoral research institution with a distinction in STEM and commitment to excellence in all disciplines, NCA&TSU creates innovative solutions that address the challenges and economic needs of North Carolina, the nation and the world.

#### **Vision:**

N.C. A&TSU is a preeminent land-grant institution where high-achieving scholars are engaged in transformative teaching and learning, civic outreach, interdisciplinary research and innovative solutions to global challenges [Give a brief description of requested Goods or Services and describe how the Goods or Services fit into the using agency's function, or new initiatives that necessitate these services, other solutions tried in the past, etc. This section should allow potential Vendors to judge whether they are interested in this RFP.

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

#### **1.1 CONTRACT TERM**

The Contract shall have an initial term of Five (5) years, beginning on the date of final Contract execution (the "Effective Date") , whichever is later. [Edit this section as needed]. The Vendor shall begin work under the Contract within Sixty (60) business days of 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 three (3) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later **than Ninety (90) 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.

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

## **1.0 GENERAL INFORMATION**

---

### **2.1 REQUEST FOR PROPOSAL DOCUMENT**

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

### **2.2 E-PROCUREMENT FEE**

**ATTENTION: 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/>.



## 2.3 NOTICE TO VENDORS REGARDING RFP 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 RFP 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 RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL 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 RFP 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 proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer 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 RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation 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 proposal as nonresponsive.**

## 2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	8-7-2024
Hold Pre-Proposal Meeting/Site Visit	State	8-23-2024 @ 9:00AM
Submit Written Questions	Vendor	9/3/2024
Provide Response to Questions	State	9/6/2024 BY 3:00PM
Submit Proposals	Vendor	9/16/2024 3:00PM
Contract Award	State	10/4/2024

## 2.5 SITE VISIT or PRE-PROPOSAL CONFERENCE

**Mandatory** This will be the only site visit

**Date:** 08-23-2024  
**Time:** 09:00 Am Eastern Time  
**Location:** Aggie Village 5  
 Laurel Street  
 Conference Room  
 Greensboro NC 27411  
**Contact #:** 336-285-2984

**Instructions:** It shall be MANDATORY that a representative from each Vendor be present for a pre-proposal 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 PROPOSAL 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 PROPOSAL BEING DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.**

**PARKING: Vendors can park in the Obermeyer Parking Deck at 102 N. Laurel Street for a rate of \$1.00 per hour with a daily maximum of \$6.00, or at one of the meter/parkmobile spaces for \$1.00 per hour. DO NOT PARK IN ANY RESERVED SPACE, YOU WILL BE TOWED.**

[https://www.ncat.edu/\\_files/pdfs/visit/campusmap.pdf](https://www.ncat.edu/_files/pdfs/visit/campusmap.pdf)

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 RFP. 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 RFP.

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 RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP.

## 2.6 PROPOSAL QUESTIONS

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

Written questions shall be emailed to [swpass@ncat.edu](mailto:swpass@ncat.edu) by the date and time specified above. Vendors should enter "RFP # [RFP Number]: Questions" as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

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

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 RFP. 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 RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

## 2.7 PROPOSAL 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 proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

### BONFIRE

All proposal responses shall be submitted electronically at Bonfire using the link below. WE WILL NOT ACCEPT PAPER RESPONSES.

<https://ncat.bonfirehub.com/portal/?tab=openOpportunities>

- For Technical Information Contact: Bonfire Support by 1-800-354-8010 Ext. 2 Support by phone and email is available Monday – Friday from 8:00 AM – 8:00 PM ET.
- Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a vendor’s proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.
- Critical updated information may be included in Addenda to this RFP. It is important that all Vendors proposing on this RFP periodically check the State’s IPS website for any Addenda that

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

Critical updated information may be included in Addenda to this RFP. It is important that all Vendors responding to this RFP periodically check the State’s IPS 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 RFP and all Addenda thereto.

**CAUTION:** For proposals submitted via U.S. mail, please note that the U.S. Postal Service generally does not deliver mail to a specified street address but to the State’s Mail Service Center. Vendors are cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the agency’s purchasing office on the due date in time to meet the proposal deadline. All Vendors are urged to take the possibility of delay into account when submitting a proposal by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a proposal via facsimile (FAX) machine, telephone, or email in response to this RFP shall NOT be accepted.**

Critical updated information may be included in Addenda to this RFP. It is important that all Vendors responding to this RFP 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 RFP and all Addenda thereto.

## 2.8 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s proposal, in the State’s sole discretion.

Vendor RFP responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor’s Proposal addressing all Specifications of this RFP. *[Indicate relative section references as a guide to responding to sections requiring additional responses outside of the solicitation document. If not required, delete.]*
- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

## 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

## 3.0 METHOD OF AWARD AND PROPOSAL 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 qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP 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 RFP 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 proposals received.

### 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP 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 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, 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 proposal 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 RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### 3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

#### **The State will conduct a One-Step evaluation of Proposals:**

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP 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 RFP SCHEDULE Section above, unless modified by Addendum, the proposal 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. If negotiation is anticipated, 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 proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the State's eVP website under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal 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 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

#### Technical (180 Maximum Points)

Background and Experience	25 points available
Personnel and staffing	25 points available
Technical Approach	110 points available
HUB Certification /Plan	5 points available
References	15 points available
Cost	45 points available

#### Price (40 Maximum Points)

The proposal with the lowest cost will receive a score of XX. All other competing proposals will be assigned a portion of the maximum score using the formula:

$$XX \times \frac{\text{the cost of the lowest cost proposal}}{\text{the cost of the cost proposal being evaluated}}$$

**EVALUTION METHOD:** Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

#### Technical (225 Maximum Points)

Background and Experience	25 points available
Personnel and staffing	25 points available
Technical Approach	110 points available

HUB Certification /Plan  
References  
Cost

5 points available  
15 points available  
45 points available

### 3.5 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 RFP, 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

### 3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP 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 proposals 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 RFP. Except as specifically stated in the RFP, 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 proposal in its entirety.

## 4.0 REQUIREMENTS

---

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

### 4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor's proposal. 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 Purchasing Agency. 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 Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

***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 RFP 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 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

#### 4.6 REFERENCES

Vendor shall provide 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 Proposal.

#### 4.7 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details must be provided 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 proposal 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.

#### **4.8 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 proposal 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.

#### **4.9 VENDOR'S REPRESENTATIONS**

If Vendor's Proposal 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.

#### **4.10 QUESTIONS TO VENDORS**

Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process.

**Has Entity/Company has been in the Janitorial Services Business 5 plus years** . \_\_\_\_\_ Yes \_\_\_\_\_ No

**Did Entity/Company submit a complete Execution of Proposal form** . \_\_\_\_\_ Yes \_\_\_\_\_ No

**Entity/Company has proven experience in providing Janitorial Service to institutions of Higher Education.** \_\_\_\_\_ Yes  
\_\_\_\_\_ No

#### **AGENCY INSURANCE REQUIREMENTS MODIFICATION (Provide copy of current Insurance coverage)**

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

B. The Purchasing Agency has conducted a risk assessment and determined that certain default coverage provisions in the North Carolina General Terms and Conditions, paragraph entitled *Insurance*, should be increased from the minimums stated. Increased or additional insurance coverage amounts for this Solicitation are as follows. Coverages not changed here remain as stated in the General Terms and Conditions.

## 5.0 SPECIFICATIONS AND SCOPE OF WORK

The Janitorial Service Contractor will provide all labor, materials, transportation, equipment, supervision, and all necessary items needed to perform complete Janitorial services for all facilities as specified herein.

Work shall consist of, but not be limited to, cleaning the following areas: halls, corridors, lobbies, landings, office spaces, vending rooms, kitchens, entranceways, laundry rooms, microwaves, storage areas, elevators, stairways, rest rooms, lounge areas, computer labs, study rooms, seminar rooms, interior windows (panes, sills and treatments only), handicap ramps, grounds areas (25 feet) in all directions and recreation rooms. In addition to other areas including Academic Buildings as detailed in the Scope.

Snow/ice shall be cleaned from walkway (25 feet) in all directions. All furniture or furnishings shall be moved as required to provide complete cleaning of all floor surfaces during sweeping, mopping, stripping, waxing, buffing, vacuuming, and cleaning of carpets. All furniture and furnishings shall be returned to their original location upon completion of the work.

The Janitorial Service Contractor will provide seven (7) days a week, fifty-two (52) weeks a year Janitorial services for residence halls.

The Janitorial Service Contractor shall provide emergency services when needed at levels described herein. Janitorial services will include routine cleaning, non-routine cleaning, emergency cleaning, and cleaning for special events as described herein. The Janitorial Service Contractor will provide management, supervision, staff, equipment, and supplies as outlined in the specifications.

### 5.1 GENERAL

#### WORK PURPOSE

This Statement of Work is intended to outline the services, materials and special items required to perform custodial and housekeeping functions on the campus of NCATSU.

#### HOURS OF OPERATION AND ACADEMIC CALENDAR

NCATSU Campus: The Academic and Administrative buildings are primarily used from 7:00 a.m. to 6:00 p.m. Currently the custodial work is conducted across three shifts:

Day Shift: 7:00 a.m. – 3:30 p.m.  
 Evening Shift: 3:30 p.m. – 12:30 a.m.  
 Weekend: 9:00 a.m. – 7:30 p.m.

Residential buildings are used 24-hours a day. Administrative buildings are used during the day and up to approximately 9:00 p.m. in the evening. Residence Halls should not be entered until 9:00 a.m. daily, unless otherwise noted or requested.

#### WEEKEND DUTIES, EMERGENCY CALLS, SUMMER RESIDENCE HALL CLEANING, AND SCHOOL EVENT SUPPORT

##### A. WEEKEND DUTIES

NCATSU Residence Life has (4) full residence halls and will require weekend coverage and support for general cleaning of common bathrooms, pulling of trash/recycling receptacles and trash chutes and occasional hall event support. Weekend shift work should not start earlier than 9:00 a.m. Weekend services occur throughout the entire school year and summer, unless a hall is closed for an extended break or summer.

##### B. EMERGENCY CALLS

Additionally, week/weekend emergencies may arise during and after business hours and custodial

support services may be required for those emergency calls. Custodians are expected to respond to any minor emergency with no additional charge (i.e. spills, minor restroom overflows, etc.). If a major emergency happens and custodial support is needed, the Contractor and NCATSU Administration will meet to discuss if additional staff, resources, or an extra charge is needed to abate the emergency.

#### **C. SUMMER RESIDENCE HALL CLEANING**

Each summer, all residence halls must be detailed cleaned and turned over for the next school year and occasionally for the next summer session or camp. It is expected that Contractors will work with NCATSU to determine the need for additional custodian staff supports. Contractor will provide move out cleaning of all halls when vacated at the end of each academic year in May to prepare rooms in support of summer camps and summer school sessions.

#### **D. EVENTS**

NCATSU has a large amount of school related events, academic and athletic, that occur each day and some periodic large-scale events of 1,000 or more guests. It is imperative that the Contractor adequately provide coverage for all school events when requested by NCATSU. The Contractor shall support the events per NCATSU's instructions, which may include, pre-cleaning, mid-event cleaning and post-event clean-up activities, sometimes on very short notice. Whenever possible, the Contractor shall strive to use its existing staff, during their normal work hours, to handle events.

NCATSU recognizes that the Contractor will, from time to time, need to use additional labor to handle special requests, events and extra services such as home basketball games, orientation, graduations, large receptions, etc. In these instances, the Contractor can bring in temporary staff or provide overtime to current staff at no additional cost to NCATSU.

#### **E. PRIVATE EVENTS**

In these instances, the Contractor shall invoice for events and extra services based on the pre-established all-inclusive hourly price for extra work. This hourly rate applies only to events and extra services that require extra labor hours outside of the required contract for community and private (non-school related) events.

### **QUALITY ASSURANCE AND PERFORMANCE-BASED CRITERIA**

#### **F. QUALITY IMPROVEMENT PLAN**

The Contractor shall provide a Quality Improvement Plan within one week following each audit, regardless of the QSP attained.

#### **G. EMERGENCY RESPONSE**

NCATSU understands that the Contractor, at times, is required to reassign staff to respond to an emergency. In these cases, the facility that had the reduced available staffing shall not be inspected for two days in order to give the Contractor a chance to catch up on the cleaning of that facility

##### **Service/Emergency Calls**

Service/emergency calls include, but are not limited to, such items as:

- Cleaning up after floods
- Cleaning up spills
- Cleaning muddy or wet entrances
- Cleaning up broken glass
- Water Intrusion

##### **Bio-Hazard Services**

The Contractor shall provide NCATSU with adequate staffing to complete cleaning and disinfecting services of bio-hazard incidents as they occur. This is to include, but is not limited to: blood spills, vomit and other bodily fluids/waste, and moisture extractions due to floods/water intrusions. These services shall be conducted in accordance with current OSHA and NCATSU standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

#### **H. TEAM APPROACH**

NCATSU views its relationship with the Contractor as a team relationship. Therefore, the Contractor shall be invited to accompany NCATSU during any quality inspection.

**I. PROBLEM RESOLUTION**

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by NCATSU's management team to have been performed unsatisfactorily, or missed, Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to NCATSU.

**J. ACCOUNT MANAGEMENT**

NCATSU reserves the right to ask for team member changes at any time. Contractor shall put in place an Account Management Team that will have the responsibility to manage the NCATSU account at all buildings within each Zone. This Account Management Team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

**Director of Operations**

- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the NCATSU contract
- Responds to emergencies within one hour
- Has ultimate overall responsibility for all activities within the NCATSU account
- Functions as the primary contact with the NCATSU Administrator and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visits NCATSU buildings as appropriate
- Coordinates NCATSU's requirements within the Contractor's organization consistent with NCATSU's needs and quality expectations
- Updates the NCATSU Administrator with potential changes in products, services and enhancements to the current program
- Provides NCATSU Administrator information on resources, educational opportunities and industry trends
- Assists NCATSU Administrator with other program requirements as directed

**Manager(s) and On-site Supervisor(s)**

- Coordinates and acknowledges all activities
- Acts as a key interface with NCATSU designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Responds to calls within 10 minutes
- Makes sure each crewmember understands his or her daily assignment, placing special emphasis on the cleaning specification, complaints and special project assignments

**K. REPORTING**

The Contractor must provide various management reports to NCATSU. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the NCATSU Administrator.

**Daily**

- Communicate all events and issues to NCATSU Administrator and other designated NCATSU personnel, including: attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc.
- The employees of the Contractor shall be responsible to immediately notify the campus NCATSU Department of Public Safety and security office of any inappropriate or illegal activities that they witness while on campus.

**Monthly**

- Current staffing information, indicating employee names, shift times, position titles and areas of responsibility
- Month-to-date actual hours worked and associated payroll and payroll-related costs
- Quality inspection scores, including:
  - Overall monthly average score (KPI)
  - Scores per area type and/or floor

- Corrective action plans and follow-up results
- Quality trend reports

#### **Quarterly**

- A dashboard report indicating high-level KPI's and data. For example: quality control scores (overall and by group), supply purchase amounts and/or KPI's, training hours, and open action items
- A copy of the equipment, consumables and chemical logs, illustrating:
  - Current YTD breakout % of sustainable vs. non-sustainable items (indicate cost and quantity subtotals)
  - Costs for the month, and costs YTD
  - Equipment purchases/repairs
  - Up-to-date chemical/equipment list
- Training logs, indicating topics covered and hours per employee
- Project Schedule ("Cycle Report"): 12/4/3/2/1 (frequencies per year) cycle task schedule to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed
- Contractor shall provide a report summarizing the status of open special projects/cleaning duties and restorative cleaning tasks

#### **Annual Contractor Review**

- Contractor shall provide NCATSU with:
  - Review of all KPI's (see Section IV. B.)
  - Status of the Contractor's major cleaning activities and projects
  - Cost saving and process enhancement opportunities
  - Industry trends and outlook

### **L. UNIFORMS AND PROTECTIVE GEAR**

All personnel will receive close and continuing first-line supervision by the Contractor. Contractor employees must wear identifiable uniforms (must be approved by NCATSU). while on duty or on campus. Contractor employees must also wear proper Personal Protective Equipment (PPE) at all times where required. Contractor shall supply all uniforms, and PPE per NCATSU's requirements.

University-provided keys used by Contractor in conjunction with its duties shall be kept secure at all times by the Contractor. Keys shall not be taken off campus except when permission is granted by NCATSU. Keys must be stored in a secure electronic key watcher box while not in use and must be kept in possession of Contractor personnel on their person and securely attached at all times. If keys are misplaced or lost by Contractor personnel, Contractor shall incur full cost to rekey building/buildings.

### **M. PERSONNEL RESPONSIBILITIES**

Personnel will be expected to deal with NCATSU employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from NCATSU employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at NCATSU locations, using NCATSU equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking NCATSU materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. NCATSU has the right to remove any personnel from our location at its sole judgment.

In addition, at times special circumstances may arise in which NCATSU would require a janitor's responsibilities to change for a short period of time. This may result in the janitor performing a function not normally within their job description. Contractor must ensure that employees are flexible to be able to handle special circumstances as they arise.

### **N. TRAINING**

Contractor shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by NCATSU. Evidence of training must be provided upon request of NCATSU. The training shall include, but not limited to:

- Environmental Health and Safety training

- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical “hazard” communication training
- Workplace safety training
- Orientation to the building(s) being serviced
- **Green Cleaning training (will this be required)**
- APPA Level 1 and 2 Standards and practices
- NCATSU Campus Non-Smoking Policy

Contractor shall provide all training at no additional cost to NCATSU. Contractor shall provide evidence of initial training, as well as refresher training, at the discretion of NCATSU.

As a training requirement, the Contractor shall provide at least 40 hours of training for each janitor in a NCATSU-designated on-campus training facility. As part of green cleaning best practices, the Contractor shall provide at least eight hours per year of training for each janitor (must be documented and submitted as part of green cleaning reports).

### **Vehicles**

All vehicles must be in new to near-new good operational status at all times and must have company logo. NCATSU reserves the right to approve all vehicles prior to usage at NCATSU campus. Contractor shall park only at locations to be designated by NCATSU. Any and all non-operable vehicles are to be removed from University's campus.

All staff and company vehicles must have a NCATSU parking tag. All staff must purchase a campus parking permit yearly, none will be provided by the University.

## **5.2 SPECIFICATIONS AND SCOPE REQUIREMENTS**

### **5.2.1 SPECIFIC SERVICES AND FREQUENCY**

A summary of the cleaning requirements and frequency, by building are outlined in Attachment "D" It should be understood that it is not the intention to mention herein each and every minor item required. It shall be the responsibility of the Contractor to be familiar with good housekeeping procedures and practices and to perform same. The Contractor shall be familiar with the requirements of the various areas and shall have examined the premises and understand the conditions under which Contractor will be obligated to operate.

### **5.2.2 EQUIPMENT AND SUPPLIES**

All contractor furnished equipment shall be engraved or otherwise permanently identified so that ownership can be readily determined. All Contractor equipment shall be new and completely serviceable at contract start date and maintained via a written and auditable preventative maintenance schedule to ensure equipment continues to operate at manufacturer recommended specifications, and should be kept clean and in good, safe working order. All equipment should be inspected daily to ensure it is in proper and safe operating condition and in case of any safety/operating flaw, should be immediately taken out of service, tagged with service performed within 48 hours. Contractor should provide and maintain adequate equipment inventory ON SITE at all times to perform the requisite daily periodic and emergency services that are considered routine at any college/university, and should not rely on equipment being transported from offsite to perform these services. Contractor should maintain an adequate inventory of backup equipment for uninterrupted services at all times.

In addition to the aforementioned, all interior/exterior transition mats will be furnished and maintained by the Contractor. The University will furnish secured storage areas (i.e. Janitorial Storage Closets) for all of the Contractor's general equipment and supplies and will be controlled by the Contractor. The University assumes no responsibility for equipment and supplies provided by the Contractor.

Equipment provided by Contractor should be of grade and quality considered to be “best in quality” that clearly demonstrates the ability to effectively and efficiently clean but also promote the protection of the asset/surface that it is being used to clean. The University will closely scrutinize the equipment and systems contained within the RFP submittals to ensure that the Contractor selects equipment that is congruent with the University’s need to extend the life of its physical assets to their full extent.

Chemical products/materials or supplies shall not be used in performance under this Contract (or placed or stored on University property), until approved by the appropriate NCATSU EHS official. Products will be approved based on submission and review of the appropriate Material Safety Data Sheets (MSDS). Cleaning agents containing potential pollutants such as amines, aldehydes, and others listed in the ASHRAE Applications Handbook Ch. 21 Table 2 are not permitted.

### **5.2.3 DUTIES AND TASKS SCHEDULE**

#### **1. Entrances, Lobbies & Corridors Daily Cleaning (M-F):**

- Entranceways (access and egress points) shall be said to include a twelve (12) foot perimeter on the outer side of said entranceways. The Contractor shall be responsible for the cleaning of this entire area to include removal of trash, emptying of trash cans, and sweeping daily to ensure the area is maintained in a clean, litter-free manner. Pressure washing to remove gum and other residue to be performed once per quarter. High dusting/web removal should be performed up to a height of 12’ at building entryways (interior and exterior).
- Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil.
- Empty waste receptacles that are full or nearly full into waste bag. Remove gum, stickers/advertisements from receptacles. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles that are not nearly full with a lobby pan or similar tool.
- Clean smudges and soil from glass partitions and doors, using glass cleaner in a spray bottle, and clean lint free cloth or paper towel. Clean partitions and door frames to remove smudges and dust. Remove tape/adhesive from glass.
- Dust all windowsills, ledges, and furniture tops using treated cloth, dusting mitts, or dust mops with short handle up to a height of 12’.
- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.
- Clean water fountains with germicidal detergent or crème cleaner. Wipe off with dry cloth.
- Clean fire extinguisher boxes – Remove trash and damp wipe surfaces.
- Clean elevator cabs, walls, vacuum carpets or sweep & mop floors. Elevator thresholds should be clean and free of debris.
- Wipe baseboards.
- Vacuum any carpets or mats and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.
- Dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan.
- Remove gum or other sticky soil from floors. With a lightly damp mop or use of an automated scrubber, completely clean floors to remove heavy soil and spills.
- Collect and remove any litter.
- Straighten chairs, tables and other furnishings to present a clean, organized appearance.



**2. Entrances, Lobbies & Corridors Weekly Cleaning:**

- Clean corners, edges, and behind doors to remove all dust and soil.
- Clean vents.
- Spot wash walls as needed.
- Using a floor machine and buffing pads, spray buff or high-speed burnish floors. After buffing, dust mop the floor as necessary.

**3. Stairways:**

- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.
- Dust handrails and any window sills or ledges. Using a small treated dust mop, dust mop floor landings, trends, and stair risers to remove soil. Pick up soil and litter at the bottom of the stairs with a dustpan.
- Using a damp mop, mop tiled floor landings, stair treads to remove heavy soil from surfaces.
- Using a brush, agitate and clean concrete stairs and landings to remove any spots/stains.
- Machine polish tiled landings once per week to remove scuff marks.
- Vacuum clean carpets and spot clean as necessary.

**4. Vending areas, Lounges:**

- Collect and remove any litter.
- Empty waste receptacles that are full or nearly full. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles with a lobby pan or similar tool.
- Remove trash from tables, ledges, and other building and furniture surfaces.
- Damp wipe soiled surfaces.
- Spot mop floors to remove spills.
- Spot vacuum carpeted areas where needed and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.

**5. Offices, Classrooms, Auditoriums, and Conference Rooms:**

- Empty waste receptacles which are full or nearly full. Do not reach into receptacles, but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic liner when needed. Pack the contents of other receptacles with a lobby pan or similar tool.
- Dust clear areas of furniture tops, shelves, window sills, and ledges. Use treated cloth or dusting mitt. (Dust horizontal surfaces only).
- Spot clean glass doors and partitions. Use a soft clean cloth or paper towel with glass cleaner in a spray bottle. Wipe dry as needed.
- Clean any sink or other restroom fixture in office in accordance with the restroom cleaning procedure listed in this document.
- Erase & Clean chalkboards and whiteboards daily unless identified "Do Not Erase" per VII. "Responsibilities of The University", Section F.
- Dust mop smooth floors with a treated dust mop. Sweep wooden or concrete floors, which are too rough to dust mop.
- Using a dampened mop with a mild detergent disinfectant solution, mop all floors (except carpeted floors) to remove soil.
- Vacuum clean traffic patterns on carpeted floors four days each week. (Vacuum clean the entire carpeted area one day each week) and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.



- Return furniture to its original position.
- Collect and remove any litter.

**6. Offices, Classrooms, Auditoriums, and Conference Rooms (Weekly Cleaning):**

- Check all ceilings for cobwebs and remove as necessary.
- Clean corners, edges, and behind doors to remove all dust.
- Damp wipe all doors and door frames.
- Polish all push plates and kick plates.
- Clean all telephones.
- Thoroughly mop all smooth floor surfaces with a mild sanitizing solution.
- Using a floor machine and buffing pads, spray buff or high-speed burnish floors. After buffing, dust mop the floor as necessary.
- Completely vacuum carpeted areas, moving all furniture, and rearranging as needed.

**7. Offices, Classrooms, Auditoriums, and Conference Rooms (Quarterly Cleaning):**

- Shampoo carpets: Bonnet or Extraction
- Hard surface floors: deep scrub and refinish quarterly to maintain a clean/fresh top-coat appearance. Completely strip and refinish floors once per year.

**8. Common Space Restrooms, Resident Hall Restrooms:**

**Resident Hall restrooms will be thoroughly sanitized during the day shift. Common space restrooms will be thoroughly sanitized in the evening shift and spot cleaned in the mid-morning and mid-afternoon.**

- Collect all trash and litter from the floor and other surfaces and place it in a waste receptacle or waste collection bag on the cart. Remove all trash collected to a collection point.
- Empty waste receptacles which are full or nearly full. Pack the contents of other receptacles with a lobby pan or similar tool.
- Re-supply toilet paper, paper towels, and hand soap dispensers, as needed.
- Clean shower areas, removing body oil, and soap film build-up, sanitize all surfaces, and clean all water drains of debris.
- Check all basins and sinks and rinse or wipe clean those which are soiled. Clean all soap dishes. Dust all ledges, vents, partitions, and light fixtures above basins and sinks. Polish all mirrors and brightwork.
- Check all urinals, flush as needed, and clean those which are soiled. Check unoccupied stalls, flush fixtures as needed, clean those which are soiled. Check to be sure all plumbing is operational; that there is no stoppages, or leaks. Report any problems to the maintenance department.
- Disinfect all plumbing fixtures, including all shower nozzles and heads, lavatory and shower faucets, basins, bowls, sinks, toilets and urinals, inside and outside, toilet seats to be sanitized on both sides. Clean chrome as needed.
- Spot clean all walls, and doors. Remove graffiti. Damp wipe and clean all soiled partitions and stall doors with disinfectant.
- Sweep and clean wet or heavily soiled floor areas with a mop and germicidal detergent solution, and sanitize floors with germicidal disinfectant cleaner.

**9. Common Space Restrooms, Resident Hall Restrooms (Weekly Cleaning):**

- Clean all corners, edges, and behind doors to remove dust and soil.
- Polish push plates and kick plates.
- Damp wipe all vertical surfaces with a mild sanitizing disinfectant.

**10. Common Space Restrooms, Resident Hall Restrooms (Quarterly Cleaning):**

Machine scrub restroom floors with a mild sanitizing disinfectant, ensuring that all grout lines are completely clean of all soils/stains.

#### **5.2.4 FLOOR SERVICE**

This section describes the frequencies for floor services to be performed unless a specific frequency is given in Attachment "D". If frequency is stated in the Attachments, it will override these general frequencies.

Vinyl entrance lobby floors and corridors will also be stripped, re-waxed, four coats burned in, twice per year or as needed.

#### **Floor Refinishing**

1. All floors are to be vacuumed, swept, or dust mopped daily, except as noted in carpet requirements.
2. Entrance lobby floors are to be spray buffed or high speed burnished daily.
3. All corridor floors are to be spot cleaned daily, and top scrubbed every two weeks.
4. Vinyl, and asphalt tile floor, other than corridor floor are to be buffed twice per month, stripped and re-waxed twice per year or as needed to maintain a clean, polished appearance.
5. Concrete floors are to be scrubbed at least monthly or as needed.
6. Classroom or Office areas should be deep scrubbed and recoated twice a year or as needed.

#### **Carpet Shampooing and Extraction**

1. First impression, heavy traffic and main walkways quarterly, all other areas semi-annually.
2. Office spaces extraction once a year or as needed.

#### **5.2.5 MISCELLANEOUS**

##### **Venetian Blinds (horizontal and vertical)**

1. Dust Venetian blinds quarterly or as needed.

##### **Upholstered Furniture**

1. Upholstered furniture should be vacuumed/brushed weekly and spot cleaned once per year or as required.

##### **Windows**

1. Interior windows are to be cleaned completely with a window mitt/squeegee with frames/sills wiped down once a year.

#### **5.2.6 SPECIAL INSTRUCTIONS**

1. Do not use any University equipment, office machines or supplies other than custodial.
2. Do not remove any material, equipment, supplies, office machines, books, papers or furniture from any location without a work order except that material in wastepaper basket or that which is clearly marked "TRASH".
3. Report to the university representative any material found in a wastepaper basket such as books, office machines or unused supplies.
4. Report any broken furniture, missing or burned out lamps or broken glass to the university representative.
5. All trash containers will be kept in a clean and sanitary condition at all times.
6. The use of deodorant blocks will not be allowed.
7. Foreign matter e.g., chewing gum, tar, skid marks, etc., will be removed from concrete, tile and carpeted areas when noted.
8. All scheduled work to be accomplished by night crew must be completed and must not be left for scheduled day employees to perform.
9. Scheduled work force will be expected to move furniture and equipment from time to time when major cleaning is being done.
10. Do not use any University equipment, refrigerators, microwaves, office machines or office supplies other than custodial.

11. Report to the Director of Building Services any graffiti found in restrooms, walls or any surface of buildings named in this contract.

### **5.3 CLEANING ACTIVITY SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in Attachment "E", "Routine Custodial Service", and define the frequency of service required for each area.

#### **5.3.1 GENERAL CLEANING**

1. Trash/Recycling Collection, bag and place in designated areas, leaving area neat and free of trash. Trash containers are to be lined with black bags. Recycling bins are to be lined with clear bags. All boxes must be collapsed prior to placement in recycling bins. Recycling collections are placed in designated purple dumpsters which are marked for recycling. Do not remove items which do not appear to be trash; leave items which appear to be placed purposefully (such as test papers, etc.), and leave or turn in items which appear to be lost (such as coats, books, notebooks, etc.)

#### **5.3.2 HARD SURFACE FLOORS**

1. Sweep using soft hair brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to permit removal by sweeping.
2. Dust Mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
3. Damp Mop using a clean mop and/or via use of automated scrubbing equipment and neutral detergent. Dust mop floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If strong cleaning solution is used, the floor shall be rinsed with clean water.
4. Spray Buff and/or high-speed burnish finished floors using a floor polishing machine and buffing compound compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff/burnish until floor is dry and glossy and free of scuff marks. Dust mop floor after buffing to remove all loose waxy residue.
5. Strip & Refinish (vinyl tile floor & terrazzo): Remove all old wax and stubborn soils and stains using a rotary machine, automatic scrubber, or other equipment, and liquid stripping solution. Strip areas in corners, baseboards, and other areas inaccessible to equipment by hand or other methods as necessary, and all stripping solution shall be completely removed via wet/dry vacuum or automatic scrubber. Stripped floors should be completely rinsed free of residue and visually inspected to ensure 100% of previous seal/finish has been removed, repeating the above if necessary. The floor shall be left clean, dry, free of stripping solution and ready for new finish. Apply wax using a new mop or other equipment according to manufacturers' instructions, applying at least four coats of wax. Wax shall be applied evenly, and shall cover the entire floor surface. Waxed surfaces should be burnished with a high-speed buffer 72 hours after application.
6. Seal (cement, ceramic tile, quarry tile floors) using a new mop and concrete floor sealer. Apply a minimum of two coats of sealers, according to manufacturer's directions. Floors must be totally clean and dry immediately prior to sealing.
7. Scrub & Disinfect: Scrub floor using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Exchange mopping solution frequently to ensure solution is clear and does not contribute to resoiling. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with a clean cloth or sponge and germicidal cleaner.

### 5.3.3 CARPETED FLOORS

1. Vacuum carpeted floors using a vacuum cleaner which incorporates brushing or beating action and/or carries the Carpet & Rug Institute (CRI) Seal of Approval. Carpets shall be left clean of all dust, and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.
2. Carpet Clean: Clean carpeted floors using a water extraction method safe for all carpets, and assist in quick-drying with use of carpet blowers. Immediately prior to cleaning, vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Furniture shall be moved prior to cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Care shall be taken when moving desks, large tables, file cabinets, credenzas, shelving units, etc.

### 5.3.4 WALLS AND DOORS

1. Dust walls, moldings, door frames, and the tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.
2. Spot Clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.
3. Scrub and Disinfect walls, including incidental hardware, and vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.

### 5.3.5 FIXTURES AND FURNITURE

1. Empty Trash and Recycle Cans bag trash, and place in dumpsters.
2. Replace Trash and Recycle Can Liners with liners compatible with trash can size.
3. Wash Trash and Recycle Cans using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trashcan clean and free of odor.
4. Clean & Disinfect Water Fountains: Clean metal type fountains using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with a clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless steel cleaner.
5. Dust & Clean Light Fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
6. Dust Furniture, including shelves, window sills, and other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces which are cleaned of papers and other possessions of the occupants.
7. Clean Furniture by damp wiping vinyl, plastic, or leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.
8. Dust Blinds using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs.
9. Clean Hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
10. Clean Vertical Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
11. Clean Ceiling Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
12. Clean Rug Type Mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
13. Scrub Rug Type and Fixed Building Mats with cleaning solutions and scrubbing machine to leave mat completely clean of embedded soil.
14. Clean Handrails and Accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
15. Clean Chalkboards using a clean water or pre-approved chalkboard cleaner and wipe dry with a clean cloth leaving chalkboard clean and free of chalk residue. Also wipe out chalk trays and

machine clean erasers to remove all chalk residue. Contractor shall replenish and maintain classroom chalk trays stocked at all times. NCATSU shall supply chalk and erasers to the contractors.

16. Clean Whiteboards using a clean cloth or pre-approved whiteboard cleaner and wipe dry with a clean cloth leaving board clean and free of marker residue. Also wipe out trays and machine clean erasers to remove all marker residue. Contractor shall replenish and maintain classroom whiteboard trays stocked at all times. NCATSU shall supply markers and erasers to the contractors.
17. Empty & Clean Pencil Sharpener, (wall mounted, non-electric type), by emptying all shavings and wiping clean with a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

#### **5.3.6 RESTROOM FIXTURES AND ACCESSORIES**

1. Clean & Disinfect Toilet Fixtures including toilet bowls, urinals, sinks, etc. Using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.
2. Clean & Disinfect Toilet Accessories including dispensers, disposals, shelves, mirrors, partitions, etc. using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces dry with a clean cloth and polish metal surfaces.
3. Replace Toilet Supplies as necessary to keep supplies from running out, including toilet paper, paper towels, hand soap, and urinal blocks.

#### **5.3.7 GLASS**

1. Clean Door Glass, both sides, and wipes dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
2. Clean Entrance Door and/or Hallway Door Glass and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
3. Clean Interior Windows and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.

#### **5.3.8 EXTERIOR**

1. Remove Dirt etc. when necessary, using tools and appropriate chemicals as needed to keep building entrance areas and sidewalks clean.
2. Clean Building & Entrance Area to 12' outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass and other litter.
3. Clean Exterior of Glass Entrance Area and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass adjacent to the entrance doors.

### **I. CLEANING MATERIALS**

The Contractor will be required to furnish all the materials required to do the work as outlined in the schedule of work. It will include, the following approved products:

1. Soaps and detergents.
2. Cleaning chemicals used on floors, walls, furniture, toilet rooms, shower and locker rooms, glass, tile brick, concrete or other building surfaces.
3. Floor finish, sealer and floor finish stripper appropriate for floor where a finish is specified.
4. Wet floor signs.
5. Absorbent lint free cloths (terry cloth is an example), sponges, brushes, pails, spray bottles, scrapers and steel wool.
6. Germicides or fungicides.

The Contractor shall furnish a complete list of cleaning materials, waxes, polishes, stripping compounds, glass cleaners, fungicides, etc., proposed for use in the building. Each item shall be identified by product name, manufacturer and the manufacturer's complete instructions for use. Any product found to be unsatisfactory shall be removed and the correct product submitted for approval at no extra cost to NCATSU. Supplies may be stored in bulk provided they are clearly identified. Any secondary container shall be clearly marked for identification during use.

All requests for additional services, outside the scope of this contract, shall be submitted to the contractor by the designated university representative only. Any requests for services received by the unauthorized personnel should be referred to the designated university representative. "The University will not be responsible, financially or otherwise, for any services not authorized or otherwise approved in writing by the designated university representative."

#### **5.4 GREEN PURCHASING REQUIREMENTS/SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in section 1.5 "Cleaning Activity Specifications", and define the frequency of service required for each area.

In order to reduce the adverse environmental impact of our purchasing decisions the University is committed to buying goods and services from manufacturers and suppliers who share the University's environmental concern and commitment. Green purchasing is the method wherein environmental and social considerations are taken with equal weight to the price, availability and performance criteria that we use to make purchasing decisions.

Contractor shall use environmentally preferable products, materials and companies where economically feasible. Environmentally preferable products have less or a reduced effect on human health and the environment when compared to other products and companies that serve the same purpose. If two (2) products are equal in performance characteristics and the pricing is within 5%, the University will favor the more environmentally preferable product and company.

If you are citing environmentally preferred product claims, you must provide proper certification or detailed information on environmental benefits, durability and recyclable properties.

The University and the supplier may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the university's performance needs.

Unless otherwise specified, proposers and Contractors should use recycled paper and double-sided copying for the production of all printed and photocopied documents. Furthermore, the documents shall be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste) paper.

Contractor shall minimize packaging and any packaging/packing materials that are provided must meet at least one of, and preferably all, of the following criteria:

- Made from 100% post-consumer recycled materials
- Be recyclable
- Reusable
- Non-toxic
- Biodegradable

Further, the Contractor is expected to pick up packaging and either reuse it or recycle it. This is a requirement of the contract or purchase order.



## **5.5 TASK PERFORMANCE STANDARDS**

### **5.5.1 SWEEPING**

Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

1. **Standard:** When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

### **5.5.2 WET MOPPING**

Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

1. **Standard:** When properly completed a wet mopped floor will be free of all dirt, debris soil, liquids or other foreign material. It will present a uniform appearance free of streaks smudges, heel-marks or any other marks which can be reasonably removed through this cleaning method. (All splash marks/spots on walls and furniture/fixtures must be removed for the proper completion of the wet mopping task.) All items moved to accomplish this task will be returned to their original positions.

### **5.5.3 MACHINE SCRUBBING**

Machine scrubbing is defined as the use of a mechanized scrubbing/vacuum machine to accomplish the same result as wet mopping for large areas such as halls, lobbies, auditoriums or similar large areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

1. **Standard:** When properly completed machine scrubbing will be held to the same quality standard as wet mopping.

### **5.5.4 DAMP MOPPING**

Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for the purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

1. **Standard:** When properly completed damp mopping will be held to the same quality standard as wet mopping.

### **5.5.5 SPOT CLEANING**

Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where the requirement of cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

1. **Standard:** When properly completed, spot cleaning will remove completely any evidence of the soiling which necessitated the cleaning, and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

### **5.5.6 STRIPPING**

Stripping is defined as the complete (as is practicable) removal of the wax/finish applied to non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

1. Standard: When properly accomplished a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards and furniture/fixtures shall be removed. Removal will be considered complete when 95% of the finish has been removed.

#### **5.5.7 SEALING**

Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application may be by either manual or mechanized methods.

1. Standard: When properly sealed in compliance with the manufacturer's recommendation the floor shall present a uniform appearance with all evidence of splashing on baseboards and furniture/fixtures completely removed.

#### **5.5.8 WAXING/FINISHING**

Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application may be by either manual or mechanized methods. This includes buffing the finish.

1. Standard: When applied according to the manufacturer's recommendations the finish will present an even high gloss shine. All evidence of splashing will be removed from baseboards and furniture/fixtures. There will be no evidence of buildup or discoloration. After stripping, sealing and waxing have been completed, all items moved will be returned to their original positions.

#### **I. SPRAY BUFFING/BURNISHING**

Spray buffing is defined as the application of a wax and water solution to a floor and buffing with a low speed floor machine. Burnishing is defined as the use of a high speed burnishing machine to provide a high gloss, scuff-free appearance and/or to refurbish the floor finish after wet or damp mopping.

1. Standard: When properly completed a spray buffed/burnished floor shall be held to the same quality as a newly waxed/finished floor.

#### **J. VACUUMING**

Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items; (examples: couches, chairs, walls, curtains/drapes); which lend themselves to this method of cleaning. Mechanized sweepers that are NOT equipped with an independent vacuum motor and collection bag/bin nor the use of Toy brooms will be acceptable means for the cleaning of carpets.

1. Standard: When properly vacuumed there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process will be returned to their original positions.

#### **K. CARPET EXTRACTION**

Extraction is defined as the removal of embedded dirt, soil, grease and stains by injecting approved cleaning agent and/or hot water then extracting all water from the carpeted floor for the purpose of removing embedded soil, dirt, stains or other foreign materials ("When permitted by the manufacturer, hot water extraction shall be the method of choice for all carpet cleaning.")

1. Standard: When properly extracting carpet, the item will be free of any foreign material such as dirt, soil, and stains. The item will be free of any cleaning residue and shall present a



clean and uniform appearance. All excess cleaning agents shall be removed from baseboards, walls, and furniture/fixtures. Any items moved during this process will be returned to their original positions.

**L. DUSTING**

Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting is all levels up to and including six (6) feet in height. All high dusting will be all levels above six (6) feet high.

1. Standard: When properly dusted, the item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.

**M. GLASS/WINDOW CLEANING**

Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of a glass or similar material including mirrors. All chemicals or solutions used to accomplish this task must be approved by the University Representative.

1. Standard: When properly cleaned glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances which will interfere with the passage or reflectance of light rays as may be applicable to the particular object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

**N. TRASH/WASTE REMOVAL**

Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. All boxes removed for disposal must be collapsed before placing in the dumpsters.

**O. METAL CLEANING/POLISHING**

Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, streaks, water marks, scale and other foreign material from metal surfaces and fixtures.

1. Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

**P. DISINFECTING**

Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods. Use of only EPA registered disinfectants will be acceptable to meet this standard.

1. Standard: When properly disinfected surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

**Q. WOODWORK CLEANING/POLISHING**

Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

1. Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material which would detract from a clean and appealing appearance.

**R. DISPENSER SERVICE**

Dispenser service is defined as the checking, and refilling of all towel, toilet tissue, soap, or any other dispensers which may be identified by the University Representative.

1. Standard: When properly serviced dispensers will have an adequate (1 day) supply of dispensed product or will be identified as needing a follow-up check to ensure that the dispenser does not remain empty for an extended period of time. At no time will additional supplies be left for patrons/clients/patients/employees to install in the dispensers.

**S. CLEANING, GENERAL**

Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by the University Representative.

1. Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

**T. SPECIFIC ELEMENTS OF HOUSEKEEPING ROUTINE TASK PERFORMANCE STANDARDS**

The preceding tasks are general in nature and are not intended to eliminate specific elements of the housekeeping routine. However, the specific elements of the housekeeping routine will be judged against the general task description and standard.

**EXHIBIT A****APPA's CLEANING LEVEL STANDARDS**

APPA's cleaning standards from APPA's Custodial Staffing Guidelines for Educational Facilities.

Under the Association of Physical Plant Administrators (APPA) there are five levels of cleaning. Please reference below for standards for each level.

APPA Standard Space	Level 1 Orderly Spotlessness	<b>Level 2 Ordinary Tidiness</b>	Level 3 Casual Inattention	Level 4 Moderate Dinginess	Level 5 Unkempt Neglect
Classroom with hard floor	8500	<b>16700</b>	26500	39500	45600
Classroom, hard floor, high use	4700	<b>9600</b>	10100	2100	22900
Classroom, carpeted, high use	5100	<b>12700</b>	13400	17900	18800

APPA Staffing Service Levels (subset used for example). Figures in sq.ft. per custodian.

**Level 1 – Orderly Spotlessness**

- Floors and base moldings shine and /or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights- all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

**Level 2 – Orderly Tidiness**

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days' worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust smudges and fingerprints are noticeable upon close observation. Lights- all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

**Level 3 – Causal Inattention**

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps- all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

**Level 4 – Moderate Dinginess**

- Floors are swept or vacuumed clean, but are dull, dingy and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and /or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

**Level 5 – Unkempt Neglect**

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt, scuffed, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust ball and flies. Many lamps (more than 5 percent) are burned out.
- Trays containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

**ATTACHMENT**  
**ROUTINE CUSTODIAL**

• **CLEANING FREQUENCY SCHEDULE**

The general specifications are given to establish a minimum quality of services for major cleaning activities	DAILY	WEEKLY	MONTHLY	QUARTERLY	AS NEEDED/ REQUESTED
<b>ACTIVITY</b>	X				
Trash (all)	X				
Restrooms	X				
Classrooms	X				
Common Areas	X				
Offices	X				
Spray Buff		X			X
Strip/Wax				X	X
Carpet Extraction				X	X
Windows/Blinds				X	

The frequencies of cleaning described below may be modified as necessary upon written agreement between Contractor and the University.

**EXTERIOR: TERRACES, PORCHES, PATIO, AND OTHER ENTRANCES**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Pick up or sweep up trash and cigarette butts within twelve (12) feet of entrance	X							
Remove cigarette butts and other trash from planters, ash urns, trash cans, and other architectural features	X							
Sweep steps and remove cobwebs down to sidewalk level	X							
Vacuum/Spot clean and clean floor mats	X							
Clean interior and exterior of entrance door glass and frame	X							
Empty trash cans, damp clean and replace liners	X							
Police outside area to remove litter	X							
Clean and wipe tables	X							
Sweep and wipe door sill	X							
Clean and squeegee interior and exterior glass surrounding entry doors	X							
Clean off walk off mats and walk off grates	X							
Damp mop brick pavers on patio and balconies			X					
Sweep ceilings and walls			X					
Wash and squeegee floor level exterior windows					X			
Pressure wash all porches and walks within 12 feet of entrances. Remove all pest nestings, gum, etc.					X			
Clean all exterior windows, ledges, and frames, leaving no streaks on glass to ten (12) feet in height					X			

**ENTRIES AND LOBBIES**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty and spot clean trash receptacles	X							
Replace torn or obviously soiled trash can liners	X							
Spot clean and vacuum carpeted floors (including corners and edges)	X							
Spot clean and sweep or dust mop non-carpeted floors (including corners and edges)	X							
Wet mop non-carpeted floors	X							
Spot clean walls and/or glass doors including frames to hand height (70")	X							
Remove fingerprints and grime from wall switches, doors, door frames, handles, and push plates	X							
Clean, sanitize, and polish water fountains (leave no oily films)	X							
Vacuum and spot clean entrance mats	X							
Vacuum or damp wipe furniture								X
Clean glass display cases			X					
Damp wipe and disinfect public telephones			X					
Spray buff or apply renovator and polish with high-speed buffer/burnisher (including corners and edges)					X			
Clean directory boards			X					
Clean entire interior glass and frames			X					
Damp clean base boards			X					
Low dust all horizontal surfaces to hand height (70")	X							
High dust all horizontal surfaces above hand height, including shelves, molding, and ledges			X					
Brush down walls and ceiling vents			X					
Machine scrub concrete and brick paved floors						X		
Scrub and finish hard surface floors with two coats of floor finish								X
Shampoo and extract all carpeted areas					X			X
Strip floors and apply four (4) coats of approved floor finish					X			X
Shampoo upholstered furniture and clean vinyl furniture						X		
Mop up water, wet mop or otherwise vacuum spillage								X
Dust all woodwork			X					

**PUBLIC CORRIDORS**

<b>DESCRIPTION OF TASK TABLE</b>	<b>DAILY</b>	<b>BI- WEEKLY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI- ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED/ REQUESTED</b>
Vacuum and spot clean all carpeted areas (including all corners and edges)	X							
Dust mop and damp mop hard surface floors (including corners and edges)	X							
Spot clean walls and door glass	X							X
Clean glass partitions	X							X
Clean, disinfect, and polish drinking fountains. No oily residue or film is to be left on drinking fountain	X							
Replace can liners	X							
Empty and spot clean trash receptacles	X							
Clean, sanitize and polish water fountains (leave no oily film)	X							X
Spot clean and spray buff/burnish all hard surface floors (including all corners and edges)				X				X
Damp clean base boards		X						X
Low dust all horizontal surfaces to hand height (70")	X							
High dust all horizontal surfaces above hand height, including shelves, moldings, and ledges			X					
Clean air supply, return, and exhaust vents			X					
Extract all carpeted areas				X				X
Scrub and refinish hard surface floors				X				X
Strip, seal, and refinish all hard surface floors including corners and edges				X				X
Wet mop spillage as necessary								X



## OFFICES

**\*DO NOT TOUCH COMPUTER EQUIPMENT, ANY MATERIAL ON DESKS, WORK TABLES, OR NOT MARKED AS TRASH**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty and damp clean trash receptacles	X							
Replace torn and obviously soiled trash can liners	X							
Remove materials labeled as "trash"	X							
Vacuum and spot clean carpeted floors (including corners and edges)	X							X
Dust mop and damp mop non-carpeted floors (including corners and edges)	X							
Remove all stains from carpeted areas					X			X
Spot clean entry doors and glass partitions	X							
Low dust all horizontal surfaces to hand height (70")	X							
Low dust all furniture and countertops which are not obstructed by paperwork	X							
Wipe telephone receiver with disinfectant	X							
Spot clean and spray buff/burnish all hard surface floors (including corners and edges)								X
Thoroughly vacuum carpeted areas including corners, around and under desks	X							
Vacuum and brush clean upholstered chairs and damp wipe vinyl and leather			X					
Damp clean exposed desk tops and counter tops	X							
High dust all furniture which is not obstructed by paperwork	X							
Dust and damp clean baseboards	X							
Spot clean walls and glass partitions				X				
Remove fingerprints and grime from walls switches, doors, door frames, handles, and push plates	X							
High dust all horizontal surfaces above hand height (70"), including shelves, molding, and ledges	X							
Remove dust and cobwebs from ceiling area	X							
Clean interior glass and frames			X					
Dust and clean ceiling fans				X				
Clean air supply, return, and exhaust vents				X				
Dust and clean window blinds						X		
Scrub and refinish hard floor surfaces						X		
Dust and clean artificial plants				X				
Dust and clean light fixtures if necessary				X				
Strip, seal, and refinish surface floors with four (4) coats of floor finish					X			X
Shampoo upholstered furniture and clean vinyl furniture								X
Shampoo and extract carpet					X			X
Clean window treatments					X			X

### CLASSROOMS, CONFERENCE ROOMS, AUDITORIUMS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/REQUESTED
Empty and damp clean trash receptacles	X							
Replace torn and obviously soiled trash can liners	X							
Vacuum and spot clean carpeted floors (including corners and edges)	X							X
Dust mop and damp mop non-carpeted floors with chemically treated dust mop (including corners and edges)	X							
Straighten desks and chairs	X							
Dust and spot clean all furniture	X							
Damp clean countertops, desks, sinks, and cabinets	X							
Clean chalkboards, marker boards, blackboards, chalk trays, and vacuum erasers	X							
Vacuum under chalk trays	X							
Empty pencil sharpener	X							
Replenish chalk, dry markers, and erasers								X
Spot clean to hand height (70") glass doors and glass partitions	X							
Spot clean floors with neutral cleaner	X							
Spot clean walls and walls switches	X							
Low dust all horizontal surfaces to hand height (70")	X							
Wipe telephone receiver with disinfectant	X							
Clean interior windows, partition glass frames	X							
Remove fingerprints and grime from wall switches, doors, door frames, handles, and push plates	X							
Damp clean window ledges			X					
Clean air supply, return, and exhaust vents				X				
Clean window blinds					X			
Spray buff or apply renovator and polish with high speed buffer/burnisher all hard surface floors				X				
High dust all horizontal surfaces above hand height, including shelves, moldings, and ledges	X							
Damp clean baseboards	X							
Remove dust and cobwebs from ceiling area and corners	X							
Dust ceiling fans				X				
Dust and clean light fixtures				X				
Shampoo upholstered furniture								X
Strip floors and apply four (4) coats of approved floor finish (including corners and edges)					X			
Clean window treatments					X			
Shampoo and extract carpet					X			
Dust artificial plants					X			

### STAIRS AND LANDINGS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Dust mop and damp mop hard surface floors (including corners and edges)	X							
Vacuum and spot clean all carpeted areas (including all corners and edges)	X							
Dust stairway handrails	X							
Wet mop spillage as necessary								X
Spot sweep steps and landings	X							
Remove stains from carpet					X			X
Damp mop all hard floors	X							
Spot clean walls and exit doors	X							
Remove fingerprints and grime from wall switches, doors, door frames, handles, and push plates	X							
Damp clean hand rails, ledges, and sills	X							
Clean air supply, return, and exhaust vents				X				
Shampoo and extract all carpeted areas					X			X

**RESTROOMS, DRESSING ROOMS, SHOWERS**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty and damp clean trash and sanitary receptacles and replace liners	X							
Thoroughly clean and disinfect all surfaces, floors, lavatory fixtures, toilets, and urinals	X							
Spot clean all walls, removing spots, stains, and splashes	X							X
Remove all graffiti								X
Refill soap, paper towel, and toilet paper dispensers	X							X
Polish all metal fixtures and surfaces, leaving no oily residue or film	X							
Clean all mirrors	X							
Vacuum and spot clean carpet	X							
Report all items needing repair	X							
Sweep, mop, and disinfect floor	X							
Damp wipe and dry all chrome	X							
Spot clean and sanitize exterior of all soap, paper towel, and toilet paper dispensers	X							
Remove fingerprints and grime from all switches, doors, push plates, etc.	X							
Clean and disinfect countertops	X							
Low dust all horizontal surfaces to handle height(70")	X							
Clean all urinals and commodes with non-corrosive solutions	X							
Descale fixtures with a non-corrosive solution	X							
Pour mop water out appropriately	X							
Wash and disinfect all toilet partitions			X					X
Wash walls from top to bottom including shower and toilet areas				X				
High dust all horizontal surfaces above hand height(70"), including shelves, moldings, and ledges			X					
Service the sanitary bins and replace soiled bags in the women's restrooms.	X							
Dust and clean light fixtures if necessary	X							
Clean air supply return and exhaust vents	X							
Scrub floor and apply coat of approved floor finish if necessary					X			X
Disinfect all tile surfaces				X				
Strip floor and apply 4 coats of approved floor finish					X			X

**STUDENT HOUSING/SEASONAVL(SEMESTER END)**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Clean inside of door facings and doors								X
Sweep floor								X
Spot clean and extract carpet								X
Vacuum mattress								X
Wash furniture(special attention to dressers and drawers)								X
Wash bedroom, bathroom, and corridor walls								X
Clean ceilings and vents								X
Dust and damp clean shelves								X
Wash windows-glass, sills, chrome, and screens.								X
Clean corners and baseboards-using putty knife and corner brush								X
Strip floors and apply 4 coats of approved floor finish								X
Clean light fixtures								X
Wash bathroom doors, partitions, soap shelf, etc								X
Scrub shower walls - special attention to chrome and soap trays								X
Scrub bathtubs								X
Clean and disinfect commodes								X
Clean mirrors, sinks, and plumbing underneath sinks								X
Remove tape,paper, cobwebs, etc. from corridor walls and ceiling								X
Apartments/Condos: Clean all appliances								X
Apartments/Condos:Clean all grease traps, ductwork, vent hoods, and fire prevention treatment								X

### GYM FLOOR AND BLEACHERS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Pick up and dispose of all trash	X							
Remove chewing gum	X							
Dust mop floor with clean, properly treated mop	X							
Spot clean soiled areas using a waterless cleaner suitable for wood floors	X							
Remove rubber burns and floor marks with a solvent dampened cloth			X					
Tack or damp mop floor with solvent cleaner( replace “ wet floor” signs as appropriate)			X					
Vacuum floor mats	X							
Clean and mop bleachers			X					X
Important Note:	X							
Keep dust and grit off floor								
Use floor mats at entrance to Gym and high traffic areas								
Always use properly treated dust mop								
Do not use automatic scrubber on a wood floor								
Do not allow water or other liquid to stand on floor								

### INSTRUCTIONAL SHOP/LAB AREAS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty all trash cans and damp wipe	X							
Replace torn and obviously soiled liners	X							
Dust mop shop floors	X							
Spot mop shop floors	X							
Clean chalkboards, marker boards, blackboards, chalk trays, and vacuum erasers	X							
Clean and disinfect water fountains	X							
Clean and disinfect telephones	X							
Wet mop shop floors			X					X
Low dust all horizontal surfaces to handle height(70”)	X							
High dust all horizontal surfaces above hand height(70”), including shelves, moldings, and ledges			X					
Arrange with department chair to clean light fixtures, exposed ductwork, and walls that can be washed.								X

The general conditions of these specifications, including amendments and additions thereto, apply to each and every heading included in these specifications with the same force as though repeated in full under each heading respectively.

**BUILDING SPECIFICATIONS SEE ATTACHEMENTS**

**VENDOR’S RESPONSE**

<i>Item #</i>	<i>Specifications</i>	<b>Product/Service Offered Meets Specification</b>
		<input type="checkbox"/> YES <input type="checkbox"/> NO
		<input type="checkbox"/> YES <input type="checkbox"/> NO

**5.2 QPROJECT ORGANIZATION**

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

**5.3 TECHNICAL APPROACH**

Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

**6.0 CONTRACT ADMINISTRATION**

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

**6.1 CONTRACT MANAGER AND CUSTOMER SERVICE**

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

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

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

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



## 6.2 POST AWARD PROJECT REVIEW QUARTERLY

The Vendor, at the request of the State, shall be required to meet periodically *[insert, e.g., weekly, monthly]* 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 PERIODIC **MONTHLY** STATUS REPORTS

The Vendor shall provide Incident and Resolution Reports to the designated Contract Lead monthly. This report shall include, at a minimum, information concerning [any site problems/incidents etc and resolutions. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using Microsoft Excel and, as needed, either Microsoft PowerPoint or Microsoft Word. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within 30 business days of the award of the Contract the Vendor shall submit a final work plan and a sample report, both to the designated Contract Lead for approval.

Within **Thirty (30)** business days of the award of the Contract the Vendor shall submit a final work plan and a sample report, both to the designated Contract Lead for approval.

## 6.5 ACCEPTANCE OF WORK

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

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

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.

## **6.6 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 two (2) 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.

## **6.9 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 through the contract administrator.

***THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK***

Proposal Number: *[Add RFP #]*

Vendor: \_\_\_\_\_

## 7.0

---

### EXHIBIT B: ROOM TYPES

Within the residence halls we have the following types of rooms.

#### I. SINGLES

Found in almost every residence hall these are rooms that house one (1) person. They are usually furnished with one bed, one mattress, one desk, one 2-position chair one dresser (sometimes two 2-drawer dressers) in some rooms there is a wardrobe rather than a closet and one combination microwave/refrigerator unit.

#### II. DOUBLES

Found in every residence hall these are rooms that house two (2) persons. They are usually furnished with two beds, two mattresses, two desks, two 2-position chairs, two dressers (sometimes two 2-drawer dressers per resident) in some rooms there is are two wardrobes rather than closets and one combination microwave/refrigerator unit. Most of these facilities have gang toilets on the hallways.

#### III. DOUBLE SUITES

Found in **Aggie Village, Pride Hall and Aggie Suites E and F** these are rooms that house two (2) persons. They are usually furnished with two beds, two mattresses, two desks, two 2-position chairs, two dressers (sometimes two 2-drawer dressers per resident), two closets, some rooms may have wardrobes instead of closets and one combination microwave/refrigerator unit. These unites share a bathroom which has one water closet and two showers. There is also a sink in each room proper.

#### IV. DOUBLE-DELUXES

Found in **Aggie Village and Pride Hall** these are rooms that house two (2) persons. They are usually furnished with two beds, two mattresses, two desks, two 2-position chairs, two dressers (sometimes two 2-drawer dressers per resident), two closets and one combination microwave/refrigerator unit. These unites have a bathroom which is used by the two residents and their guest. The bathroom has one water closet and one shower. There is also a sink in the room proper.

#### V. PRIVATES

Found in **Aggie Village and Pride Hall** these are rooms that house one (1) person. They are usually furnished with one bed, one mattress, one desk, one 2-position chair one dresser (sometimes two 2-drawer dressers) and one love seat. The room also features a private bathroom used by the resident and his/her guest. The bathroom has one water closet and one shower. There is also a sink in the room proper.

#### VI. 4-BED SUITES

Found in **Aggie Village, Pride Hall and Aggie Suites E and F** these are suites that feature a common area and four bedrooms. The common area is furnished with one sofa, two arm chairs, one coffee table, two end chairs and two combination microwave/refrigerator units. Each bedroom houses one (1) person. They are usually furnished with one bed, one mattress, one desk, one 2-position chair one dresser (sometimes two 2-drawer dressers). These suites also have one bath suite which features two enclosed water closets and showers separated by two sinks.

## VII. 5-BED SUITES

Found in **Aggie Village and Pride Hall** these are suites that feature a common area and four bedrooms. The common area is furnished with one sofa, two arm chairs, one coffee table, two end chairs and two combination microwave/refrigerator units. Three of the four bedrooms houses one (1) person each. The fourth bedroom houses two people. These bedrooms are usually furnished with one bed, one mattress, one desk, one 2-position chair one dresser (sometimes two 2-drawer dressers) per person. These suites also have one bath suite which features two enclosed water closets and showers separated by two sinks.

## VIII. 8-BED SUITES

Found in **Barbee and Haley** residence hall these are suites with one common area and four bedrooms that house two (2) persons each. There is no furniture in the common area. Each bedroom is usually furnished with two beds, two mattresses, two desks, two 2-position chairs and two dressers (sometimes two 2-drawer dressers per person). They also have one combination microwave/refrigerator in each bedroom. Each suite has one bathroom which housed two water closets and two showers. Some may have one shower and one bath tub with shower. There is also a sink in the bedroom proper.

# EXHIBIT C

## RESIDENCE HALL BUILDING SPECIFICATIONS

### RESIDENCE HALL

Special Bathroom Cleanings December / Winter Break		End of Year cleaning		
Residence Hall	# of Bathrooms	# of Suite, common areas	# of Suite Living Rooms	# of Bedrooms
Blair Hall	111	0	35	181
McCain Hall	92	0	27	147
McNeil Hall	105	0	33	171
Richmond Hall	99	0	29	157
Barbee Hall	0	54	0	205
Cooper Hall	0	0	0	211

Proposal Number: *[Add RFP #]*

Vendor: \_\_\_\_\_

Curtis Hall	0	0	0	75
Haley Hall	0	26	0	98
Holland Hall	0	0	0	75
Morrison Hall	0	0	0	59
Morrow Hall	0	0	0	101
Vanstory Hall	0	0	0	124
Village 2	0	0	0	0
Village 5	0	0	0	0
	=			
Totals	891	80	265	2496

HOUSING AND RESIDENCE LIFE PROPERTIES

Proposal Number: [Add RFP #]

Vendor: \_\_\_\_\_

RESIDENCE HALL	Year Built	Hall Gender	Room Arrangement	CLEANABLE SQUARE FOOTAGE	Floor s	# Bathroo ms	Bathroom type	Elevat or	Keyless Building Entry	Study Rooms	Laundry	Snack Area
RICHMOND HALL (AGGIE VILLAGE 1)	2003-2005	Coed	Suite/ Double/ Double Deluxe/ Private	32641	3	99	Shared/Private	X	X	X	X	X
McCAIN HALL (AGGIE VILLAGE 3)	2003-2005	Coed	Suite/ Double/ Private	31505	3	92	Shared	X	X	X	X	X
BLAIR HALL (AGGIE VILLAGE 4)	2003-2005	Coed	Suite/ Double/ Private	35486	3	111	Shared/Private	X	X	X	X	X
McNEIL HALL (AGGIE VILLAGE 6)	2003-2005	Coed	Suite/ Double/ Private	31504	3	105	Shared/Private	X	X	X	X	X
BARBEE HALL	1969	Coed	Suite	46876	6		Shared	X	X		X	X
COOPER HALL	1954	Male	Single/ Double	46142	4		Community	X	X		X	X
CURTIS HALL	1951	Female	Single /Double	19500	3		Community		X		X	X
HALEY HALL	1969	Coed	Suite	27255	3		Shared		X		X	X
HOLLAND HALL	1939	Female	Single /Double	18887	3		Community		X	X	X	X
MORRISON HALL	1923	Female	Single /Double	19855	4		Community	X	X		X	X
MORROW HALL	1960	Female	Double	36096	3		Community		X		X	X
VANSTORY HALL	1966	Coed	Single /Double	18098	3		Community		X		X	X
VILLAGE 2	2003-2005	OFFICE-LOBBY	OFFICE-LOBBY	3079	1	2				X		
VILLAGE 5	2003-2006	OFFICE-LOBBY	OFFICE-LOBBY	1961	1	2				X		

## ACADEMIC BUILDINGS

Proposal Number: [Add RFP #]

Vendor: \_\_\_\_\_

[illegible]



Proposal Number: *[Add RFP #]*

Vendor: \_\_\_\_\_

Academic Support Buildings	Current Net Sq Ft	Year	Current Gross Area	Floors	Bathroom type	Elevator	Snack Area	Kitchen Area	Break Room	StairCase	Office	Conference Room	Keyless Building entry
SWINE FACILITY	13959		16293	1									
FACULTY STAFF SENATE HOUSE	1425		1473	1									
CAMPUS RECREATION CENTER	25900	2008	26925	1									
NEW STUDENT CENTER	150000	2018	150000	3									
MOORE GYMNASIUM	33084	1953	50168	1									
F.D. BLUFORD LIBRARY	121418	1991	153547	3									
DOWDY ADMINISTRATION	46498	1981	61053	4									
HARRISON AUDITORIUM	12523	1939	17280	2									

Proposal Number: *[Add RFP #]*

Vendor: \_\_\_\_\_

## **\*\*IMPORTANT NOTICE\*\***

### **RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE**

FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

#### **ATTACHMENT A: PRICING**

---

Complete and return the Pricing associated with this RFP, which can be found at the following link

***Pricing Table will be located in the Bonfire Portal***

#### **ATTACHMENT B: INSTRUCTIONS TO VENDORS**

---

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

#### **ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS**

---

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

#### **ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION**

---

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_HUB-Supplemental-Vendor-Information\\_9.2021.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2021.pdf)

#### **ATTACHMENT E: CUSTOMER REFERENCE FORM**

---

Complete and return the Customer Reference Form, which can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Customer\\_Reference\\_Template\\_09.2021.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf)

#### **ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR**

---

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Location-of-Workers\\_09.2021.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Workers_09.2021.pdf)

Proposal Number: *[Add RFP #]*

Vendor: \_\_\_\_\_

#### **ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION**

---

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Certification-of-Financial-Condition\\_09.2021.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Certification-of-Financial-Condition_09.2021.pdf)

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