



NOTICE TO BIDDERS
REQUEST FOR BIDS (RFB) FOR
Custodial Services for Affordable Housing & Community
Connections (AHCC) – Public Housing Division
Chapel Hill, North Carolina

BID: Q25-162
CATEGORY: Custodial Service
PROJECT: Custodial Services for Town of Chapel Hill Affordable Housing & Community Connections
FROM: Zakia Alam, Purchasing and Contracts Manager
NOTICE DATE: April 29, 2025

****The work to be performed under the proposed Contract is subject to the requirements of HUD Section 3 (24 CFR Part 75)****

The Town of Chapel Hill (TOCH) is seeking bids from qualified vendors for custodial services for **four (4)** locations managed by the Affordable Housing & Community Connections Department: Administration Office Building, Community Connect Center, Craig-Gomains Community Center, and Airport Gardens Community Space. Bidders must submit pricing for *each* location. Chapel Hill's standard contract for services is attached to this announcement.

Please note that a **Mandatory Pre-Bid Meeting and Site Visit** will be held **on Wednesday, May 7, 2025, at 10:00 AM at the Administration Office of Public Housing, 317 Caldwell Street, Chapel Hill, NC 27516**. A tour of the sites will follow the pre-bid meeting. All potential bidders are hereby notified that attendance at the Pre-Bid Meeting is **required** for bids to be considered by the Town of Chapel Hill; failure to attend will disqualify submissions.

All questions about this bid package and its requirements must be sent in writing to Ryan Campbell, Assistant Director of Affordable Housing and Community Connections, at rcampbell@townofchapelhill.org by **Thursday, May 8, 2025**. Responses to questions received will be published as an addendum on the Town's website at www.townofchapelhill.org by 5:00 PM on **Friday, May 9, 2025**.

Bids are due to the Purchasing and Contracts Manager by **3:00 PM on Fri., May 23, 2025**. Please email proposals to Zakia Alam at zalam@townofchapelhill.org.

Bids received after 3:00 PM on May 23, 2025, will not be considered.

The Town of Chapel Hill reserves the right to reject any and all bids for any reason or no reason and to accept the bid most favorable to the Town of Chapel Hill.

Any bid may be withdrawn up until the due date and time set for bids. Any bid not so withdrawn shall constitute an irrevocable offer to provide services set forth in the Contract until one or more of the bids have been duly accepted.

The bidder's attention is directed to the fact that the information submitted on the bid form will be considered an integral part of the Contract executed with the successful bidder.

All bids received will be examined promptly after opening, and an award will be made soon thereafter.

The submission of a bid from any interested Contractor is in itself evidence that the Contractor has (a) examined the Contract for Custodial Services and Bid Letting Documents thoroughly, and (b) visited the site(s) where the work is to be performed and familiarized themselves with all conditions affecting their bid and the possible performance of the work.

The bid of the lowest responsive/responsible bidder(s) will be accepted. The lowest responsive/responsible bidder(s) shall mean the bidder(s) who provide(s) the lowest bid, to render the services set forth in the agreement and who is known to be fit and capable of performing the services bid upon.

The Town specifically reserves the right to reject any and all bids, accept any or all parts of a bid, increase or decrease the quantity for required services to meet additional or reduced requirements, or re-solicit bids on the required services, or to reject any and all bids and formally advertise for bids on the required services or portions thereof.

All prospective bidders are to take special notice that performing the work per specifications as well as cost will be an important factor in determining selection of the contractor. Only contractors with a demonstrated ability to provide the requested cleaning services will be awarded this contract.

Anticipated Timeline

April 29, 2025:	Notice Date
May 7, 2025:	Mandatory pre-bid meeting/site visit at 10:00 AM EST
May 8, 2025:	Questions due from vendors
May 9, 2025:	Addendum posted to Town website by 5:00 PM EST
May 23, 2025:	Proposals due by 3:00 PM EST
May 29, 2025:	Proposal reviews complete and Contract award by 5:00 PM EST
July 1, 2025:	Start Date

Town of Chapel Hill Insurance Requirements

The successful bidder shall procure and maintain during the life of the contract the following insurance coverages:

Workers’ Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer’s liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease for each employee and \$500,000 bodily injury by disease policy limit.

Commercial General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

Business Auto Policy: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, hired and non-owned vehicles and employee non-ownership.

Special Insurance Requirements:

- (1) The Town of Chapel Hill is to be named as an additional insured on the Commercial General Liability policy.
- (2) Current, valid insurance policies meeting the above requirements shall be maintained for the duration of the contract. Renewal certificates shall be sent to the Town of Chapel Hill thirty (30) days prior to any expiration date. There shall also be a 30-day notification to the Town in the event of cancellation or modification of any stipulated insurance coverage. Certificates of Insurance on an Accord 25 (8/84) or

similar form meeting the required insurance provisions shall be forwarded to the Town of Chapel Hill. Wording on the Certificate of Insurance which states that no liability shall be imposed upon the company for failure to provide such notice is not acceptable. Original policies or certified copies of policies may be required by the Town at any time.

Liability: The Contractor shall assume liability for damage or loss resulting from the wrongful act(s) and/or negligence of its employees while they are on Town-owned premises. The Contractor or his insurer shall reimburse the Town for any such damage or loss within 30 days after a claim is submitted.

I. Scope of Work

General

The Contractor shall perform custodial services as set forth in the contract and provide all reasonable and necessary labor, supervision, equipment, supplies, and consumables to keep the contracted areas clean and properly supplied. The contracted areas shall be: The Town of Chapel Hill Affordable Housing Administration Office Building located at 317 Caldwell St., the Community Connect Center located at 391 S. Estes Dr., Airport Gardens Community Space located at 821 Martin Luther King Jr. Blvd., and Craig-Gomains Community Center located at 505 Craig St.

Description	Service Locations	Appr. Square Footage
Administration Office Building	317 Caldwell Street	5,184
Craig-Gomains Community Center	505 Craig Street	1,482
Airport Gardens Community Space	821 Martin Luther King Jr., Blvd.	294
Community Connect Center	391 South Estes Drive	1,090

Service Schedule

- A. General **daily** cleaning for the **Administration Office Building at 317 Caldwell St.** will be done between the hours of 6:30 PM and 6:00 AM **five (5) days per week**. Specific schedules shall be included in a staffing and work plan.
- B. General **daily** cleaning for the **Community Center at 505 Craig Street** will be between the hours of 7:00 PM and 6:00 AM **five (5) days per week**. Specific schedules shall be included in a staffing and work plan.
- C. General **weekly** cleaning for the **Community Connect Center at 391 S. Estes Dr.** will be done between the hours of 5:00 PM and 6:00 AM **two (2) days per week (Monday and Thursday)**. Specific schedules shall be included in a staffing and work plan.
- D. General **weekly** cleaning for the **Airport Gardens Community Space at 821 Martin Luther King Jr. Blvd.** will be done between the hours of 5:00 PM and 6:00 AM **(2) days per week (Tuesday and Friday)**. Specific schedules shall be included in a staffing and work plan.

****The Contractor will be responsible for ensuring that all facilities are secure upon their departure.****

Equipment, Supplies, and Consumables

The Contractor shall furnish all labor, supervision, cleaning supplies, materials, equipment, and consumables – including but not limited to hand soap, toilet tissue, paper towels, trash can liners – to perform custodial services in a manner that is satisfactory to the Town and per contract specifications.

The Contractor's total array of cleaning products shall be adequate in kind, quantity, and quality, and at least 50% by volume labeled "green" or USGBC LEED-compliant. The Contractor shall use paper products that have at least 50% post-consumer recycled content, and the paper towels shall be bleach-free.

The Contract Administrator shall be provided a detailed list of all products and their proposed use before the commencement of work. The products list shall include, at a minimum, products to be used for the following work elements: cleaning and sanitizing the bathrooms, kitchen surfaces, water fountains; cleaning the VCT floors, ceramic floors, carpeted floors; cleaning glass surfaces; and cleaning wood surfaces. The Contractor must use the approved products for their designated uses and per the manufacturer's application methods as per the label.

All products (chemicals) shall be kept in a properly labeled container, and a Safety Data Sheet (SDS) shall be kept on each item, in a notebook, and maintained in each building's main supply closet/space. The Contractor shall also supply one set of copies of all SDS sheets to the Contract Administrator.

Communication

The Contractor shall provide and maintain a functioning e-mail address and an up-to-date list of telephone numbers, as applicable, a business office number, emergency contact number, and cell phone number during the term of this contract, where the Contract Administrator or designee can communicate any concerns with the Contractor. The Contractor shall be available for building inspections with the Contract Administrator, given proper notice.

The Contractor will be required to investigate or address all complaints, both major and minor, within **one (1)** working day, when feasible. Any complaint, which cannot be corrected during the same working day or which is considered unreasonable or which cannot be addressed for reasons beyond the Contractor's control, shall be specifically reported to the Contract Administrator in writing. Upon written notice, unresolved complaints, if considered reasonable by the Contracting Agency, shall be cause for any or all of the following actions:

- A. To obtain the services from Town staff or another available source without prior notice to the Contractor. The cost of these services will be charged to the Contractor and deducted from its next pay request.
- B. To cancel the contract upon 30 days' notice to the Contractor (as detailed under **Section III. General Conditions, Cancellations**). Such notice shall be made by email or certified mail (return receipt requested) and either received or refused at the office of the Contractor listed in the contract. Upon cancellations, the Contractor's progress payment due shall be held for a period not to exceed 60 days. During this period, the Contract Administrator will assess any costs or damages due to the Contractor. The Contractor will be liable for any damages due and for any excess cost of obtaining services for the balance of his original contract period.

II. Service Specifications

These requirements are given as a general guideline to establish a minimum quality of service. The frequency of service will be specified within the service schedule.

Trash Removal

- A. **Empty Trash Receptacles and Recycling Containers:** Empty and return all trash cans and recycling containers to their appropriate location. Replace all soiled or torn liners with a new trash liner.

- B. **Sanitize Trash Receptacles:** Clean trash cans with warm water and disinfectant soap to deodorize and remove non-permanent stains and soil from interior and exterior. Dry containers before reinstalling liners and replacing.

Hard Surface and Carpeted Floors

- C. **Sweep/Dust mop/Vacuum hard surface flooring:** Sweeping, dust mopping, or vacuuming shall leave the surfaces uniformly clean of all dust, surface dirt, and debris. Brooms and dust mops shall be free of any oily compounds.
- D. **Vacuum:** Flooring 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. Areas not accessible with beater brush/agitator type vacuum cleaner will be cleaned with a wand attachment or a portable vacuum.
- E. **Damp mop:** Use a clean mop and clean water with approved cleaning agent for its designated use and per manufacture's application methods to clean uncarpeted floors. Dust mop or sweep the floor prior to damp mopping to remove loose dirt, dust, and debris. Damp mopping shall leave the floor clean and free from streaks, standing water, non-permanent stains, and film. **Scrub heavily soiled areas**, as needed, to remove heavy soil stains and foot traffic marks. There shall be no splashes left on walls, baseboards, furniture, and other adjacent surfaces. The cleaning solution should be strong enough to remove soil but not the floor finish.
- F. **Buff and Burnish:** Dust-mop and damp-mop the floor surface in preparation for burnishing. Use single-disc floor machines, buffing pads, and liquid buffing solution to restore a uniform gloss and protective finish. Buff solution shall be a premixed solution approved and formulated for its designated uses and per manufacture's application methods per label. Dust mop the floor surface after buffing. After buffing, the entire floor shall have a uniform, glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. Ensure no solution is applied to baseboards, furniture, trash receptacles, appliances, etc.
- G. **Strip and Re-Wax:** Dust-mop and damp-mop the floor surface in preparation for stripping. Apply floor stripping solution designed for VCT or linoleum floors per manufacture's application methods per label to remove old wax layer. Scrub the floor to remove stubborn soils and stains using an automatic scrubber or other approved floor stripping equipment. Strip areas in corners at baseboards, and other areas inaccessible to equipment by hand or other methods as necessary. The floor shall be left clean, dry, free of stripping solution, old wax compound, and ready for new wax compound. Reapply floor wax formulated for VCT or linoleum flooring evenly to the entire floor surface per approved methods. Once completely dry, buff the floor to achieve a smooth and shiny finish.

NOTE: When floor cleaning activity requires the removal of items from the floor, the contractor must provide advance notice to the Contract Administrator or contact person in writing. This will allow staff adequate time to prepare and ensure cleaning can proceed without disruption.

Walls

- H. **Dust:** Dust walls, moldings, door frames, and tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and cobwebs.

- I. **Spot Clean:** Using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains and streaks.
- J. **Scrub and Disinfect:** Scrub and disinfect walls, including switch plates and 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.

Fixtures and Furniture

- K. **Clean and Disinfect Water Fountains:** Clean fountains using an approved germicidal cleaner for their designated uses and per the manufacturer's application methods per label.
- L. **Dust Furniture:** Dusting includes windowsills, chairs, desks, tabletops, using a cloth treated with non-oily approved products for their designated uses and per the manufacturer's application methods per label. Dust only those surfaces that are cleared of papers.
- M. **Clean Furniture:** Damp wipe tabletops and hard-surface furniture using approved products and methods, and vacuum cloth furniture to remove all dirt, lint, and dust.
- N. **Dust Building Surfaces:** Remove all dust, lint, and debris from the surfaces of ledges, heater convectors, windowsills, fire extinguishers, countertops, walls, door frames, fixtures, rails, blinds, and other types of fixtures and surfaces.
- O. **Dust Blinds:** Using a dusting tool or cloth treated with non-oily approved products to remove all dust, loose dirt, cobwebs, and debris.
- P. **Cleaning Vertical Grilles and Louvers:** Using a dusting tool, cloth treated with non-oily approved products, or vacuum to remove all dust, loose dirt, cobwebs, and debris. If necessary, clean with a clean cloth or sponge dampened with an approved cleaner and wipe dry.
- Q. **Clean Ceiling Grilles and Louvers:** Using a dusting tool, cloth treated with non-oily approved products, or vacuum to remove all dust, loose dirt, cobwebs, and debris. If necessary, clean with a clean cloth or sponge dampened with an approved cleaner and wipe dry.

Restroom Fixtures and Accessories

- R. **Clean and Disinfect Toilet Fixtures:** Includes 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, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits and film. Wipe dry with a clean cloth after scrubbing. Use a plumbing plunger to unstop clogged toilets.
- S. **Clean and Disinfect Toilet Accessories:** Includes dispensers, mirrors, partitions, etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean, disinfected and free from streaks, stains, mildew, odor and film. Wipe all surfaces dry with a clean cloth and polish metal surfaces.
- T. **De-Scale Toilets and Urinals:** Using approved products and methods to remove scale, scum, mineral deposits, rust stains, etc. from the insides of toilet bowls and urinals.
- U. **Refill Dispensers:** Replenish all restroom supplies, i.e., paper towels, soap dispensers, toilet tissue, etc. Wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.

Kitchen and Breakrooms

- T. **Refill Dispensers:** Replenish paper towels and hand soap dispensers. Wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.
- U. **Appliances:** Wipe down the outside of appliance surfaces (oven, stovetop, microwaves, refrigerators, coffee makers, toaster, etc.) using approved products and methods.
- V. **Light switches and door handles:** Disinfect all surfaces such as light switches and door handles using approved products and methods.

Glass

- W. **Clean Door and Partition Glass:** Clean glass surfaces, including entrance areas and glass partitions, using approved products and methods. Both sides of glass shall be cleaned leaving glass transparent and free of streaks and smudges. All dirt, grease, debris, and foreign material shall be removed.
- X. **Clean Interior Windows/Glass:** Clean and wipe dry leaving glass free of streaks and smudges. All dirt, grease, and debris, and foreign material shall be removed from glass and sills.

Administrative Office Building (Caldwell St.)

6:30 PM and 6:00 AM

Basic Daily Service:

- Clean public entrance to a distance of no less than 10' (ten feet) from door. This includes picking up litter and sweeping around all exterior entrances, including porch area.
- Empty all trash cans and recycling containers, replacing all plastic liners.
- Replenish restroom supplies (paper towels, tissue, and hand soap).
- Clean and disinfect all toilet fixtures, sinks, and mirrors.
- Clean and disinfect all water fountains, using approved products and methods.
- Clean all floors (vacuum, sweep, dust mop, or mop as appropriate). Spots or stains will be removed daily; notify the Contract Administrator if the stain cannot be removed.
- Clean glass surfaces, including entrance areas and glass partitions.
- Clean and disinfect kitchen sinks, tables, and countertops.
- Replenish kitchen supplies (paper towels and soap).
- Disinfect surfaces such as light switches, door handles, phone receivers/handsets with a clean cloth and disinfectant.

Basic Weekly Service (once per week):

- Wipe down the outside of appliance surfaces (oven, stovetop, microwaves, refrigerators, coffee makers, toaster, etc.)
- Dust all blinds, chairs, desks (dust only those surfaces that are cleared of papers), file cabinets, pictures, wall plaques, woodwork, bookshelves, window ledges, fire extinguishers, and other surface areas exposed to dust, smudges, and scrapes, including fixtures and lamps.
- Remove cobwebs from walls, ceilings, and baseboards.
- Spot clean all upholstered furniture (or as needed to keep clean) using approved products and methods.
- Clean and sanitize all restroom walls, grills, and louvers.
- Sanitize trash receptacles – Wash out all trash cans with warm water and disinfectant soap and dry before reinstalling.

Basic Quarterly Service

- Buff VCT and linoleum floors

Craig-Gomains Community Center (Craig St.)

7:00 PM and 6:00 AM

Basic Daily Service:

- Clean public entrance to a distance of no less than 10' (ten feet) from door. This includes picking up litter and sweeping around all exterior entrances, including porch area.
- Empty all trash cans and recycling containers, replacing all plastic liners.
- Replenish restroom supplies (paper towels, tissue, and hand soap).
- Clean and disinfect all toilet fixtures, sinks, and mirrors.
- Clean and disinfect all water fountains, using approved products and methods.
- Clean all floors (vacuum, sweep, dust mop, or mop as appropriate). Spots or stains will be removed daily; notify the Contract Administrator if the stain cannot be removed.
- Clean glass surfaces, including entrance areas and glass partitions.
- Clean and disinfect kitchen sinks, tables, and countertops.
- Replenish kitchen supplies (paper towels and soap).
- Disinfect surfaces such as light switches, door handles, phone receivers/handsets with clean cloth and disinfectant.

Basic Weekly Service (once per week):

- Wipe down the outside of appliance surfaces (oven, stovetop, microwaves, refrigerators, coffee makers, toaster, etc.)
- Dust all blinds, chairs, desks (dust only those surfaces that are cleared of papers), file cabinets, pictures, wall plaques, woodwork, bookshelves, window ledges, fire extinguishers, and other surface areas exposed to dust, smudges, and scrapes, including fixtures and lamps.
- Remove cobwebs from ceilings, walls, corners, moldings, and baseboards and around entrances.
- Spot clean all upholstered furniture (or as needed to keep clean) using approved products and methods.
- Clean and sanitize all restroom walls, grills, and louvers.
- Sanitize trash receptacles – Wash out all trash cans with warm water and disinfectant soap and dry before reinstalling.

Basic Quarterly Service

- Buff VCT and linoleum floors

Community Connect Center (Estes Dr.)

5:00 PM and 6:00 AM

Basic Weekly Service (twice per week):

- Clean public entrance to a distance of no less than 10' (ten feet) from door. This includes picking up litter and sweeping around all exterior entrances, including porch area.
- Empty all trash cans and recycling containers, replacing all plastic liners.
- Replenish restroom supplies (paper towels, tissue, and hand soap).
- Clean and disinfect all toilet fixtures, sinks, and mirrors.
- Clean and disinfect all water fountains, using approved products and methods.
- Clean all floors (vacuum, sweep, dust mop, or mop as appropriate). Spots or stains will be removed daily; notify the Contract Administrator if the stain cannot be removed.
- Clean glass surfaces, including entrance areas and glass partitions.
- Clean and disinfect kitchen sinks, tables, and countertops.
- Replenish kitchen supplies (paper towels and soap).
- Disinfect surfaces such as light switches, door handles, phone receivers/handsets with clean cloth and disinfectant.

Basic Monthly Service (twice per month)

- Sanitize trash receptacles – Wash out all trash cans with warm water and disinfectant soap and dry before reinstalling.
- Wipe down the outside of appliance surfaces (oven, stovetop, microwaves, refrigerators, coffee makers, toaster, etc.)
- Spot clean all upholstered furniture (or as needed to keep clean) using approved products and methods.
- Dust all blinds, chairs, desks (dust only those surfaces that are cleared of papers), file cabinets, pictures, wall plaques, woodwork, bookshelves, window ledges, fire extinguishers, and other surface areas exposed to dust, smudges, and scrapes, including fixtures and lamps.
- Remove cobwebs from ceilings, walls, corners, moldings, and baseboards and around entrances.

Basic Quarterly Service

- Buff VCT and linoleum floors

Airport Gardens Community Space (MLK Jr. Blvd.)

5:00 PM and 6:00 AM

Basic Weekly Service (twice per week):

- Clean public entrance to a distance of no less than 10' (ten feet) from door. This includes picking up litter and sweeping around all exterior entrances, including porch area.
- Empty all trash cans and recycling containers, replacing all plastic liners.
- Replenish restroom supplies (paper towels, tissue, and hand soap).
- Clean and disinfect all toilet fixtures, sinks, and mirrors.
- Clean and disinfect all water fountains, using approved products and methods.
- Clean all floors (vacuum, sweep, dust mop, or mop as appropriate). Spots or stains will be removed daily; notify the Contract Administrator if the stain cannot be removed.
- Clean glass surfaces, including entrance areas and glass partitions.
- Clean and disinfect kitchen sinks, tables, and countertops.
- Replenish kitchen supplies (paper towels and soap).

- Disinfect surfaces such as light switches, door handles, phone receivers/handsets with a clean cloth and disinfectant.

Basic Monthly Service (*twice per month*)

- Sanitize trash receptacles – Wash out all trash cans with warm water and disinfectant soap and dry before reinstalling.
- Wipe down the outside of appliance surfaces (oven, stovetop, microwaves, refrigerators, coffee makers, toaster, etc.)
- Spot clean all upholstered furniture (or as needed to keep clean) using approved products and methods.
- Dust all blinds, chairs, desks (dust only those surfaces that are cleared of papers), file cabinets, pictures, wall plaques, woodwork, bookshelves, window ledges, fire extinguishers, and other surface areas exposed to dust, smudges, and scrapes, including fixtures and lamps.
- Remove cobwebs from ceilings, walls, corners, moldings, and baseboards and around entrances.

Basic Quarterly Service

- Buff VCT and linoleum floors

Elective Services to be Priced Separately:

The following services are *elective* at the discretion of the Contract Administrator. **Do NOT include these services in the base price of custodial services.** They shall be bid separately and may be performed annually, more frequently, or not at all, at the discretion of the Contract Administrator. The Town of Chapel Hill reserves the right to have these services done by the in-house labor force or by another Contractor at the discretion of the Contract Administrator.

- A. **Carpet Deep Clean and Shampooing:** Shampoo or steam using a hot extraction method safe for all carpets and quick-drying or dry chemical clean carpet with approved products for their designated uses and per manufacturer’s application methods per label.
- B. **Wash and dry all Venetian blinds:** Blinds are to be removed from windows and cleaned with warm water and approved products for their designated uses, and per manufacturer’s application methods per the label. Blinds will be thoroughly dried before re-mounting.
- C. **Clean and Sanitize Refrigerator Interiors:** Discard all expired or spoiled food from shelves and drawers. Using approved germicidal cleanser, clean interior surfaces including walls, shelves, drawers, and bins. Wash removable parts (shelves, drawers, trays) in warm soapy water, scrubbing gently to remove any stubborn stains or grime. Clean interior door linings and corners. Replace all shelving and drawers once cleaned and sanitized.
- D. **Oven Cleaning:** Remove oven racks, trays, and any other removable components (i.e., broiler pans). Soak, if needed, and scrub removable components with approved products and methods. Remove loose debris from the oven interior (crumbs and burnt food). Inspect and clean the oven vent or exhaust fan to ensure it’s free of grease and food particles. Apply approved products for their designated uses per the manufacturer’s application methods to loosen grime and grease buildup. Scrub the interior surfaces (oven floor, walls, ceiling, and corners) with a non-abrasive sponge or brush. Clean the oven door glass. Reinstall all trays, racks, and removable components once the oven interior is clean and dry.

- E. **Clean Light Lenses, Globes, and Diffusers:** Carefully remove lens, globes, and diffusers from light fixtures. Use a microfiber cloth or soft duster tool to gently remove loose dirt and debris. Use a soft cloth damp with approved cleaning solution or soapy water to clean both inside and outside surfaces of glass globes and plastic covers. Rinse, if applicable, and dry covers completely before reinstalling.
- F. **Strip, Re-Wax, and Buff Hard Surface Flooring:** Apply floor stripping solution designed for VCT or linoleum floors per manufacture's application methods per label to remove old wax layer. Scrub floor to remove stubborn soils and stains using an automatic scrubber or other approved floor stripping equipment. Strip areas in corners at baseboards, and other areas inaccessible to equipment by hand or other methods as necessary. The floor shall be left clean, dry, free of stripping solution, old wax compound, and ready for new wax compound. Reapply floor wax formulated for VCT or linoleum flooring evenly per approved methods, and shall cover the entire floor surface.

III. General Conditions

Contract Period

The initial term of performance of this contract will be for a period from **July 1, 2025 through June 30, 2026**. Upon mutual agreement between the Town and the Contractor, the contract may be extended for additional periods. All changes in the terms and conditions of this contract must be confirmed in the form of a written amendment, which is to be approved by the purchasing agent.

Cancellation

This contract may be cancelled at any time by reason of unsatisfactory performance or other default of the Contractor upon thirty (30) days' prior written notice by the Contracting Agency. Unsatisfactory performances by the contractor shall be defined as, any occasion when the contractor fails to satisfactorily correct a deficiency after written or e-mail notification. The deficiency notice will detail the nature of the discrepancy, the corrective action requested and specify a reasonable time schedule for correction of the deficiency.

Sub-Contracting is Not Permitted

The Contractor shall perform the duties described in the contract. Sub-contracting with another provider is *not* permitted.

Billing and Payment

The Contractor shall submit monthly invoices to the Town for work performed under the terms of the contract. The Contractor shall invoice, and the Town shall pay the rates set forth therein. The Town will make payment within thirty (30) days of receipt of an accurate invoice, approved by the contact person or his/her designee.

IV. Proposal Submission Requirements and Documentation

Electronic Delivery

Bid submissions must be submitted as a PDF file attached to an e-mail message and sent to zalam@townofchapelhill.org with the following inserted in the "subject" line: "**Custodial Services for Chapel Hill Affordable Housing Department.**" Please note that emailed bids must be received by the specified deadline according to the internal clock of the Town of Chapel Hill's server receiving the proposal. Proposals received after the deadline will not be considered. Please do not submit paper copies.

Bid submittals must include the documentation below. Failure to submit a complete bid within the timeframe specified will render the bid non-responsive.

1. Bidder Profile (Attachment A)
2. Proposal Sheets with Bid Proposal Form and Non-Collusive Affidavit
3. A staff plan and work plan breakdown
4. Required HUD Forms:
 - a. HUD 5369-B – Instructions for Offerors (Attachment B)
 - b. HUD 5369 C – Certifications and Representations for Offerors (Attachment C)
 - c. HUD 5370 C – General Conditions for Non-Construction Contracts (Section II) (Attachment D)
 - d. Section 3 Business Concern Certification (*if applicable*) (Attachment E)
 - e. Section 3 Compliance Checklist (Attachment F)
5. Reference Sheet

Documents for Reference:

- Sample Contract with Federal Assistance Provisions (Exhibits B and C)
- Section 3 Quick Guide

V. Selection Criteria and Methodology

The Section 3 regulation at **24 CFR Part 135.36** provides preference to Section 3 businesses that submit responsive and responsible bids for contracts but does not guarantee the award of contracts. The Town will grant preferential consideration to Section 3 businesses that provide evidence of their ability to perform successfully under the terms and conditions of the proposed contract.

The Town of Chapel Hill’s Affordable Housing & Community Connections selection committee will perform a review of all submissions and discard any submission which is non-responsive – the submission does not meet the minimum requirements of the Request.

VI. Additional Information

Evaluations will be based upon responsiveness to this Request – the bidder’s proposal, experience, capabilities, service reputation, references, and other factors deemed relevant.

OTHER TERMS AND CONDITIONS

The vendor agrees to the following:

1. To examine the bid documents and conditions thoroughly. The failure of omission of any vendor to examine any form, instrument, or document shall in no way relieve any vendor from any obligation in respect to their bid.
2. To comply with all federal, state, and city laws, ordinances, and rules.

The Town expressly reserves the following rights:

1. To waive or reject any and/or all irregularities in the bid submitted.
2. To waive or reject any and/or all bids or portions thereof.

3. To base awards with due regard to quality of services, experience, compliance with specifications and other such factors as may be necessary due to circumstance.
4. To make an award to a vendor whose bid is in the Town's best interest.
5. To negotiate different terms and conditions with any vendor the Town chooses.

QUALIFICATIONS OF VENDOR

The Town may make such investigations as deemed necessary to determine the ability of the vendor to perform the work, and the vendor shall furnish all information and data for this purpose as the Town may request. The Town reserves the right to reject any proposal if the evidence submitted by, or investigation of, such vendor fails to satisfy the Town that such Vendor is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional bids will not be accepted.

**Proposal Sheet for Custodial Services
Affordable Housing & Community Connections
Administration Building – 317 Caldwell St.**

Bid: Q25-162

All Services to be Invoiced Monthly

Specifications	Frequency	Price
Basic Services	Daily	\$
Basic Services	Weekly	\$
Basic Services	Monthly	\$
Basic Services	Quarterly	\$
<u>Elective Services</u>		
Carpet Deep Clean and Shampooing	As requested	\$
Wash and dry all venetian blinds	As requested	\$
Clean and Sanitize Refrigerator Interiors	As requested	\$
Oven Cleaning - Interior	As requested	\$
Clean all Light Lenses, Light Globes and Light Diffusers	As requested	\$
Sweep, Strip, Re-wax and Buff all Tile and Linoleum Floors	As requested	\$

Total Monthly Base Bid:	_____ Dollars	(\$ _____)
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**Proposal Sheet for Custodial Services
Affordable Housing & Community Connections
Community Connect Center – 391 S. Estes Dr.**

Bid: Q25-162

All Services to be Invoiced Monthly

Specifications	Frequency	Price
Basic Services	Daily	\$
Basic Services	Weekly	\$
Basic Services	Monthly	\$
Basic Services	Quarterly	\$
<u>Elective Services</u>		
Carpet Deep Clean and Shampooing	As requested	\$
Wash and dry all venetian blinds	As requested	\$
Clean and Sanitize Refrigerator Interiors	As requested	\$
Oven Cleaning - Interior	As requested	\$
Clean all Light Lenses, Light Globes and Light Diffusers	As requested	\$
Sweep, Strip, Re-wax and Buff all Tile and Linoleum Floors	As requested	\$

Total Monthly Base Bid:	_____ Dollars	(\$ _____)
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**Proposal Sheet for Custodial Services
Affordable Housing & Community Connections
Airport Gardens Community Space - 821 Martin Luther King Jr. Blvd.**

Bid: Q25-162

All Services to be Invoiced Monthly

Specifications	Frequency	Price
Basic Services	Daily	\$
Basic Services	Weekly	\$
Basic Services	Monthly	\$
Basic Services	Quarterly	\$
<u>Elective Services</u>		
Carpet Deep Clean and Shampooing	As requested	\$
Wash and dry all venetian blinds	As requested	\$
Clean and Sanitize Refrigerator Interiors	As requested	\$
Oven Cleaning - Interior	As requested	\$
Clean all Light Lenses, Light Globes and Light Diffusers	As requested	\$
Sweep, Strip, Re-wax and Buff all Tile and Linoleum Floors	As requested	\$

Total Monthly Base Bid:	_____ Dollars	(\$ _____)
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**Proposal Sheet for Custodial Services
Affordable Housing & Community Connections
Craig-Gomains Community Center - 505 Craig Street**

Bid: Q25-162

All Services to be Invoiced Monthly

Specifications	Frequency	Price
Basic Services	Daily	\$
Basic Services	Weekly	\$
Basic Services	Monthly	\$
Basic Services	Quarterly	\$
<u>Elective Services</u>		
Carpet Deep Clean and Shampooing	As requested	\$
Wash and dry all venetian blinds	As requested	\$
Clean and Sanitize Refrigerator Interiors	As requested	\$
Oven Cleaning - Interior	As requested	\$
Clean all Light Lenses, Light Globes and Light Diffusers	As requested	\$
Sweep, Strip, Re-wax and Buff all Tile and Linoleum Floors	As requested	\$

Total Monthly Base Bid:	_____ Dollars	(\$ _____)
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BID PROPOSAL FORM and NON-COLLUSIVE AFFIDAVIT
Custodial Services for the Town of Chapel Hill
Affordable Housing & Community Connections Department
Bid: Q25-162

Bidder: _____

Bid Date: _____

To: Zakia Alam
Purchasing & Contracts Manager

The undersigned, as Bidder, proposes and agrees if this proposal is accepted to contract with the Town of Chapel Hill for the furnishing of all materials, equipment, and labor necessary to complete the work described in these documents in full and in accordance with the specifications and contract documents, and to the full and entire satisfaction of the Town of Chapel Hill.

The undersigned further agrees that this proposal shall be valid for a period of sixty (60) days from the date of receipt of the bids and that if this proposal is accepted by the Town of Chapel Hill within this period, the Bidder will execute the contract form as described in the Contract.

The undersigned further agrees to begin the work promptly upon receipt of Notice to Proceed.

The undersigned further acknowledges receipt of the following addenda, which will be considered as part of the Contract Documents:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

The undersigned as Bidder, hereby declares that the only person(s) interested in this quote as principals (s) are named herein and that no other person than herein mentioned has interest in this proposal or in the contract to be entered into; that this quote is made without connection with any other persons, company or parties making a bid or proposal and that it is in all respects fair and in good faith without collusion or fraud.

1. The Bidder further declares that he has examined the site of the work and informed himself fully in regard to all conditions pertaining to the place where the work is to be done; that he has examined the specifications of the work and contract documents relative hereto, and has read all special provisions furnished before the due date and time of the bids and that he has satisfied himself relative to the work to be performed.

2. The undersigned Bidder hereby agrees that the Town of Chapel Hill reserves the right to reject any and all bids when such rejection is in the best interest of the Town of Chapel Hill. Bid will be awarded to the lowest responsive and responsible bidder.

SUBMITTED BY THE FOLLOWING BUSINESS ENTITY

Name of Business Entity: _____

By: _____

Printed Name: _____

Title: _____

Business Entity Address: _____

Reference Sheet

Custodial Services for Town of Chapel Hill
Affordable Housing & Community Connections Department
Bid: Q25-162

References for: _____

(Company name)

Please provide contact information for three (3) companies the bidder has worked with in the last 24 months:

Company Name	
Address	
Contact Person	
Contact Number	
Contact e-mail	
Contract Period	

Company Name	
Address	
Contact Person	
Contact Number	
Contact e-mail	
Contract Period	

Company Name	
Address	
Contact Person	
Contact Number	
Contact e-mail	
Contract Period	