

STATE OF NORTH CAROLINA

University of North Carolina at Wilmington

Request for Proposal #: 72-PPBW26045

UNCW HVAC Services

Date of Issue: March 20, 2026

Proposal Opening Date: April 13, 2026

At 3:00 PM ET

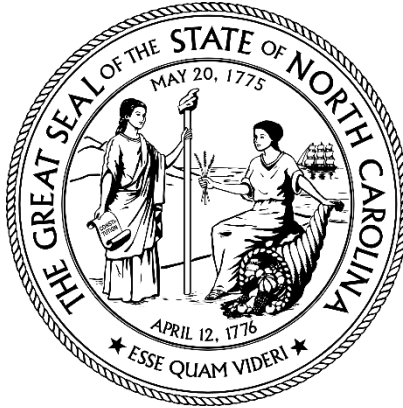
Direct all inquiries concerning this RFP to:

Paul Wagoner

Purchasing Specialist

Email: wagonerp@uncw.edu

Phone: 910-962-7723



STATE OF NORTH CAROLINA

Request for Proposal

72-PPBW26045

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 your proposal to be considered, 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>

Sealed, mailed responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA University of North Carolina at Wilmington	
Refer <u>ALL</u> Inquiries regarding this RFP to: <i>Paul Wagoner, UNCW Purchasing Services</i> <i>wagonerp@uncw.edu</i>	Request for Proposal #: 72-PPBW26045 Proposals are due no later than 2:00 pm ET on April 13, 2026
Using Agency: UNC-Wilmington	Proposals will be publicly opened via zoom on April 13, 2026 at 3:00 pm ET
Commodity No. and Description: 72000000 / Building Maintenance Services	

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.

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**. 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 #12):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR’S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

Proposal Number: 72-PPBW26045

Vendor: _____

VALIDITY PERIOD

Offer shall be valid for at least 90 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this 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 University of North Carolina at Wilmington

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1.0 PURPOSE AND BACKGROUND

The University of North Carolina at Wilmington’s (“**UNCW**”) Housing and Residence Life (“**HRL**”) seeks to establish a contractual agreement with a qualified and experienced Contractor specializing in residential and HVAC system maintenance, inspection, and repair services. HRL oversees UNCW’s on-campus residential facilities, which house a large student population and require continuous, reliable HVAC performance to ensure safe, healthy, and comfortable living environments. To support these objectives, HRL is soliciting bids for Residential & HVAC Preventative Maintenance, Inspection, and Repair Services across designated residence halls.

UNCW is committed to maintaining its residential buildings at the highest operational standards. To achieve this, the selected Contractor shall implement a comprehensive preventative maintenance program covering all buildings listed in this solicitation. The program shall include, but is not limited to, routine inspections, scheduled preventative maintenance, system programming, repair services, and all tasks necessary to ensure that residential HVAC systems operate efficiently, consistently, and safely.

Services provided under this contract are intended to:

- Improve overall equipment operation
- Increase energy efficiency
- Reduce system failures and unscheduled downtime
- Extend the service life of HVAC equipment
- Support healthy indoor air quality for students, employees, and visitors

The Contractor will be responsible for executing a multi-point inspection and maintenance process, including split system maintenance, fan coil unit filter and belt inspections and replacements, and any additional services required to maintain proper system performance. Written service reports shall be provided to HRL following each visit, documenting findings, completed work, and recommendations for corrective actions when necessary.

UNCW’s Housing and Residence Life seeks a Contractor with demonstrated expertise, technical capacity, and a proven service record to ensure that the University’s residential HVAC infrastructure remains safe, well-maintained, and fully operational throughout the contract term.

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

1.1 CONTRACT TERM

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

At the end of the Contract’s initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for two (2) additional one (1) year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) 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.

2.0 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 **does not apply to this solicitation**. Section entitled ELECTRONIC PROCUREMENT subsections (d) and (e) of the North Carolina General Terms and Conditions do not apply to this solicitation.

General information on the E-Procurement Services can be found at: <http://eprocedurement.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, issues, or exceptions regarding any term, condition, or other 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 and amendment of specific provisions of the Contract that have been addressed during the question-and-answer period. Other than through this Q and A process or negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s 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).

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. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive. The State may exercise its discretion to consider Vendor proposed modifications.

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	March 20, 2026
Submit Written Questions	Vendor	No later than 12:00 pm ET on March 30, 2026
Provide Response to Questions	State	April 1, 2026
Submit Proposals	Vendor	No later than 2:00 pm ET April 13, 2026
Contract Award	State	May 1, 2026
Contract Effective Date	State	May 1, 2026

2.5 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 wagonerp@uncw.edu by the date and time specified above. Vendors should enter “RFP # 72-PPBW26045 Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and page number.

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),

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Vendor: _____

<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.

2.6 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Vendor shall bear the 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.

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (special delivery, overnight, or any other carrier).
PROPOSAL NUMBER: 72-PPBW26045 Attn: Paul Wagoner UNCW Purchasing Services 601 S. College Road Wilmington, NC 28403	PROPOSAL NUMBER: 72-PPBW26045 Attn: Paul Wagoner UNCW Central Receiving 5179 Lionfish Dr. Wilmington, NC 28403

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.**

- a) Submit a **signed, one (1) original executed proposal response**, one (1) un-redacted copy on flash drive and, if required, one (1) redacted (Proprietary and Confidential Information Excluded) copies on flash drive of your proposal simultaneously to the address identified in the table above.
- b) Submit your proposal in a sealed package. Clearly mark each package with: (1) Vendor name; (2) the RFP number; and (3) the due date. Address the package(s) for delivery as shown in the table above. If Vendor is submitting more than one (1) proposal, each proposal shall be submitted in separate sealed envelopes and marked accordingly. For delivery purposes, separate sealed envelopes from a single Vendor may be included in the same outer package. Proposals are subject to rejection unless submitted with the information above included on the outside of the sealed proposal package.
- c) Copies of proposal files must be provided on separate read-only flash drives. File contents **shall NOT** be password protected but shall be in .PDF or .XLS format and shall be capable of being copied to other sources.

Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor's proposal(s). 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.

2.7 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, must include 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.
- 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 to include the Questions to Vendors in **Section 5.2** of this RFP.
- 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
- k) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

2.8 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #___ [for 'name of Vendor']". Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.9 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.

The following definitions, acronyms, and abbreviations are also relevant to this RFP:

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 of the Instructions to Vendors entitled Confidential Information.

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.

The proposal from each responding firm will be opened publicly via zoom on April 13, 2026 at 3:00 pm ET. **Vendors wishing to participate in the virtual public opening can attend via the following link:** <https://uncw.zoom.us/j/84396099760?pwd=3WJbEYYSAA6dBR51PCcI7FwGNXydmW.1> . Only the Vendor's name will be announced during the public opening. Interested parties are cautioned that the proposals are subject to further evaluation for completeness and correctness.

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 eVP 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:

Cost (30%)

Vendor Experience (30%)

Technical Approach (30%)

Quality Assurance & Customer Service (10%)

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT E: 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
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 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 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. In addition:

- a) The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.
- b) Invoices must be submitted to the following address: UNCW, Attn: Accounts Payable, 601 S. College Road, Wilmington, NC 28403. A copy must also be sent to the University Contract Administrator whose information will be provided after contract award.
- c) Invoices must bear the correct purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order number may cause delay in payment.
- d) Invoices include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount of fees due to the Vendor broken out by building (if applicable).

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 F: 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 BACKGROUND CHECKS

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by the State.

4.6 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.

4.7 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.

4.8 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

Contract value in excess of \$1,000,000.00

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 General Requirements

A. Contractor Expectations

1. The Contractor shall furnish all labor, materials, tools, equipment, insurance, and supervision necessary to provide qualified HVAC technicians and applicable trades on an as needed basis. Services will be performed primarily within UNCW Housing Residence & Life buildings, including but not limited to the Seahawks Apartments.
2. The HVAC contractor shall provide comprehensive repair, maintenance, and emergency response services for all heating, ventilation, and air-conditioning systems covered under this contract. The contractor is expected to deliver reliable, timely, and professional service to ensure continuous operation of all HVAC equipment and to minimize downtime across the facilities. The contractor must maintain **24/7 availability**, including nights, weekends, and holidays. Upon receiving a service request, the contractor is required to **respond on-site within two (2) hours**, regardless of the time of day. This rapid response requirement is essential to maintaining building comfort, protecting sensitive equipment, and ensuring uninterrupted operations
3. The Contractor shall respond to requests for job estimates within 24 hours of notification.
4. Provide routine preventive maintenance on all HVAC units, including air handlers, chillers, boilers, heat pumps, split systems, exhaust fans, and associated controls. **Please note**, the University is open to considering proposals from Contractors who may not be able to provide services for all HVAC unit types listed in this statement. (See Section 5.2 question 9)
5. Provide inspection and testing of system components to identify wear, damage, or performance issues before they lead to system failure.
6. Provide repairs and replacement of faulty components, including motors, belts, compressors, coils, sensors, thermostats, and electrical or mechanical parts.
7. Provide emergency troubleshooting and corrective action for system failures, abnormal performance, or environmental control issues.
8. Provide documentation of all work performed, including service reports, parts replaced, recommendations for future repairs, and updates to equipment condition logs.
9. The contractor shall coordinate with facility staff to schedule maintenance activities, communicate system status, and ensure minimal disruption to building operations.
10. The contractor shall be in compliance with all applicable codes, safety standards, and manufacturer requirements for HVAC service and repair.
11. The contractor shall provide qualified, trained technicians capable of diagnosing and resolving issues efficiently. All work must be performed using industry-standard practices and with a commitment to maintaining system reliability, energy efficiency, and occupant comfort.

B. Licensing

The Contractor must hold a valid Commercial and Residential Refrigeration Contractor License issued by the State of North Carolina. The license must be current and in good standing throughout the duration of the contract.

C. Safety and Professional Conduct

1. The Contractor shall ensure adherence to all required safety precautions, OSHA standards, and University safety guidelines
2. All safety equipment necessary for completing the work shall be provided by the Contractor.
3. Contractor employees must wear appropriate attire and personal protective equipment (PPE) at all times.
4. All attire must clearly identify the Contractor's company and be provided at the Contractor's expense.

D. Personnel Requirements

1. The Contractor shall employ only competent and qualified personnel and shall staff work adequately to ensure efficient and satisfactory performance.
2. If the University Contract Administrator provides written notice that a contractor employee is unsatisfactory, unprofessional, or disorderly, that individual shall be removed from University work and shall not return under this contract.

E. Coordination with Other Trades

The Contractor must be able to coordinate work activities with other trade professionals (e.g., electricians, plumbers, painters) engaged in related projects.

F. Protection of Property

1. The Contractor shall protect all University property and adjacent property from damage during contract performance.
 - a. The Contractor assumes full liability for any damage caused by the actions or negligence of its employees or subcontractors.
 - b. Liability includes buildings, grounds, vehicles, surfaces, or any other property affected by the work.

G. Keys and Access

1. The University will provide keys required for job performance.
2. The Contractor is responsible for the replacement cost of lost keys.
3. If the University determines that security is compromised due to lost keys, the Contractor shall be responsible for all costs associated with re-keying affected facilities.
4. Additional access requirements may be issued by Facilities Management.

H. Identification

The Contractor shall procure a UNCW One Card ID for each employee working on campus, at the Contractor's expense.

I. Hazardous Materials Clause

If contract performance involves the handling or disposition of hazardous or regulated materials, the Contractor agrees to indemnify, defend, and hold harmless the University against all claims, damages, liabilities, and penalties arising from such activities, except where caused solely by University negligence.

J. Work Direction

1. All work shall be performed as requested or directed by:
 - a. HRL Facilities Planning and Project Manager
 - b. Assistant Director of Housing Facilities
 - c. Or their designated representatives

K. Work Order System

1. The Contractor shall use the University's AiM work order system and be proficient in:
 - a. Receiving daily assignments
 - b. Uploading notes and photos
 - c. Closing work orders
 - d. Creating follow up work orders when necessary
2. The Contractor is responsible for providing their own Apple product to access AiM (iPhone or iPad)

L. Parking Regulations and use of Walkways

1. Contractor and employee vehicles must be registered with University Parking.
2. Parking fees are solely the responsibility of the Contractor.
3. Unregistered vehicles are subject to ticketing and/or towing, enforced strictly by University Parking.
4. Towing fees will be charged to the Contractor.
5. All contractor employees must secure parking permits for their personal vehicles.

M. Service and Preventative Maintenance Requirements

1. Preventative Maintenance Schedule
 - a. Contractor shall perform preventative maintenance (PM) twice annually—once in spring and once in fall.
 - b. All PM schedules must be coordinated with Physical Plant Work Control.
 - c. Contractor must check in daily for keys and assignment updates.
 - d. A PM report, including applicable photos, must be uploaded to AiM for each unit serviced.
 - e. Contractor shall invoice the University after completion of each full PM cycle.
2. Additional Services
 - a. The University may request additional reactive or scheduled services.
 - i. A quote may be requested at the time of service.
 - ii. Contractor will invoice upon completion of non-routine services.

N. Preventative Maintenance Inspections

1. AHU checkpoints and measurements
 - a. Lower T-stat in cool, check and record delta T.
 - b. Switch unit to heat and turn up T-stat.
 - c. Remove cover; vacuum both sides and interior of unit.
 - d. Check delta T in heating and record.
 - e. Engage float switch(es). Confirm they work (no display at thermostat).
 - f. Lockout and tag out the equipment in accordance with the attached procedure.
 - g. Tighten electrical if possible and check for loose connections.
 - h. Clamp meter onto auxiliary heat strip wire.
 - i. Put disconnect back in, put T-stat into emergency heat, turn up, and record amp draw.
 - j. Turn T-stat back off, pull disconnect, lockout/tag out.
 - k. Check fan wheel for cleanliness and free turning.
 - l. Remove filters, look for filter install date, report to Physical Plant if filters are past due for replacement. Clean coil with pressure washer or pump sprayer. Pretreat with evaporator coil cleaner if necessary. Reinstall filters.
 - m. Clean pan and flush P-trap with water. Confirm proper drainage and no leaks.
 - n. Add algaecide in drain pan (inventory part #906-95252). Leave in plastic packaging and

- place away from drain hole.
- o. Confirm model and serial number in AiM and ensure correctly labeled.
- p. Put electrical cover back on, reinstall disconnect, and put cover on.
- q. Return T-stat to original setting.
- r. Clean and dry are
- 2. Condensing units checkpoints and measurements
 - a. Inspect and tighten all electrical connections.
 - b. Inspect contactor for excessive wear.
 - c. Inspect capacitor for good condition—no leaking or swelling.
 - d. Clean condenser coil and pad; water only.
 - e. Remove any debris around unit.
 - f. Confirm model and serial number in AiM.
 - g. Confirm labeling is correct.
 - h. Power unit back on.
 - i. Report any problems to UNCW Physical Plant.

O. Minor Repairs May Include (Repair or Replace):

- 1. Low Pressure Switch
- 2. Running Capacitor
- 3. High Pressure Control
- 4. Starting Capacitor
- 5. Metering Device
- 6. Condenser Fan Blade
- 7. Crankcase Heater
- 8. Blower Belt
- 9. Fan Relay
- 10. Time Delay Relay
- 11. Refrigerant

All parts must be new and unused. The University reserves the right to have components inspected before declaring motors or compressors beyond repair.

P. Quality of Workmanship

All work shall meet industry standards, applicable codes, and University expectations. Workmanship must be professional and of high quality.

Q. Inspection

- 1. University personnel reserve the right to inspect work in progress or completed work at any time.
 - a. Failure to reject defective work does not constitute acceptance.
 - b. Defective or non-compliant work shall be corrected or replaced at the Contractor's expense.
 - c. If inspection is required by code, the Contractor must notify the University when work is ready for inspection.
 - d. Covered work that requires inspection must be uncovered at the Contractor's expense if improperly concealed.

R. Warranty of Workmanship & Materials

- 1. All materials and equipment must be listed, labeled, and appropriate for the intended purpose.
- 2. A minimum one-year warranty is required for all workmanship, materials, and installation.
- 3. Written warranty certificates must be provided to designated University personnel.

- 4. All materials must be new and first-class unless otherwise specified.
- 5. All workmanship must be performed by qualified technicians.
- 6. Non-conforming work is considered defective.

S. Communication

- 1. The Contractor shall maintain clear and consistent communication with University personnel, including prompt notification of:
 - a. Major repairs needed
 - b. Safety-related or serious issues
 - c. Damaged or abused equipment
 - d. Equipment not operating as designed
 - e. Equipment shutdowns
- 2. A quarterly meeting with the Contract Administrator (or designee) is required.

T. System Downtime

- 1. The Contractor must notify the University anytime a system is taken offline.
- 2. Repairs must be expedited to minimize downtime.
- 3. No more than one system per campus may be offline for scheduled maintenance at any time.
- 4. System shutdowns and restarts must be scheduled in advance with the University.

5.2 QUESTIONS TO VENDORS

Vendor shall respond to each of the following questions. Vendors should keep responses straightforward and not include generic marketing materials. Responses are part of the evaluation.

Vendor Experience (30%)

1. Describe your firm’s experience providing commercial HVAC maintenance and repair services for at least three (3) organizations of similar size or larger, as defined in the Scope of Work. Include the number of years your business has been operational. For each organization listed, provide the following information:

- a. Name of the organization
- b. Approximate number of HVAC units serviced and model of units serviced
- c. Number of years your firm provided services to that organization
- d. Summary of preventive maintenance and repair tasks performed

2. Explain the number of full-time HVAC technicians your organization has and whether or not dedicated technicians will be assigned to UNCW. If dedicated technicians will be assigned, explain the experience of the technicians that will be assigned.

3. Provide a copy of organization’s Certificate of Insurance.

Technical Approach (30%)

4. Provide a detailed preventive maintenance schedule (monthly, quarterly, semi-annual, annual tasks).

5. Describe the process used to develop and customize a maintenance plan for UNCW.

6. Describe your diagnostic and repair process, including typical turnaround times.

7. What checklists, forms, or digital reports do technicians complete during each visit? Provide samples.

8. How does Proposer track equipment condition, service history, and life-cycle data? Explain if UNCW can track work orders, service history, and equipment status online in real time.

9. In the event the University awards the contract to multiple vendors, Proposers must complete the table below indicating whether their organization has the capability to provide maintenance and repair services for the following types of units:

HVAC UNIT TYPE	ABILITY TO SERVICE PLEASE SELECT YES or NO	YEARS OF EXPERIENCE PROVIDING SERVICES
Category A: Residential and Light Commercial Split Systems Single-split systems, high-efficiency heat pumps, ductless mini-splits, PTACs.	YES _____ NO _____	YRS _____
Category B: Commercial Rooftop Units (RTUs) and Packaged Systems Packaged rooftop units, gas packs, multi-split systems.	YES _____ NO _____	YRS _____
Category C: Hydronic and Central Plant Systems (Boilers/Chillers) Water-cooled or air-cooled chillers, steam or hot water boilers, cooling towers, circulating pumps, hydronic air handlers	YES _____ NO _____	YRS _____
Category D: Variable Refrigerant Flow (VRF/VRV) and Complex Systems Complex, inverter-driven VRF systems with multiple indoor units connected to one outdoor unit.	YES _____ NO _____	YRS _____
Category E: Building Automation Systems (BAS) and Controls DDC controls, pneumatic controls, thermostats, sensors.	YES _____ NO _____	YRS _____

Quality Assurance & Customer Service (10%)

- 10. Explain how customer satisfaction issues are escalated and resolved.
- 11. Explain Proposer’s policies for background checks on HVAC technicians.
- 12. Explain Proposer’s warranty policy on labor and parts.

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 PROJECT MANAGER AND CUSTOMER SERVICE

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

6.2 POST AWARD PROJECT REVIEW MEETINGS

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

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.4 ACCEPTANCE OF WORK

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

The State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or delivery of a deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation, or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

6.5 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to three (3) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.6 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.

6.7 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.

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****
RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING

Proposers must complete Table A below. The bill rates below should reflect the total hourly cost to the University for each Job Position. All overtime must be pre-approved by the University.

Table A: Hourly Bill Rates

Job Position	Straight-time Bill Rate	Overtime Bill Rate	Holiday Bill Rate
Primary Service Technician – Hourly Bill Rate			
Service Technician – Hourly Bill Rate			

Delivery Schedule

Indicate the number of calendar days needed to commence the Services from the execution of the services agreement:

_____ Calendar Days

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ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

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

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/divisions/purchase-contract/vendor-forms>

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

ATTACHMENT E: 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://www.doa.nc.gov/divisions/purchase-contract/vendor-forms>

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION

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

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

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

The Certification for Contracts, Grants, Loans, and Cooperative Agreements and the OMB Standard Form LLL are separate documents that can be found at the following link:

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

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