



UNIVERSITY OF NORTH CAROLINA
CHARLOTTE

STATE OF NORTH CAROLINA

University of North Carolina at Charlotte

Request for Proposals # 66-26010 TS

Window Washing Services

Date of Issue: Tuesday, October 14, 2025

Proposal Due Date: Wednesday, November 12, 2025

At 2:00 PM ET

Direct all inquiries concerning this RFP to:

Trever Swint

Assistant Director of Purchasing

Email: wswint@charlotte.edu



UNIVERSITY OF NORTH CAROLINA
CHARLOTTE

STATE OF NORTH CAROLINA

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Request for Proposals #

66-26010 TS

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

Vendor Name

Vendor eVP#

Note: For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

Electronic responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA
University of North Carolina at Charlotte

Refer <u>ALL</u> Inquiries regarding this RFP to: Trever Swint wswint@charlotte.edu	Request for Proposal # 66-26010 TS
	Proposals will be received until: Wednesday, November 12, 2025 at 2:00 PM ET

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED.
Late proposals CANNOT and will NOT be accepted.

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

VALIDITY PERIOD

Offer shall be valid for at least sixty 60 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 2025, as indicated on

The attached certification, by _____.

(Authorized Representative of UNC Charlotte)

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1.0 PURPOSE AND BACKGROUND

The University of North Carolina at Charlotte was established in 1965 by the North Carolina General Assembly which transformed Charlotte College, beginning in 1946, into a campus of The University of North Carolina. It is organized into the following eight colleges: College of Arts & Architecture; College of Science; College of Humanities & Earth and Social Science; College of Business; College of Education; College of Engineering; College of Health and Human Services; and the College of Computing and Informatics. It offers a broad array of degree programs at the undergraduate, graduate, and doctoral levels and in graduate certificate programs.

Enrollment is approximately 31,000 with 19 percent of the students pursuing graduate degrees. The University is expected to experience continued growth in the foreseeable future.

UNC Charlotte is seeking a qualified window washing contractor to provide as-needed window washing services for both exterior and interior window surfaces.

1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) 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 up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option before the end of the Contract's then-current term. In addition 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

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

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	Tuesday, October 14 th , 2025
Submit Written Questions	Vendor	Tuesday, October 21 st , 2025, at 12:00 PM ET
Provide Response to Questions	State	Tuesday, October 28 th , 2025
Submit Proposals	Vendor	Wednesday, November 12 th , 2025, by 2:00 PM ET
Contract Award	State	TBD

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 wswint@charlotte.edu by the date and time specified above. Vendors should enter “RFP # 66-26010TS: Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section.

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to **the electronic Vendor Portal (eVP), <https://evp.nc.gov>**, and shall become an Addendum to this 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, or technical issue. It is the Vendor’s sole responsibility to ensure its proposal has been received via the eVP as described in this RFP by the specified time and date of opening. The date and time of receipt will be

electronically time stamped by the system when received. Any proposal or portion thereof received or attempted to be submitted after the proposal submission deadline will be rejected.

All proposal responses shall be submitted electronically via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>.

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

This will be a One-Step proposal process:

Vendor's proposal may contain both the Technical and Financial Proposal (ATTACHMENT A) submitted for evaluation in a single file.

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the University may release an unredacted version if an open records request is received.

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

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

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments; and (iv) contact information for Vendor's representative responsible for this RFP.
- b) Completed and signed version of all EXECUTION PAGES, and any pages requiring vendor input.
- c) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- d) Vendor's Proposal addressing all requirements of this RFP, including but not limited to, documents that support the requirements of Section 3.4, Evaluation Criteria
- e) Completed version of ATTACHMENT A: FINANCIAL PROPOSAL

- f) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- g) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- h) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- j) Evidence and Documents that support requirements of Section 3.4 EVALUATION CRITERIA. Supporting documents must be labeled and identified accurately. Supporting documentation must include the following at a minimum:
 - a. Provide historical background and organizational chart of your company as well as a current list of key management personnel, accounting, and on-site supervision
 - b. Describe in detail your scope of work for performing the requested services, safety measures including employee training, MSDS forms, licensing, cost saving measures, water conservation, environmentally friendly methods and cleaning agents, etc.

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 #66-26010 TS [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.

2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State’s best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract to single Vendor, the State reserves the right to make separate awards to different Vendors for one or more portions, to not award one or more portions 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 COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be accessed via the eVP and all offers (except those that have been previously withdrawn, or voided bids) will be noted. Since negotiations after receipt of bids is authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be noted at the time of opening. Interested parties are cautioned that proposals and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's final position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

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

The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

3.4 EVALUATION CRITERIA

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

Company Background 10%

- Evidence of performance experience and ability to meet staffing requirements
- Evidence of financial soundness and company stability

Contractor Requirements 15%

- Proposed project manager and program management plan
- Employee safety procedures/manual and training procedures
- Responses received from references regarding performance

Service Requirements 35%

- Demonstrated ability to provide sufficiently trained staff for projects
- Water conservation & environmentally friendly methods and cleaning agents
- Proposed optional/value added services

Financial Proposal 40%

- Costs of total exterior work
- Costs of total interior work
- Financial calculations for the scoring of this RFP will not include costs of the “additional” exterior work, “additional” interior work or “additional” buildings

The State will determine low cost by normalizing the scores as follows:

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

$$\frac{\text{Financial Proposal Points Available (XX)}}{\text{the cost of the lowest cost proposal}} \times \frac{\text{the cost of the lowest cost proposal}}{\text{the cost of the cost proposal being evaluated}}$$

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State

- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State’s information and intellectual property
- 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 FINANCIAL PROPOSAL

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: FINANCIAL PROPOSAL 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.

- Complete ATTACHMENT A: FINANCIAL PROPOSAL and include with your response. Provide any additional costs for items not already specifically included in the price list for smaller incidental work
- Provide pricing for any additional services you may recommend over the course of the contract
- Describe any cost saving programs/options, discounts to the University

4.2 INVOICES

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

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

4.3 FINANCIAL STABILITY

Each Vendor shall submit financial documentation as an attachment to its Proposal. Financial information, statements and/or documents submitted with a Proposal shall be evaluated to determine: whether the Vendor has sufficient ability to perform the Contract; whether the Vendor is able to meet its short term obligations, debts, liabilities, payroll, and expenses; whether Vendor has provided complete, reliable and accurate financial information regarding its business operation; whether the Vendor is financially solvent; and whether Vendor has sufficient cash flow and/or available financing from a financial institution to perform the proposed contract for 60 days without receiving payment from the State. Financial information of non-public entities may be marked as confidential in accordance with the Paragraph of the Instructions to Vendors entitled Confidential Information.

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.5 VENDOR EXPERIENCE

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

4.6 REFERENCES

Vendor shall provide three references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the Proposal.

4.7 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.

4.8 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor's proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references

of Vendor’s recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.9 VENDOR’S REPRESENTATIONS

If Vendor’s Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

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

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

UNC Charlotte is soliciting for interior and exterior window washing services on an as needed and where needed basis. The awarded contract will be a convenience contract only, and the university makes no guarantees as to the minimum number of projects that will be requested or any minimum level of spend under the contract.

5.2 GENERAL REQUIREMENTS

Safety and Property Damage

OSHA, ANSI, and IWCA safety procedures are strictly enforced including, but not limited to:

- a) Absolutely no horizontally moving scaffolding.
- b) All necessary precautions are taken to eliminate injuries and property damage. Include measures that will be taken to protect University buildings, grounds, etc. during the performance of work.
- c) If Contractor intends to repel from any building, a written proposal must first be submitted to and approved by the Facilities Management Office. The proposal must detail the specific precautions that will be used to protect University property including but not limited to roof surfaces, parapet walls, mechanical units, vent pipes, and exterior building surfaces, from damage. Separate proposals are required for each building from which the Contractor intends to repel.

- d) Contractor must report to the designated university contact any damage found prior to starting work.
- e) Contractor shall be responsible for all costs associated with any property damage caused by their negligence.
- f) MSDS forms must be provided for all chemicals proposed for use in performing the work; any new products used after initial approvals must be presented to the university for review and approval.
- g) Documentation on employee training on safety procedures must be submitted with your proposal. This must include details on the work/safety training of employees in the area of self-rescue and other precautionary training (provide applicable certifications).
- h) All vegetation and other University property within work areas must be protected from damage. Contractor will be held responsible for all damage to vegetation caused by their crews during the window cleaning operation.

Experience and References

Contractor shall have the following:

- a) A minimum of five (5) years of commercial window washing experience.
- b) All employees involved in this project are required to have a minimum of three (3) years' applicable window cleaning experience with documentation to verify training.
- c) Contractor shall submit three (3) references with proposal.

Equipment, Supervision, and Duties

- a) Must have a procedure in place to designate "Required on-site Supervisor." Provide your procedure for designation and background information for this on-site experienced supervisor.
- b) Must have a plan to provide a designated back-up on-site supervisor. Provide your procedure for designation and background information for this experienced on-site back-up supervisor.
- c) Contractor provides all equipment; documented daily equipment inspections will be conducted.

Miscellaneous

- a) Contractor staff must wear company provided uniforms while performing work on campus. Personnel must be easily identifiable.
- b) Conduct: Professional and courteous. Non-intrusive without disruption to the scheduling, or the mission of the University. Failure to comply may result in displacement of employees from the University.
- c) Subcontracting is not allowed without the written approval of the University.
- d) Awarded Contractor must obtain a parking permit from the Facilities Management Office for each vehicle parked on campus and must park in designated parking areas.
- e) Contractor shall adhere to all parking regulations of the University and the Facilities Management Department. The University and Facilities Management are not responsible for vendor parking tickets or traffic accidents/citations. NC Traffic law applies to the UNC Charlotte campus.

5.3 TASKS/DELIVERABLES

a) Time Limits and Scheduling

- i. Detail your timeline for a requested cleaning project from the issuance of a purchase order to the completion of the work.
- ii. Describe your process for providing services in multiple buildings simultaneously, if requested.
- iii. Provide your proposed work schedule for completion times per floor, per building. (Note: The University shall initiate and specify the scheduling of building cleanings). Schedule may fluctuate because of inclement weather, emergency situations, etc. If campus is on lockdown or other emergency situation, Contractor must follow University procedures and be able to ensure employees are safe and accounted for.

b) All interior and exterior windows and window frames must be cleaned, reporting any loose or broken glass or glazing, heavy film, or excess mineral deposits to the University. Contractor must be able to provide a solution/quote on corrective action for the heavy film, excess mineral deposits, etc.

c) All work areas are to be left clean and neat upon completion of work.

d) A written water conservation plan and environmentally preferable product and procedures statement must be submitted with proposal.

e) Contractor must communicate with the designated University contact immediately upon completion of each building and also submit a daily log of buildings/sections completed.

f) Contractor must be able to provide OSHA compliant fall protection measures for employees if needed for specific buildings. Equipment rental is acceptable.

5.4 PROJECT ORGANIZATION

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

5.5 TECHNICAL APPROACH

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

5.6 ADDITIONAL INFORMATION

- Interactive campus map can be found at the following link: <https://facilities.charlotte.edu/our-services/maps/interactive-campus-map/>. **Contractors are encouraged to use the map and visit campus independently to familiarize yourself with buildings for accurate pricing**
- Center City Building is the only campus building over 5 stories with certified anchors

- Most window cleaning is scheduled during spring break or fall break. Academic calendars can be found at the following link: <https://registrar.charlotte.edu/calendar-schedules/>
- Some buildings are equipped with loading docks. Loading docks may be used to load/unload equipment but cannot be used for storage. Equipment cannot be left overnight and unattended. Vehicles must be kept in designated areas. Equipment cannot block or obstruct egress or normal operations on campus.
- The University typically washes all windows annually

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation.

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

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

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

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

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

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 PERIODIC DAILY STATUS REPORTS

The Vendor shall be required to provide Project Completion Reports to the designated Contract Lead on a daily basis while completing projects on campus. This report shall include, at a minimum, information concerning *the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plans and schedules.* These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Purchasing Agency. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

6.5 ACCEPTANCE OF WORK

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

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 six (6) 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. Amendments to the contract can only be through the contract administrator.

6.8 PIGGYBACKING OPTION

All public agencies or public higher education institutions may utilize this solicitation and subsequent award to satisfy mandated competition requirements. The other public agencies and other public higher education institutions shall be individually responsible for their obligations with the awarded Vendor. Likewise, Vendor shall be responsible to the public agencies or public higher education institutions in any ensuing contract. University of North Carolina at Charlotte makes no representations, guarantees, or warranties regarding any contract made between awarded Vendor and other public agencies or public higher education institutions.

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE

EACH ATTACHMENT CAN BE ACCESSED FROM THIS LINK:

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

ATTACHMENT A: FINANCIAL PROPOSAL

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

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors are incorporated herein by this reference.

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

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

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference form.

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

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

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

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

ATTACHMENT A: FINANCIAL PROPOSAL

UNC CHARLOTTE CAMPUS WINDOW CLEANING RFP		
Clean all EXTERIOR windows (outside only except where noted)		
Building Name	# on Parking Map	Pricing
Atkins Library (Includes Main Library, Dalton Tower, and Atkins) (Exterior atrium glass accessible from 4 th floor roof)	4	\$
Auxiliary Services	39	\$
Barnard	16	\$
Bioinformatics	68	\$
Bissell House (Chancellor’s Residence)	54	\$
Burson	38	\$
Cameron Applied Research Center	42	\$
Cato College of Education (COED)	52	\$
Cato Hall	48	\$
Cedar	535	\$
Center City Building	73 ** See Note at bottom	\$
College of Health and Human Services (Includes cupola windows)	63	\$
Colvard North and South and inside and outside of the Colvard Atrium	32	\$
Denny	8	\$
Duke Centennial Hall	57	\$
EPIC	72	\$
Facilities Management and Police	55a&b	\$
Facilities Operations and Parking	92	\$
Foundation Annex	86	\$
Foundation Building	71 *** See Note at bottom	\$
Fretwell (includes Atrium/Skylight)	45	\$
Friday	35	\$

Building Name	# on Parking Map	Pricing
Gage Undergraduate Admissions Center	95	\$
Garinger	9	\$
Grigg Hall	58	\$
Harris Alumni Center	64	\$
Hickory	536	\$
Irwin Belk-Track Complex – Hospitality Room and Media Booth (inside and outside)	44	\$
Johnson Band Center	87	\$
Kennedy	1	\$
King	11	\$
Kulwicki Motorsports Laboratory	62	\$
Levine Hall (see Diagram A – green portion only)	566	\$
Macy	2	\$
McEniry	20	\$
Memorial Hall	18	\$
Motorsports Research	75	\$
PORTAL	80	\$
Price Counseling Center	91	\$
Reese	36	\$
Robert and Miriam Hayes Stadium	67	\$
Robinson Hall	51	\$
Rowe Arts (includes courtyard)	19	\$
Smith	12	\$
Storrs	41	\$
Student Health Center	65	\$
Sycamore	537	\$
Wells Fargo Field House	43	\$
Winningham	10	\$
Woodward Hall	56	\$
TOTAL EXTERIOR: (This total will be calculated for scoring purposes)		\$

ADDITIONAL BUILDINGS EXTERIOR		
** these buildings will be scheduled as needed by the individual departments and may not be cleaned annually on the same schedule as the buildings above **		
Building Name	# on Parking Map	Pricing
Popp Martin Student Union	69	\$
Cone Center	05	\$
Barnhardt Student Activity Center	46	\$
Belk Gym	17	\$
University Recreation Center	96	\$
South Village Crossing	82	\$
Prospector	34	\$

EXTERIOR		
Additional possible costs for items NOT LISTED ABOVE:		
Building Area	Unit	Pricing
Exterior – ground floor	Cost per hour	\$
Exterior – floors 2-4	Cost per hour	\$
Exterior – floor 5 and above	Cost per hour	\$
Lift cost	Cost per day	\$
Lift cost	Cost per week	\$
Swing Stage	Cost per month	\$
Other Items not Listed:		
		\$
		\$
		\$
NOTE: Includes the inside and outside of all entrances (Door glass, side light glass, and upper transom glass)		
** NOTE: Center City Building is located in downtown Charlotte. The physical address of CCB building is: 320 E. 9 th Street, Charlotte, NC		
*** NOTE: Foundation Building is located directly across from the South Entrance of the main UNC Charlotte campus. The physical address of the Foundation Building is: 8724 University City Boulevard, Charlotte, NC.		

UNC CHARLOTTE CAMPUS WINDOW CLEANING RFP		
Clean INTERIOR windows (inside only)		
Building Name	# on Parking Map	Pricing
Bissell House (Chancellor’s Residence)		
All interior windows	54	\$
Burson		
2 nd floor Southeast stairwell (all glass areas)	38	\$
Cameron Applied Research Center		
Northeast Entrance	42	\$
Cato College of Education		
Glass panels on all stair railings (both sides)	52	\$
Interior office windows facing atrium		
Ground level computer lab windows (both sides)		
Center City Building		
All interior surface glass and partitions	73 ** See Note at Bottom	\$
College of Health and Human Services		
All stairwell landing windows and sills	63	\$
Duke Centennial Hall		
Entrance foyer chandelier glass	57	\$
East stairwell skylight		
North stairwell skylight and landing window and sill		
South stairwell skylight and landing window and sill		
Gage Admissions Building		
Main lobby interior glass on the 2 nd floor (both sides)	95	\$
Auditorium interior windows on the 1 st floor		
Grigg Hall		
Atrium near 131, includes atrium side of lab and conference room windows	58	\$
Kennedy		
North and South Entrances	1	\$

Building Name		# on Parking Map	Pricing
Levine Hall		566	\$
	Interior glass south of the breezeway on the 1 st and 2 nd floors (only) - (see <i>Diagram A – green portion only</i>)		
Atkins Library		4	\$
	Main entrance vestibule		
	Main entrance circulation desk atrium		
	West rotunda ground level (next to Ritazza)		
	West rotunda third level (near 310)		
	Third level clearstory windows (near 310 and 312)		
PORTAL		80	\$
	Floating conference rooms above the lobby on the 3 rd and 4 th floors		
	Glass panels on the stairwells (both sides)		
	Catwalk along the stairs		
Reese		36	\$
	East and West Entrances		
Robinson Hall		51	\$
	South Lobby windows and skylight		
	West Lobby windows		
	North Lobby windows		
Robert and Miriam Hayes Stadium		67	\$
	Hospitality and media rooms		
Storrs		41	\$
	Arcade		
Student Health Center		65	\$
	Windows on main stair landing (Northeast corner above vending machines)		
Woodward Hall		56	\$
	Vending/break room 138 A & B		
	Southwest glass panels on stair railing near room 112		
TOTAL INTERIOR: (This total will be calculated for scoring purposes)			\$

DIAGRAM A: LEVINE HALL

Pricing is to include the green portion only below (exterior and interior glass south of the breezeway on the 1st and 2nd floors (only):

