



STATE OF NORTH CAROLINA

**Department of Administration
Office of Fiscal Management – Purchasing Section**

Invitation for Bid #: 13-LC22682307

Janitorial Services – Shore Building

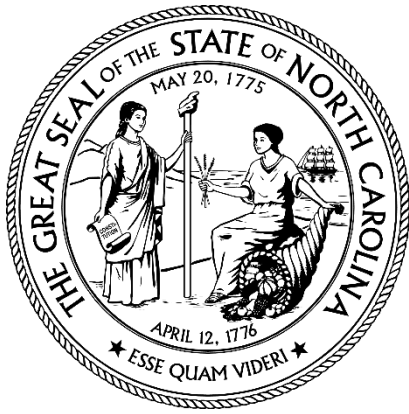
Date Issued: April 21, 2020

Bid Opening Date: May 6, 2020

At 2:00 PM ET

Direct all inquiries concerning this IFB to:

**Lisa Campbell
Purchasing Agent
Email: lisa.campbell@doa.nc.gov
Phone: 919-807-2466**



STATE OF NORTH CAROLINA

Invitation for Bids # 13-LC22682307

For internal State agency processing, including tabulation of bids in the Interactive Purchasing System (IPS), provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security 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 bid.
Failure to do so shall be sufficient cause to reject your bid.**

ID Number:

Federal ID Number or Social Security Number

Vendor Name

Electronic responses ONLY will be accepted for this solicitation

STATE OF NORTH CAROLINA

Department of Administration

Refer <u>ALL</u> Inquiries regarding this IFB to: <i>Lisa.campbell@doa.nc.gov</i>	Invitation for Bids # 13-LC22682307
	Bids will be publicly opened: May 6, @ 2:00 PM
Contract Type: Open Market	Using Agency: Facility Management Division
Commodity No.: 910-39 Janitorial/Custodial Services	Requisition No.: RQ22682307

EXECUTION

In compliance with this Invitation for Bids, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein. By executing this bid, the undersigned Vendor certifies that this bid is submitted competitively and without collusion (G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this bid, the undersigned certifies to the best of Vendor's knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this IFB, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system. G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this bid response to the IFB, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor are not aware that any such gift has been offered, accepted, or promised by any employees or agents of Vendor's organization.

Failure to execute/sign bid prior to submittal shall render bid invalid and it WILL BE REJECTED. Late bids cannot 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:
<small>*If submitting an electronic response Vendor has two options: 1) Vendor may apply a wet signature, scan, and then upload this attestation page as an attachment for submission through NC BIDS; or 2) Vendor may apply a digital/electronic signature in the designated box, scan, and then upload as an attachment along with its bids</small>		

Offer valid for at least 90 days from date of bid opening, unless otherwise stated here: _____ days. After this date, any withdrawal of offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

ACCEPTANCE OF BID

If any or all parts of this bid are accepted by the State of North Carolina, an authorized representative of Department of Administration shall affix his/her signature hereto and this document and all provisions of this Invitation for Bid along with the Vendor bid response and the written results of any negotiations shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

FOR STATE USE ONLY: Offer accepted and Contract awarded this ____ day of _____, 20____, as indicated on the attached certification, by _____
(Authorized Representative of the Department of Administration).

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1.0 PURPOSE AND BACKGROUND

The North Carolina Department of Administration (DOA) is seeking to contract with vendors to provide janitorial services for the subject State building/facility, as herein specified. The contracts shall consist of an all-inclusive janitorial service with Routine Cleaning Schedules, including all necessary labor, supervision, materials, and equipment in order to keep the subject State building properly cleaned and supplied. The DOA Facility Management Division shall perform the administration of the contract.

The DOA Facility Management Division is responsible for providing efficient, healthy, and safe janitorial service for State buildings. Therefore, with this IFB, the Contracting Agency seeks proposals from experienced, qualified Offers to provide the qualifying service with sufficient and professional manpower, enabling minimal interruption of service upon termination of the previous contract.

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

2.0 GENERAL INFORMATION

2.1 INVITATION FOR BIDS DOCUMENT

The IFB is comprised of the base IFB document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this IFB in advance of any Contract award are incorporated herein by reference.

2.2 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions, the State's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this IFB and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued concerning this IFB.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this IFB (including proposed alternate language), those **must** be submitted as questions in accordance with the instructions in Section 2.5. BID QUESTIONS. If the State determines that any changes will be made resulting from the questions asked, then such decisions will be communicated in the form of an IFB addendum. The State may also elect to leave open the possibility for post-contract negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's bid. This applies to any language appearing in or attached to the document as part of the Vendor's bid that purports to vary any terms and conditions or Vendors' instructions herein or to render the bid non-binding or subject to further negotiation. *Vendor's bid shall constitute a firm offer.* **By execution and delivery of a bid in response to this IFB, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposefully 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 bid as nonresponsive. Any bid that contains language that indicates the bid is non-binding or subject to further negotiation before a contractual document may be signed shall be rejected.**

2.3 IFB SCHEDULE

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

Event	Responsibility	Date and Time
Issue IFB	State	April 21, 2020
Deadline to Request Call-in Information	Vendor	April 27, 2020 @ 2:00PM
Hold Mandatory Conference Call	State	April 28, 2020 @ 2:00 PM
Submit Written Questions	Vendor	April 29, 2020 @ 2:00 PM
Provide Responses to Questions	State	April 30, 2020
Submit Bids	Vendor	May 6, 2020 @ 2:00PM
Contract Award	State	TBD

Site Video

Vendors shall view the site video linked below before the mandatory conference call. The purpose of this video is for all prospective Vendors to apprise themselves with the conditions and requirements which will affect the performance of the work called for by this Invitation for Bids.

<https://youtu.be/LHWbfv4A90U>

Mandatory Conference Call

Conference Call Date: April 28, 2020

Conference Call Time: 2:00 PM Eastern Time

Request Call-in Information: lisa.campbell@doa.nc.gov

Deadline to Request Call-in Information: April 27, 2020 at 2:00PM

INSTRUCTIONS: It shall be MANDATORY that each Vendor representative email the Contract Lead at lisa.campbell@doa.nc.gov to request the call-in conference call number and conference ID# to participate in the conference call for this solicitation. Attendance will be strictly enforced. Only Vendors that have submitted a request will be found responsive when submitting proposals to this solicitation.

The purpose of this conference call is for all prospective Vendors to apprise themselves with the conditions and requirements which will affect the performance of the work called for by this Invitation for Bids.

Vendors are cautioned that any information released to attendees during the call, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this Invitation for Bid, must be confirmed by written addendum before it can be considered to be a part of this bid.

2.4 BID QUESTIONS

Upon review of the IFB documents, Vendors may have questions to clarify or interpret the IFB in order to submit the best bid possible. To accommodate the Bid Questions process, Vendors shall submit any such questions by the above due date.

Written questions shall be e-mailed to lisa.campbell@doa.nc.gov by the date and time specified above. Vendors will enter "IFB #13-LC22682307 – Questions" as the subject for the email. Questions submittals will include a reference to the applicable IFB section and be submitted in a format shown below:

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

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the Interactive Purchasing System (IPS),

<http://www.ips.state.nc.us>, and shall become an Addendum to this IFB. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise concerning this IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this IFB.

2.5 BID SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Vendor shall bear the risk for late submission due to unintended or unanticipated delay—whether submitted electronically, delivered by hand, U.S. Postal Service, courier or other delivery service. It is the Vendor's sole responsibility to ensure its bid has been submitted to this Office by the specified time and date of opening. The date and time of submission will be marked on each bid when received, and any bid received after the bid submission deadline will be rejected. Sealed bids, subject to the conditions made a part hereof, will be received at the address indicated in the table in this Section, for furnishing and delivering the commodity or service as described herein.

All bids shall be submitted electronically via the North Carolina Business Invitation Delivery System (NC BIDS). For additional information, the [NC BIDS for Vendors](#) page includes online training videos and a link to [NC BIDS FAQs for Vendors](#). *NC BIDS has a file size limitation of 12MB. If the proposal exceeds 12MB, the vendor shall split the file into multiple files to be submitted and number each accordingly. Vendors are to use the standard naming convention when uploading proposals.*

[BID NUMBER] - [VENDOR NAME] - [FILE NUMBER and SECTION]

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

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

Contact with anyone working for or with the State regarding this IFB other than the State Contract Lead named on the face page of this IFB in the manner specified by this IFB shall constitute grounds for rejection of said Vendor's offer, at the State's election.

2.6 BID CONTENTS

Vendors shall populate all attachments of this IFB that require the Vendor to provide information and shall include an authorized signature where requested. Vendor response to this IFB shall include each of the following items and these items should be arranged in the following order:

- a) Completed and signed version of EXECUTION PAGE, along with the body of the IFB and signed receipt pages of any addenda released in conjunction with this IFB (if required to be returned).
- b) Demonstration of Vendor's Experience and References, Section 4.4 and 4.5
- c) Completed version of ATTACHMENT A: PRICING FORM
- d) ATTACHMENT B: INSTRUCTIONS TO VENDORS
- e) ATTACHMENT C: NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS
- f) Completed version of ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY VENDOR
- g) Completed and signed version of ATTACHMENT E: SUPPLEMENTAL VENDOR INFORMATION
- h) Completed and signed version of ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION
- i) ATTACHMENT H: INSPECTION REPORT CHECKLIST

2.7 ALTERNATE BIDS

Vendor may submit alternate bids for various methods or levels of service(s) or that propose different options, in addition to its principal bid. Alternate bids must specifically identify the IFB requirements and advantage(s) addressed

by the alternate bid. Any alternate bid, in addition to the marking described above, must be clearly marked with the legend: "Alternate Bid #____ for (*name of Vendor*)". Each bid must be for a specific set of goods and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate bid document. Each bid must be complete and independent of other bids offered.

2.8 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- a) **BAFO:** Best and Final Offer, submitted by a Vendor to alter its initial bid, made in response to a request by the issuing agency.
- b) **BUYER:** The employee of the State or Other Eligible Entity that places an order with the Vendor.
- c) **COMMUNITY COLLEGE:** Any of the fifty-eight (58) public North Carolina Community Colleges.
- d) **CONTRACT LEAD:** Representative of the Department of Administration identified on the first page of this IFB who will correspond with potential Vendors concerning solicitation issues and will contract with the Vendor providing the best offer to the State, and is the individual who will administer The Contract for the State.
- e) **E-PROCUREMENT SERVICES:** The program, system, and associated Services through which the State conducts electronic procurement.
- f) **FOB-DESTINATION:** Title changes hand from Vendor to purchaser at the destination point of the shipment; Vendor owns commodity in transit and files any claims, and Vendor pays all freight and any related transportation charges. A solicitation may request a Vendor to separately identify freight charges in its bid, but no amount or charge not included as part of the total bid price will be paid.
- g) **IFB:** Invitation for Bids.
- h) **NC BIDS:** The North Carolina Business Invitation Delivery System provides vendors the opportunity to submit bid responses electronically.
- i) **ON-TIME DELIVERY:** The delivery of all items within a single order to the receiving point designated by the ordering entity within the delivery time required.
- j) **QUALIFIED BID:** A responsive bid submitted by a responsible Vendor.
- k) **SERVICES or SERVICE DELIVERABLES:** The tasks and duties undertaken by the Vendor to fulfill the requirements and specifications of this solicitation.
- l) **STATE:** The State of North Carolina, including any of its sub-units recognized under North Carolina law.
- m) **STATE AGENCY:** Any of the more than 400 sub-units within the executive branch of the State, including its departments, boards, commissions, institutions of higher education and other institutions.
- n) **STATE DEPARTMENTS:** Department of Administration, Department of Agriculture, Department of Commerce, Department of Cultural and Natural Resources, Department of Environmental Quality, Department of Health and Human Services, Department of Information Technology, Department of Insurance, Department of Justice, Department of Labor, Department of Military and Veteran Affairs, Department of Public Instruction, Department of Public Safety, Department of Revenue, Department of State Treasurer, Department of the Secretary of the State, Department of Transportation, Wildlife Resources Commission, Office of Budget and Management, Office of the Governor, Office of the Lieutenant Governor, Office of The State Auditor, Office of the State Controller.
- o) **THE CONTRACT:** A contract resulting from or arising out of Vendor responses to this solicitation document.
- p) **VENDOR:** Supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to an Invitation for Bids. Following award of a contract, the term refers to an entity receiving such an award.

3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

3.1 METHOD OF AWARD

Contracts will be awarded in accordance with G.S. 143-52 and the evaluation criteria set out in this solicitation. Prospective Vendors shall not be discriminated against on the basis of any prohibited grounds as defined by Federal and State law.

All qualified bids will be evaluated and award or awards will be made based on the qualified bid(s) offering the lowest price that meet the requirements set out herein.

While the intent of this IFB is to award a Contract(s) to a single Vendor for all line items, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award any portion of the goods or Services or to cancel this IFB in its entirety without awarding a contract, if it is considered to be most advantageous to the State to do so.

The status of a Vendor's E-Procurement Services account(s) shall be considered a relevant factor in determining whether to approve the award of a contract under this IFB. Any Vendor with an E-Procurement Services account that is in arrears by 91 days or more at the time of bid opening may, at the State's discretion, be disqualified from further evaluation or consideration.

The State reserves the right to waive any minor informality or technicality in bids received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date bids are opened through the date the contract is awarded—each Vendor submitting a bid (including its representatives, sub-contractors and/or suppliers) 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, department secretary, agency head, members of the general assembly and/or governor's office), or private entity, if the communication refers or relates to the content of Vendor's bid or qualifications, the contents of another Vendor's bid, another Vendor's qualifications or ability to perform the contract, 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 bids or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award, unless the State makes a written determination, in its discretion, that the communication was harmless, that it was made without intent to influence and that the best interest of the State would not be served by the disqualification. If a Vendor, its sub-contractor or supplier engage in any of the foregoing communications during the time that the solicitation is open (i.e., the issuance date of the procurement to the date of bid opening), such conduct shall constitute sufficient cause to disqualify the Vendor's bid. Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this IFB or general inquiries directed to the Contract Lead named in the IFB and regarding requirements of the IFB (prior to bid submission) or the status of the contract award (after submission) are excepted from this provision.

3.3 BID EVALUATION PROCESS

The State shall review all Vendor responses to this IFB to confirm that each one complies with the specifications and requirements of the IFB.

The State will conduct an evaluation of Bids, as follows:

DUE TO THE CURRENT HEALTH RISKS ASSOCIATED WITH COVID-19, BID OPENINGS WILL NOT BE OPEN TO THE PUBLIC.

The Department of Administration will be conducting live bid openings over conference call. Below is the call-in information for this procurement's bid opening scheduled for **May 6, 2020 at 2:00PM**

[Join Microsoft Teams Meeting](#)

[+1 984-204-1487](#) United States, Raleigh (Toll)

Conference ID: 942 467 648#

Bid tabulations can be electronically retrieved at the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/BidNumberSearch.aspx>. Click on the IPS BIDS icon, click on Search for Bid, enter the bid number, and then search. Tabulations will normally be available at this web site not later than one working day after the bid opening. Lengthy or complex tabulations may be summarized, with other details not made available on IPS, and requests for additional details or information concerning such tabulations cannot be honored.

Bids will be received from each responsive Vendor using NCBIDS.

All bids shall be received by the issuing agency not later than the date and time specified on the cover sheet of this IFB, or as modified by a bid addendum.

At the date and time specified as the bid opening, the bids from each responding Vendor will be opened publicly and the name of the Vendor and bid's total cost will be announced. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At its option, the State may request clarifications, oral presentations or discussions with any or all Vendors in order to clarify or to amplify the materials presented in any part of the bid or requested in the IFB. Vendors are cautioned, however, that the State is not required to request presentations or other clarification—and often does not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

Bids will generally be evaluated, based on completeness, content, cost and responsibility of the Vendor to supply the requested goods and Services. Specific evaluation criteria are listed in Section 3.1 METHOD OF AWARD.

The State reserves the right to reject all original offers and request one or more of the Vendors submitting bids within a competitive range to submit a best and final offer (BAFO), based on discussions and negotiations with the State, if the initial responses to the IFB have been evaluated and determined to be unsatisfactory.

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

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 bids at any time if such rejection is deemed to be in the best interest of the State.

3.4 PERFORMANCE OUTSIDE THE UNITED STATES

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

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.5 INTERPRETATION OF TERMS AND PHRASES

This Invitation for Bids serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the Department; and (2) to provide (together with other specified documents) the terms of the Contract that results from this procurement. As such, all terms in the Invitation for Bids shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether bids should be evaluated or rejected, the Department will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the Department’s needs as described in the Invitation for Bids. Except as specifically stated in the Invitation for Bids, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement, if determined to be essential under the circumstances then existing, may result in the Department exercising its discretion to reject a bid in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this IFB. By submitting a bid, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this IFB. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the State to receive a better bid, the Vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with Section 2.4.

4.1 CONTRACT TERM

The Contract shall have an initial term of one (1) years, beginning on the date of contract award June 1, 2020 through May 31, 2021

At the end of the Contract’s current term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of two additional one-year terms. The State will give the Vendor written notice of its intent whether to exercise each option no later than 30 days before the end of the Contract’s then-current term. In addition, the State reserves the right to extend a contract term for a period of up to 180 days in 90-day-or-less increments.

4.2 PRICING

Bid price shall constitute the total cost to the State for delivery fully assembled and ready for use, including all applicable charges for shipping, delivery, handling, administrative and other fees. Vendor shall not invoice for any amounts not specifically allowed for in this IFB. Complete ATTACHMENT A: PRICING FORM and include in Bid.

4.3 INVOICES

a) Invoices must be submitted to the following address:

North Carolina Facility Management Division
1313 Mail Service Center
Raleigh, NC 27699-1313

- b) Invoices must be submitted to the Contract Lead in hard copy on the Contractor’s official letterhead stationery and must be identified by a unique invoice number. All invoice backup reports and spreadsheets must be provided in electronic format.
- c) Invoices must bear the correct contract number and 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 must 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 and the original signature of the Vendor’s project manager.

4.4 VENDOR EXPERIENCE

The Vendor shall provide a **WRITTEN SUMMARY** of the company/corporation, including when the firm was established, the location of its corporate headquarters, the number of current employees, the types of facilities serviced, the current volume of space being cleaned, and similar contracts held over the past three (3) years. The State may check all public sources to determine whether the Vendor has listed all contracts for similar work within the designated period. If the State determines that the list is incomplete or inaccurate and similar contracts were not listed, the State may contact the entities to make inquiry into the Vendor's performance of those contracts and the information obtained may be considered as "Reference" information. **The Vendor must have cleaned an approximate minimum of 129,000 square feet (75% of total net square footage requested in this proposal).**

In its Bid, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State of North Carolina as describe in this IFB.

4.5 WORK PLAN

The Vendor must submit a **WRITTEN WORK PLAN** with their bid package. The Vendor's Work Plan will describe the method and routine for how the Vendor proposes to clean the building, the personnel to be assigned during the Day Shift, the personnel to be assigned during the Night Shift, the designated Shift Supervisors and Managers, and an equipment inventory list for equipment to be located in the building during the duration of the contract. In addition, a "Proposed Annual Major Maintenance Schedule" for floor maintenance, shall accompany the Work Plan. The Work Plan shall be considered in the evaluation of award. Failure to provide the requested Work Plan, will be cause for disqualification of the Vendor's bid.

4.6 REFERENCES

Vendor must provide at least five (5) references for clients where Services were performed in the past three (3) years. The State may contact one these clients to determine the Services provided were substantially similar in size and scope to those proposed herein and the Vendor's performance was satisfactory. **References shall not include DOA awarded contracts.**

Information obtained may be considered in evaluation of the bids.

COMPANY NAME	CONTACT NAME	TELEPHONE NUMBER

4.7 FINIANCIAL STABILITY

Each Vendor shall certify it is financially stable by completing the ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential performance issues from Contracting with a Vendor that is financially unstable. This Certification shall be deemed continuing, and from the date of the

Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

4.8 BACKGROUND CHECKS

It is the policy of the North Carolina Department of Administration (DOA) to provide a safe, crime free environment for State employees to work and residents of the State to visit. Therefore, DOA requires an annual statewide criminal background check on the Vendor's owner, and each employee assigned to work on State property. As a requirement of this contract and upon notification of initial award and of renewal, the successful Vendor must provide a statement (signed by an official of the Company) indicating the required statewide criminal check has been performed on the owner and each employee assigned to work on State property. This statement must be provided to the Contract Administrator prior to any employee performing work on State property, and must provide the following, at a minimum:

- Employee's name,
- Employee's address of residency,
- Employee's date of birth,

This Statement accompanied with the Owner's and each employee's valid North Carolina picture Identification (ID) will be required to be submitted prior to receiving a DOA issued Access (ID) Badge.

Terminations - When an employee is terminated, the Vendor is required to immediately call or email the Contract Administrator, so that the Access (ID) Badge can be deactivated. Within Twenty-Four (24) hours of termination, the Vendor is required to collect the Access (ID) Badge and return it to the Contract Administrator with written notification of the employee's termination.

New Employees - During the term of the contract, prior to any new employee commencing work, the Vendor must follow the same procedures for any new employees assigned to work on State property

4.9 PERSONNEL

Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Contract Lead. Vendor shall 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.

4.10 VENDOR REPRESENTATIONS

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services shall possess the skill and competence consistent with the prevailing business standards in the industry. Vendor agrees that it shall not enter any agreement with a third party that may abridge any rights of the State under this Contract. Vendor shall 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 shall retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

If any Services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor's proper performance, provision and delivery of the Services and other deliverables under this 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 Deliverables.

Vendor warrants that it has the financial capacity to perform and to continue 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.

5.0 SCOPE OF WORK

5.1 WORK LOCATION

Shore Building - 214 West Jones Street, Raleigh, NC

5.2 CONTRACTING AGENCY'S ADMINISTRATOR

For the purpose of this contract, the North Carolina Department of Administration, Facility Management Division, hereinafter is referred to as the "Contracting Agency", has designated the following individual as the Business Services Coordinator and Primary Contact Person for the awarded contract:

Sara Joyce	Main Office Number: 919-733-3855
Facility Management Division	Work Cell Number: 919-986-4197
NC Department of Administration	Email Address: sara.joyce@doa.nc.gov

Mailing Address:
1313 Mail Service Center
Raleigh, NC 27699-1313

Physical Address:
431 North Salisbury Street
Raleigh, NC 27603

5.3 BUILDING DATA

The following building statistical data are estimates. The Vendor is responsible for verifying dimensions and quantities. Official working hours of building occupants are from 7:30 AM – 6:00 PM

Shore Building

Net Square Footage:	21,590
Floors:	4
Floors Occupied:	4
Stairways:	4
Rest Rooms:	8 (8 ganged, 11 urinals, 22 lavatories, 26 toilets)
Elevators:	1
Carpet:	98% Approximately 21,159 square feet
Hard Floor Surfaces:	2% Approximately 431 square feet

5.4 OBJECTIVE

To provide complete and efficient janitorial/custodial services, as described herein. Prospective Vendor will provide daily cleaning, including all necessary labor, supervision, materials, equipment, daytime personnel, and night shift personnel in order to keep the subject building respectfully clean and properly supplied. The areas to be cleaned consist of offices, conference rooms, laboratory spaces, restrooms, hallways, stairwells, corridors, porches, decks, ancillary spaces and storage areas. Offerors are solicited to submit a cost proposal for services alone, excluding consumable supplies.

5.5 TASKS

SECTION I: GENERAL CLEANING REQUIREMENTS

A. PERSONNEL

Daytime personnel (a.k.a. Day Porter), employees who work from 7:30 AM to 4:30 PM, will perform duties as listed in "General Duties of Daytime Personnel" as listed herein. The daytime person(s) is considered separate from and is not to be used, during daytime hours, to perform duties considered Daily General Cleaning, which

is to be performed by employees who work from 5:00 PM to 11:00 PM (a.k.a. Night Shift), with noted exceptions.

For security purposes, all housekeeping personnel (daytime and evening) will be required to sign in and out in the log book at the front desk.

Daytime Personnel Staffing Requirement

Monday - Friday: One (1) daytime persons will be required to work from 7:30 AM-4:30 PM

Evening Personnel Staffing Requirements

The Vendor will be responsible for ensuring sufficient staff. No less than two (2) housekeepers shall be assigned to perform the "Daily General Cleaning Duties of Evening Personnel as specified in Section 5.5 (2)

Monday- Friday: Two (2) evening persons will be required to work from 5:00 PM-11 PM

B. SCHEDULE OF PERFORMANCE

The Daily General Cleaning Duties of the Daytime Personnel, for this contract, will be performed between the hours of 7:30 AM and 4:30 PM. The exact hours to be worked and times will be coordinated with the Contract Administrator.

The Daily General Cleaning for Evening Personnel nightly cleaning duties, for this contract, will be performed between the hours of 5:00 PM and 11:00 PM. The exact hours to be worked and the times will be coordinated with the Contract Administrator.

1. GENERAL DUTIES OF DAYTIME PERSONNEL

To be performed between hours of between 7:30 AM and 4:30 PM.

- a. Clean lobbies, stairwells, lunchrooms, entrances, and break rooms. Tables, counters, loading docks, back entrance, side entrances, and break areas also are to be cleaned.
- b. Sweep outside entrances (includes public sidewalk), porches, alleys, loading dock, and driveways (hose down, if necessary).
- c. Monitor men and women's rest rooms, replenishing supplies as necessary. Rest rooms are to be checked every two (2) hours and corrections made (spot clean) when necessary.
- d. Clean all counters and tables in the break areas after each break period and after lunch period.
- e. Clean corridors including wall and ceiling HVAC vents and utility area daily.
- f. Clean any conference rooms, on daily call, after each use.
- g. Clean marks and handprints from painted surfaces daily.
- h. Clean all entrance doors and glass in lobbies daily.
- i. Remove trash as needed throughout the building including snack bar area.
- j. Sweep and hose dock area twice a week
- k. Sweep and mop break rooms.
- l. Perform such other emergency cleaning duties, as may be directed by the Contract Administrator.
- m. Perform such general cleaning, as time may permit and as directed by the Contracting Administrator.
- n. Change building light bulbs and tubes as requested.

2. GENERAL CLEANING DUTIES OF EVENING PERSONNEL

Between hours of between 5:00 PM and 11:00 PM

Daily Evening Cleaning Duties

Outlined duties must be accomplished during daily evening shift, Monday through Friday, including some State holidays. The exact times will be coordinated with the Contract Administrator.

- 1.) Empty all ashtrays and trash cans (wash if needed). Plastic liners may be used if cans are cleaned initially. Plastic liners must be changed twice a month or more often when needed.
- 2.) Deposit all trash in dumpsters or other areas designated for that purpose. Collect all boxes clearly marked with the word "trash".
- 3.) Collect and breakdown all cardboard boxes and appropriately deposit in designated containers/area.
- 4.) Wash and dry all standing plate glass doors and partitions, this includes exhibit partitions and tops of exhibit cases. (No cleaning behind barriers).
- 5.) Sweep and damp mop all uncarpeted floors and mats (including hall, office, and entrance areas). All floors must be kept clean, dirt and trash free. Spots or stains must be removed immediately (spray buff as necessary).
- 6.) Vacuum all carpeted areas daily and spot clean when necessary (especially exhibit areas).
- 7.) Special cleanup of areas which have had furniture, equipment, cartons or carpet moved. These areas should be brought up to the same level of cleanliness and appearance as surrounding or adjacent areas. The Contract Administrator and the contractor may agree on a mutual completion date and time.
- 8.) Clean and shine all chrome fixtures, including but not limited to, drinking fountains, handrails and moldings.
- 9.) Clean up trash, paper, cigarette butts, litter, and pigeon droppings in and around the building (wash down if necessary). Empty ash urns and trash receptacles at outside entrances.
- 10.) Dust all horizontal surfaces including desktops, tabletops, telephones, chairs, file cabinets, bookshelves, ledges on walls, window ledges, partitions, and other surface areas (including fixtures and lamps).
- 11.) Sweep outside entrances, sidewalks, porches, loading dock, alleys, and driveways that are located under a portico or a portion of the roof. (hose down and scrub if necessary).
- 12.) Rest Room Maintenance: (Between hours of 5:00 PM and 11:00 PM)
 - a.) Replenish all rest room supplies (i.e. soap, deodorizer, tissue). The Vendor must provide sufficient quantities to last all day, including replenishment during the day, if necessary.
 - b.) Rest rooms are to be checked and spot cleaned every two (2) hours during the day.
 - c.) Sweep floors. Wet mop with disinfectant cleaner or scrub with soap and water in order to keep the floor clean and sanitary.
 - d.) Wash, sanitize, and deodorize toilets, toilet seats, and urinals.
 - e.) Clean sinks and faucets.
 - f.) Damp wipe, clean, and polish all chrome surfaces and mirrors.
 - g.) Dust and/or wash all walls, ledges, grills, and partitions to keep dust free, dirt free, and clean.
 - h.) Empty all trash. Plastic trashcan liners must be changed daily.
 - i.) Deodorize and disinfect all traps and drains.

13.) Stairwells

- a.) All stairwells within the building to be cleaned nightly. Handrails to be wiped clean with a damp cloth.
- b.) All stairs and landings will be swept daily.

14.) Elevators

- a.) Elevator walls and doors, inside and outside, shall be wiped clean and polished. Spot clean if necessary; clean and disinfect control panels inside each elevator and on each floor outside each elevator daily.
- b.) Vacuum or sweep/scrub elevators daily.
- c.) Door tracks on each floor will be vacuumed as needed.

15.) Change building light bulbs and tubes as requested (exhibit bulbs not included).

16.) Turn out lights after completing daily cleaning.

b. Weekly Evening Cleaning Duties

The following outline of services will be required from the Vendor and shall be scheduled and performed on Thursday nights weekly during evening cleaning hours.

- 1.) Thoroughly wash all rest room walls and partitions.
- 2.) Polish all stainless steel (elevator doors, moldings, etc.).
- 3.) Vacuum upholstered chairs.
- 4.) Remove all spots from all carpet.
- 5.) All stairs and landings will be damp mopped, all handrails, stringers, risers wiped clean with damp cloth.
- 6.) Damp mop all uncarpeted floors

c. Bi-Monthly Evening Cleaning Duties

All bi-monthly (twice monthly) duties to be completed no later than 7:00 PM on the 2nd and 4th Friday of each month

- 1.) Thoroughly sweep, dust and spray buff all tile, polish stone, and terrazzo floors
- 2.) Wash and/or dust and spot clean all walls, woodwork, door frames, switch plates, ledges, fire extinguishers, and other areas exposed to dust, handprints, marks and smudges
- 3.) Dust all accessible Blinds/Shades.
- 4.) Pour bucket of water in all floor drains in building to prevent dry trap and back flow of sewer gases.
- 5.) Vacuum all wall and ceiling vents for HVAC.

3. SEMI-ANNUAL AND ANNUAL SCHEDULED MAJOR MAINTENANCE CLEANING DUTIES

The cost to perform Semi-Annual and Annual Special Cleaning should be **included in the annual bid price (Attachment A)**.

- a. **Floor Major Maintenance** – The Vendor shall provide the following services on an annual routine basis. In an effort to coordinated efforts with the building occupants, the Contract Administrator may request the Offeror provide a Proposed Schedule of service. Said schedule will be provided in advance of services and will encompass the current terms services only. The approximate floor space with carpet, tile, wood and cement in the building is listed in the Building Data paragraph 5.3, noted herein. The Vendor is responsible for professional cleaning of carpet and to strip, seal, wax, and buff, uncarpeted floors once per year according to industry standards and approval of contracting agency. These floors are to be maintained throughout the year

until the next major maintenance is performed. The Vendor must notify the Contract Administrator upon completion of major maintenance who will then have the area inspected to determine that the service has been performed at an acceptable level.

- b. **Restroom Deep Clean** - Vendor is responsible for the professional Kaivac (or comparable system) cleaning of all bathrooms in the facility (See Section 5.3 Building Date). This is to be performed biannually according to industry standards and approval of contracting agency.

In order to coordinate efforts with the building occupants, the Contract Administrator will require the Vendor provide a Proposed Schedule of Service. Said schedule will be provided in advance of services and will encompass the current terms services only.

The Vendor must notify the Contract Administrator upon completion of major maintenance. The Contract Administrator will then have the area inspected to determine that the service has been performed at an acceptable level.

SECTION II: SPECIAL REQUEST CLEANING DUTIES

Special Request Cleaning Duties are to be performed only upon request from Contract Administrator. Special Request Cleaning rates are to be listed on the cost proposal page and will be used when determining project cost.

A. CARPET SHAMPOOING, FLOOR STRIPPING & SEALING (DUE TO RENOVATIONS, ADDITIONS, AND SPECIAL REQUESTS, ETC.)

In the event of renovations, additions to buildings, or other special requests arise, the Vendor shall provide the following services as requested by the Contract Administrator. The Contract Administrator will contact the Vendor to schedule all major floor maintenance listed below. Payment to the Vendor will be made after completion and inspection of each task.

The Vendor is responsible for professional shampooing or steam cleaning carpet and to strip, seal, wax, and buff uncarpeted floors on an, as requested basis. All major floor maintenance will be performed on a per square foot basis. When required, the Contract Administrator will notify the Vendor of the requirement and coordinate a schedule and the time period for the service to be provided.

The Vendor must notify the Contract Administrator upon completion of the requested requirements. The Contract Administrator will then have the area inspected to determine that the service has been performed at an acceptable level.

All shampooing and stripping will be done on a cost per square foot basis. The Vendor must provide the price per square foot to be charged for this service on the Pricing Page (Attachment A).

The Vendor must provide a designated, on-site, responsible supervisor/shift leader at all times when any services are being performed under the terms of this contract. The supervisor/shift leader in charge must check and ensure that all work performed by the Vendor's employees is properly performed and acceptable. required and requested by the Contract Administrator. Labor and equipment will be furnished by the contractor.

NOTE: If any types of routine janitorial duties have been inadvertently omitted, the contract is to be interpreted to include the same.

SECTION III: SPECIAL PERFORMANCE REQUIREMENTS

- A. LIGHT BULBS AND TUBE REPLACEMENT** - Vendor will be responsible for replacing light bulbs and tubes with like bulbs and tubes as needed from a 6, 8, 10, or 12-foot ladder (maximum 14-foot ceiling height). The Facility Management Electrical Shop will be responsible for all light bulbs, tubes and fixtures not accessible from a 12- foot ladder (14+-foot ceiling height). Vendor shall notify Facility Management of any outages that fall into this category or if replacement of bulb does not resolve the issue by noting "Height Restriction" or "Electrical Issue" in the Actions Taken space on the service order and returning service order in a timely manner to the designated Electrical Issues box located in the Facility Management- Housekeeping office area. Vendor employee changing bulbs will be required to fill out service orders for accuracy and accountability. No light will be out of service for longer than forty-eight (48) hours. The Vendor will not be required to replace personal lamp bulbs. The Vendor can designate certain personnel to change the light tubes or bulbs, however, the Vendor agrees that only properly trained staff will change light bulbs.
- B. OFFICE LOCATION** – Location of Response personnel must be within one hour's drive of Raleigh. Vendor must maintain a management office within North Carolina, preferably with reasonable proximity to Raleigh.
- C. ANSWERING SERVICE** - 24 Hour and Pager - The Vendor will maintain a 24-hour local or Toll Free telephone number and response time shall be within one hour by a responsible management official of the firm. If a daytime person(s) is required, the Vendor will provide a pager in order for Work Control to contact Vendor's personnel.
- D. REPAIRS** - The Vendor is required to notify Facility Management Division, Work Control Office, phone number (919) 733-2967, of any item or equipment which malfunctions and requires repair - to include: All rest room equipment and fixtures and all light fixtures which do not operate properly after bulb replacement.
- E. NOTICES ON WALLS** - The only authorized communications in State Government are to be posted on bulletin boards. Vendor will be responsible for daily removal of any taped or tacked notices in corridors, lobbies, or elevators, which are not permanently mounted (framed) or are not located on bulletin boards.
- F. KEYS** - Keys for entry to the building will be provided by the Facility Management Division. No deposit will be required; however, a charge of \$100.00 per key for keys lost or not returned will be required at the termination of the contract. There shall also be a \$100.00 charge for replacement keys and payment is due upon receipt of such key.
- G. WORKS CONTROL SERVICE ORDER PAPERWORK** - The Offeror is responsible for picking up service order paperwork from the Contract Administrator's office every Friday before 5:00 PM. This paperwork shall be returned, no later than the following Friday with the following information: action taken, name of person completing order, hours charged, completion date, and the Offeror's signature verifying response time and completion of the order.
- H. SCHEDULE OF PERFORMANCE** - General daytime cleaning duties, including exceptions mentioned, shall be performed between the hours of 7:30 AM and 4:30 PM. General daily nightly cleaning duties will be performed between the hours of 5:00 PM and 11:00 PM, unless otherwise specified. The hours to be worked and the times will be coordinated with the Contract Administrator. The Vendor is to notify the State Capitol Police at (919) 733-3333 when performing work at times not scheduled with the Contract Administrator.
- I. SUBCONTRACTING** - The major maintenance portions of the contract may be subcontracted by the Vendor. The normal day-to-day cleaning **cannot be subcontracted** and must be performed by employees of the Vendor. The employees of the Vendor must provide all day-to-day service.
- J. ENERGY CLAUSE** - If mandatory conservation measures are applied to State Facilities, the Vendor will be expected to alter his work schedule and work procedures as required for compliance.

- K. EQUIPMENT** - The Vendor shall furnish all necessary equipment, and materials necessary for professionally performing all work in the contract. The Vendor will reimburse losses to the Contracting Agency caused by inferior work quality, equipment, or materials.
- L. SUPPLIES** - The Contracting Agency will furnish all consumable supplies (i.e., light tubes and bulbs, toilet tissue, paper towels, rest room soaps, chemicals, deodorizers, cleaning supplies and trash can liners). Contracting Agency is responsible for supplying proper soaps, chemicals, deodorizers and cleaning supplies as recommended by the flooring, countertop and surface manufacturer's products used in the building. The Vendor will pick-up the consumable supplies at the Facility Management Division Warehouse, located at 431 N. Salisbury Street, Raleigh, NC 27603. The Vendor will submit his supply request, for needed supplies, to the Contract Agency, prior to 12:00 noon the workday before the items are to be picked up. The Vendor must pick-up all requested supplies the next workday after a request is submitted. Supply pick-up must be made during the hours of 8:00 AM - 12:00 noon and 1:00 PM - 4:00 PM only. The supply warehouse is closed from 12:00 noon until 1:00 PM daily. Items not picked up on the scheduled date will be returned to the warehouse stock and a new request must be submitted. All supplies that are provided by Facility Management should remain in the building where assigned at all times. For supplies requiring a Safety Data Sheet (SDS), said SDS will be available from the warehouse and must be maintained in the Storage Closet of the building where the supplies are kept.
- M. UTILITIES** - The Contracting Agency will provide the Vendor with all normal utilities necessary for performing this contract (electricity, lights, water, etc.). Upon written request from the Contracting Agency, the Vendor will comply with all energy conservation requirements initiated by State Government.
- N. STORAGE** - The Contracting Agency will provide the Vendor with sufficient storage space for equipment and materials. The Contracting Agency will provide security to protect the Vendor from loss of equipment and supplies through the normal security procedures in effect with the building. The Vendor shall keep all janitorial closets, storage rooms, and other space assigned to his use clean, orderly and locked at all times. Any exceptions must have prior written approval from the Contracting Agency.
- O. CONTRACT COMPLAINT PROCEDURES** - The Vendor shall correct all complaints and respond to special requests for services within one (1) day of complaints; and, both major and minor complaints shall be investigated during the same working day. Any complaint which cannot be corrected during the same working day or which cannot be dealt with for reasons beyond the Vendor's control shall be specifically reported to the Contract Administrator on the same day.

Failure to do so may result in a Letter of Failure/Unsatisfactory Performance/Cure Notice and grounds for default.

The Vendor and Contractor Administrator, in writing, will mutually agree upon a time for completion of uncorrected complaints. If the Vendor does not honor the written agreement, then the Contract Administrator shall have cause for any and all of the following actions on behalf of the Contracting Agency:

- Services will be obtained from within the Contracting Agency's own staff or from another available source without prior notice to the Vendor.-
 - Cost for these services will be charged to the Vendor and a letter of failing/unsatisfactory performance will be provided to the Vendor, and again constituting grounds for default.
- P. PERFORMANCE** - A performance bond or other suitable performance guarantee will be required from the successful Vendor as provided by law and without expense to the Contracting Agency. In case of default by the Vendor, the Contracting Agency may procure the services from other sources and hold the Vendor responsible for excess cost occasioned through the default. See ATTACHMENT F: PERFORMANCE GUARANTEE for options on providing Performance Guarantee.
- Q. ADJUSTMENT PERIOD** - The successful Vendor shall be given a sixty (60) day adjustment period to bring the building up to acceptable janitorial standards. Inspections with a 'Failing Rating' during the first 60 days of the contract period will not be counted against the Vendor nor counted in the cumulative total failings used for cancellation.

- R. DEFAULT AND PENALTIES** - Failure of the successful Vendor to consistently provide passing services as listed herein will be considered default. Failure of the Vendor to receive a passing rating during any inspections or to correct complaints, in accordance with paragraph titled 'Contract Complaint Procedures' will be considered unsatisfactory/failing performance. After the adjustment period, the contract will be canceled upon receipt of three (3) Failing Ratings within the most recent six (6) month period.

The contract will be cancelled upon fifteen (15) days prior written notice to the Vendor. Such notice shall be made by certified mail (return receipt requested) and either received or refused at the office of the Vendor listed in the contract. Upon cancellation, the Vendor's performance guarantee and payments due shall be held for a period not to exceed thirty (30) days. During this period, the Contracting Agency will assess any costs or damages due the Contracting Agency. The Vendor will be liable for any damages due and for any excess costs of obtaining the services for the balance of the original contract period, or twelve (12) months, whichever is less. The Facility Management Division, Building Services will initiate the recommendation for cancellation if the services are found to be failing or in default.

- S. PRICE INCREASE** - The compensation payable to the Vendor shall be fixed for the first twelve (12) months of the contract. However, upon written application from the contractor, sixty (60) days prior to the end of the 12th and 24th month, the contract may be adjusted to reflect the increase in the consumer price index, (CPI-U 1982 - 1984 = 100) for the previous calendar year, as published by the U.S. Bureau of Labor Statistics. If the amount of the requested increase is more than ten percent (10%), the Contracting Agency reserves the right to cancel the contract.
- T. EMERGENCY SPECIAL CLEAN UP SERVICES** - Vendor must respond to emergency requests within one (1) hour after contact from the Contract Administrator or designated representative from Facility Management. Vendor must provide necessary equipment to extract water from carpet and floors, to remove debris, trash, dirt, or mud resulting from leaks, floods or overflows. Special Clean-up rates per hour listed on the cost proposal page will be used when billing for provided emergency services

SECTION IV: COMMUNICATIONS AND REPORTING

- A. WORK CONFERENCES** - Monthly, as requested, the Vendor will meet the Contract Administrator or designee of the Contracting Agency for a conference on the past performance of the contract. A written monthly performance report, which will include details of how the vendor performs the work, may be requested by the Contract Administrator if the vendor has at least one (1) prior failed inspection.
- B. COMMUNICATION SERVICES** - The Vendor shall constantly provide the Contract Administrator with an up-to-date list of local office location (address), telephone numbers, a business office number, emergency contact number, a cell phone and or a pager and a fax number. An e-mail address shall also be provided if available. The Vendor or a responsible management official of the firm shall respond within one (1) hour after telephone contact from the contract administrator at all times. If e-mail addresses are provided in the contract, the Vendor shall respond to any complaints within twenty-four (24) hours after receiving an e-mail request.
- C. INSPECTION** - The Vendor must provide all services no less frequently than the schedule specified. The Contracting Agency will inspect the premises to ascertain whether the services are being satisfactorily provided. At a minimum, an inspection will be performed once per month. The Contracting Agency will conduct unaccompanied Random inspections and accompanied Monthly inspections.
1. The unaccompanied Random inspections will be unannounced and made at the discretion of the Contracting Agency. These random inspections will be conducted by the Contracting Agency at anytime, day or night. The inspection results will be reviewed by the Contract Administrator and assigned the final rating of Passing or Failing.
 2. The accompanied Monthly inspection will be schedule so that the Contracting Agency's representative, accompanied by a Vendor representative, are able to conduct inspection of the contracted buildings during normal business hours. The Contracting Agency's representative will document the results of this inspection by use of an Inspection Check List, included herein as "Attachment G". The inspection results

will be reviewed by the Contracting Agency's representative and assigned the final rating of Passing or Failing, in the Vendor's presence.

Regardless of which inspection, the Contract Administrator will provide a copy of the rated inspection results to the Vendor. The Vendor will be responsible for correcting any noted deficiencies within a time as mutually agreed upon by the Contract Administrator and the Vendor.

SECTION V: VENDOR EMPLOYEE POLICY

The Vendor agrees to be responsible for and shall provide general supervision of all employees and subcontractor employees working under this agreement. The Vendor will be required to ensure all employees assigned to perform on this contract conduct themselves in a professional manner, by using appropriate language, being of good integrity and character, and using a work ethic that presents positivity and production.

A. SUPERVISION - The Vendor, in an effort to ensure proper on-sight general supervision, shall designate one of its employees, assigned to perform on this contract during day and night shifts, as their official on-sight representative (i.e. Supervisor).

1. The Supervisor will be responsible for having direct supervision of the Vendor's other employees assigned to perform on this contract.
2. The Supervisor must remain on-site during their assigned work times and days.
3. The Supervisor must have the ability to communicate fluently in English and in the language of the other employees, if different from English.
4. The Supervisor shall be the Vendor's representative, authorized to coordinate with the Contract Administrator, and serving as the first line of resolution in work or occupant employee situations or concerns.

B. SAFETY - The Vendor shall ensure all employees follow the manufacturer's instructions for proper product use of all cleaning and polishing supplies used on flooring, countertops and surfaces in the assigned building. The Vendor is to ensure all Safety Data Sheets (SDS), or previously known as Material Safety Data Sheets (MSDS) are made available to their employees, and that they're made aware of the SDS's use and purpose. The Vendor shall ensure all employees are following the established safety practices and utilize the appropriate Personal Protective Equipment (PPE), for any cleaning supplies being used by the employee.

C. RULES - The Vendor shall ensure that all employees abide by the following rules:

1. Employees shall visibly display a picture identification badge, provided by the Contracting Agency. Employee badges must be worn at all times while working in State buildings. There will be a \$6.00 fee for non-returned badges and replacement badges. Upon notification of employee termination, the Vendor must ensure the assigned badge is returned to the Contract Administrator, in accordance with the Background Check Paragraph. Vendor employees and subcontractor employees must produce a valid North Carolina driver's license in order to obtain an ID Badge for the assigned building(s).
2. Employees shall wear a distinct uniform shirt, provided by the Vendor, with a 2-inch by 4-inch (minimum size) Vendor's logo permanently affixed. These shirts must be worn at all times, while on the premises. The Vendor is to ensure all employees assigned to perform on this contract are clothed in presentable attire at all times. No shorts or open-toed shoes shall be worn by any Vendor employee or subcontractor employee while working in State buildings.
3. Employee shall not disturb any papers, boxes or other materials except that in trash receptacles or designated areas for trash or unless such material is properly identified as trash.

4. Employee shall report any property loss or damage to the Vendor's Supervisor immediately. The Supervisor shall report such damage immediately to the Contracting Agency in writing, specifying the location and extent of damage.
5. Employee shall not open drawers, file cabinets, or use any telephones except public pay phones unless given specific prior approval by the Contracting Agency.
6. Employee shall not leave keys in doors or admit anyone in any building or office who is not a designated employee of the Vendor (i.e. children, relatives, friends, etc.). All doors, which were locked upon entry, will be immediately re-locked.
7. Employee shall not engage in idle or unnecessary conversation with State employees, other employees of the Vendor, tenants or visitors to the building.
8. Employee shall not remove any articles or materials from the premises, regardless of its value or regardless of any employee's or tenant's permission. This is to include the contents of, or any item found in, trash containers in or around the premises. Trash items are to be placed in dumpsters or trash cans designated for that purpose. Items identified as suitable for recycling are to be placed in appropriate recycling containers.
9. Employee shall abide by rules and regulations set forth by the North Carolina Department of Administration that affects the performance of the work.
10. Each employee of the Vendor should have at least six (6) months to twelve (12) months of experience as a janitorial employee.
11. Supervisory employees should have at least one year of experience as a cleaning supervisor.
12. Upon written request of the Contracting Agency to the Vendor, any Vendor's employee who fails to abide by these or other rules established by the Department of Administration will be immediately terminated.

D. The Vendor must ensure the below listed training is provided to each employee assigned to State buildings and that said employee has successfully completed the training within thirty (30) days of the effective date of the contract or within thirty (30) days of a new employee's effective date. Each employee assigned to State Buildings must receive the following training on a yearly basis. Vendor provided Training – This training shall be obtained by the Vendor:

- a) Blood borne pathogens, per OSHA requirements & NC Administrative Code 13NCAC 7C.0101 (a) (96)
- b) Hazard Communications
- c) Fire Extinguisher
- d) Personal Protective Equipment
- e) Asbestos and Mold Awareness
- f) Ladder Safety
- g) Fluorescent Lamp/Bulb Recycling

The Contracting Agency has the right to request that the Vendor terminate the contract and/or have the untrained employees removed from working in the building. It shall be considered failing if the Vendor fails to follow the training request.

References:

1. OSHA's Bloodborne Pathogen regulation 29 CFR 1910.1030(d)(4)
2. OSHA's Hazard Communication Standard 29 CFR 1910.1200(h)(1) 29 CFR 1910.1200(h)(3)-(h)(3)(i ii)
3. OSHA's Occupational Exposure to Hazardous Chemicals in laboratories 29 CFR 1910.1450(4)(i)(A)
4. Asbestos Awareness Standard 29 CFR 1910.1001, 29 CFR 1926.1101
5. Fluorescent Lamp Recycle Training, CFR 40 Part 273 Standard for Universal Waste Management July 1999, NC Session Law 2010-180
6. Appendix A 4. Housekeeping, Maintenance and Inspections

5.6 ACCEPTANCE OF WORK

In the event acceptance criteria for any work or deliverables is not described in the contract documents or work orders hereunder, the State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or 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 of 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 requirements, acceptance criteria or otherwise fail to conform to the contract, the State may exercise any and all rights hereunder, including, for deliverables, such rights provided by the Uniform Commercial Code as adopted in North Carolina.

5.7 TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, Vendor shall provide, at the option of the State, up to six (6) months after such end date all such reasonable transition assistance requested by the State, 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 deemed to be governed by the terms and conditions of this 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 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.

5.0 CONTRACT ADMINISTRATION

6.1 PROJECT MANAGER AND CUSTOMER SERVICE

The Vendor shall 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 MANAGEMENT REVIEW MEETINGS

The Vendor, at the request of the State, shall meet monthly with the Contract Administrator 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 MONTHLY STATUS REPORTS

The Vendor shall provide monthly Management Reports to the designated Contract Administrator. 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 Microsoft Excel and, as needed, either Microsoft PowerPoint or Microsoft Word. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

6.4 DISPUTE RESOLUTION

The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the State's Contract Administrator for resolution. A claim by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall 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. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.5 CONTRACT CHANGES

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the State and Vendor.

ATTACHMENT A: PRICING FORM

Vendor will be required to provide sufficient labor hours, equipment and materials to complete all requirements as listed in this contract to a passing level as determined by the Contracting Agency.

SECTION I: GENERAL CLEANING PRICING

Cost to include the annual / bi-annual special floor maintenance and bathroom deep cleaning.

A. Museum of Natural Science

\$ _____ Monthly x 12 Months = \$ _____ Total Annual Cost- MNS

B. Nature Research Center (NRC)

\$ _____ Monthly x 12 Months = \$ _____ Total Annual Cost - NRC

Total Annual Contract cost: (A+B) \$ _____ Total Annual Cost- Natural Sciences

SECTION II: SPECIAL REQUEST CLEANING DUTIES**A. Floors and Carpets**

Shampoo or steam-clean carpet, as requested: \$ _____ **Per Square Foot**

Strip, Seal, Wax, and Buff tile and terrazzo floors, as requested: \$ _____ **Per Square Foot**

SECTION III: SPECIAL PERFORMANCE REQUIREMENTS**T. Emergency Services Special Clean-Up**

When special or unusual conditions not covered by the specifications warrant such action, the Contracting Agency may call upon the Vendor to perform additional or supplemental services. No guarantee of any hours is made, services will only be as required and requested by the Contract Administrator. Labor and equipment will be furnished under these requirements at:

\$ _____ **/Per Hour Per Person**

The above Price(s) is/are to include all labor cost including daytime person(s), equipment, materials, insurance, overhead, and profit. Respective invoices must indicate Section, number of days, hours, sq. ft. etc., and specified unit cost.

**THIS PAGE MUST BE COMPLETED IN ITS ENTIRETY AND INCLUDED IN YOUR PROPOSAL
IN ORDER FOR PROPOSAL TO BE CONSIDERED.**

ATTACHMENT B: INSTRUCTIONS TO VENDORS

1. **READ, REVIEW AND COMPLY:** It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this IFB document.
2. **LATE BIDS:** Late bids, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure the timely delivery of bids at the designated office by the designated time.
3. **ACCEPTANCE AND REJECTION:** The State reserves the right to reject any and all bids, to waive any informality in bids and, unless otherwise specified by the Vendor, to accept any item in the bid. If either a unit price or an extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded. Regardless of error or omission, a Vendor shall not be permitted to increase its pricing after the deadline for submitting bids.
4. **BASIS FOR REJECTION:** Pursuant to 01 NCAC 05B .0501, the State reserves the right to reject any and all offers, in whole or in part, by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered, non-compliance with the requirements or intent of this solicitation, lack of competitiveness, error(s) in specifications or indications that revision would be advantageous to the State, cancellation or other changes in the intended project or any other determination that the proposed requirement is no longer needed, limitation or lack of available funds, circumstances that prevent determination of the best offer, or any other determination that rejection would be in the best interest of the State.
5. **EXECUTION:** Failure to execute page 1 of the IFB (Execution Page) in the designated space shall render bid non-responsive, and it will be rejected.
6. **ORDER OF PRECEDENCE:** In cases of conflict between specific provisions in this solicitation or those in any resulting contract documents, the order of precedence shall be (high to low) (1) any special terms and conditions specific to this IFB, including any negotiated terms; (2) requirements and specifications and administration provisions in Sections 4, 5 and 6 of this IFB; (3) North Carolina General Contract Terms and Conditions in ATTACHMENT C: NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS; (4) Instructions in ATTACHMENT B: INSTRUCTIONS TO VENDORS; (5) ATTACHMENT A: PRICING, and (6) Vendor's Bid.
7. **INFORMATION AND DESCRIPTIVE LITERATURE:** Vendor shall furnish all information requested and in the spaces provided in this document. Further, if required elsewhere in this bid, each Vendor shall submit with its bid any sketches, descriptive literature and/or complete specifications covering the products and Services offered. Reference to literature submitted with a previous bid or available elsewhere will not satisfy this provision. Failure to comply with these requirements shall constitute sufficient cause to reject a bid without further consideration.
8. **RECYCLING AND SOURCE REDUCTION:** It is the policy of the State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The Vendor remains responsible for providing packaging that will adequately protect the commodity and contain it for its intended use. Companies Vendors are strongly urged to bring to the attention of purchasers those products or packaging they offer which have recycled content and that are recyclable.
9. **CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA:** As a condition of contract award, each out-of-State Vendor that is a corporation, limited-liability company or limited-liability partnership shall have received, and shall maintain throughout the term of The Contract, a Certificate of Authority to Transact Business in North Carolina from the North Carolina Secretary of State, as required by North Carolina law. A State contract requiring only an isolated transaction completed within a period of six months, and not in the course of a number of repeated transactions of like nature, shall not be considered as transacting business in North Carolina and shall

not require a Certificate of Authority to Transact Business.

- 10. SUSTAINABILITY:** To support the sustainability efforts of the State of North Carolina we solicit your cooperation in this effort. Pursuant to Executive Order 156 (1999), it is desirable that all responses meet the following:
- All copies of the bid are printed double sided.
 - All submittals and copies are printed on recycled paper with a minimum post-consumer content of 30%.
 - Unless absolutely necessary, all bids and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable.
 - Materials should be submitted in a format which allows for easy removal, filing and/or recycling of paper and binder materials. Use of oversized paper is strongly discouraged unless necessary for clarity or legibility.
- 11. HISTORICALLY UNDERUTILIZED BUSINESSES:** The State is committed to retaining Vendors from diverse backgrounds, and it invites and encourages participation in the procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. In particular, the State encourages participation by Vendors certified by the State Office of Historically Underutilized Businesses, as well as the use of HUB-certified vendors as subcontractors on State contracts.
- 12. RECIPROCAL PREFERENCE:** G.S. 143-59 establishes a reciprocal preference requirement to discourage other states from favoring their own resident Vendors by applying a percentage increase to the price of any bid from a North Carolina resident Vendor. To the extent another state does so, North Carolina applies the same percentage increase to the bid of a vendor resident in that state. Residency is determined by a Vendor's "Principal Place of Business," defined as that principal place from which the overall trade or business of the Vendor is directed or managed.
- 13. INELIGIBLE VENDORS:** As provided in G.S. 147-86.59 and G.S. 147-86.82, the following companies are ineligible to contract with the State of North Carolina or any political subdivision of the State: a) any company identified as engaging in investment activities in Iran, as determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, and b) any company identified as engaged in a boycott of Israel as determined by appearing on the List of restricted companies created by the State Treasurer pursuant to G.S. 147-86.81. A contract with the State or any of its political subdivisions by any company identified in a) or b) above shall be void *ab initio*.
- 14. CONFIDENTIAL INFORMATION:** To the extent permitted by applicable statutes and rules, the State will maintain as confidential trade secrets in its bid that the Vendor does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor, with specific trade secret information enclosed in boxes, marked in a distinctive color or by similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Vendor may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. 132-1.2. Any material labeled as confidential constitutes a representation by the Vendor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. 132-1.2. Vendors are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible. If a legal action is brought to require the disclosure of any material so marked as confidential, the State will notify Vendor of such action and allow Vendor to defend the confidential status of its information.
- 15. PROTEST PROCEDURES:** When a Vendor wishes to protest the award of The Contract awarded by the Division of Purchase and Contract, or awarded by an agency in an awarded amount of at least \$25,000, a Vendor shall submit a written request addressed to the State Purchasing Officer at: Division of Purchase and Contract, 1305 Mail Service Center, Raleigh, NC 27699-1305. A protest request related to an award amount of less than \$25,000 shall be sent to the purchasing officer of the agency that issued the award. The protest request must be received in the proper office within thirty (30) consecutive calendar days from the date of the Contract award. Protest letters **shall** contain specific grounds and reasons for the protest, how the protesting party was harmed by the award made and any documentation providing support for the protesting party's claims. **Note:** Contract award

notices are sent only to the Vendor actually awarded the Contract, and not to every person or firm responding to a solicitation. Bid status and Award notices are posted on the Internet at <https://www.ips.state.nc.us/ips/>. All protests will be handled pursuant to the North Carolina Administrative Code, 01 NCAC 05B .1519.

16. **MISCELLANEOUS:** Any gender-specific pronouns used herein, whether masculine or feminine, shall be read and construed as gender neutral, and the singular of any word or phrase shall be read to include the plural and vice versa.
17. **COMMUNICATIONS BY VENDORS:** In submitting its bid, the Vendor agrees not to discuss or otherwise reveal the contents of its bid to any source, government or private, outside of the using or issuing agency until after the award of the Contract or cancellation of this IFB. All Vendors are forbidden from having any communications with the using or issuing agency, or any other representative of the State concerning the solicitation, during the evaluation of the bids (i.e., after the public opening of the bids and before the award of the Contract), unless the State directly contacts the Vendor(s) for purposes of seeking clarification or another reason permitted by the solicitation. A Vendor shall not: (a) transmit to the issuing and/or using agency any information commenting on the ability or qualifications of any other Vendor to provide the advertised good, equipment, commodity; (b) identify defects, errors and/or omissions in any other Vendor's bid and/or prices at any time during the procurement process; and/or (c) engage in or attempt any other communication or conduct that could influence the evaluation or award of a Contract related to this IFB. Failure to comply with this requirement shall constitute sufficient justification to disqualify a Vendor from a Contract award. Only those communications with the using agency or issuing agency authorized by this IFB are permitted.
18. **TABULATIONS:** Bid tabulations can be electronically retrieved at the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/BidNumberSearch.aspx>. Click on the IPS BIDS icon, click on Search for Bid, enter the bid number, and then search. Tabulations will normally be available at this web site not later than one working day after the bid opening. Lengthy or complex tabulations may be summarized, with other details not made available on IPS, and requests for additional details or information concerning such tabulations cannot be honored.
19. **VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** The North Carolina electronic Vendor Portal (eVP) allows Vendors to electronically register free with the State to receive electronic notification of current procurement opportunities for goods and Services of potential interests to them available on the Interactive Purchasing System, as well as notifications of status changes to those solicitations. Online registration and other purchasing information is available at the following website: <http://ncadmin.nc.gov/about-doa/divisions/purchase-contract>.
20. **WITHDRAWAL OF PROPOSAL:** Bids submitted electronically may be withdrawn at any time prior to the date for opening bids identified on the cover page of this IFB (or such later date included in an Addendum to the IFB). Bids that have been delivered by hand, U.S. Postal Service, courier or other delivery service may be withdrawn **only** in writing and if receipt is acknowledged by the office issuing the IFB prior to the time for opening bids identified on the cover page of this IFB (or such later date included in an Addendum to the IFB). Written withdrawal requests shall be submitted on the Vendor's letterhead and signed by an official of the Vendor authorized to make such request. Any withdrawal request made after the opening of bids shall be allowed only for good cause shown and in the sole discretion of the Division of Purchase and Contract.
21. **INFORMAL COMMENTS:** The State shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the State during the competitive process or after award. The State is bound only by information provided in writing in this IFB and in formal Addenda issued through IPS.
22. **COST FOR BID PREPARATION:** Any costs incurred by Vendor in preparing or submitting offers are the Vendor's sole responsibility; the State of North Carolina will not reimburse any Vendor for any costs incurred or associated with the preparation of bids .
23. **VENDOR'S REPRESENTATIVE:** Each Vendor shall submit with its bid the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's bid.

24. INSPECTION AT VENDOR'S SITE: The State reserves the right to inspect, at a reasonable time, the equipment, item, plant or other facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary for the State's determination that such equipment, item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

ATTACHMENT C: NORTH CAROLINA GENERAL CONTRACT TERMS & CONDITIONS

1. PERFORMANCE AND DEFAULT:

- a) It is anticipated that the tasks and duties undertaken by the Vendor shall include services or the manufacturing, furnishing, or development of goods and other tangible features or components as deliverables that are directly correlated and/or ancillary to the services performed. Except as provided immediately below, and unless otherwise mutually agreed in writing prior to award, any service deliverables or ancillary services provided by Vendor in performance of the contract shall remain property of the State. During performance, Vendor may provide proprietary components as part of the service deliverables that are identified in the solicitation response. Vendor grants the State a personal, permanent, non-transferable license to use such proprietary components of the service deliverables and other functionalities, as provided under this Agreement. Any technical and business information owned by Vendor or its suppliers or licensors made accessible or furnished to the State shall be and remain the property of the Vendor or such other party, respectively. Vendor agrees to perform its services under the contract in the same or similar manner provided to comparable users. The State shall notify the Vendor of any defects or deficiencies in performance of its services or failure of service deliverables to conform to the standards and specifications provided in this solicitation. Vendor agrees to remedy defective performance or any nonconforming deliverables upon timely notice provided by the State.
- b) Vendor has a limited, non-exclusive license to access and use State Data provided to Vendor, but solely for performing its obligations under this Agreement and in confidence as may be further provided herein. Vendor or its suppliers shall at a minimum, and except as otherwise specified and agreed herein, provide assistance to the State related to all services performed or deliverables procured hereunder during the State's normal business hours. Vendor warrants that its support, customer service, and assistance will be performed in accordance with generally accepted and applicable industry standards.
- c) If, through any cause, Vendor shall fail to fulfill in a timely and proper manner the obligations under The Contract, the State shall have the right to terminate The Contract by giving written notice to the Vendor and specifying the effective date thereof. In that event, any or all finished or unfinished deliverables under The Contract prepared by the Vendor shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any acceptable work completed as to which the option is exercised. Notwithstanding, Vendor shall not be relieved of liability to the State for damages sustained by the State by virtue of any breach of The Contract, and the State may withhold any payment due the Vendor for the purpose of setoff until such time as the exact amount of damages due the State from such breach can be determined. The State may require at any time a performance bond or other acceptable alternative performance guarantees from a Vendor without expense to the State.
- d) In the event of default by the Vendor, the State may procure the goods and services necessary to complete performance hereunder from other sources and hold the Vendor responsible for any excess cost occasioned thereby. In addition, in the event of default by the Vendor under The Contract, or upon the Vendor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Vendor, the State may immediately cease doing business with the Vendor, immediately terminate The Contract for cause, and may take action to debar the Vendor from doing future business with the State.

2. GOVERNMENTAL RESTRICTIONS: In the event any Governmental restrictions are imposed which necessitate alteration of the goods, material, quality, workmanship or performance of the Services offered prior to acceptance, it shall be the responsibility of the Vendor to notify the Contract Lead at once, in writing, indicating the specific regulation which required such alterations. The State reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract.

3. AVAILABILITY OF FUNDS: Any and all payments to the Vendor shall be dependent upon and subject to the availability of funds to the agency for the purpose set forth in The Contract.

4. TAXES: Any applicable taxes shall be invoiced as a separate item.

- a) G.S. 143-59.1 bars the Secretary of Administration from entering into Contracts with Vendors if the Vendor or its affiliates meet one of the conditions of G.S. 105-164.8(b) and refuses to collect use tax on

sales of tangible personal property to purchasers in North Carolina. Conditions under G.S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the Vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the Vendor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.

- b) The agency(ies) participating in The Contract are exempt from Federal Taxes, such as excise and transportation. Exemption forms submitted by the Vendor will be executed and returned by the using agency.
- c) Prices offered are not to include any personal property taxes, nor any sales or use tax (or fees) unless required by the North Carolina Department of Revenue.

5. **SITUS AND GOVERNING LAWS:** This Contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of laws rules, and within which State all matters, whether sounding in Contract or tort or otherwise, relating to its validity, construction, interpretation and enforcement shall be determined.
6. **PAYMENT TERMS:** Payment terms are Net not later than 30 days after receipt of a correct invoice or acceptance of goods, whichever is later. The using agency is responsible for all payments to the Vendor under the Contract. Payment by some agencies may be made by procurement card, if the Vendor accepts that card (Visa, MasterCard, etc.) from other customers, and it shall be accepted by the Vendor for payment under the same terms and conditions as any other method of payment accepted by the Vendor. If payment is made by procurement card, then payment may be processed immediately by the Vendor.
7. **AFFIRMATIVE ACTION:** The Vendor will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of people with disabilities and concerning the treatment of all employees without regard to discrimination on the basis of any prohibited grounds as defined by Federal and State law.
8. **CONDITION AND PACKAGING:** Unless otherwise provided by special terms and conditions or specifications, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose and shall be in first class condition. All containers/packaging shall be suitable for handling, storage or shipment.
9. **INTELLECTUAL PROPERTY WARRANTY AND INDEMNITY:** Vendor shall hold and save the State, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, resulting from infringement of the rights of any third party in any copyrighted material, patented or patent-pending invention, article, device or appliance delivered in connection with The Contract.
 - a) Vendor warrants to the best of its knowledge that:
 - i. Performance under The Contract does not infringe upon any intellectual property rights of any third party; and
 - ii. There are no actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party;
 - b) Should any deliverables supplied by Vendor become the subject of a claim of infringement of a patent, copyright, trademark or a trade secret in the United States, the Vendor, shall at its option and expense, either procure for the State the right to continue using the deliverables, or replace or modify the same to become non-infringing. If neither of these options can reasonably be taken in Vendor's judgment, or if further use shall be prevented by injunction, the Vendor agrees to cease provision of any affected deliverables and refund any sums the State has paid Vendor and make every reasonable effort to assist the State in procuring substitute deliverables. If, in the sole opinion of the State, the cessation of use by the State of any such deliverables due to infringement issues makes the retention of other items acquired from the Vendor under this Agreement impractical, the State shall then have the option of terminating the Agreement, or applicable portions thereof, without penalty or termination charge; and Vendor agrees to refund any sums the State paid for unused Services or Deliverables.
 - c) The Vendor, at its own expense, shall defend any action brought against the State to the extent that such action is based upon a claim that the deliverables supplied by the Vendor, their use or operation, infringes on a patent, copyright, trademark or violates a trade secret in the United States. The Vendor

shall pay those costs and damages finally awarded or agreed in a settlement against the State in any such action. Such defense and payment shall be conditioned on the following:

- i. That the Vendor shall be notified within a reasonable time in writing by the State of any such claim; and
 - ii. That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise provided, however, that the State shall have the option to participate in such action at its own expense.
- d) Vendor will not be required to defend or indemnify the State if any claim by a third party against the State for infringement or misappropriation results from the State's material alteration of any Vendor-branded deliverables or services, or from the continued use of the deliverable(s) or Services after receiving notice of infringement on a trade secret of a third party.

10. TERMINATION FOR CONVENIENCE: If this contract contemplates deliveries or performance over a period of time, the State may terminate this contract at any time by providing 60 days' notice in writing from the State to the Vendor. In that event, any or all finished or unfinished deliverables prepared by the Vendor under this contract shall, at the option of the State, become its property. If the contract is terminated by the State as provided in this section, the State shall pay for those items for which such option is exercised, less any payment or compensation previously made.

11. ADVERTISING: Vendor agrees not to use the existence of The Contract or the name of the State of North Carolina as part of any commercial advertising or marketing of products or Services. A Vendor may inquire whether the State is willing to act as a reference by providing factual information directly to other prospective customers.

12. ACCESS TO PERSONS AND RECORDS: During and after the term hereof, the State Auditor and any using agency's internal auditors shall have access to persons and records related to The Contract to verify accounts and data affecting fees or performance under the Contract, as provided in G.S. 143-49(9).

13. ASSIGNMENT: No assignment of the Vendor's obligations nor the Vendor's right to receive payment hereunder shall be permitted.

However, upon written request approved by the issuing purchasing authority and solely as a convenience to the Vendor, the State may:

- a) Forward the Vendor's payment check directly to any person or entity designated by the Vendor, and
- b) Include any person or entity designated by Vendor as a joint payee on the Vendor's payment check.

In no event shall such approval and action obligate the State to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all Contract obligations. Upon advance written request, the State may, in its unfettered discretion, approve an assignment to the surviving entity of a merger, acquisition or corporate reorganization, if made as part of the transfer of all or substantially all of the Vendor's assets. Any purported assignment made in violation of this provision shall be void and a material breach of The Contract.

14. INSURANCE:

COVERAGE - During the term of the Contract, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract. As a minimum, the Vendor shall provide and maintain the following coverage and limits:

a) **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all of Vendor's employees who are engaged in any work under the Contract in North Carolina. If any work is sub-contracted, the Vendor shall require the sub-Contractor to provide the same coverage for any of his employees engaged in any work under the Contract within the State.

b) **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. Defense cost shall be in excess of the limit of liability.

c) **Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used within North Carolina in connection with the Contract. The minimum combined single

limit shall be \$250,000.00 bodily injury and property damage; \$250,000.00 uninsured/under insured motorist; and \$2,500.00 medical payment.

REQUIREMENTS - Providing and maintaining adequate insurance coverage is a material obligation of the Vendor and is of the essence of The Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or The Contract. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations under the Contract.

- 15. GENERAL INDEMNITY:** The Vendor shall hold and save the State, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, Services, materials, or supplies in connection with the performance of The Contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Vendor in the performance of The Contract and that are attributable to the negligence or intentionally tortious acts of the Vendor provided that the Vendor is notified in writing within 30 days from the date that the State has knowledge of such claims. The Vendor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of Vendor deliverables or Services to the State. The representation and warranty in the preceding sentence shall survive the termination or expiration of The Contract.

16. ELECTRONIC PROCUREMENT:

a) Purchasing shall be conducted through the Statewide E-Procurement Service. The State's third-party agent shall serve as the Supplier Manager for this E-Procurement Service. The Vendor shall register for the Statewide E-Procurement Service within two (2) business days of notification of award in order to receive an electronic purchase order resulting from award of this contract.

b) The Supplier Manager will capture the order from the State approved user, including the shipping and payment information, and submit the order in accordance with the E-Procurement Service. Subsequently, the Supplier Manager will send those orders to the appropriate Vendor on State Contract. The State or State-approved user, not the Supplier Manager, shall be responsible for the solicitation, proposals received, evaluation of proposals received, award of contract, and the payment for goods delivered.

c) Vendor shall at all times maintain the confidentiality of its user name and password for the Statewide E-Procurement Services. If Vendor is a corporation, partnership or other legal entity, then the Vendor may authorize its employees to use its password. Vendor shall be responsible for all activity and all charges by such employees. Vendor agrees not to permit a third party to use the Statewide E-Procurement Services through its account. If there is a breach of security through the Vendor's account, Vendor shall immediately change its password and notify the Supplier Manager of the security breach by email. Vendor shall cooperate with the State and the Supplier Manager to mitigate and correct any security breach.

- 17. SUBCONTRACTING:** Performance under The Contract by the Vendor shall not be subcontracted without prior written approval of the State's assigned Contract Lead. Unless otherwise agreed in writing, acceptance of a Vendor's proposal shall include approval to use the subcontractor(s) that have been specified therein.

- 18. CONFIDENTIALITY:** Any State information, data, instruments, documents, studies or reports given to or prepared or assembled by or provided to the Vendor under The Contract shall be kept as confidential, used only for the purpose(s) required to perform The Contract and not divulged or made available to any individual or organization without the prior written approval of the State.

- 19. CARE OF STATE DATA AND PROPERTY:** The Vendor agrees that it shall be responsible for the proper custody and care of any data owned and furnished to the Vendor by the State (State Data), or other State property in the hands of the Vendor, for use in connection with the performance of The Contract or purchased by or for the State for The Contract. Vendor will reimburse the State for loss or damage of such property while in Vendor's custody.

The State's Data in the hands of the Vendor shall be protected from unauthorized disclosure, loss, damage, destruction by a natural event or other eventuality. Such State Data shall be returned to the State in a form acceptable to the State upon the termination or expiration of this Agreement. The Vendor shall notify the State of any security breaches within 24 hours as required by G.S. 143B-1379. See G.S. 75-60 *et seq.*

- 20. OUTSOURCING:** Any Vendor or subcontractor providing call or contact center services to the State of North Carolina or any of its agencies shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a contract, the contractor wishes to relocate or outsource any portion of performance to a location outside the United States, or to contract with a subcontractor for any such performance, which subcontractor and nature of the work has not previously been disclosed to the State in writing, prior written approval must be obtained from the State agency responsible for the contract.

Vendor shall give notice to the using agency of any relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons providing performance under a State contract to a location outside of the United States.

- 21. COMPLIANCE WITH LAWS:** Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and its performance in accordance with The Contract, including those of federal, state, and local agencies having jurisdiction and/or authority.

- 22. ENTIRE AGREEMENT:** This RFP and any documents incorporated specifically by reference represent the entire agreement between the parties and supersede all prior oral or written statements or agreements. This RFP, any addenda hereto, and the Vendor's proposal are incorporated herein by reference as though set forth verbatim.

All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.

- 23. ELECTRONIC RECORDS:** The State will digitize all Vendor responses to this solicitation, if not received electronically, as well as any awarded contract together with associated procurement-related documents. These electronic copies shall constitute a preservation record and shall serve as the official record of this procurement with the same force and effect as the original written documents comprising such record. Any electronic copy, printout or other output readable by sight shown to reflect such record accurately shall constitute an "original."

- 24. AMENDMENTS:** This Contract may be amended only by a written amendment duly executed by the State and the Vendor.

- 25. NO WAIVER:** Notwithstanding any other language or provision in The Contract, nothing herein is intended nor shall be interpreted as a waiver of any right or remedy otherwise available to the State under applicable law. The waiver by the State of any right or remedy on any one occasion or instance shall not constitute or be interpreted as a waiver of that or any other right or remedy on any other occasion or instance.

- 26. FORCE MAJEURE:** Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

- 27. SOVEREIGN IMMUNITY:** Notwithstanding any other term or provision in The Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity or other State or federal constitutional provision or principle that otherwise would be available to the State under applicable law.

ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY VENDOR

In accordance with NC General Statute 143-59.4, the Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of The Contract. The State will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award. Vendor shall complete items a) and b) below.

a) Will any work under this Contract be performed outside the United States? ☐ YES ☐ NO

If the Vendor answered "YES" above, Vendor shall complete items 1 and 2 below:

1. List the location(s) outside the United States where work under The Contract will be performed by the Vendor, any sub-Contractors, employees, or other persons performing work under the Contract:

2. Describe the corporate structure and location of corporate employees and activities of the Vendor, its affiliates or any other sub-Contractors that will perform work outside the U.S.:

b) Vendor shall Identify all U.S. locations at which performance will occur:

Vendor shall provide notice, in writing to the State, of the relocation of the Vendor, employees of the Vendor, sub-Contractors of the Vendor, or other persons performing Services under the Contract to a location outside of the United States.

NOTE: All Vendor or sub-Contractor personnel providing call or contact center Services to the State of North Carolina under the Contract **shall disclose** to inbound callers the location from which the call or contact center Services are being provided.

ATTACHMENT E: SUPPLEMENTAL VENDOR INFORMATION

HISTORICALLY UNDERUTILIZED BUSINESSES

Historically Underutilized Businesses (HUBs) consist of minority, women and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) of the categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to G.S. 143B-1361(a), 143-48 and 143-128.4, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this IFB. Any questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at (919) 807-2330. The Vendor shall respond to question #1 and #2 below.

- a) Is Vendor a Historically Underutilized Business? ☐ **Yes** ☐ **No**
- b) Is Vendor Certified with North Carolina as a Historically Underutilized Business? ☐ **Yes** ☐ **No**

If so, state HUB classification: _____

- c) Both Non-HUB Prime Vendors and HUB Prime Vendors submitting an offer to this solicitation are to disclose the following information. In an effort for the State to meet the goal of 10% NC HUB Certified Vendor utilization, please provide the list of any NC HUB Certified Vendors to be used as subcontractors in the scope of work under this contract. Prime Vendor is to list name of NC HUB Certified Vendors and the amount of total contract cost that will be distributed to those Vendors.

NC HUB Certified Vendor Name: _____

Amount of total contract cost distributed: \$_____

NC HUB Certified Vendor Name: _____

Amount of total contract cost distributed: \$_____

NC HUB Certified Vendor Name: _____

Amount of total contract cost distributed: \$_____

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION

Name of Vendor: _____

The undersigned hereby certifies that: [check all applicable boxes]

- ☐ The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____ (If no audit within past 18 months, explain reason below)

- ☐ The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.
- ☐ The Vendor is current on all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.
- ☐ The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.
- ☐ The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of The Contract.
- ☐ He or she is authorized to make the foregoing statements on behalf of the Vendor.

Note: This shall constitute a continuing certification and Vendor shall notify the Contract Lead within 15 days of any material change to any of the representations made herein.

— If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason(s) in the space below:

Signature

Date

Printed Name

Title

[This Certification must be signed by an individual authorized to bind the Vendor]

BUILDING: _____

DATE: _____ TIME: _____ INSPECTOR: _____ BUILDING GRADE: _____

[illegible]

Building: Passing - Average 36 or more per floor

See Inspector's comments attached. NOTE: Items Not applicable in a building will be rated as passing.



FACILITY MANAGEMENT

INSPECTION REPORT CHECKLIST

BUILDING: _____

DATE & TIME: _____

VENDOR: _____

INSPECTOR: _____

Possible Score Per Floor:

Per Floor Score:

Per Floor Grade %:

Building Average Score:

69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

100

Scoring: Percentage of 70% or less = FAIL 71%+ = PASS

EXTERIOR

- 1 Entrance - Exterior
- 2 Entrance - Exterior
- 3 Doors
- 4 Trash Cans

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

ENTRANCE - MAIN LOBBY

- 5 Baseboards
- 6 Directory Board
- 7 Doors / Sills
- 8 Floor - Carpet/Tile/Other
- 9 Horizontal Surfaces
- 10 HVAC Returns
- 11 Overhead Lights
- 12 Security Desk
- 13 Walls
- 14 Window / Sills

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

COMMON AREAS

- 15 Baseboards
- 16 Directory Board
- 17 Doors / Sills
- 18 Elevator Door Tracks
- 19 Elevator Doors
- 20 Floor - Carpet/Tile/Other
- 21 Horizontal Surfaces
- 22 HVAC Returns
- 23 Janitor Closets
- 24 Overhead lights
- 25 Polished Metal
- 26 Trash Cans / Liners
- 27 Walls
- 28 Water Fountains
- 29 Window / Sills

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S



FACILITY MANAGEMENT

INSPECTION REPORT CHECKLIST

BUILDING: _____

DATE & TIME: _____

VENDOR: _____

INSPECTOR: _____

Possible Score Per Floor:

Per Floor Score:

Per Floor Grade %:

Building Average Score:

69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

100

Scoring: Percentage of 70% or less = FAIL 71%+ = PASS

EXTERIOR

- 1 Entrance - Exterior
- 2 Entrance - Exterior
- 3 Doors
- 4 Trash Cans

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

ENTRANCE - MAIN LOBBY

- 5 Baseboards
- 6 Directory Board
- 7 Doors / Sills
- 8 Floor - Carpet/Tile/Other
- 9 Horizontal Surfaces
- 10 HVAC Returns
- 11 Overhead Lights
- 12 Security Desk
- 13 Walls
- 14 Window / Sills

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

COMMON AREAS

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B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S