

# **STATE OF NORTH CAROLINA**

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

**Request for Proposal #: 13-DOA12082635**

**Janitorial Services – Albemarle Building**

**Date of Issue: May 13, 2021**

**Proposal Opening Date: May 27, 2021**

**At 2:00PM ET**

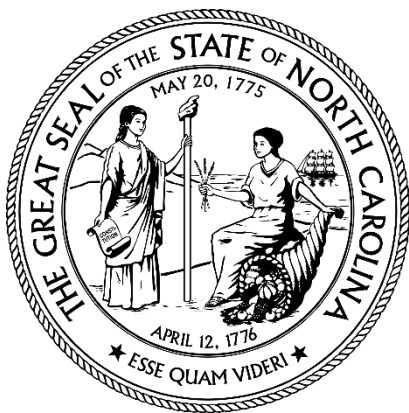
**Direct all inquiries concerning this RFP to:**

**Meredith Swartz**

**Purchasing Officer**

**Email: [Meredith.swartz@doa.nc.gov](mailto:Meredith.swartz@doa.nc.gov)**

**Phone: 984-236-0083**



## STATE OF NORTH CAROLINA

### Request for Proposal #

**13-DOA12082635**

For internal State agency processing, including tabulation of proposals in the Interactive Purchasing System (IPS), please 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 is to be filled out and returned with your proposal.  
Failure to do so may subject your proposal to rejection.**

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Vendor #

Note: For your proposal to be considered, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at

<https://vendor.ncgov.com/vendor/login>

***Electronic responses ONLY will be accepted for this solicitation.***

# STATE OF NORTH CAROLINA

## Department of Administration

Refer <b><u>ALL</u></b> Inquiries regarding this RFP to: <b>Meredith Swartz</b> <b>Meredith.swartz@doa.nc.gov</b>	Request for Proposal #: 13-DOA12082635
	Proposals will be publicly opened: May 27, 2021 @ 2:00PM
Using Agency: Facility Management Division	Commodity No. and Description: 761100 - Cleaning and janitorial services
Requisition No.: PR120082635	

### **EXECUTION**

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

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

- that this proposal 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
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

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

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

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

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public 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 response to the RFP, 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 of your organization.

By executing this bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS**. These documents can be accessed from the [ATTACHMENTS](#) page within this document.

**Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals 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:

### **VALIDITY PERIOD**

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 RFP.

### **ACCEPTANCE OF PROPOSAL**

The contract is a separate document that represents the Vendor's and the State's entire agreement (herein "Contract"). If your proposal is accepted and results, through negotiation or otherwise, in a contract award you will be expected to accept the NORTH CAROLINA GENERAL TERMS AND CONDITIONS as part of the Contract. Dependent upon the product or service being offered, other terms and conditions may apply.

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

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

**(Authorized Representative of Department of Administration)**

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## 1.0 PURPOSE AND BACKGROUND

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The North Carolina Department of Administration (DOA), Facility Management Division (FMD) is seeking to contract with a qualified Vendor 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 RFP, the Contracting Agency seeks proposals from experienced, qualified Vendors to provide the qualifying service with sufficient and professional manpower, enabling minimal interruption of service upon termination of the previous contract.

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

### 1.1 CONTRACT TERM

The Contract shall have an initial term of one (1) year, beginning on the date of contract award (the "Effective Date").

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 (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) days before the end of the Contract's then-current term. In addition to any optional terms, and with the Vendor's concurrence, the State reserves the right to extend a contract term after the last active term.

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

## 2.0 GENERAL INFORMATION

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### 2.1 REQUEST FOR PROPOSAL DOCUMENT

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

### 2.2 E-PROCUREMENT SOLICITATION

**ATTENTION: This is NOT an E-Procurement solicitation. Paragraph entitled ELECTRONIC PROCUREMENT subsections (d) and (e) of the North Carolina General Contract Terms and Conditions, do not apply to this solicitation.**

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

### 2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

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

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with the instructions in Section 2.5 PROPOSAL QUESTIONS. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall

constitute a firm offer. **By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's proposal as nonresponsive.**

By executing and submitting its proposal in response to this RFP, Vendor understands and agrees that the State may exercise its discretion not to consider any and all proposed modifications Vendor(s) may request and may accept Vendor's proposal under the terms and conditions of this RFP.

## 2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	May 13, 2021
Deadline to Request Conference Call information	Vendor	May 19, 2021 @ 2:00PM
Hold Mandatory Pre-Proposal Conference Call	State	May 20, 2021 @ 2:00PM
Submit Written Questions	Vendor	May 21, 2021 @ 2:00PM
Provide Response to Questions	State	May 24, 2021
Submit Proposals	Vendor	May 27, 2021 @ 2:00PM
Contract Award	State	July 1, 2021
Contract Effective Date	State	August 1, 2021

## 2.5 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 Request for Proposals.

<https://youtu.be/Naf07z79j1Y>

## 2.6 MANDATORY PRE-PROPOSAL CONFERENCE CALL

Conference Call Date: May 20, 2021

Conference Call Time: 2:00p.m. Eastern Time

Request Call-in Information: Meredith.swartz@doa.nc.gov

Deadline to Request Call-in Information: May 19, 2021 at 2:00PM

**INSTRUCTIONS:** It shall be MANDATORY that each Vendor representative email the Contract Lead at **Meredith.swartz@doa.nc.gov** to request the call-in conference call number and conference ID# to participate in the conference call for this solicitation. In the email request, Vendor shall include Company name, Contact Name, Email and Phone. Attendance will be strictly enforced. Only Vendors that have submitted a request will be found responsive when submitting proposals to this solicitation. Rollcall of the list of Vendors who submitted the call information request will start promptly at 2:00PM.

The purpose of this 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 Request for Proposals. Vendors must stay for the duration of the call. No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this proposal.

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 Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal.

## 2.7 PROPOSAL QUESTIONS

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

Written questions shall be emailed to [bid.inquiry@doa.nc.gov](mailto:bid.inquiry@doa.nc.gov) by the date and time specified above. Vendors should enter "RFP # 13-DOA12082635: Questions" as the subject for the email. Questions submittals should include a reference to the applicable RFP section and be submitted in a format shown below:

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

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the Interactive Purchasing System (IPS), <http://www.ips.state.nc.us>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.

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

If applicable to this RFP and using NC BIDS, all proposal responses 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 24MB. If the proposal exceeds 24MB, 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:

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

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

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

## 2.9 PROPOSAL CONTENTS

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

- Cover Letter, must include a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP.
- Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- Completed and signed version of EXECUTION PAGES
- Vendor's Proposal to include: 4.4 Vendor Experience, 4.5 Work Plan, 4.6 References (using ATTACHMENT F: CUSTOMER REFERENCE FORM), 4.7.5 Vendor Background Check Agreement



- e) Completed version of ATTACHMENT A: PRICING
- f) Completed and signed version of ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY VENDOR
- g) Completed and signed version of ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION
- h) Completed and signed version of ATTACHMENT G: HUB SUPPLEMENTAL VENDOR INFORMATION
- i) Completed and signed version of ATTACHMENT H: PERFORMANCE GUARANTEE

## 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

The State's standard definitions can be found in the INSTRUCTIONS TO VENDORS link. Below is the list of definitions, acronyms, and abbreviations specific to this procurement:

- a) NCDOA: North Carolina Department of Administration
- b) FMD: Facility Management Division

## 3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

### 3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a list of criteria the State shall use to award contracts. The goods or services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest.

All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the RFP requirements, achieving the highest and best final evaluation, and proposing the lowest annual cost.

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

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

### 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the proposer, including any subcontractors and suppliers are prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29, CONFIDENTIAL INFORMATION, of the INSTRUCTIONS TO VENDORS.

### 3.3 PROPOSAL EVALUATION PROCESS

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 27, 2021 @ 2:00PM

Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Join with a video conferencing device**

ncgov@m.webex.com

Video Conference ID: 117 168 059 1

[Alternate VTC dialing instructions](#)

**Or call in (audio only)**

[+1 984-204-1487,,641642057#](#) United States, Raleigh

Phone Conference ID: 641 642 057#

Only responsive submissions will be evaluated.

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

Proposals will be received according to the method stated in section 2.7.

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

At that date and time, the proposal from each responding Vendor will be opened publicly and the name of the Vendor and total cost offered 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.

If negotiation is anticipated under 01 NCAC 05B.0503, pricing may not be public until award.

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

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

The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement and submit a best and final offer (BAFO), based on discussions and negotiations with the State, if the initial responses to the RFP have been evaluated and determined to be unsatisfactory.

### **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 RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

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

### **3.5 INTERPRETATION OF TERMS AND PHRASES**

This Request for Proposal 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 resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the 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 Request for Proposal. Except as specifically stated in the Request for Proposal, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the Department exercising its discretion to reject a proposal in its entirety.

## 4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with Section 2.6.

### 4.1 PRICING

Proposal price shall constitute the total cost to Buyer for complete performance in accordance with the requirements and specifications herein, including all applicable charges handling, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Proposal.

### 4.2 INVOICES

- a) The Vendor must submit one monthly invoice via email to the Contract Administrator.
- b) Invoices must be submitted to the Contract Administrator in digital form on the Vendor'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.

### 4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify 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.

Each Vendor shall certify it is financially stable by completing the ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the vendor's financial stability.

### 4.4 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State of North Carolina. 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 114,234 square feet (75% of total net square footage requested in this proposal).**

### 4.5 WORK PLAN

In its proposal, the Vendor must submit a WRITTEN WORK PLAN. 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 Evening 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

Vendors shall provide at least five (5) references, using ATTACHMENT F: CUSTOMER REFERENCE FORM, for which your company has provided Services of similar size and scope to that proposed herein. The State may contact these users to determine the Services provided are substantially similar in scope to those proposed herein and Vendor’s performance has been satisfactory. The information obtained may be considered in the evaluation of the proposal.

## 4.7 BACKGROUND CHECKS

### 4.7.1 GENERAL INFORMATION

It is the policy of the North Carolina Department of Administration (NCDOA) to provide a safe environment for State Government employees to work. Due to the contract requirements of cleaning secured and non-public areas, NCDOA requires criminal background checks of awarded Vendors including but not limited to: owners, employees, agents, representatives, and subcontractors, and all personnel of their respective companies who will represent the Vendor’s company. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

- a) Criminal background checks shall be current (within the last ninety (90) days before contract effective date.
- b) The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided. The criminal background check information shall be first thoroughly reviewed by the Vendor and then sent to the Contract Administrator for review and approval. Out of state searches shall be required for persons living in the state of NC for fewer than seven (7) years. Fingerprint background checks may be required in some instances depending on the facility requirements.
- c) A criminal background check on the awarded Vendor and its employees shall be provided by the Vendor prior to contract effective date. Copies of the original criminal background check shall be sent to the NCDOA Contract Administrator for evaluation. Badging cannot take place until after the evaluation and approval of the Vendor’s criminal checks.
- d) When a new employee or individual is identified to perform services on this contract, the Vendor shall provide the Contract Administrator with a criminal background check before the individual can be badged and approved for work. Persons without approved criminal background checks shall not be allowed to work in the buildings until proper documentation is submitted and approved.
- e) NCDOA may require the Vendor to exclude the Vendor’s employees, agents, representatives, or subcontractors based on the background check results. Discovery that one or more employees have convictions does not disqualify the Vendor from award.
- f) Additionally, the State may use The North Carolina Department of Public Safety Offender Public Information or similar services to conduct additional background checks on the Vendor’s proposed employees.

### 4.7.2 BACKGROUND CHECK REQUIREMENTS

As part of Vendor’s criminal background checks, the details below must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide services on this project of which Vendor has knowledge, or a statement that it is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge or a statement it is aware of none;

- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

#### **4.7.3 BACKGROUND CHECK LIMITATIONS**

Any individual, representing the Vendor, who:

- a) In his/her lifetime, has been adjudicated as a habitual felon as defined by GS 14-7.1 or a violent habitual felon as defined by GS 14-7.7, shall not be allowed to work in buildings occupied by State Government employees.
- b) During the last seven (7) years has been convicted of any criminal felony or misdemeanor conviction of a sexual offense or a crime of violence shall not be allowed to work in buildings occupied by State Government employees.
- c) At any time has an outstanding warrant or a criminal charge for a crime described in (b) above shall not be allowed to work on State property.
- d) The Vendor must ensure that all employees have a responsibility to self-report to the Vendor within 24 hours any arrest for any disqualifying offense. The Vendor must notify the Contract Administrator within twenty-four (24) hours of all details concerning any reported arrest.
- e) Upon the request of the Contract Administrator, the Vendor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.
- f) Vendor's responses to these requests shall be considered to be continuing representations, and Vendor's failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then-current officers, directors or persons providing Services under this contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this contract.
- g) If there are problems with performance associated with the completion and compliance with this background check requirements, the Vendor's performance bond could be used to complete these services.

#### **4.7.4 DOCUMENT REQUIREMENTS**

Required documentation to be submitted prior to contract effective date or performing any services on State property shall include:

- a) A cover letter by the Vendor on company letterhead with a list of the full names matching a required government issued photo ID, addresses, and birth dates of each person representing the contracting company.
- b) Vendor shall also provide a photocopy of the required State or Federal government issued picture ID or Driver License.
- c) A letter on company letterhead is not acceptable proof in itself but can be used to further clarify information on the criminal background check submitted. All documentation shall be submitted at the same time. Submit documents which are clear and legible.
- d) Background checks consisting of:
  - 1. Original unaltered criminal background check from the organization providing the background check.

2. The background check provider's company name, company mailing address, and contact phone numbers.
3. The full name of the individual, which matches the government issued photo ID.
4. The current address of individual being checked.
5. The date the criminal background check search was conducted.

#### **4.7.5 VENDOR BACKGROUND CHECK AGREEMENT**

Vendor agrees to conduct a criminal background check per specifications above on all employees proposed to work under this contract, at its expense, and provide required documentation to NCDOA in order to perform services under this contract?

☐ YES ☐ NO

#### **4.8 PERSONNEL**

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

Should the Vendor's proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will agree to approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract services provided by such personnel.

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

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

#### **4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATIONS**

The Purchasing Agency has conducted a risk assessment and determined that certain default coverage provisions in the North Carolina General Terms and Conditions, paragraph entitled *Insurance*, should be increased from the minimums stated.

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

☐ Small Purchases

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

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

Any increased insurance coverage amounts for this Solicitation are as follows. Coverages not changed here remain as stated in the General Terms and Conditions.

## 5.0 SCOPE OF WORK

Vendor will provide daily cleaning, including all necessary labor, supervision, materials, equipment, to keep the subject building respectfully clean and properly supplied.

### 5.1 BUILDING SPECIFICATIONS AND SPECIAL REQUIREMENTS

#### 5.1.1 BUILDING

Building Name:	Albemarle Building
Building Location:	325 North Salisbury Street, Raleigh, NC
Building Hours of Operation:	7:30 am – 6:00 pm

#### 5.1.2 SPECIFICATIONS:

The following building statistical data are estimates. The Vendor is responsible for verifying dimensions and quantities.

Net Sq Ft:	152,312 Sq Ft
Floors:	Twelve (12) Floors Total (Basement + 11 Floors)
Stairways:	-Two (2) exit stairs (all levels) -Four (4) departmental 1-story stairs (Floors 3-4; 5-6; 7-8; 9-10) -One (1) monumental one-story stair (Floor 1-2)
Rest Rooms:	Twenty-six (26) total (2 single; 24 ganged), fixtures: 59 water closets, 11 urinals, 48 lavatories, 4 showers)
Elevators:	Four (4) passenger elevators
Carpet Sq Ft:	74% of the Net, or approximately 112,931 Sq Ft
Hard Floor Surfaces Sq Ft:	26%; or the Net, or approximately 39,381 Sq Ft

#### 5.1.3 SPECIAL REQUIREMENTS

The provisions in this Section 5.1.3 supersede the requirements in the section of the contract referenced.

##### A. MAJOR MAINTENANCE

Section 5.3.1 (D)(1) shall be modified to include semi-annual major floor maintenance. The Vendor is responsible for professional cleaning of carpet and to strip, seal, wax, and buff, uncarpeted floors twice per year according to industry standards and approval of contracting agency.

##### B. COVID-19 PROTOCOL

Until formally notified by the Contract Administrator, the Vendor agrees adhere to the following State and CDC COVID-19 guidelines and protocol.

### **1. COVID-19 Service and Performance Requirements**

- a). The Vendor shall immediately notify the Contract Administrator of any COVID-19 cases of any staff members working in the contracted building.
- b). The Vendor shall adhere to current CDC COVID response protocol. If a Vendor staff member(s) assigned to the contracted building tests positive for COVID-19 or has been in close contact with a person with COVID-19, he/she must be removed from the building and self-quarantine or isolate for 10-14 days. Until all CDC return to work guidelines are met (three days with no fever, 10 days after testing) Vendor staff member(s) are not return to work.
- c). The Vendor shall use the CDC/EPA approved disinfecting products supplied by Facility Management Division when cleaning per the scope of this contract.
- d). Until further notice, Vendor staff member(s) must always wear a face mask while performing duties under this contract.
- e). Vendor shall adhere to any building specific or North Carolina State Agency COVID policies or requirements.

## **5.2 VENDOR STAFFING REQUIREMENTS**

The Vendor agrees to be responsible for and shall provide general supervision of all employees and subcontractor employees working under this agreement.

### **5.2.1 OFFICE LOCATION**

Vendor must maintain a management office within one hour's drive of building location (Raleigh, North Carolina). Location of staff and response personnel must be within one hour's drive of building location (Raleigh, North Carolina)

### **5.2.2 SUBCONTRACTOR**

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.

### **5.2.3 BACKGROUND CHECK**

The Vendor is 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 agrees to the BACKGROUND CHECK Section of this RFP.

### **5.2.4 SERVICE AND STAFFING**

#### **A. Schedule of Performance and Staffing Requirements**

##### **1. Daytime Service**

- a) Number of required staff to perform daily daytime janitorial services: Two (2) day porter
- b) Required Daytime Staff to perform designated janitorial services in the building: 7:30 am – 4:30 pm, Monday through Friday.
- c) When a scheduled daytime staff fails to arrive at the work location, the Vendor will be required to provide a replacement daytime person within one (1) hour of notification of the absentee.
- d) The daytime staff is considered separate from and is not to be used, during daytime hours, to perform duties considered Daily Evening General Cleaning Duties.

##### **2. Evening Service**

- a) Number of required staff to perform daily evening janitorial services: Four (4)
- b) Required Evening Staff to perform designated janitorial services in the building 5:00 pm – 11:00pm, Monday through Friday
- c) The evening staff is considered separate from and is not to be used, during daytime hours, to perform duties considered Daily Evening General Cleaning Duties.



### 3. General Supervision

- a) The Vendor, in an effort to ensure proper onsite general supervision, shall designate one of its employees, assigned to perform on this contract during day and night shifts, as their official on-site representative (i.e., Supervisor). Supervisory employees should have at least one year of experience as a cleaning supervisor. The Supervisor will be responsible for having direct supervision of the Vendor's employees assigned to perform on this contract.
- b) The Supervisor must have the ability to communicate fluently in English and in the language of the other employees, if different from English. If no other staff member speaks English, then Supervisor must be on site.
- c) 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.
- d) Supervisory employees should have at least one year of experience as a cleaning supervisor.

## B. Badging and Keys

### 1. Badge Issuance and Use

*Refer to Section 4 of this contract for required background checks that must be performed before any Vendor employee can receive a State issued identification and access badge to work in State buildings.*

- a) Prior to any new employee commencing work in State building(s) Vendor shall submit a request for badging to Contract Administrator or designated representative on company letterhead to include new employee name, phone number, date of birth, and driver's license number. Facility Management will submit work order to Security for badging. Vendor employee is responsible to arrange badging appointment and for badge pick up. Unless otherwise instructed, all badges are issued at the DOA - Security Office located at the 120 West Lane Street, Raleigh, NC.
- b) Vendor employees shall visibly display the State issued identification and access badge(s) at all times while working in State buildings.
- c) Employee shall use only the State issued identification and access badge(s) assigned to them to access State building (s). Use of another employee's badge for access to any State building will result in a Vendor Warning or Vendor Complaint.
- d) Vendor shall notify Contract Administrator of any lost or damaged badges. Facility Management will submit work order for replacement badge to be issued. Vendor employee is responsible to pick up replacement badge at the Security Office located at 120 West Lane Street, Raleigh, NC. There is a \$6.00 fee for replacement badges and will be collected at time of issuance.

### 2. Badge Return and Termination of Use

- a) Vendor is required to notify Contract Administrator via email of any employee resignation and last day access is required to perform services. Access badge must be returned to Contract Administrator within twenty-four (24) hours of last day. Failure to comply will result in Vendor Warning or Vendor Complaint.
- b) Vendor is required to notify Contract Administrator immediately via phone or email of any employee termination. Access badge of said employee must be returned to Contract Administrator within twenty-four (24) hours. Failure to comply will result in Vendor Warning or Vendor Complaint.

### 3. Keys

Keys for entry to areas of the building that require them will be provided by the Facility Management. There is a \$100.00 charge for replacement keys and payment is due upon receipt of such key. A charge of \$100.00 per key for keys lost or not returned will be required at the termination of the contract.

## C. Safety

### 1. Required Safety Training

- a) 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.

- 1) Blood borne pathogens, per OSHA requirements & NC Administrative Code 13NCAC 7C.0101 (a) (96)
- 2) Hazard Communications
- 3) Fire Extinguisher
- 4) Personal Protective Equipment
- 5) Asbestos and Mold Awareness
- 6) Ladder Safety
- 7) Fluorescent Lamp/Bulb Storage and Recycling

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

- b) Vendor shall provide Contracting Agency upon request with documentation (training certificates and/or rosters) that required safety for each employee has been completed. 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 breach of contract if the Vendor fails to comply with the training request.
- c) Vendor is responsible for all costs associated with training for employees.

## **2. Compliance**

- a) The Vendor shall ensure all employees follow the manufacturer's instructions for proper product use of all cleaning and polishing supplies used on flooring, counter-tops and surfaces in the assigned building.
- b) The Vendor is to ensure all Safety Data Sheets (SDS), or previously known as Material Safety Data Sheets (MSDS) are made available and employees are aware of the SDS's use and purpose.
- c) 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.

## **D. Dress Code**

The Vendor shall ensure all employees and sub-contractors assigned to perform on this contract are clothed in attire that meets the specifications as defined in contract. All Supervisory staff are responsible for correcting any unprofessional appearance by Vendor employees, up to and including sending the employee home to change clothes on their own time. Upon written request of the Contracting Agency to the Vendor, any Vendor employee who fails to abide by these or other rules established by the Department of Administration in this contract will be immediately terminated.

### **1. Attire**

Vendor shall provide Vendor employees a distinct uniform shirt with Vendor's logo permanently affixed. (Minimum size of logo shall be 2" x 4"). Distinct uniform shirt shall be worn by employees at all times while on the building premises. Khakis or jeans (must be clean and free of rips, tears, and fraying; may not be excessively tight or revealing) are acceptable attire. Acceptable head gear shall baseball style brimmed hats with company logo or blank.

Not considered acceptable include, camouflage, pants worn below the waist or hip line, shorts, logo clothing (sport teams, cartoon characters, etc.), other than company logo, sleeveless tops, halter tops or tank tops, sweatpants, athletic wear, leggings, tight, revealing or otherwise inappropriate clothing.

### **2. Footwear**

Vendor employees shall always wear appropriate protective footwear with rubber soles while performing services in State building to avoid any risk of injury from impacts, punctures, or electrical hazards. Not considered acceptable include open-toe shoes, crocs, flip flops.

## **E. Rules of Conduct**

Employee shall abide by all rules and regulations set forth by the North Carolina Department of Administration that affects the performance of the work.

Employee shall not:

- 1) disturb any papers, boxes, or other materials except in trash receptacles or designated areas for trash or unless such material is properly identified as trash,
- 2) open drawers, file cabinets, or use any telephones except public pay phones unless given specific prior approval by the Contracting Agency,
- 3) 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,
- 4) engage in idle or unnecessary conversation with State employees, other employees of the Vendor, tenants, or visitors to the building,
- 5) 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.

## **5.3 CLEANING AND MAINTENANCE DUTIES**

### **5.3.1 SCHEDULED GENERAL CLEANING DUTIES**

*NOTE: If any types of routine janitorial duties have been inadvertently omitted, the contract is to be interpreted to include the same to be performed at an acceptable level.*

#### **A. DAILY GENERAL CLEANING DUTIES**

##### **1. Day Shift**

Per Section 5.2.4 of the Contract, Daily Day Time General Cleaning is to be performed by the designated day porter(s) between the hours of 7:30 am and 4:30 pm.

a) Maintain and keep all building spaces neat and tidy.

- 1) Entrance doors to all areas should be cleaned and disinfected on an ongoing basis throughout the day,
- 2) Clean marks and handprints from doors, walls, and surfaces
- 3) Sweep outside entrances, porches, alleys, loading dock, (hose down, if necessary).
- 4) All floors must be kept clean, dirt and trash free.
- 5) Empty wastebaskets and remove trash to disposal area as needed throughout the building including exterior entrances.
- 6) Elevator walls and doors, inside and out, shall be wiped clean and polished. Spot clean if necessary; clean and disinfect control panels inside each elevator and exterior panel on each floor on an ongoing basis throughout the day.
- 7) Respond to spills, broken glass, and other messes up as quickly as possible.

b) Clean and disinfect conference rooms, empty trash, straighten after each meeting

c) Maintain a clean restroom, restock dispensers, empty trash as needed, clean, sanitize, shine fixtures, clean mirrors, spot clean partition doors and walls. Restrooms are required to be checked every two (2) hours during building operating hours. A checklist may be required.

d) Clean and maintain breakroom(s) - wipe counters and tables, sweep floors, empty trash as needed, restock dispensers, spot clean as needed throughout the day

e) Monitor areas and report repairs that are required to Facility Management-Work Control Office (919) 369-1137.

f) Monitor areas for light bulbs/tubes that are out. Change as necessary and as requested. No light will be out of service for longer than forty-eight (48) hours. See Section 5.5

g) Replace batteries in all dispensers as needed. See Section 5.5

- h) Respond to Work Orders issued by Work Control and perform such other emergency cleaning duties as may be directed by the Contract Administrator.
- i) Stock and maintain janitorial closets/supply rooms in a clean and orderly manner.

## 2. Evening Shift

Per Section 5.2.4 of the Contract, Daily Evening General Cleaning is to be performed by the designated evening staff between the hours of 5:00 pm and 11:00 pm. Evening staff is not to begin Evening Cleaning Duties before 5:00 pm.

### a) Clean building spaces.

- 1) Empty wastebaskets and remove trash to disposal area as needed throughout the building including exterior entrances. (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. All collected trash must be taken to designated compactor/container for the building daily.
  - 2) Collect and breakdown all cardboard boxes and appropriately deposit in designated containers/area for recycling.
  - 3) Sweep and damp mop all uncarpeted floors and mats (including elevators, hall, office, and entrance areas). All floors must be kept clean, dirt and trash free. Spots or stains should be removed immediately.
  - 4) Sweep stairwells, landings, and wipe down handrails.
  - 5) Clean up trash, (paper, cigarettes, pigeon droppings) and 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). Empty ash urns and trash receptacles at outside entrances
  - 6) Vacuum all carpeted floor traffic lanes, workspaces, and all accessible areas, spot and edge clean as needed. Vacuum elevator door tracks.
  - 7) Dust all horizontal surfaces including, chairs, file cabinets, bookshelves, ledges on walls, window ledges, partitions, and other surface upon request.
  - 8) Wash and dry standing plate glass doors and partitions,
  - 9) Clean and shine all chrome fixtures, including but not limited to, drinking fountains, handrails, elevator walls and control panels.
  - 10) Clean restrooms to include restock dispensers, empty trash (trash can liners in restrooms must be changed daily), clean sinks, sanitize and polish fixtures, clean mirrors, dust and/or wash all walls, partitions, ledges, grills, and clean partition doors and walls, sweep and wet mop tile floors with disinfectant cleaner or scrub with soap and water, clean/sanitize toilets, and urinals, and deodorize and disinfect all traps and drains.
- b) Report repairs that are required to Facility Management-Work Control Office (919) 369-1137
- c) Monitor areas for light bulbs/tubes that are out. Change as necessary and as requested. 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.

## B. WEEKLY GENERAL CLEANING DUTIES

### 1. Day Shift

None specified.

### 2. Evening Shift

*Outlined duties shall be completed Thursday nights weekly.*

- a) Thoroughly wash all rest room walls and partitions.
- b) Vacuum upholstered chairs.
- c) Remove all spots from all carpet.
- d) Damp mop all stairs and landings; handrails, stringers, risers wiped clean with damp cloth.
- e) Damp mop all uncarpeted floors.

**C. BI-MONTHLY EVENING CLEANING DUTIES**

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

**1. Day Shift**

None specified.

**2. Evening Shift**

- a) Thoroughly sweep, dust and spray buff all tile, polish stone, and terrazzo floors.
- b) 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.
- c) Dust all accessible blinds/shades and windowsills.
- d) Pour bucket of water in all floor drains in building to prevent dry trap and back flow of sewer gases.
- e) Vacuum all wall and ceiling vents for HVAC.
- f) Detail vacuum corners and edges.
- g) Clean accessible baseboards.

**D. SEMI-ANNUAL AND ANNUAL MAJOR MAINTENANCE CLEANING DUTIES**

*The cost to perform Semi-Annual and Annual Major Maintenance Cleaning should be included in the annual bid price in Attachment A*

All semi-annual and annual special cleaning shall be scheduled with the Contract Administrator and 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.

**1. Floor Major Maintenance**

The Vendor shall provide the following services on an annual routine basis. To coordinate efforts with the building occupants, the Contract Administrator may request the Vendor to provide a Proposed Schedule of Service. Said schedule will be provided at a minimum of two weeks 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. The Contract Administrator will then have the area inspected to determine that the service has been performed at an acceptable level.

**2. Restroom Deep Clean**

Vendor is responsible for the professional Kaivac (or comparable system) cleaning of all bathrooms in the facility (See Section 5.1 Building Data). 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 at a minimum two weeks 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.

**5.3.2. UNSCHEDULED GENERAL CLEANING DUTIES****1. Cleaning Service by Special Request**

*The cost to perform Special Cleaning should be included in the annual bid price. Vendor is to include this cost per square foot for Special Request Cleaning Duties on Attachment A. Special Request Cleaning Duties are to be performed only upon request from Contract Administrator.*

- a) Carpet Shampooing, Floor Stripping and Sealing - 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 request a quote and 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 date(s) and time(s) for the service to be provided.

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.

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.

- b). Emergency Special Clean Up Services - *The cost to perform Emergency Special Clean Up Services should be included in the annual bid price. Vendor is to include this cost per square foot for Special Request Cleaning Duties on Attachment A.*

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.

## **5.4 EQUIPMENT AND SUPPLIES**

### **A. EQUIPMENT**

The Vendor shall furnish all necessary equipment and accessories (i.e., buckets, mops, carts,) 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

### **B. SUPPLIES**

#### **1. Supplies Provided**

- a) consumable supplies (i.e., light tubes and bulbs, toilet tissue, paper towels, rest room soaps, chemicals, deodorizers, cleaning supplies and trash can liners).
- b) proper soaps, chemicals, deodorizers, and cleaning supplies as recommended by the flooring, countertop and surface manufacturer's products used in the building.

#### **2. Supply Order**

- a) The Vendor will submit consumable supply request(s) via email to the Facility Management Supply Warehouse (warehouse@doa.nc.gov) prior to 12:00 pm the workday before the items are to be picked up. The Vendor will pick-up the consumable supplies at the Facility Management Division Warehouse, located at 431 N. Salisbury Street, Raleigh, NC 27603. Vendor must pick-up all requested supplies the next workday after a request is submitted during the hours of 8:00 AM - 12:00 noon and 1:00 PM - 4:00 PM only. Items not picked up on the scheduled date will be returned to the warehouse stock and a new request must be submitted.
- b) All supplies that are provided by Facility Management should always remain in the building where assigned.
- c) 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.

### **C. 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 Vendor's use clean, orderly, and locked at all times. Any exceptions must have prior written approval from the Contracting Agency.

## **5.5 BUILDING MAINTENANCE**

### **A. ROUTINE MAINTENANCE**

#### **1. Light Bulbs and Tube Replacement**

- a) 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).
- b) 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.
- c) Vendor shall notify Facility Management-Work Control Office (919) 369-1137 of any outages that cannot be resolved either if ceiling height is 14+ foot ceiling or if replacement of bulb does not resolve the issue by either contacting Facility Management to enter Work Request or by noting on existing request issued "Height Restriction" or "Electrical Issue" when signing off on work request.
- d) Vendor shall recycle and dispose of CFLs and other bulbs that contain mercury. Used bulbs should be stored in a manner and in containers that prevent them from breaking (i.e., their original boxes). Full boxes should be taped shut and delivered to the Facility Management – Warehouse for recycling.

#### **2. Battery Replacement**

- a) Vendor will be responsible for replacing batteries in dispensers (i.e., paper, hand sanitizer, hand soap) as needed.
- b) All used batteries that require recycling (i.e, rechargeable batteries) should be brought to the Facility Management – Warehouse. Single use alkaline batteries can be disposed of in trash. To prevent any fire risk single use batteries should be collected in a container that will not cause a spark (cardboard box or plastic tub) and by taping 9-volt terminals before disposing.

### **B. WORK CONTROL SERVICE REQUEST**

Service Requests for janitorial services are issued by through Facility Management – Work Control.

- a) The Vendor shall take action to respond to and investigate all service requests that may arise during the hours of operation in the building the same working day complaint or request is received and corrected within twenty-four (24) hours.
- b) Completed service requests must be submitted to Contract Administrator or designated representative indicating action taken, name of person completing order, hours charged, completion date, and the Vendor's signature verifying response time and completion of the order.

### **C. REPAIRS**

The Vendor is required to notify Facility Management-Work Control Office (919) 369-1137 of any item(s) which malfunctions and requires repair to include all dispensers, fixtures, and lighting which do not operate properly after bulb replacement.

## **5.6 PERFORMANCE**

The Vendor must provide all services no less frequently than the schedule specified. Inspections and Compliance Checks of the building will be performed to ascertain whether the services, as outlined in the contract, are being satisfactorily provided.

### **A. ADJUSTMENT PERIOD**

The Vendor shall be given a thirty (30) days adjustment period from start date of contract to bring the building up to acceptable janitorial standards. Inspections with a 'Failing Rating' during the first thirty (30) days of the contract period will not be counted against the Vendor nor counted in the cumulative total failings used for cancellation of contract.

## **B. INSPECTIONS**

At a minimum, an inspection will be performed once per month. The Contracting Agency can/will conduct unaccompanied random inspections and accompanied inspections.

### **1. Unaccompanied Random Inspections**

Inspections are unannounced and made at the discretion of the Contracting Agency and will be conducted at any time, day or night. (See Attachment H- Inspection Checklist). The rated Inspection results and the Corrective Action Form will be emailed to the Vendor provided email address. A score of 70% or higher is considered Passing, 69% and below is considered Failing. Vendor shall correct any noted deficiencies and return a signed Corrective Action Form via email to Facility Management – Housekeeping ([fmd.house.keeping@doa.nc.gov](mailto:fmd.house.keeping@doa.nc.gov)) within twenty-four (24) hours confirming the deficiencies have been cured. Failure to perform corrective actions and submit Corrective Action Form in a timely manner or agreed upon time with Contract Administrator will be considered a failed inspection.

### **2. Accompanied Inspections**

Accompanied Inspections are scheduled at Contracting Agency's discretion and conducted with a Contracting Agency representative and a Vendor representative during normal business hours. Any janitorial issues reviewed during accompanied shall be corrected within twenty-four (24) hours or at an agreed upon time.

### **3. Contractor Compliance Check**

Compliance Checks will be unannounced and made at the discretion of the Contracting Agency at any time, day, or night. Compliance checks ensure Vendor is compliant with contract specifications regarding staffing, attire, etc. A score of 70% or higher is considered Passing, 69% and below is considered failing and will be considered a Failed Inspection.

## **C. SERVICE REQUESTS/COMPLAINTS**

The Contract Administrator / Work Control shall notify the Vendor of complaints and special requests for services. The Vendor shall take action to respond to and investigate all complaint(s) and service requests that may arise during the hours of operation in the building the same working day complaint or request is received and corrected within twenty-four (24) hours.

Any complaint/service request which cannot be corrected within twenty-four (24) hours 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.

## **D. CORRECTIVE ACTIONS**

### **1. Inspections**

Upon receipt of Inspection, Vendor shall correct any noted deficiencies and return a signed Corrective Action Form via email to Facility Management – Housekeeping ([fmd.house.keeping@doa.nc.gov](mailto:fmd.house.keeping@doa.nc.gov)) within twenty-four (24) hours confirming the deficiencies have been cured. Failure to perform corrective actions and/or submit Corrective Action Form within twenty-four (24) hours or agreed upon time with Contract Administrator will be considered a Failed Inspection.

### **2. Service Requests/Complaints**

Within 24 hours of receipt of service request/ complaint, Vendor shall perform necessary actions to complete the requested service or take corrective action to cure the complaint. Vendor must submit completed service requests Contract Administrator or designated representative indicating action taken, name of person completing order, hours charged, completion date, and the Vendor's signature verifying response time and completion of the order.

If Vendor fails to perform services as written, services will be obtained from within the Contracting Agency's own staff or from another available source without prior notice to the Vendor.



## 5.7 DEFAULT AND PENALTIES

### A. CAUSE FOR DEFAULT

Failure of the Vendor to consistently provide passing services as listed herein will be considered default. Please refer to NC-DOA Vendor Complaint Policy and Procedures. [www.ncadmin.nc.gov/businesses/fiscal-management](http://www.ncadmin.nc.gov/businesses/fiscal-management).

1. It shall be considered as grounds for default and grounds for immediate termination if:

- a) Vendor receives five (5) Formal Vendor Complaints over the life of a contract.
- b) Vendor receives three (3) failing inspection ratings within the most recent six (6) month period.
- c) It shall be considered as grounds for default and immediate termination if a Vendor fails to follow the Contract Complaint Procedures defined in the contract and identified in the Formal Vendor Complaint.

2. 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.

3. 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.

## 5.8 COMMUNICATIONS AND REPORTING

### A. 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  
Facility Management Division  
NC Department of Administration

Main Office Number: 919-733-3855  
Work Cell Number: 919-986-4197  
Email Address: [sara.joyce@doa.nc.gov](mailto:sara.joyce@doa.nc.gov)

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

Physical Address:  
431 North Salisbury Street  
Raleigh, NC 27603

### B. VENDOR CONTACT INFORMATION

The Vendor shall provide the Contract Administrator with a current local office location (address), a business office number, 24-hour emergency contact number, cell phone number(s) for Owner, Supervisors, and Day Porters, and email address where communications are to be sent. Vendor shall notify Contract Administration within twenty-four (24) hours of any changes in contact information.

The Vendor or a responsible management official of the firm shall always respond within one (1) hour after telephone contact from the contract administrator.

### C. WORK CONFERENCES

The Vendor and the Contract Administrator or designee of the Contracting Agency will meet for a scheduled monthly meeting to review the past performance of the contract and resolve any issues.

## 5.9 SPECIAL PROVISIONS

### A. PERFORMANCE GUARANTEE

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: PERFORMANCE GUARANTEE for options on providing Performance Guarantee.

**B. 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.

**C. 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.

**D. 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.

## **6.0 CONTRACT ADMINISTRATION**

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All Contract Administration requirements are conditioned on an award resulting from this solicitation. This document is not a contract; it is, instead, a request for proposals. This information is provided for the Vendor's planning purposes.

### **6.1 PROJECT MANAGER AND CUSTOMER SERVICE**

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

### **6.2 ACCEPTANCE OF WORK**

Performance of the work and delivery of goods shall be conducted and completed in accordance with recognized and customarily accepted industry practices and shall be considered complete when the services or goods are approved as acceptable by the Contract Administrator. The State and the Vendor will negotiate and agree on an acceptable notification process and resubmission period, which will be memorialized in the Contract.

Acceptance of work products shall be based on the following criteria:

In the event acceptance criteria for any work or deliverables is not described in 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.

### **6.3 TRANSITION ASSISTANCE**

If a Contract results from this solicitation, and the contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall be required to agree to provide transition assistance to the State, at the option of the State, up to three months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be deemed to be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or

conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

#### **6.4 DISPUTE RESOLUTION**

During the performance of the contract, the parties must agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This term, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute. Below is the link to the NCDOA Vendor Complaint Policy and Procedures.

[www.ncadmin.nc.gov/businesses/fiscal-management](http://www.ncadmin.nc.gov/businesses/fiscal-management)

#### **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.

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## 7.0 ATTACHMENTS

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### ATTACHMENT A: PRICING

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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.

#### GENERAL CLEANING PRICING

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

\$ \_\_\_\_\_ Monthly x 12 Months = \$ \_\_\_\_\_ **Total Annual Cost**

#### SPECIAL REQUEST CLEANING DUTIES

##### 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**

##### 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**

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

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

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

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_North-Carolina-Instructions-to-Vendors\\_09.2020.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-Instructions-to-Vendors_09.2020.pdf)

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

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

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_North-Carolina-General-Terms-and-Conditions\\_12.2020.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-General-Terms-and-Conditions_12.2020.pdf)

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

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The Location of Workers Utilized by Vendor associated with this RFP is a separate document that is captioned

**ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY VENDOR** and can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Location-of-Vendors-Located-Outside-the-United-States\\_01.2020.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Vendors-Located-Outside-the-United-States_01.2020.pdf)

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

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The Certification of Financial Condition associated with this RFP is a separate document that is captioned

**ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION** and can be found at the following link:

<https://files.nc.gov/ncdoa/pandc/OnlineForms/CERTIFICATION-OF-FINANCIAL-CONDITION.pdf>

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## **ATTACHMENT F: CUSTOMER REFERENCE FORM**

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The Customer Reference Form associated with this RFP is a separate document that is captioned **ATTACHMENT F: CUSTOMER REFERENCE FORM** and can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_Customer-Reference-Template\\_092020.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer-Reference-Template_092020.pdf)

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## **ATTACHMENT G: HUB SUPPLEMENTAL SUPPLIER INFORMATION**

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The Historically Underutilized Businesses (HUB) Supplier Information associated with this RFP is a separate document that is captioned **ATTACHMENT G: HUB SUPPLEMENTAL SUPPLIER INFORMATION** and can be found at the following link:

[https://files.nc.gov/ncdoa/pandc/OnlineForms/Form\\_HUB-Supplemental-Vendor-Information\\_9.2020.pdf](https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2020.pdf)

**ATTACHMENT H: PERFORMANCE GUARANTEE**

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Vendor shall select one option below to be associated to the contract. This attachment must be signed and returned with proposal.

- ☐ The face amount of the performance bond shall equal one-third of the Vendor's annual cleaning cost and will remain in force for the duration of the contract, including extensions. The bond must be delivered to the Office of Fiscal Management-Purchasing Section within fifteen (15) days after written notification of award. Failure to deliver a bona fide bond within the above-specified time will be cause for immediate cancellation of contract award. In lieu of the above, the Vendor may elect to provide one of the following as a performance guarantee.
- ☐ For the first three months of the contract, the Vendor agrees to invoice the Contracting Agency ten (10) percent less than the amount of the monthly invoice, and for the next nine (9) months of the contract, the Vendor agrees to invoice the Contracting Agency five (5) percent less than the amount of the monthly invoice. **This amount will be refunded by the Contracting Agency along with final payment at the end of this agreement. However, in case of default, this amount will be used to obtain these services from another source.**
- ☐ Within fifteen (15) days after notification of award, the Vendor may submit a cashier's check or money order made payable to the Contracting Agency in the amount of six (6) percent of the annual contract price. **This amount will be refunded by the Contracting Agency along with final payment at the end of this agreement. However, in case of default, this amount shall be used to obtain these services from another source.**

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Signature

Date

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Printed Name

Title

**[This Certification must be signed by an individual authorized to speak for the Vendor]**

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**ATTACHMENT I: SAMPLE INSPECTION REPORT CHECKLIST**

FACILITY MANAGEMENT

**INSPECTION REPORT CHECKLIST**

BUILDING: \_\_\_\_\_

DATE &amp; 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
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S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	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	68
69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68	68
PASS	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

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



DATE &amp; TIME: \_\_\_\_\_

INSPECTOR:

		S	S	S	S	S	S									
		S	S	S	S	S	S									

[illegible][illegible]

Exterior Entrance:	Area outside entrance doors and undercovering
Entrance - Main Lobby:	First impression area; Area immediately inside entrance on main floor
Common Area:	Elevator lobbies, halls,
Office / Work Areas:	Offices and partitioned areas, conference rooms,
Break Rooms:	Rooms built out as break rooms.
Elevators:	Interior of elevators
Stairways:	Emergency stairways
Loading Dock:	