



DESCRIPTION: **Janitorial Services Contractor for WNCSource**

SUBMIT YOUR OFFER TO THE FOLLOWING ADDRESSES:

MAILING ADDRESS: WNCSource PO BOX 685 Hendersonville, North Carolina 28793 Attn: Tim Camp	PHYSICAL ADDRESS: WNCSource 220 King Creek Blvd Hendersonville, North Carolina 28792 Attn: Tim Camp	Email: tcamp@wncsource.org
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SUBMIT OFFER BY: Friday, June 28, 2024, By 3:00 PM

QUESTIONS MUST BE RECEIVED BY: Friday June 7, 2024 before 12:00 PM
 (please direct questions to Tim Camp at tcamp@wncsource.org)

CONFERENCE TYPE: Site Visit Mandatory	Vendor representatives are required to visit the site of the project and apprise themselves of all conditions which will affect the performance of the work called for or reasonably implied by this Quote. Submission of a Quote shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent bidder would recognize as affecting the performance of the work called for in this Quote.
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Proposal packages must include: (i) completed copies of pages 1, 2, and Attachments A, B, and C, (ii) any requirements found in Section II, Scope of Services and (iii) a copy of your current professional/business license.

Mandatory Site Visit

Date: Monday June 3, 2024

Location

Time

Forest City Center
483 S. Broadway St., Forest City, NC

7:30 am – 8:00 am

King Creek Main Office
220 King Creek Blvd, Hendersonville, NC

9:00 am - 10:00 am

King Creek Children's Center
20 Ficklely Dr, Hendersonville, NC

10:00 am – 11:00 am

Sugar Hill Children's Center
2 Sugar Hill Dr, Hendersonville, NC

11:15 am – 12:15 pm

Office building 7th Ave
526 7th Ave East, Hendersonville, NC

1:00 pm – 1:20 pm

Office building N. Justice St
513 N. Justice St, Hendersonville, NC

1:30 pm – 1:45 pm

Tebeau Children's Center
911 Tebeau Dr, Hendersonville, NC

1:50 pm – 2:50 pm

Etowah Children’s Center
233 Brickyard Rd, Etowah, NC

3:20 pm – 3:50 pm

Hillview Children's Center
181 Hillview Ext, Brevard, NC

4:20 pm – 5:20 pm

You must submit a signed copy of this form with your offer. By submitting an offer, You agree to be bound by the terms of the Solicitation. You agree to hold your offer open for a minimum of sixty (60) calendar days after the Opening Date.

NAME OF OFFEROR

(full legal name of business submitting the offer)

Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

I. SCOPE OF SOLICITATION. The purpose of this solicitation is to acquire services complying with the enclosed description and/or specifications and conditions.

II. GENERAL PROVISIONS

- A. This RFP does not commit WNCSource to award a contract, to pay any costs incurred in the preparation of the proposal/bid or to procure any goods or services.
- B. An award will be made to the offeror whose proposal, in the opinion of WNCSource, best meets the requirements of this RFP and WNCSource objectives.
- C. The Procurement rules and Regulations of WNCSource will govern and supersede any and all documents, proposals and policies, whether stated or implied.
- D. WNCSource assumes no responsibility for the delivery of any requests for proposals, solicitation, addendum, solicitation response, or any other such correspondence by the US Postal Service, electronic transmission, facsimile, or any other method.

E. Affirmative Action

The Successful Offeror shall comply with all federal and state requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without regard to or discrimination by reason of race, color, religion, sex, national origin, immigrant status, English speaking status, and/or physical handicap.

F. Clarifications

WNCSource reserves the right, at any time after opening and prior to award, to request from any Offeror, clarification, answers to technical questions, or to seek or provide other information regarding the Offeror's proposal. Such a process may be used for such purposes as providing an opportunity for the Offeror to clarify his/her proposal in order to assure mutual understanding and/or aid in determinations of responsiveness or responsibility.

G. Successful Offeror Responsibility

The Successful Offeror alone will be held solely responsible to the WNCSource for performance of all Successful Offeror obligations under any contract resulting from their proposal.

H. Insurance

The Successful Offeror shall maintain, throughout the performance of its obligations under the Agreement, a policy or policies of Worker's Compensation insurance with such limits as may be required by law, and a policy or policies of general liability insurance insuring against liability for injury to, and death of persons and damage to, and destruction of, property arising out of or based upon any act or omission of the Successful Offeror or any of its approved subcontractors or their respective officers, directors, employees or agents. Such general liability insurance shall have limits sufficient to cover any loss or potential loss resulting from this contract.

I. License and Permits

During the term of the contract, the Successful Offeror shall be responsible for obtaining and maintaining in good standing, all licenses (including professional licenses, if any), permits, inspections and related fees for each of any such licenses, permits and/or inspections required by WNCSource, county, city or other government entity or unit to accomplish the work specified in this RFP and the resulting contract. A copy of your current business/professional license should be included with your proposal documents.

J. Offeror's Qualifications

The Offeror must, upon request, furnish satisfactory evidence of its ability to furnish services and equipment in accordance with the terms and conditions of this RFP. The WNCSource reserves the right to make the final determination as to the Offeror's ability to provide the services requested herein. The Offeror is required to complete and return our Business Profile Sheet (page 15). No bid or proposal shall be accepted from, and no contract will be awarded to, any person, firm, or corporation that is deemed irresponsible or unreliable to WNCSource.

K. Proposal Constitutes Offer

By submitting a proposal, the Offeror agrees to be governed by the terms and conditions as set forth in this document. Any proposal containing variations from the terms and conditions set forth herein may, at the sole discretion of WNCSource, render such proposal non-responsive. Any inconsistencies between the RFP and any other contractual instrument shall be governed by the terms and conditions of this RFP, except where subsequent amendments to any contract resulting from this RFP award are specifically agreed to in writing by the parties to supersede any such provisions of this RFP.

L. Preparation Expenses

WNCSource or any of its representatives shall not be held responsible for any expenses incurred in the preparation or subsequent presentation of any Offeror's response to this RFP.

M. Rejection/Cancellation

WNCSource reserves the right, to accept or reject, in part or in entirety, any or all proposals, to negotiate with all qualified Offerors and to cancel in part or in entirety this RFP if it is in the best interest of WNCSource. Further, WNCSource reserves the right to waive any or all informalities or technicalities in order to serve the best interest of WNCSource.

III. GENERAL TERMS & CONDITIONS

A. WNCSource or School Regulations

The successful Offeror and his representatives shall follow all applicable regulations while on WNCSource, including the no smoking, no weapons, and drug-free policies. No work shall interfere with school activities or environments unless an authorized employee for that location gives permission.

B. Background Checks

The Successful Offeror and all representatives of the Successful Offeror must have an acceptable background check to enter school WNCSource property. At a minimum, the Bidder shall obtain a complete North Carolina statewide criminal background investigation for all individuals and employees performing work or services for Bidder or any other entities such as subcontractors, sub-sub-contractors, and consultants who will perform work or a service on this project. In the event that the individual being investigated is from out of state, the criminal background investigation shall be broadened to include their home state, as well as the state of North Carolina as outlined above. The company providing such information must be recognized by local law enforcement agencies as qualified to do so. In addition, the Bidder shall check employees against the National Database of Registered Sex Offenders. Any individual that is registered as a sex offender will not be permitted on school property. All costs associated with these criminal background checks are the responsibility of the bidder. WNCSource reserves the right to request a copy of background checks on any representatives of the Successful Offeror who will be on WNCSource property.

C. Conduct and Actions of Successful Offeror's Employees

The Bidder shall be responsible and liable for the conduct and actions of their employees and all individuals working under them.

Any individual with the following criminal convictions or pending charges will not be permitted on any school project or property.

1. Rape or Criminal Sexual Conduct
2. Child Molestation or Abuse
3. Any Sexually Oriented Crime
4. Drugs: Felony use, possession or distribution.
5. Violent crimes
6. Robbery
7. Felony

Any individual with a prior conviction or pending charges contained in the aforementioned list shall not be permitted on the Project Site or the Owner's property. The Owner may, at any time, request verification of criminal background investigation for any employee or subcontractor on WNCSource property.

D. Drug-free Workplace

By signing and submitting a proposal, a proposer is certifying that it will comply with all requirements of the North Carolina Drug-Free Workplace Act.

E. Equal Opportunity

The Successful Offeror agrees not to refuse to hire, discharge, promote, demote, or to otherwise discriminate in matters of compensation against any person otherwise qualified solely because of race, creed, sex, national origin, immigrant status, English speaking status, ancestry or physical handicap.

F. Indemnification

The Successful Offeror(s) shall agree to hold WNCSource harmless and to indemnify the WNCSource from every expense, liability, or any payment arising out of, or through injury (including death) to any person(s) or damage to any property to any location in which work is located arising out of or suffered through any act or omission of the Successful Offeror(s).

G. Governing Laws

All proposal documents submitted in response to this RFP are governed under all applicable Federal and State of North Carolina laws and regulations.

1. All contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity including the manner by which it will be effected and the basis for settlement.
2. C. Equal Employment Opportunity. Except as otherwise provided under [41 CFR part 60](#), all contracts that meet the definition of “federally assisted construction contract” in [41 CFR part 60-1.3](#) must include the equal opportunity clause provided under [41 CFR 60-1.4\(b\)](#), in accordance with Executive Order 11246, Equal Employment Opportunity ([30 FR 12319, 12935, 3 CFR 1964-1965 Comp.](#), p. 339) as amended by Executive Order 11375 amending Executive Order 11246 Relating to Equal Employment Opportunity, and implementing regulations at [41 CFR part 60](#).
3. Contract Work Hours and Safety Standards Act ([40 U.S.C. 3701-3708](#)). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with [40 U.S.C. 3702](#) and [3704](#), as supplemented by Department of Labor regulations ([29 CFR part 5](#)). Under [40 U.S.C. 3702](#) of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of [40 U.S.C. 3704](#) are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.
4. Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see [2 CFR 180.220](#)) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at [2 CFR part 180](#) that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

H. Interpretations

If any questions arise from this RFP, respondents must contact Tim Camp, at tcamp@wncsource.org. Any response to the respondent's request for interpretation of documents will be made if the Chief Financial Officer believes the interpretation is not clear in the RFP. WNCSource will not be responsible for any other explanation or interpretations. Oral explanation or instructions provided prior to the award of a contract shall not be binding.

I. Responses

All responses to this RFP must comply completely with the requirements and schedule indicated in this RFP to be considered for evaluation. All Offerors must be able to meet or exceed any and all requirements.

J. Location Addition

In the event a new location is opened, WNCSource reserves the right to add the new location for the remainder of the contract. The cost of the new location will be agreed upon by WNCSource and the Successful Offeror.

K. Termination

Subject to the Provisions below, the contract in whole or in part may be terminated for any reason by the WNCSource provided a thirty (30) day advance notice in writing is given to the Successful Offeror.

1. Termination for Convenience

In the event that this contract is terminated or canceled upon request and for the convenience of the WNCSource without the required thirty (30) days advance written notice, then the WNCSource may negotiate reasonable termination costs, if applicable.

2. Termination for Cause

Termination by WNCSource for cause, default or negligence on the part of the Successful Offeror shall be excluded from the foregoing provisions, termination costs, if any, shall not apply. The thirty (30) days advance notice requirement is waived and the default provision in this proposal shall apply.

WNCSource may, by written notice of default to the Successful Offeror, terminate this contract in whole or in part if the Successful Offeror fails to deliver supplies or to perform the services within the specified time in this contract or any extensions. WNCSource reserves the right to purchase any or all items from another source, charging the contractor with any excess costs. Should such charges be assessed, no subsequent RFPs or future business shall be considered until the assessed charge has been reimbursed to WNCSource.

L. Site Visits

Each proposer shall fully acquaint himself with the scope of work required for the execution of the work specified by this RFP. It is expected that this will sometimes require on-site

observations. The failure of a Proposer to acquaint himself with existing conditions shall in no way relieve the proposer of any obligations with respect to this RFP or any resulting contract. Site visit will be held

M. Job Conditions

Supplies shall be stored neatly in areas designated by WNCSource or its representative. The WNCSource does not assume responsibility for loss or damages of stored materials and equipment.

INSTRUCTION TO OFFERERS

You are hereby invited to submit a proposal in accordance with the requirements of this RFP for a **Janitorial Services Contractor for WNCSource**. This proposal is for the establishment of a Basic Service Agreement to begin August 5, 2024, and continue through August 1, 2025. This contract may be extended for an additional four, one year renewable contract if both parties are in agreement.

IV. SPECIFIC TERMS & CONDITIONS

I. Scope of Work

WNCSource is seeking competitive proposals from qualified firms to provide Janitorial Services for Nine Buildings. The contractor shall supply all chemicals, equipment, labor, and supervision necessary to assure performance of specified cleaning service based on the following location and requirements:

● **General Cleaning** **5 Days per week**

Offices, Entrance, Reception Area, Conference Room, Hallways, Common Areas, and Break Areas

- Empty all wastepaper receptacles (replace liners as needed)
- Clean and sanitize drinking fountains
- Spot Clean Horizontal surfaces
- Entrance doors and internal glass partitions cleaned of fingerprints and smudges
- Disinfect all telephones
- Sweep or dust mop all hard surface floors
- Vacuum all carpeted traffic areas
- Thoroughly mop all hard surface floors
- Remove spots and small spills from carpet
- Clean and disinfect all countertops, table top and wash basins in break areas
- Clean front of counters and chairs in break areas
- Wipe down outside of refrigerators and microwave in break area
- Clean inside of microwave in break area
- Coffee machines turned off, emptied and wipe down in break area
- Straighten chairs and tables in break areas

● **General Cleaning** **1 Day per week**

Disinfect light switches, light switch plate and door handles
Polish all drinking fountains
Wall to wall vacuuming of carpeted area
Detail vacuum carpet edges and corners along walls and partitions
Dust horizontal surfaces desk, tables, file cabinets, and credenza

● **General Cleaning** **1 Day per month**

High dusting-air vents, lights, corners, blinds, items on walls tops of doors, door frames
Low dusting-chair and table legs, front and sides of desks, table and chair bases
Dust window sells and baseboard
Clean walls of fingerprints and smudges

● **Restrooms** **5 Days per week**

Empty all trash receptacles
Clean and disinfect all countertops, toilets, toilet seats, urinals and wash basins
Clean and disinfect all dispensers, fixtures, and mirrors
Empty all sanitary napkin receptacles and disinfect
Restock hand soap and paper products
Spot clean partition and tile walls
Disinfect partitions handles, door handles and light switches
Clean and sanitize outsides of dispensers and trash receptacles
Polish all dispensers, fixtures, and mirrors
Sweep and thoroughly mop floors with germicidal solution

● **Restrooms** **1 Day per week**

High dust -air vents, tops of doors, mirror frames, and tops of partitions
Clean and disinfect restroom partitions and walls around toilets and urinals

● **Classrooms** **5 Days per week**

Empty all wastepaper receptacles (replace liners as needed)
Vacuum all carpeted traffic areas
Clean and disinfect all countertops wash basins
Sweep or dust mop all hard surface floors
Entrance doors and internal glass partitions cleaned of fingerprints and smudges

● **Classrooms** **3 Days per week**

Thoroughly mop all hard surface floors
Wall to wall vacuuming of carpeted area including rugs

● **Classrooms** **1 Day per month**

High dusting-air vents, lights, corners, blinds, items on walls tops of doors, door frames
Low dusting-chair and table legs, front and sides of desks, table and chair bases
Dust window sills and baseboard
Clean walls of fingerprints and smudges

● **Additional Services Priced Separately** **Per Request**

Include two prices one the floor only and one including the cost to move and replace furniture.

Hard floor cleaning, stripping and waxing per square foot
Carpet cleaning per yard
Move in/ out cleans per square foot

QUALIFICATIONS

- **LOCATION:** The successful bidder must be within a one hundred (100) mile radius of WNCSource, Henderson County.
- **REFERENCES:** Must provide three (3) projects where the scope of work is similar to WNCSource and work performed within the last five years. Reference would include contact name, phone number and email.

V. OFFER CONTENTS

Offers must include the following information in the listed format. Any portion not included may be cause for possible elimination from the evaluation process.

1. **Completed copies of pages 1, 2, Schedule I and Attachments A, B, and C**
2. **Pricing Information** – Include itemized pricing for all line items as indicated on the Proposal Schedule (Schedule I).

3. **References** – Award of contract will be contingent upon the firm receiving acceptable recommendations from references. Offerors are required to submit a minimum of three references from similar projects that have been completed within the last five years. References should be comparable in size and scope to WNCSource, if possible. All references must include a contact person and currently in use telephone number.
4. **Copy of your firm’s current business license.**
5. **Name of, and references for, any subcontractors to be used in completion of this contract.**
6. **Copy of firm’s W-9**

EVALUATION CRITERIA

Best Value proposal will be evaluated by a review committee on the basis of the following criteria. Criteria are listed in order of relative importance.

Total Cost

Responses from References

The contract will be awarded to the bidder receiving the highest average.

WNCSource RESERVATIONS

WNCSource reserves the right to award this contract on any basis deemed to be in the best interest of WNCSource. WNCSource reserves the right to reject any or all proposals upon evidence of fraud or collusion, or when such rejection is in the WNCSource best interest. WNCSource reserves the right to waive any informality or irregularity.

SCHEDULE I
WNCSource: Janitorial Services Contractor for WNCSource.
PROPOSAL FORM

Forest City Center	Price	\$ _____
King Creek Main Office	Price	\$ _____
King Creek Children's Center	Price	\$ _____
Sugar Hill Children's Center	Price	\$ _____
Office building 7th Ave	Price	\$ _____
Office building N. Justice St	Price	\$ _____
Tebeau Children's Center	Price	\$ _____
Etowah Children's Center	Price	\$ _____
Hillview Children's Center	Price	\$ _____
Total Price		\$ _____

Offeror/Company

Telephone Fax

Street or P.O. Box City State Zip

Email Address

Authorized Signature Title

Attachment "A"

BUSINESS PROFILE
WNCSource

Business Name _____

Address _____

Contact Person: _____ Phone: _____

Fax Number: _____ E-Mail Address: _____

Workers' Compensation on all employees? Yes () No ()

Year Business established: _____ Annual Sales (optional): _____

Number of employees: _____ Certified Minority Owned Business? Yes () No ()

Insurance Company Name/Address:

Bank References:

List four businesses and/or schools your firm has performed work for during the past five years.

Name of Firm	Contact Person	Telephone and Address

Attachment "B"

Signature of person authorized to submit Offer	Title	Date
WNCSource		

Attachment "C"

Statement of Assurance of Compliance

_____ (the "Company") hereby agrees that it will comply with the provisions of Title VI of the Civil Rights Act of 1964 (as amended) and all requirements imposed pursuant thereto, to the end that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination in the provision of any assistance, care, or services. The below signatory, as the _____ of the Company certifies that the Company above complies with all applicable Federal and State laws and regulations.

Please print the address of Company

Street Address City State Zip

Mailing Address City State Zip

Signature of Authorized official

Printed Name of the Authorized official

Date _____

Title _____