STATE OF NORTH CAROLINA

North Carolina Central University

Request for Proposal #: 61-RFP25010

Elevator Services

Date of Issue: June 26, 2026

Proposal Opening Date: July 21, 2026

At 2:00 P.M. ET

Direct all inquiries concerning this RFP to:

Bernell Bright

Strategic Purchasing Manager

Email: bbright3-t@nccu.edu

Phone: 919-530-6877

STATE OF NORTH CAROLINA

Request for Proposal #

61-RFP25010

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

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

____

Vendor Name

____

Vendor eVP#

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

Electronic responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA North Carolina Central University	
Refer *ALL* Inquiries regarding this RFP to: **Bernell Bright** **bbright3-t@NCCU.EDU**	**Request for Proposal #: 61-RFP25010** **Proposals will be publicly opened: July 21, 2026 @ 2:00 PM EST**
Using Agency: North Carolina Central University **Requisition No.: TBD**	**Commodity No. and Description: 910-13 Elevator Installation, Maintenance and Repair**

EXECUTION

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

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

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

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

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

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

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

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

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

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

COMPLETE/FORMAL NAME OF VENDOR:			
STREET ADDRESS:		P.O. BOX:	ZIP:
CITY & STATE & ZIP:		TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):			
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:			
VENDOR'S AUTHORIZED SIGNATURE*:	**DATE:**	EMAIL:	

VALIDITY PERIOD

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

ACCEPTANCE OF PROPOSAL

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

FOR STATE USE ONLY: Offer accepted and Contract awarded this________ day of __________, 20____, as indicated on

The attached certification, by ____.

(Authorized Representative of North Carolina Central University)

Contents

1.0 PURPOSE AND BACKGROUND

North Carolina Central University ("University") is soliciting proposals from qualified vendors to provide comprehensive elevator inspection, preventative maintenance, and repair services for a portfolio of sixty-four (64) passenger and freight elevators, as well as associated escalators, dumbwaiters, and lift systems located across the University campus.

The University operates a diverse range of academic, administrative, residential, and support facilities that rely on safe, reliable, and code-compliant vertical transportation systems to support daily operations. These systems are critical to ensuring accessibility, life safety, and continuity of campus activities for students, faculty, staff, and visitors. As such, NCCU requires a qualified contractor capable of delivering consistent, high-quality maintenance services while minimizing equipment downtime and operational disruptions.

All equipment covered under this solicitation was installed in accordance with the applicable codes and standards in effect in the State of North Carolina at the time of installation. While subsequent revisions to ANSI A17.1 are not retroactive to existing equipment, any units that are modified or upgraded must be maintained in full compliance with current applicable standards, including ANSI A17.1, ANSI A17.2, and all relevant federal, state, and local laws, regulations, and ordinances.

The selected vendor(s) will be responsible for providing a full range of services, including but not limited to routine inspections, scheduled preventative maintenance, diagnostic services, emergency response, and repair or replacement of components as necessary to maintain safe and efficient operation. Services shall be performed in a manner that ensures compliance with all regulatory requirements and industry's best practices.

The University anticipates that services will include, at a minimum:

- Development and execution of a comprehensive preventative maintenance program
- Performance of periodic safety inspections and testing
- Provision of emergency and unscheduled repair services with defined response times
- Documentation and reporting of maintenance activities, deficiencies, and corrective actions
- Coordination with University personnel regarding scheduling, outages, and system performance

The resulting contract will require the vendor to manage services across multiple campus locations, coordinate work to minimize disruption to university operations, and maintain clear communication with designated University representatives.

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

1.1 CONTRACT TERM

The Contract shall have an **initial term of *one (1)* year**, beginning on the date of final Contract execution (the "Effective Date") or [insert date], whichever is later. The Vendor shall begin work under the Contract within ten (10) business days of the Effective Date.

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to **two (2) additional one-year terms.** The State will give the Vendor written notice of its intent to exercise each option no later than *ninety (90)* days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

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

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may not apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

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

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

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

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

2.4 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	06/26/2026
Hold Pre-Proposal Meeting/Site Visit	State	07/02/26 @ 10:00 A.M. EST
Submit Written Questions	Vendor	07/03/26 by 2:00 P.M. EST
Provide Response to Questions	State	07/14/26 or sooner
Submit Proposals	Vendor	07/21/2026 @ 2:00 P.M. EST

2.5 SITE VISIT or PRE-PROPOSAL CONFERENCE

Urged and Cautioned Site Visit

Date:	07/02/2026
Time:	10:00 A.M. Eastern Standard Time
Location:	NCCU Physical Plant Conference Room 206 Eagle Campus Drive Durham, NC 27707
Contact #:	For parking and conference room location information **ONLY** - Facilities - 919 530-7244

Instructions: Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. A non-mandatory site visit is scheduled for this RFP. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this RFP.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP and any resulting contract.

2.6 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to *[bbright3-t@NCCU.EDU]* by the date and time specified above. Vendors should enter “RFP # *61-RFP25010:* Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the 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 electronic Vendor Portal (eVP), https://evp.nc.gov,* and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.7 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

If applicable to this RFP and using eVP, all proposal responses **shall be submitted electronically via the electronic Vendor Portal (eVP).** Additional information can be found at the eVP updates for Vendors link: https://eprocurement.nc.gov/news-events/evp-updates-vendors.

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

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

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

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

2.8 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's proposal, in the State's sole discretion.

Vendor RFP responses shall include the following items and attachments, which should be arranged in the following order:

a) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
b) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
c) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
d) Vendor's Proposal addressing all Specifications of this RFP. *[Indicate relative section references as a guide to responding to sections requiring additional responses outside of the solicitation document. If not required, delete.]*
e) Completed version of ATTACHMENT A: PRICING
f) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
g) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
h) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
j) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

2.9 ALTERNATE PROPOSALS

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

2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

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

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

Acceptance Testing *– Final testing performed to verify that the elevator system complies with contract requirements, code requirements, and operational specifications prior to owner acceptance.*

ADA *– Refers to compliance with the Americans with Disabilities Act and related accessibility requirements.*

Cab *– The passenger or freight compartment that travels within the elevator hoistway.*

Commissioning *– The systematic process of verifying and documenting that the elevator equipment and systems perform according to the design intent and operational requirements.*

Controller *– The electronic or microprocessor-based system that governs elevator operation.*

Downtime *– The period during which an elevator is not operational due to maintenance, repair, modernization, or malfunction.*

Elevator Contractor *– The firm responsible for furnishing, installing, testing, and commissioning the elevator equipment specified in the contract documents.*

Final Completion *– The stage at which all work, punch list items, documentation, and training have been completed and accepted by the Owner.*

Hoistway *– The vertical shaft or enclosure in which the elevator cab and counterweight travel.*

Machine Room *– The dedicated room or space containing elevator machinery and control equipment, unless the elevator is machine-room-less (MRL).*

Modernization *– Replacement or upgrade of existing elevator equipment to improve performance, reliability, safety, or code compliance.*

Preventive Maintenance *– Scheduled servicing performed to reduce equipment failure and prolong operational life.*

Punch List *– A list of incomplete or deficient items identified prior to final acceptance.*

Substantial Completion *– The stage at which the elevator system is sufficiently complete and operational for intended use.*

Warranty Period *– The specified period following acceptance during which the contractor is responsible for correcting defects in materials or workmanship.*

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

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

All proposals received by the deadline will be evaluated by an evaluation committee. The evaluation process may include initial review, scoring, clarification requests, interviews, and/or best and final offers (BAFOs), if deemed necessary.

Proposals must meet all mandatory requirements to be considered responsive. Failure to comply with mandatory requirements may result in disqualification.

The evaluation will be based on a best value methodology, with the following criteria:

- Technical Approach and Methodology (Section 5.5);
- Vendor Experience and Qualifications (Section 4.4);
- Service Levels and Response Times;
- Price Proposal; and
- References and Past Performance (Section 4.5).

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

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

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29 of the Instructions to Vendors entitled COMMUNICTIONS BY VENDORS.

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

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

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

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

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

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

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids are authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

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

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

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

3.4 EVALUATION CRITERIA

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

BEST VALUE: "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement.

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

EVALUTION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

1. Technical Approach and Methodology *(Section 5.5)*
2. Experience and Qualifications *(Section 4.4)*
3. Service Level and Response Times
4. Price Proposal
5. References and Past Performances (Section 4.5)

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

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

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

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

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

- *Applicable codes (e.g., ASME A17.1 / local building codes)*
- *Type of project (modernization, new install, maintenance)*
- *Performance specs (speed, capacity, wait times)*
- *Equipment requirements (controllers, motors, door systems)*
- *Safety and compliance requirements*
- *Maintenance/service expectations*
- *Warranty terms*
- *Submittals (drawings, schedules, certifications)]*

4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor's proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

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

4.1.1 Import Tariff Temporary Surcharge

Pricing shall be exclusive of any pending tariffs or temporary tariff surcharge. Vendor may request a temporary tariff surcharge in ATTACHMENT A: PRICING SUBMITTAL WORKBOOK as a charge separate from the contract price. Any temporary tariff surcharge(s) associated with purchases shall be provided by way of a percentage tariff surcharge. All tariff surcharges proposed are intended to be temporary and based on current tariff implications specific to related commodities with evidence of submitted documentation of affected MSRP products. Vendor understands that the agency may request additional justification. Any temporary tariff surcharge percentage will be negotiated and mutually agreed upon. The state is not obligated to accept any proposed import tariff surcharge. Proposed tariff surcharges may be used as a factor for evaluation and award.

4.2 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: 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.

4.3 HUB PARTICIPATION

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

4.4 VENDOR EXPERIENCE

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

The State may consider the Vendor's demonstrated experience, organizational capacity, technical expertise, project management capabilities, and prior performance on similar projects as part of the evaluation process.

4.5 REFERENCES

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. References shall not be from the same company or from the soliciting State entity. In addition, Vendor shall provide references for and identify other government contracts it has received, for which your company has provided services of similar size and scope. The State *shall* contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained *shall* be considered in the evaluation of the Proposal.

4.6 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details 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, by 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 provide a statement that Vendor 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 provide a statement Vendor 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, proceedings, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

Vendor's response to these requests shall be considered a continuing representation, 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.

4.6.1 GENERAL INFORMATION

It is the policy of the State to provide a safe environment for State Government employees to work. Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees, agents, representatives, subcontractors, and all personnel of their respective companies. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

The following requirements must be met:

a) Criminal background checks shall be current and completed within ninety (90) days of the 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 Contract Administrator for evaluation. In some cases, 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 approved for work. Persons without approved criminal background checks shall not be allowed to work in the relevant buildings until proper documentation is submitted and approved.
e) The State may require the Vendor to exclude the Vendor's employees, agents, representatives, or subcontractors based on 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.

4.6.2 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 provide a statement that Vendor 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 provide a statement Vendor 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 provide a statement that there are none.

e) Any **civil litigation**, arbitration, proceedings, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein, or provide a statement that there are none.

4.6.3 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 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 twenty-four (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 background check requests shall be considered a continuing representation, and Vendor's failure to notify the State within thirty (30) days of any criminal charge, 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 or delays with performance associated with the completion and compliance with this background check requirements, any Vendor's performance bond could be used to complete these Services.

4.6.4 DOCUMENT REQUIREMENTS

Required documentation to be submitted prior to date Contract is effective and for 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.

4.6.5 VENDOR BACKGROUND CHECK AGREEMENT

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the State in order to perform Services under this Contract:

☐ YES ☐ NO

4.7 PERSONNEL

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

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

4.8 VENDOR'S REPRESENTATIONS

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

4.9 QUESTIONS TO VENDORS

Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process.

24/7 Dispatch Available:

☐ Yes

☐ No

4.10 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction

Each Vendor shall certify it is financially stable by completing the ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential performance issues from Contracting with a Vendor that is financially unstable. This Certification shall be deemed continuing, and from the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION

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

☐ Small Purchases

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

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

4.12 SUBCONTRACTORS

No portion of the work shall be subcontracted without prior written consent of the State. In the event that the Vendor desires to subcontract some part of the work specified herein, the Vendor shall furnish with their bid the names, qualifications, and experience of their proposed subcontractors. The Vendor shall, however, remain solely and fully liable and responsible for the work done by its subcontractor(s) and shall assure compliance with all the requirements and specifications of the contract.

4.13 SECRETARY OF STATE REGISTRATION

Prior to entering into a contract with the State, the awarded Vendor(s) must complete registration with the NC Secretary of State. Upon notification of award, the selected Vendor(s) must furnish evidence of filing within 10 business days. Failure to provide this documentation may result in the disqualification of the Vendor(s) bid from further consideration for the award.

No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.

A contract award under the above-referenced solicitation, and the resulting purchase orders, will produce repeated orders and transactions in North Carolina and will constitute “transacting business” in the State, which requires a certificate of authority from the North Carolina Secretary of State as provided in G.S. §55-15-01 (corporations) or §57D-7-01 (LLCs). Please go to: https://www.sosnc.gov/ to register.

Vendor registered with the North Carolina Secretary of State: Yes☐ No ☐

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

The Contractor shall provide comprehensive full-service elevator maintenance, inspection, testing, repair, emergency response, replacement parts, and related services for all elevators, lifts, dumbwaiters, and conveyance equipment identified in the Elevator Equipment Schedule included in this RFP.

All equipment covered under this contract shall be maintained in safe, reliable, efficient, and first-class operating condition at all times in accordance with:

- *Applicable editions of ASME A17.1 Safety Code for Elevators and Escalators;*
- *ASME A17.2 Guide for Inspection of Elevators;*
- *Applicable requirements of the North Carolina Department of Labor Elevator Division;*
- *Applicable federal, state, and local laws, regulations, and codes; and*
- *Manufacturer recommendations and performance specifications.*

The Contractor shall furnish all labor, supervision, transportation, tools, testing equipment, lubricants, diagnostic equipment, materials, replacement parts, and incidentals necessary to perform the services required under this contract unless specifically excluded herein.

The University reserves the right to add or remove elevators during the contract term. Contract pricing shall be adjusted through written amendment. Newly installed or replacement elevators may be added to or removed from the contract upon thirty (30) days written notice by the University.

The Contractor shall coordinate all non-emergency work with the University Contract Administrator to minimize disruption to campus operations and building occupants.

5.2 SPECIFICATIONS

Equipment Coverage

The elevators and conveyance systems covered under this contract are identified in the Elevator Specification Sheet.

Equipment includes, but is not limited to:

- *Hydraulic passenger elevators*
- *Traction passenger elevators*
- *Freight elevators*
- *Wheelchair lifts*
- *Accessibility lifts*
- *Dumbwaiters*

The Contractor shall maintain all listed equipment regardless of manufacturer, age, or configuration.

Elevator Specification Sheet

Item	Department	State ID	Type	Operation	Elevator Designation	Installed	Manufacturer	Capacity	Speed	Landing	Entrances
1	Academics	H1650	Wheelchair Lift	Hydraulic	Alexander Dunn	9/23/2005	SAVARIA	750	20	2	1
2	Academics	18150	Passenger	Hydraulic	BBRI Elevator #1	10/13/1998	SCHINDLER	2500	125	3	1
3	Academics	18151	Passenger	Hydraulic	*BBRI Elevator #2*	10/13/1998	SCHINDLER	1500	125	4	1
4	Academics	25068	Passenger	Hydraulic	*BRITE Hall*	3/7/2008	OTIS	2500	100	3	2
5	Academic	35243	Passenger	Traction	New Schools of Business	6/12/2023	Kone		3	3	1
6	Academic	35244	Passenger	Traction	New Schools of Business	6/12/2923	Kone		4	4	1
7	Academic	H3434	Accessibility Lift	Hydraulic	New Schools of Business	6/29/2023	Garaventa		2	2	1
8	Academics	10337	Passenger	Hydraulic	Criminal Justice Building	10/15/1983	THYSSENKRUPP	2500	125	3	1
9	Academics	29175	Passenger	Traction	Dent Building	3/4/2014	THYSSENKRUPP	2500	150	4	2
10	Academics	20329	Passenger	Hydraulic	Edmonds Classroom	12/7/2001	THYSSENKRUPP	2500	100	3	1
11	Academics	19119	Passenger	Hydraulic	Education Building Elevator #1	12/20/1999	THYSSEN KRUPP	2500	125	4	1
12	Academics	19120	Passenger	Hydraulic	Education Building Elevator #2	12/20/1999	THYSSEN KRUPP	2500	125	4	1
13	Academics	19121	Passenger	Hydraulic	Education Building Elevator #3	12/20/1999	THYSSEN KRUPP	2100	100	2	2
14	Academics	8477	Passenger	Hydraulic	Edwards Music Building	10/26/1976	SOUTHERN	5000	100	4	1
15	Academics	7886	Freight	Hydraulic	F.N. Communication Building - Elevator 1	11/13/1975	SOUTHERN	4000	75	2	1
16	Academics	7888	Passenger	Hydraulic	F.N. Communication Building - Elevator 2	11/13/1975	SOUTHERN	2500	100	4	1
17	Academics	6564	Passenger	Hydraulic	Hubbard Chemistry Building	3/10/1970	OTIS	2000	100	3	1
18	Academics	16533	Passenger	Hydraulic	Jones Hall	8/7/1996	SCHINDLER	2000	100	2	1
19	Academics	29040	Passenger	Hydraulic	Lee Biology Building	12/12/2013	ANER CRESC	1400	56	4	1
20	Academics	22534	Passenger	Hydraulic	Mary Townes Science Building - Elevator 1	4/7/2005	OTIS	4500	100	5	1
21	Academics	22535	Passenger	Hydraulic	Mary Townes Science Building - Elevator 2	7/14/2005	OTIS	3500	125	3	1
22	Academics	9716	Passenger	Hydraulic	Miller-Morgan Building	6/11/1982	THYSSEN KRUPP	2100	125	3	1
23	Academics	27797	Passenger	Hydraulic	Nursing School - Elevator 1	6/30/2011	SCHINDLER	2500	125	3	1
24	Academics	27798	Passenger	Hydraulic	Nursing School - Elevator 2	6/30/2011	SCHINDLER	4500	100	4	1
25	Academics	16925	Passenger	Hydraulic	Robinson Building	8/11/1997	DOVER	2500	125	5	2
26	Academics	13369	Passenger	Hydraulic	Shepard Administration Bldg. - Elevator 2	1/8/1990	OTIS	2500	125	4	1
27	Academics	13368	Passenger	Hydraulic	Shepard Administration Bldg. - Elevator 1	1/8/1990	OTIS	2500	125	4	1
28	Academics	24638	Passenger	Hydraulic	Shepard Library - Elevator 1	3/1/2007	SCHINDLER, HYD	3500	150	3	1
29	Academics	8111	Passenger	Hydraulic	Shepard Library - Elevator 2	11/3/1975	OTIS	1500	100	3	1
30	Academics	5831	Passenger	Hydraulic	Student Health	5/24/1967	SOUTHERN	4000	100	3	1
31	Academics	17065	Passenger	Hydraulic	Student Services	10/29/1997	DOVER	2500	115	3	1
32	Academics	29275	Passenger	Hydraulic	Taylor Education Building	3/21/2014	THYSSENKRUPP	3000	110	3	1
33	Academics	22762	Passenger	Hydraulic	Turner Law Building - Elevator 1	5/12/2005	OTIS	3500	150	4	2
34	Academics	9372	Passenger	Hydraulic	Turner Law Building - Elevator 2	6/5/1980	SOUTHERN	4000	100	4	2
35	Academics	10595	Passenger	Hydraulic	Walker PE Complex	7/22/1985	DOVER	2500	125	3	1
36	Academics	21796	Passenger	Hydraulic	Willis Commerce Building - Elevator 1	5/26/2004	THYSSENKRUPP	1500	160	4	1
37	Academics	H76	Wheelchair Lift	Screw Drive	Willis Commerce Building - Wheelchair Lift	6/28/1982	AMER STAIR GLID	400	90	2	2
38	Auxiliary	14797	Passenger	Hydraulic	Student Union	8/25/1992	OTIS	2500	100	2	1
39	Auxiliary	27591	Passenger	Hydraulic	Latham Bookstore	12/14/2010	SCHINDLER	5000	100	2	2
40	Auxiliary	27529	Passenger	Hydraulic	Latham Parking Deck	8/12/2010	SCHINDLER	3500	150	5	2
41	Auxiliary	26260	Dumbwaiter	Winding Drum	Pearson Cafeteria - Dumbwaiter	12/16/2008	MATOT	500	50	3	1
42	Auxiliary	25679	Passenger	Hydraulic	Pearson Cafeteria - Elevator 1	1/6/2009	OTIS	3000	100	3	1
43	Auxiliary	H2023	Wheelchair Lift	Hydraulic	Pearson Cafeteria - Wheelchair Lift	12/16/2008	SAVARIA	750	14	2	2
44	Auxiliary	33929	Passenger	Hydraulic	New Student Center	7/23/2021	Vertical Express	3500	125	2	1
45	Auxiliary	33930	Passenger	Hydraulic	New Student Center	7/23/2021	Vertical Express	3500	125	2	1
46	Auxiliary	33931	Passenger	Hydraulic	New Student Center	7/23/2021	Vertical Express	10000	125	2	1
48	Residence Life	23080	Passenger	Hydraulic	Annie Day Shepard	2/9/2005	OTIS	3000	125	5	1
49	Residence Life	22757	Passenger	Hydraulic	Ben Ruffin Hall - Elevator 1	5/13/2005	OTIS	2500	150	3	1
50	Residence Life	22758	Passenger	Hydraulic	Ben Ruffin Hall - Elevator 2	5/13/2005	OTIS	2500	150	3	1
51	Residence Life	27540	Passenger	Traction	Chidley Hall - Elevator 1	7/18/2011	KONE	3500	150	4	1
52	Residence Life	27541	Passenger	Traction	Chidley Hall - Elevator 2	7/18/2011	KONE	3500	150	4	1
53	Residence Life	22401	Passenger	Hydraulic	Eagle Landing - Elevator 1	8/10/2004	OTIS	3500	125	5	1
54	Residence Life	22402	Passenger	Hydraulic	Eagle Landing - Elevator 2	8/10/2004	OTIS	3500	125	5	1
55	Residence Life	6053	Passenger	Traction	Eagleson Hall - Elevator 1	11/14/1968	WECO	2500	200	9	1
56	Residence Life	6054	Passenger	Traction	Eagleson Hall - Elevator 2	12/3/1968	WECO	2500	200	9	1
57	Residence Life	22370	Passenger	Hydraulic	Graduate Apartments	8/18/2004	OTIS	2100	125	3	2
58	Residence Life	21251	Passenger	Hydraulic	McLean Hall	9/19/2002	MINNESOTA	2500	125	3	1
59	Residence Life	17618	Passenger	Hydraulic	New Res. - Elevator 1	10/6/1998	SCHINDLER	2500	125	4	1
60	Residence Life	17619	Passenger	Hydraulic	New Res. - Elevator 2	10/6/1998	SCHINDLER	2500	125	4	1
61	Residence Life	17620	Passenger	Hydraulic	New Res. - Elevator 3	10/6/1998	SCHINDLER	2500	125	4	1
62	Residence Life	17615	Passenger	Hydraulic	Richmond Hall - Elevator 1	10/5/1998	SCHINDLER	2500	125	4	1
63	Residence Life	17616	Passenger	Hydraulic	Richmond Hall - Elevator 2	10/5/1998	SCHINDLER	2500	125	4	1
64	Residence Life	17617	Passenger	Hydraulic	Richmond Hall - Elevator 3	10/5/1998	SCHINDLER	2500	125	4	1
65	Residence Life	23600	Passenger	Hydraulic	Rush Hall	11/30/2005	SCHINDLER	2500	125	4	1

Performance Requirements

The Contractor shall maintain all elevators to operate in accordance with original manufacturer performance specifications and applicable code requirements, including:

- *Rated speed;*
- *Leveling accuracy;*
- *Door operation and reopening devices;*
- *Ride quality;*
- *Emergency operations;*
- *Fire service operation; and*
- *Safety device functionality.*

Elevators shall remain available for normal operation except during scheduled maintenance, inspections, testing, repairs, or emergency outages.

Emergency Response Services

The Contractor shall provide twenty-four (24) hour emergency callback service, seven (7) days per week, including holidays. For emergency service calls, the Contractor shall:

- *Acknowledge receipt of the service request within thirty (30) minutes of notification;*
- *Respond onsite within two (2) hours of notification;*
- *Provide qualified personnel familiar with the covered equipment; and*
- *Coordinate elevator entrapment response procedures with University personnel and emergency responders, as applicable.*

The Contractor shall maintain sufficient staffing and resources to meet the required response times throughout the term of the contract.

Contractor Access and Sign-In Procedures

The Contractor shall ensure that all personnel sign in and sign out daily at the Physical Plant Department prior to performing any work on campus. The sign-in location is:

206 Eagle Campus Drive
Durham, North Carolina

Normal sign-in hours are Monday through Friday, from 7:00 a.m. to 5:00 p.m., unless otherwise authorized by the University.

The Contractor shall coordinate all after-hours, weekend, holiday, and emergency access with the University's designated representative or Physical Plant personnel.

Preventive Maintenance

The Contractor shall provide a full preventive maintenance program including:

- *Inspection;*
- *Cleaning;*
- *Lubrication;*
- *Adjustment;*
- *Testing;*
- *Repair; and*
- *Component replacement.*

Maintenance services shall include all elevator system components including, but not limited to:

- *Machines and motors;*
- *Controllers and selectors;*
- *Governors and safeties;*
- *Door operators and interlocks;*
- *Hydraulic systems;*
- *Hoistway equipment;*

- *Traveling cables;*
- *Car and hall fixtures;*
- *Emergency communication systems; and*
- *Emergency power and fire service systems.*

Preventive maintenance shall be performed at intervals consistent with manufacturer recommendations, industry standards, equipment usage, and applicable code requirements.

Parts and Materials

All replacement parts and materials shall:

- *Be new unless otherwise approved in writing by the University;*
- *Meet or exceed OEM quality standards;*
- *Be compatible with existing equipment; and*
- *Comply with applicable codes and manufacturer requirements.*

The Contractor shall maintain sufficient spare parts inventory to minimize downtime.

If replacement parts are obsolete or unavailable, the Contractor shall provide equivalent or upgraded components compatible with the existing system. Any proposed substitute components shall require prior approval from the University.

Testing and Inspections

The Contractor shall perform all required inspections and testing including:

- *Annual inspections;*
- *Category testing;*
- *Five-year testing;*
- *Fire service testing;*
- *Emergency power testing; and*
- *Safety device testing.*

All testing shall be coordinated with the University and applicable regulatory authorities. The Contractor shall provide all labor, testing equipment, and qualified personnel necessary to complete required inspections and maintain code compliance.

Elevator Camera Monitoring Services

The School of Business building contains three (3) elevators equipped with installed camera systems. The Contractor shall provide monitoring services for these elevator camera systems as part of the contract. Services shall include, at a minimum:

- *Monitoring and support of the elevator camera systems;*
- *Coordination with the University's designated representative regarding camera-related incidents affecting elevator operations;*
- *Identification and reporting of camera system malfunctions;*
- *Troubleshooting and coordination of repairs for camera-related equipment associated with the elevator systems;*
- *Verification that camera systems remain operational following maintenance, repair, modernization, or testing activities; and*
- *Documentation of camera-related issues and corrective actions in service reports.*

The Contractor shall describe its proposed monitoring methodology, staffing, hours of monitoring coverage, response procedures, and any technology platforms utilized to provide these services. The University reserves the right to modify, expand, or reduce camera monitoring requirements during the contract term through written amendment. The Contractor shall identify any assumptions, exclusions, third-party fees, software licensing costs, monitoring platform costs, communication charges, or other expenses associated with providing camera monitoring services.

5.3 TASKS/DELIVERABLES

The Contractor shall provide the following services and deliverables throughout the contract term:

- *Preventive Maintenance Services*
  - *Perform scheduled preventive maintenance on all covered equipment;*
  - *Adjust, clean, lubricate, and inspect elevator components;*
  - *Maintain equipment in safe and proper operating condition; and*
  - *Maintain service schedules and maintenance records.*

- *Repair and Corrective Maintenance*
  - *Diagnose equipment malfunctions;*
  - *Repair or replace defective or worn components;*
  - *Restore equipment to normal operation;*
  - *Provide recommendations for major repairs or modernization when necessary; and*
  - *Complete repairs within a reasonable timeframe to minimize downtime.*

- *Documentation and Reporting*

The Contractor shall provide:

- *Daily electronic service reports;*
- *Preventive maintenance logs;*
- *Inspection and testing reports;*
- *Repair recommendations;*
- *Parts replacement documentation; and*
- *Updated wiring diagrams reflecting modifications performed during the contract term.*

Service reports shall be submitted to the University within forty-eight (48) hours following completion of service.
Daily Service Reports

The Contractor shall provide a daily electronic service report for each campus visit, whether for preventive maintenance, corrective maintenance, inspection, testing, emergency response, or other service activities. Daily service reports shall include, at a minimum:

- *Date of service;*
- *Building name and elevator/unit identification number;*
- *Technician name(s);*
- *Time of arrival and departure;*
- *Description of work performed;*
- *Preventive maintenance activities completed;*
- *Equipment deficiencies identified;*
- *Parts repaired or replaced, including part numbers where applicable;*
- *Equipment status upon departure (operational, limited service, or out of service);*
- *Recommended follow-up actions or repairs;*
- *Photographs of significant deficiencies or completed repairs, when applicable; and*
- *University representative acknowledgment, if required.*

Daily service reports shall be submitted electronically to the University Contract Administrator and designated Facilities personnel within forty-eight (48) hours following completion of the service visit. The reported arrival and departure times shall correspond to the University's contractor sign-in and sign-out records.

- *Coordination and Scheduling*

The Contractor shall coordinate all scheduled maintenance and non-emergency repairs with the University Contract Administrator.
Planned elevator outages shall require advance notice and prior approval from the University.

- *Emergency and Safety Notifications*

The Contractor shall immediately notify the University of:

- *Unsafe operating conditions;*
- *Equipment shutdowns;*
- *Code violations;*
- *Entrapments; or*
- *Conditions presenting a risk to persons or property.*]

5.4 PROJECT ORGANIZATION

[Edit or delete, as appropriate.]

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP and identify the responsibilities to be assigned to each person Vendor proposes to staff the work. The Contractor shall maintain an organizational structure capable of supporting all contract requirements and response obligations.

Staffing Requirements

The Contractor shall provide:

- A designated Project Manager as the primary point of contact;
- Qualified elevator mechanics and technicians;
- Adequate staffing levels to meet service requirements; and
- Primary and secondary service technicians familiar with campus equipment.

All personnel performing work under this contract shall possess all licenses, certifications, and training required by applicable law and code requirements.

Communication Requirements

The Contractor shall maintain:

- A staffed service dispatch operation;
- Dedicated telephone support; and
- Active email communication capability.
- The Contractor shall respond to University written communications within 24 hours.

Vendor Conduct

Contractor personnel shall:

- Sign in and out in accordance with University procedures;
- Wear company uniforms and identification badges while on campus;
- Follow all University safety and security procedures;
- Conduct themselves professionally at all times; and
- Immediately report hazards, property damage, or unsafe conditions to the University.

5.5 TECHNICAL APPROACH

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

5.6 CERTIFICATION AND SAFETY LABELS

Any manufactured items and/or fabricated assemblies provided hereunder that are subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization *acceptable to govern inspection where the item is to be located*, such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers' Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor's planning purposes.

6.1 CONTRACT MANAGER AND CUSTOMER SERVIC

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

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

The Vendor shall be required to designate and make available to the State for customer service. The customer service point of contact shall be the State's point of contact for customer service-related issues (define roles and responsibilities).

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

6.2 INVOICES

Vendor shall invoice the Procurement Entity. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Procurement Entity with an invoice for each order. Invoices shall include detailed information to allow Procurement Entity to verify pricing at point of receipt matches the correct price from the original date of order. As a condition of payment, the Contractor shall ensure that all personnel performing work on campus comply with the University's daily sign-in and sign-out procedures at the Physical Plant Department.

Departments (e.g., Auxiliary Services, Residence Life, Academic Affairs) shall be billed separately, as applicable. The Contractor shall ensure that all personnel performing work on campus comply with the University's daily sign-in and sign-out procedures at the Physical Plant Department. Failure to properly sign in and sign out, or failure to comply with established access procedures, may result in delays in invoice processing and payment until compliance can be verified.

The following information shall be included on all invoices, as applicable:

- Department name (departments shall be billed separately, as applicable);
- Contractor name and address;
- Invoice number and invoice date;
- Contract number;
- Purchase Order number;
- Billing period covered;
- Description of services performed;
- Date(s) of service;
- Labor hours, if applicable;
- Itemized parts and materials, if applicable; and
- Total amount due.

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

6.3 POST AWARD BUSINESS REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet bi-weekly, either virtually or in person, with the State for Business Review meetings. The purpose of these meetings will be to discuss current work, review outstanding purchase orders, address outstanding issues, review problem resolution, provide project updates, and discuss any other pertinent topics.

6.4 CONTINUOUS IMPROVEMENT

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

6.5 PERIODIC *Bi-Weekly* REPORTS

The Vendor shall provide periodic status reports to the designated Contract Lead on a bi-weekly basis. The reports shall include, at a minimum, current work status, outstanding purchase orders, anticipated issues or delays, and planned activities for the upcoming reporting period. Reports shall be submitted electronically in a format acceptable to the Procurement Entity. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

6.6 ACCEPTANCE OF WORK

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

Acceptance of Vendor's work product shall be based on the following criteria:

- *[Performance of all elevator maintenance, repair, testing, inspection, modernization support, and related services shall be completed in strict accordance with the Contract requirements, applicable codes, manufacturer* *specifications, and generally accepted elevator industry standards.*

- *All work shall comply with recognized industry practices and applicable requirements of:*

- *ASME A17.1 Safety Code for Elevators and Escalators*
- *ASME A17.2 Guide for Inspection of Elevators*
- *Applicable North Carolina Department of Labor Elevator Division requirements*
- *Manufacturer maintenance and performance standards*
    - *Work shall be considered complete only when the Services have been reviewed and accepted in writing by the Contract Manager or authorized designee.*

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

6.8 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to *[4]* months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.9 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.10 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be made through the contract administrator.

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7.0 ATTACHMENTS

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

ATTACHMENT A: PRICING

Complete and return the Pricing associated with this IFB, which can be found at the following link *OR* in the table below:

PREVENTATIVE MAINTENANCE PRICING

Department	***Elevator Designation***	***Monthly Maintenance Cost Per Unit***	***Annual Maintenance Cost Per Unit***
Academic/Auxiliary/Residence Life	*Eagle Landing Elevator 2*	$____________	$____________
		$____________	$____________
		$____________	$____________
		$____________	$____________

INSPECTION SERVICES PRICING

Description	*Unit Cost*
Annual Elevator Inspection	$____________
Category Test Inspection	$____________
Re-Inspection Fee	$____________
Witness Testing	$____________
Other Inspection Services (Specify Below)	$____________

Additional Inspection Services Description: ____

REPAIR AND LABOR RATES

Vendor shall provide standard hourly labor rates for regular business hours. Premium Hour Multiplier percentages shall apply to overtime, weekends, holidays, and after-hours emergency services.

Labor Classification	*Regular Business Hours Rate*	*Premium Hour Multiplier (%)*
Mechanic	$__________/hr.	_______%
Helper/Apprentice	$__________/hr.	_______%
Supervisor	$__________/hr.	_______%
Other (Specify)	$__________/hr.	_______%

Regular Business Hours:

PARTS AND MATERIALS PRICING

Vendor shall identify the markup percentage applied to parts and materials used in connection with repair services performed under this Contract.

Description	*Markup Percentage (%)*
OEM Parts	_______%

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Non-OEM Parts	_______%
Consumable Materials	_______%
Other (Specify)	_______%

EMERGENCY RESPONSE SERVICES

Service Description	*Guaranteed Response Time*	*Service Call Fee*
After-Hours Emergency Response		*$____________*
Weekend Emergency Response		*$____________*
Holiday Emergency Response		*$____________*

Emergency Contact Number:

Description	***Unit of Measure***	***Quantity***	***Unit Price***	***Extended Price***
Elevator Camera Monitoring Services (24/7 Monitoring)	*Monthly*	*12 Months*	$______	$______
Elevator Camera Monitoring Services (Business Hours Monitoring)	*Monthly*	*12 Months*	$______	$______
Camera System Health Checks and Operational Verification	*Annual*	*1*	$______	$______
Camera System Troubleshooting (Non-Emergency)	*Hourly*	*Estimated*	$______	N/A
Camera System Repair Coordination and Vendor Management	*Included/ Separate*	*N/A*	$______	$______
Additional Camera Monitoring Services (Specify)	*As Needed*	*N/A*	$______	$______

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:
https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

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

https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:
https://www.doa.nc.gov/pandc/onlineforms/pc-hub-supplemental-vendor-information-92021-pdf/open

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link:
https://ncadmin.nc.gov/media/15503/open

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

https://www.doa.nc.gov/pandc/onlineforms/pc-worker-location-92021-pdf/open

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

https://www.doa.nc.gov/pandc/onlineforms/pc-certification-financial-condition-92021-pdf/open

LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

The Certification for Contracts, Grants, Loans, and Cooperative Agreements and the OMB Standard Form LLL are separate documents that can be found at the following link:
https://www.doa.nc.gov/pc-contracts-grants-loans-cooperative-agreements-certification-72020-pdf/open

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