



STATE OF NORTH CAROLINA

The University of North Carolina Asheville

Request for Proposal #: 64-830

STUDENT LIFE HOUSEKEEPING SERVICES

Date Issued:

Jun 23, 2026

Proposal Opening Date:

Aug 3, 2026

Direct all inquiries concerning this RFP to:

Jonathan Clancy
Procurement Agent

Email: **Jonathan Clancy**

Phone: 828-232-2285



STATE OF NORTH CAROLINA

Request for Proposal

64-830

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 [eVP Vendor Login](#).

AGENCY: THE UNIVERSITY OF NORTH CAROLINA ASHEVILLE			
REQUEST FOR PROPOSALS NUMBER: 64-830			
Refer all inquiries to Jonathan Clancy, Procurement Agent			
Jonathan Clancy	Phone: 828-232-2285	Fax: 828-251-6743	
Deadline to submit responses to this RFP: Jul 30, 2026 at 5:00 PM			

EXECUTION

In compliance with this Request for Proposal (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),
- that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

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

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

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

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 Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees or agents of Vendor's 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 a proposal prior to submission may render the proposal invalid and it MAY BE REJECTED. Late proposals cannot be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:

Proposal Number: 64-830 Vendor: _____

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:		FAX NUMBER:	
VENDOR'S AUTHORIZED SIGNATURE:	DATE:	E-MAIL:	

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.

<u>FOR STATE USE ONLY:</u> Offer accepted and Contract awarded this ____ day of _____, 20____, as indicated on the attached certification, by _____ (Authorized Representative of The University of North Carolina Asheville)
--

Vendor Checklist

By signing the Execution Page of this RFP, you are acknowledging the following items have been reviewed, signed and attached with the Vendor response.

Failure to include this information with bid response may render the proposal invalid and it **MAY BE REJECTED**.

Initials	Description
	Pricing – Attachment A
	Instructions to Vendor – Attachment B
	North Carolina General Terms & Conditions – Attachment C
	HUB Supplemental Vendor Information – Attachment D
	Customer References – Attachment E
	Location of Workers – Attachment F
	Certification of Financial Condition – Attachment G
	Invoices – Section 6.6
	Scope of Work – Section 5.0
	Any Published Addenda on the electronic Vendor Portal (eVP) for this RFP

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1.0 PURPOSE AND BACKGROUND

The requested housekeeping services are for complete porter and housekeeping services in four (4) Student Life areas of UNC Asheville. The facilities are used heavily by the University community, prospective students, and visitors to the University. The expectation of APPA Level 2 Ordinary Tidiness or Level 3 Causal Inattention is the desired level of cleaning daily.

The primary facility is Highsmith Student Union and will be referred to throughout the rest of the document as “Highsmith”. The secondary facility is Brown Hall. The tertiary facility is 118 WT Weaver. The quaternary facility is Weizenblatt Hall. Proposals should include pricing for each and a total overall pricing structure based on the details and scope provided within this document.

Detailed scope of work can be found in [Section 5](#); complete list of facilities, services, and specifications can be found in [Section 5.2](#). Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

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

1.1 SERVICE SCHEDULE ADJUSTMENTS

The schedules identified within this solicitation represent the University's anticipated normal operating schedules. Certain facilities may require housekeeping services seven (7) days per week, while others may require services only Monday through Friday.

The University reserves the right to modify, suspend, reduce, or increase housekeeping service requirements based on operational needs, facility usage, occupancy levels, academic calendars, University holidays, scheduled breaks, summer operations, special events, renovations, emergency closures, or other circumstances that affect building availability.

At various times throughout the contract term, specific facilities or portions of facilities may be closed or have reduced occupancy. During such periods, housekeeping services may not be required or may be required at a reduced frequency. The Contractor shall adjust staffing and service schedules accordingly upon notification from the University.

The University will provide reasonable advance notice whenever practicable of anticipated schedule changes or facility closures. However, the University does not guarantee a minimum number of service days for any individual facility.

1.2 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on the date of contract award (the “Effective Date”).

At the end of the Contract's current term, UNC Asheville shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of one (1) additional one-year (1) term. UNC Asheville will give the Vendor written notice of its intent to exercise said one-year (1) option no later than thirty (30) days before the end of the Contract's then-current term. In addition to any optional terms, and with the Vendor's concurrence, UNC Asheville reserves the right to extend a contract term for a period of up to one-hundred and eighty (180) days in ninety (90) day-or-less increments.

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

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

2.2 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 also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues, regarding any component within this RFP, those must be submitted as questions in accordance with the instructions in the [PROPOSAL QUESTIONS](#) Section. If UNC Asheville 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. UNC Asheville 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](#), UNC Asheville rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer that shall be held open for the period required herein ("Validity Period" above).

UNC Asheville 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.

2.3 RFP SCHEDULE

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

Event	Responsibility	Date and Time
Issue RFP	State	Jun 23, 2026
Mandatory Site Visit	State	Jul 13, 2026 from 2:30 PM - 4:30 PM
Submit Written Questions	Vendor	Jul 20, 2026 at 5:00 PM
Provide Responses to Questions	State	Jul 23, 2026 at 5:00 PM
Submit Proposals	Vendor	Jul 30, 2026 at 5:00 PM
Contract Award	State	Aug 7, 2026 at 5:00 PM
Contract Effective Date	State	Aug 17, 2026 at 12:00 AM

2.4 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 e-mailed to [Jonathan Clancy](#) by the date and time specified above. Vendors will enter “**RFP # 64-830 Questions**” as the subject for the email. Question submittals will include a reference to the applicable RFP section and be submitted in a format shown below:

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

Questions received prior to the submission deadline date, UNC Asheville’s response, and any additional terms deemed necessary by UNC Asheville will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, [North Carolina electronic Vendor Portal](#), and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this RFP.

2.5 MANDATORY SITE VISIT

When: **July 13, 2026** at 2:30 PM to 4:30 PM (visitors should expect the tour to take a couple of hours)

Where: [One University Heights - Highsmith Student Union Mt. Mitchell Room 226 Asheville, NC 28804](#)

Instructions: It shall be MANDATORY that each Vendor representative be present for a pre-proposal site visit on **July 13, 2026**. Attendees must meet promptly at 2:30 PM EST in One University Heights - Highsmith Student Union Mt. Mitchell Room 226 Asheville, NC 28804. All attendees must sign-in upon arrival.

LATE ARRIVALS WILL NOT BE ALLOWED TO SIGN-IN, PARTICIPATE IN THE SITE VISIT, NOR SHALL THEIR PROPOSALS BE CONSIDERED. Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

The purpose of this visit is for all prospective Vendors to apprise themselves with the conditions and requirements which will affect the performance of the work called for by this Request for Proposal. Vendors must stay for the duration of the site visit. No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this proposal.

Vendors are cautioned that any information released to attendees during the 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 Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal. UNC Asheville will not provide hard copies of this RFP at the Site Visit. Vendors may bring their own copy for reference.

Parking on Campus: Campus visitors should allow time to find a visitor parking space. All visitors must park in designated visitor spaces with their license plates visible, as this will constitute your parking permit. Visitor parking passes are \$3.00 and can be obtained by visiting the [UNC Asheville Parking Services](#) website.

2.6 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. Vendors 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 date and time of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal submission deadline will be rejected.

[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: [eVP Updates for Vendors | NC eProcurement](#).

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 the form of Addenda to this RFP. It is important that all Vendors responding to this RFP periodically check the [North Carolina eVP website](#) for any Addenda that may be issued prior to the proposal opening date. All Vendors shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

2.7 PROPOSAL CONTENTS

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

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

- Cover Letter, which must contain the following: (i) a statement that confirms that the Vendor has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.
- Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- Completed and signed version of EXECUTION PAGES, along with the body of the RFP.
- Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- Vendor's Proposal addressing all Specifications of this RFP.

- Completed version of [ATTACHMENT A: PRICING](#)
- Completed version of [ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION](#)
- Completed version of [ATTACHMENT E: CUSTOMER REFERENCE FORM](#)
- Completed version of [ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR](#)
- Completed and signed version of [ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION](#)

2.8 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:

- **BAFO:**
 - a. Best and Final Offer, submitted by a vendor to alter its initial offer, made in response to a request by the issuing agency.
- **BUYER:**
 - a. The employee of UNC Asheville or Other Eligible Entity that places an order with the Vendor.
- **CONTRACT LEAD:**
 - a. Representative of UNC Asheville who corresponds with potential Vendors in order to identify and contract with that Vendor providing the greatest benefit to UNC Asheville and who will administer the contract for UNC Asheville
- **FOB-DESTINATION:**
 - a. Title changes from Vendor to purchaser at the destination point of the shipment; Vendor owns commodity in transit and files any claims, and Vendor pays all freight and any related transportation charges. A solicitation may request Vendors to separately identify freight charges in their proposal, but no amount or charge not included as part of the total proposal price will be paid.
- **ON-TIME DELIVERY:**
 - a. The delivery of all items within a single order to the receiving point designated by the order entity within the delivery time required.
- **PLANNED MAINTENANCE (PM):**
 - a. At minimum, annual major servicing, inspection, minor repairs, cleaning, lubrication, alignment and adjustment.
- **QUALIFIED PROPOSAL:**
 - a. A responsive proposal submitted by a responsible Vendor.
- **RFP:**
 - a. Request for Proposal
- **STATE:**
 - a. The State of North Carolina, including any of its sub-units recognized under North Carolina law.
- **STATE AGENCY:**
 - a. Any of the more than 400 sub-units within the executive branch of the State, including its departments, boards, commissions of higher education and other institutions.
- **UNIVERSITY OF NORTH CAROLINA AT ASHEVILLE:**
 - a. The University of North Carolina at Asheville (UNC Asheville) is one of the 17 schools in the State University System. Also referred to herein as “The University” or “University”.

- **VENDOR:**

- a. Supplier, contractor, bidder, prospector, company, firm, corporation, partnership, individual or other entity submitting a response to a Request for Proposal.

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 UNC Asheville'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.

UNC Asheville may award a Contract to one Vendor or to multiple Vendors, in whole or in part, as determined to be in the best interest of the University. Awards may be made by facility, by group of facilities, or a combination thereof. UNC Asheville further reserves the right to not award one or more line items, or to cancel this RFP in whole or in part, if it is determined to be most advantageous to the University to do so.

UNC Asheville reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 28 of the [Instructions To Vendors](#) entitled **COMMUNICATIONS BY VENDORS**.

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

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

3.3 PROPOSAL EVALUATION PROCESS

UNC Asheville shall review all Vendor responses to this RFP to confirm that they meet the specifications and requirements of the RFP. UNC Asheville reserves the right to waive any minor informality or technicality in proposals received. Only responsive submissions will be evaluated.

UNC Asheville 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 UNC Asheville 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 UNC Asheville.

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

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

Upon completion of the evaluation process, UNC Asheville will make award(s) based on the evaluation and post the award(s) to the electronic Vendor Portal (eVP), [North Carolina electronic Vendor Portal](#), 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 UNC Asheville.

UNC Asheville 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 UNC Asheville.

3.4 EVALUATION CRITERIA

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 UNC Asheville 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.

EVALUATION 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 UNC Asheville.

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 listed in descending order of importance, to result in an award most advantageous to UNC Asheville:

1. Total Cost ([ATTACHMENT A: PRICING FORM](#))
2. Vendor Technical Approach
3. Vendor Qualifications
 - 3.1. Response must include a brief history of the organization, along with qualifications and experience of personnel who will be completing the work described in this RFP.
4. Vendor References ([ATTACHMENT E: CUSTOMER REFERENCE FORM](#))

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, UNC Asheville 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 UNC Asheville:

- Total cost to UNC Asheville
- Level of quality provided by the Vendor
- Process and performance capability across multiple jurisdictions
- Protection of UNC Asheville's information and intellectual property
- Availability of pertinent skills
- Ability to understand UNC Asheville's business requirements and internal operational culture
- Particular risk factors such as the security of UNC Asheville's information technology
- Relations with citizens and employees
- 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 UNC Asheville; 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, UNC Asheville will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy UNC Asheville'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 UNC Asheville exercising its discretion to reject a proposal in its entirety.

3.7 [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 UNC Asheville'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](#).

3.8 REFERENCES

Vendors shall provide at least three (3) references, using [ATTACHMENT E: CUSTOMER REFERENCE FORM](#), for which your company has supplied the exact housekeeping services offered. UNC Asheville may contact these users to determine the quality level of the offered services; as well as, but not limited to user satisfaction with Vendor performance. Information obtained may be considered in the evaluation of the proposal.

3.9 VENDOR'S REPRESENTATIONS

Vendor warrants that qualified personnel shall provide services under this Contract in a professional manner. "Professional manner" means that the personnel performing the services will possess the skill and competence consistent with the prevailing business standards in the industry.

If the 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 UNC Asheville 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.

- A. 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.

3.10 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](#). UNC Asheville 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 UNC Asheville within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

3.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage will be provided by the Purchasing Agency from the General Terms and Conditions applicable to this Solicitation:

☐ Small Purchases

X 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

4.0 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 in a requirement would allow for UNC Asheville to receive a better proposal, the Vendor is encouraged to submit these items in the form of a question during the question-and-answer period in accordance with the [PROPOSAL QUESTIONS \(Section 2.4\)](#) above.

The scope of this Contract shall not be construed to restrict the Owner from taking any necessary actions to ensure the timely and cost-effective procurement and deployment of housekeeping services for University owned facilities. Such actions shall not relieve the Vendor of any obligations or responsibilities under this Contract.

The Vendor shall coordinate with UNC Asheville for delivery and deployment of housekeeping equipment and other required on-site setup during the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday, and 1:00 p.m. to 9:00 p.m. on Saturdays. Saturday delivery hours are provided for convenience and shall not incur additional charges.

4.1 PRICING

Proposal price shall constitute the total cost to UNC Asheville for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, assembly, 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.

4.2 TRANSPORTATION, MOBILIZATION, AND IDENTIFICATION

The Vendor shall be responsible for all transportation, mobilization, equipment, labor, and related costs necessary to perform the required services at UNC Asheville facilities, and such costs shall be included in the proposal price.

Vendor personnel and vehicles performing services on Univeri shall be clearly identified with company name and/or logo and shall comply with all University access, parking, and safety requirements. Services shall be performed only upon authorization by UNC Asheville in accordance with the terms and conditions of the Contract.

4.3 CONTRACTOR-FURNISHED EQUIPMENT AND SUPPLIES

The Contractor shall provide all equipment, tools, machinery, cleaning products, materials, and supplies necessary to perform the services described in this solicitation. All equipment shall be maintained in safe working condition and operated in accordance with applicable laws and regulations, and manufacturer recommendations.

Upon contract award and transition to service, the University will remove its housekeeping equipment and related materials from the facilities included in this solicitation. The Contractor shall be responsible for furnishing, storing, maintaining, repairing, and replacing all equipment and supplies required to perform the contracted services throughout the term of the agreement.

The University will provide reasonable access to designated storage areas for the Contractor's equipment and supplies.

The Contractor shall not use any University equipment, supplies, products, or materials without written permission from the University representative.

4.4 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to UNC Asheville. Vendor shall provide information as to the qualifications and experience of professional personnel to be assigned to this project.

4.5 BACKGROUND CHECKS

Any personnel or agent of the Vendor performing services under any contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by UNC Asheville.

4.6 PERSONNEL

Vendor will serve as the prime contractor under the Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by UNC Asheville. Names of 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 names and references of Vendor's recommended substitute personnel. UNC Asheville will approve or disapprove the requested substitution in a timely manner. UNC Asheville may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, UNC Asheville may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

5.0 SERVICE SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

All vendor personnel involved in delivery, service, or support activities shall conduct themselves in a professional and competent manner at all times. Employees shall be courteous, maintain a neat appearance, and wear visible vendor identification while on University property. Vendor use of University-owned equipment or property is not permitted without prior written approval from the Contract Lead.

University property, including telephones or other resources, may not be used for personal purposes unless explicitly authorized by a University representative. Smoking is strictly prohibited in all University buildings and on University grounds. If access to secured areas is required, the vendor will be issued appropriate credentials or access key sets. The vendor shall not duplicate any University-issued keys or credentials under any circumstances.

5.2 SPECIFICATIONS / FACILITIES AND SERVICES LIST

The specific University facilities and any service specifications that the Purchasing Agency is seeking are listed below. Services offered by the Vendor must meet or exceed the listed Specifications to be considered for award.

5.3 HIGHSMITH STUDENT UNION

Highsmith is an active multi level facility on campus where students and others from the University community come to eat in the food court, utilize study or meeting spaces, pass through, visit the student mail center, game room or bookstore, attend campus events, or engage in a variety of University activities. There are three sets of restrooms in Highsmith and three sets of interior stairs. These spaces listed previously need to be cleaned daily and then kept up throughout the day from 7:00 AM - 11:00 PM Monday - Friday and 9:00 AM - 11:00 PM on Saturday and Sunday. There are also offices throughout the facility that need to have trash removed and tidied up once a day Monday - Friday. Housekeeping extends to the exterior of the building immediately adjacent to Highsmith including exterior glass that is reachable, areas around exterior doors, and outdoor furniture in the immediate vicinity. Because of the nature of use of this facility, the vendor must have personnel present in the building consistently through the day and be ready to respond to housekeeping needs or emergencies as needed.

General Cleaning seven (7) days per week from 7:00 AM - 11:00 PM Monday - Friday and 9:00 AM - 11:00 PM on Saturday and Sunday. This includes trash/recycling removal from building, vacuuming, sweeping, mopping, dusting, disinfecting surfaces, restroom cleaning, and all other activities associated with standard janitorial or cleaning services. Occasional/Seasonal deep cleaning projects will be needed for vents, ledges, floors, carpets, etc and will be coordinated throughout the time of the contract.

5.4 BROWN HALL

Brown Hall is a three-story structure with the lowest level being a parking deck and the two upper levels serving as the main dining facility on campus and the Office of Admissions and Financial Aid. The dining facility is managed by both the University and Chartwells Higher Ed for food service needs. Chartwells staff handles the majority of the housekeeping and cleaning services within the 3rd floor of Brown, but this contract will cover services at the main entrance and restrooms area on the 3rd floor seven (7) days per week and the offices and meeting spaces on Brown 2nd floor Monday - Friday once per day along with the ability to respond to housekeeping emergencies. For the 3rd floor entrances and restroom areas, thorough cleaning should be done three (3) times daily between 9:00 AM - 10:30 AM, 1:30 PM - 3:00 PM, and after 7:30 PM seven (7) days per week. The offices, meeting spaces, common areas, and restrooms on the 2nd floor of Brown Hall should be cleaned once per day either before 7:00 AM or after 6:00 PM Monday - Friday. Because of the use of this facility, vendor must be ready to respond to housekeeping emergencies on the 2nd or 3rd floor from 7:00 AM - 6:00 PM as well. Housekeeping extends to the exterior of the building immediately adjacent to Brown Hall including exterior glass that is reachable, areas around exterior doors, and outdoor furniture in the immediate vicinity.

Daily cleaning seven (7) days per week, three (3) times per day of 3rd floor restrooms and entrance area to the main dining area. Times are 9:00-10:30am, 1:30-3:00pm, and after 7:30pm.

Daily cleaning five (5) days per week (Monday- Friday) of 2nd floor offices, meeting spaces, restrooms, common areas, etc. Times are at the discretion of the vendor and either before 7:00 am or after 6:00pm. This includes trash/recycling removal from building, vacuuming, sweeping, mopping, dusting, disinfecting surfaces, restroom cleaning, and all other activities associated with standard janitorial or cleaning services. Occasional/Seasonal deep cleaning projects will be needed for vents, ledges, floors, carpets, etc and will be coordinated throughout the time of the contract.

5.5 118 WT Weaver

118 WT Weaver is a split level facility that houses University Advancement on the upper floor (2nd level) and the Health and Counseling Center on the lower floor (1st level). This contract is for housekeeping services on only the lower floor (1st level) in the space known as the Health and Counseling Center. This area comprises meeting spaces, exam spaces, offices, common areas, restrooms, and welcome lobby. The expectation of cleaning for this area is once daily either before 7:00 AM or after 6:00 PM Monday - Friday. Housekeeping extends to the exterior of the building immediately adjacent to 118 WT Weaver including exterior glass that is reachable, areas around exterior doors, and outdoor furniture in the immediate vicinity.

Daily cleaning five (5) days per week (Monday - Friday) of the Health and Counseling center area on the lower level and all associated spaces including offices, lobby, restrooms, meeting rooms, exam rooms, etc. Times are at the discretion of the vendor and would be either before 7:00am or after 6:00pm. This includes trash/recycling removal from building, vacuuming, sweeping, mopping, disinfecting surfaces, restroom cleaning, and all other activities associated with standard janitorial or cleaning services. Occasional/Seasonal deep cleaning projects will be needed for vents, ledges, floors, carpets, etc and will be coordinated throughout the time of the contract.

5.6 WEIZENBLATT HALL

Weizenblatt is a two-story facility which is home to University Police. The facility comprises meeting spaces, offices, restrooms, and common spaces. The facility is staffed 24/7/365 and the expectation for cleaning is once daily Monday - Friday. The exact daily time can be worked out by the Contractor with leadership of University Police. Occupants of the facility are flexible in establishing a time as long as once the time is established it is consistent.

Daily cleaning five (5) days per week (Monday - Friday) of the complete facility including entrances, lobbies, offices, restrooms, stairs, meeting spaces, common areas, etc. Time would be coordinated between the awarded vendor and building occupants. This includes trash/recycling removal from building, vacuuming, sweeping, mopping, disinfecting surfaces, restroom cleaning, and all other activities associated with standard janitorial or cleaning services. Occasional/Seasonal deep cleaning projects will be needed for vents, ledges, floors, carpets, etc and will be coordinated throughout the time of the contract.

Please outline vendors' green initiatives to enhance environmental sustainability while reducing overall carbon footprints.

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.

The UNC Asheville Contract Lead or appointed representative shall spot check work performed by the vendor. In the event of work performance deficiencies, the Contract Lead shall notify the vendor. Notification may be verbal or written. The University may choose to require the vendor to rectify the deficiency within three (3) working days from time of notification.

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

Proposal Number: 64-830 Vendor: _____

The Vendor shall be required to designate and make available to UNC Asheville a contract manager. The contract manager shall be UNC Asheville'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 UNC Asheville for customer service. The customer service point of contact shall be UNC Asheville's point of contact for customer service-related issues.

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

6.2 ON-SITE SUPERVISOR

The Contractor shall provide a designated on-site supervisor who shall serve as the primary point of contact for all day-to-day housekeeping operations. The on-site supervisor shall be regularly available Monday - Friday from 7:00 AM - 4:00 PM and shall possess the authority to make operational decisions necessary to effectively manage the services provided under this contract. Outside of the hours when on site, the University should have contact information for reaching the supervisor or Contractor point of contact for needs that arise when the supervisor is not on site.

The on-site supervisor shall be responsible for staffing assignments, work schedules, employee supervision, attendance management, service quality, training, coverage for absences, and the coordination of routine operational activities. The Contractor shall ensure that the on-site supervisor is capable of independently addressing and resolving routine service-related matters without requiring direction from University personnel.

While the University will communicate service expectations, building access requirements, and operational priorities, the Contractor shall retain responsibility for managing its workforce and determining the personnel and scheduling necessary to meet the requirements of this contract.

6.3 CONTINUOUS IMPROVEMENT

UNC Asheville encourages the Vendor to identify opportunities to reduce the total cost UNC Asheville. A continuous improvement effort consisting of various ideas to enhance business efficiencies as performance progresses.

6.4 POST AWARD MANAGEMENT REVIEW MEETINGS

The Vendor, at the request of UNC Asheville, shall meet at least once each quarter with UNC Asheville for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.5 ACCEPTANCE OF WORK

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

UNC Asheville 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 UNC Asheville 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, UNC Asheville may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the [Uniform Commercial Code](#), as adopted in North Carolina.

6.6 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed line-item information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. At a minimum, the following fields shall be included on all invoices:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

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

6.7 SERVICE COMPLETION CHECKLIST REQUIREMENT

For each service visit or completed task, the Vendor shall complete a Service Completion Checklist provided by the University. The checklist must be fully completed and signed by an authorized representative of the Vendor and a designated University representative at the time the service is performed.

The signed checklist shall serve as verification that the work was completed in accordance with contract requirements and to the University's satisfaction. The Vendor must submit a copy of the fully executed checklist with each corresponding invoice. Invoices submitted without the required signed checklist may be rejected or delayed until proper documentation is received.

6.8 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 UNC Asheville's Contract Manager for resolution. Any claims by UNC Asheville 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.

6.9 USE OF THIS CONTRACT BY THE UNC SYSTEM

By entering into an agreement with UNC Asheville as a result of this Request for Proposals, Vendor agrees to honor the prices, terms, and conditions of this agreement with any other University of North Carolina institution, including any of the 17 University of North Carolina constituent institutions and University of North Carolina General Administration, at that University of North Carolina institution's option, in a separate, written agreement between Vendor and the other University of North Carolina institution. Should another University of North Carolina institution choose to enter into a separate agreement with Vendor with terms similar or identical to an agreement resulting from this Invitation for Bids/Request for Proposals, UNC Asheville shall not be responsible for payments or other obligations contained in that separate agreement.

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 UNC Asheville and Vendor. Amendments to the contract can only be through the Contract Administrator.

6.11 ACH PAYMENT AGREEMENT

Vendor agrees to receive all payments from the University of North Carolina at Asheville via Automated Clearing House (ACH) direct deposit. Vendor shall provide accurate and complete banking information on the University's required ACH enrollment form via the PaymentWorks platform prior to the issuance of any payments. Any changes to banking information must be submitted via PaymentWorks. Failure to submit updated banking information may result in delay or disruption of payment. The PaymentWorks platform uses security protocols and encryption standards to ensure the secure transmission and processing of payment and banking information.

7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT BELOW

ATTACHMENT A: PRICING FORM

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

Student Life Facility	Annual Cost for Services	Times Three (3) Years (Term of Initial Contract)	Total Cost for Life of Contract
Highsmith Student Union	\$	X 3	\$
Brown Hall	\$	X 3	\$
118 WT Weaver	\$	X 3	\$
Weizenblatt Hall	\$	X 3	\$
Total Cost for all Facilities for Life of Contract			\$

Indicate percentage increase, if any, for option one (1) year renewal period _____ %

ATTACHMENT B: INSTRUCTIONS TO VENDORS

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

[Vendor Forms | NC DOA](#)

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:

[Vendor Forms | NC DOA](#)

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:

[Vendor Forms | NC DOA](#)

ATTACHMENT E: CUSTOMER REFERENCE TEMPLATE

Complete and return the Customer Reference Form, which can be found at the following link:

[Vendor Forms | NC DOA](#)

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:

[Vendor Forms | NC DOA](#)

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ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

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

[Vendor Forms / NC DOA](#)

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