



351 Wagoner Drive, Suite 200, Fayetteville, NC 28303
P 910-867-9700 / F 910-867-7772 / ccpfc.org

OF CUMBERLAND COUNTY

REQUEST FOR PROPOSALS

SECTION I: ANNOUNCEMENT OF REQUEST FOR PROPOSALS

Unit: [PFC Resource Center](#) Issue Date: [April 12, 2021](#)
Title: [Janitorial Services](#) Close Date: [May 14, 2021](#)

Send All Proposals To:

RFP: Partnership for Children Resource Center [Janitorial Services](#) Proposals
Partnership for Children of Cumberland County, Inc.
Attention: Anna Marie Hall, Contracts Coordinator
351 Wagoner Drive, Suite 200
Fayetteville, NC 28303

Questions may be directed to: [Mike Yeager, Facility Operations Manager](#) at [910-826-3056 or myeager@ccpfc.org](#)

Interested parties must submit a signed proposal via email to amhall@ccpfc.org **and** amhallccpfc@gmail.com by 5:00pm on the Close Date as specified above. LATE PROPOSALS WILL NOT BE ACCEPTED.

SECTION II: SCOPE OF WORK

The Partnership for Children of Cumberland County, Inc. (hereinafter referred to as the "Local Partnership") is soliciting proposals to establish a contract through competitive negotiations. The purpose of this Request for Proposals (RFP) is to acquire the goods and/or services of a qualified contractor (hereinafter referred to as the "Contractor") to provide [janitorial services to the Partnership for Children Family Resource Center as detailed on Page 2.](#)

This proposal is for two years of service, [July 1, 2021](#) through [June 30, 2023](#).

PFC is a 501(c)(3) non-profit organization supported by public and private funds through Smart Start, NC Pre-K, tax-deductible donations, and grants.



Be the Driving Force.

Details of the project include:

The Contractor will provide cleaning services for all areas of the Partnership for Children Family Resource Center unless excluded by written notice from the Facility Operations Manager.

I. Daily Services will include, but are not limited to:

Lobbies/Entrances

All containers for waste materials will be emptied and new liners installed. Carpeting and walk off floor mat surfaces will be vacuumed to ensure debris removal, and will be spot-cleaned as necessary. Hard floor surfaces will be swept or vacuumed and then be mopped to a clean state. Glass entry door surfaces are to be cleaned daily. All open surfaces of furniture and fixtures will be dusted/vacuumed, or damp wiped to ensure cleanliness. Drinking fountains will be cleaned and disinfected. Exterior trash receptacles at entrances are to be emptied daily and new liners installed. Debris will be picked up within 10 feet of the entryways. Exterior cigarette butt disposals at rear entrances will be emptied monthly.

Lounges/Kitchenettes

Floor surfaces will be swept or vacuumed to ensure debris removal and cleanliness. Hard floor surfaces will then be mopped to a clean state. All containers for waste materials will be emptied and new liners installed. Counter tops and sinks, tables, chairs, and cabinet fronts will be wiped clean and sanitized. Appliance exteriors will be wiped clean. Any food products left on the tables and countertops shall be disposed of and re-useable containers should be loaded into the dishwasher. The dishwasher in the Suite 200 PFC lounge will be started, if needed. Soap dispensers and towel dispensers must be checked and refilled as needed to ensure product availability.

Meeting Rooms, Workrooms, Training Rooms, Playrooms, Library

All table top surfaces and counter top surfaces will be cleaned and sanitized, and chair surfaces will be brushed, wiped, or vacuumed as required to ensure cleanliness. Electronic equipment will be dry dusted only. All containers for waste materials will be emptied and new liners installed. Tables and chairs are to be restored to the usual layout order (a visual display of the layout for each room is prominently posted in each room). Floors will be vacuumed to a clean state, and spills on carpets will be cleaned at least weekly as needed. Whiteboards will be wiped clean with cleaner at least once weekly. Window sills and blinds in all areas are to be dusted and damp wiped clean. Open surfaces on counters, cabinets, lap fixtures, plants, and picture frames, etc., will be dusted and/or damp wiped clean.

Hallways, Stairways, Elevators

Floors/Stairs will be vacuumed to a clean state, and spot cleaned at least weekly, if needed. Walls will be wiped clean as needed. Water fountains will be cleaned and sanitized. Stainless steel locations will be polished weekly.

Offices

All containers for waste materials will be emptied and new liners installed. All open surfaces of window ledges, blinds, chairs, cabinets, shelves, tops of partitions, and wall hangings will be dusted and wiped to prevent buildup. Floors will be vacuumed daily to a clean state, and spills on carpets cleaned at least weekly as needed.

Employee desk tops are cleaned or dusted by the Contractor on the 2nd Friday of each month, only if pre-requested through the Facilities Operations Manager and after staff have removed belongings. No rearrangement of work product by the Contractor will be permitted. Electronic Equipment will be dry dusted only.

Restrooms

All containers for waste materials will be emptied and new liners installed. **All** surfaces are to be cleaned and **sanitized** (to make sanitary, as by cleaning and disinfecting) daily using cleaning solutions capable of killing common germs. Soap, towel, and toilet paper dispensers will be checked daily and refilled as needed to ensure product availability. Use of “stub roll” feature will be used on current towel dispensers. Toilet paper rolls to be replaced after complete use of roll. Mirrors are to be cleaned daily. Floor surfaces will be swept or vacuumed, and mopped daily with sanitizing solution to ensure cleanliness and disinfection. By the 10th of each month, the Contractor will ensure that all floor drains in restrooms have been flushed with liquid to maintain “liquid seal” as to prevent back venting of gases into living space. Wall surfaces and wall partitions will be damp wiped weekly, or sooner as needed, to maintain cleanliness and sanitary conditions.

Day Porter

Contractor will provide labor and materials needed to staff one (1) day porter position that is primarily responsible for performing disinfectant cleaning using CDC approved methods for wiping high touch surfaces in all common areas of the Family Resource Center during business hours.

II. Weekly Services will include, but may not be limited to:

As needed, emptying of recycling collection containers from conference rooms, kitchens, and designated common collection points in the center and placing the contents in the recycling bins located outside of the 400 wing rear doors.

III. Monthly Services will include, but may not be limited to:

The 200 wing PFC Staff Lounge Kitchen (Room 1232), the 300 Wing Staff Lounge (Room 2307), and the Kitchenette within the Multipurpose Conference Room (Room 2329) will, on the 2nd Friday night of each month, be thoroughly detail cleaned. This will include wiping and sanitizing all surfaces to include the outside and inside of cabinets, microwaves, small appliances, and the exterior and catch tray of the water dispenser. Refrigerators located in these rooms will be sanitized inside and outside. Any dishes and/or containers located within those refrigerators must be properly labeled to show ownership and must be dated within 14 days of the cleaning event. All factory packaged condiments and/or food materials shall be verified for expiration date and disposed of as needed. All other refrigerator and food heating equipment are the responsibility of the agency and staff of the leased space within which they are located. Vending machine surfaces will be damp wipe cleaned top to bottom. And, the Contractor will perform maintenance cleaning of any vacant suites, as needed.

IV. Quarterly Services

These services are to be completed prior to the last day of the month in July, October, January and April. HVAC registers and grilles will be vacuumed and damp wiped cleaned with cleaning solution to prevent dust and/or buildup. VCT floors will be stripped and waxed (3 coats minimum) annually prior to the last day of July each year and then buffed or recoated quarterly (prior to the last day of the month of the remaining quarters) to maintain appearance. Ceramic tile floors in all areas are to be machine scrubbed prior to the last day of the month for each quarter, to insure sanitization, grout cleanliness, and clean appearance. No wax/shine products will be applied to ceramic surfaces. All interior and exterior sides of window glass surfaces in downstairs lobbies of both wings are to be cleaned quarterly (prior to the 30th day of the months of: July, October, January, and April), and touched up as needed. (NOTE: Entry door glass is cleaned daily.)

V. General Guidelines

With the exception of Day Porter services, which shall be provided as described above, services will be provided 6 days per week during non-business hours and shall not begin before 9:00pm Monday through Friday, or before 5:00 pm on Saturday. EXCEPTIONS: Holidays and/or special circumstances as directed by PFC.)

CDC-approved COVID-19 cleaner will be used for all areas and surfaces calling for damp wipe cleaning.

Contractor is responsible for supplying and using commercial grade cleaning supplies and equipment, and when possible, meet minimal “green” practices.

All lights will be turned off at the end of daily operation.

PFC will supply: paper towels, toilet paper, hand soap for dispensers, feminine product disposal liner bags, and trash can liners for dispensers only. Contractor must supply their only cleaning materials needed including, but not limited to: towels, wipes, liquids, brooms, mops, vacuums, and other appliances.

By the 10th of each month, the janitorial contractor’s designee will perform a walk-through inspection to determine the continued quality of service and contract obligations are being met. A report shall be submitted by email to the Facilities Operations Manager after each walk-through noting findings and corrective actions taken, as needed.

Additional Requests: From time to time, additional requests may be made by the Local Partnership. Most requests of this type will be minor. Any major requests for additional services will come from the Operations Manager and will be invoiced separately. The Contractor will be required to provide an estimated cost to perform any major requests to the President for approval before work is to be performed; and such requests may require a Contract amendment depending on scope and cost of services.

Important Notice Regarding Contract Requirements:

In addition to other contractual obligations and requirements, Contractors awarded contracts for service where they or their staff, agents or representatives may be present outside of normal business hours for the Partnership for Children Resource Center are required to submit to the Local Partnership the following documentation:

*A photograph of and a criminal background check for every employee, agent or representative who may provide services under the Contract **before that employee, agent or representative begins work** within the Partnership for Children Resource Center and at least annually, thereafter. Criminal background checks provided by the Contractor for each employee, agent or representative must cover a period of not less than seven (7) years and include records for all addresses at which the employee, agent or representative has resided during that time period. Background checks older than 60 days at the time of receipt by the Local Partnership will not be accepted. To ensure adherence to federal and state laws and regulations, criminal background checks will be accepted from an established, reputable reporting agency pre-approved by the Local Partnership; or a source subsequently approved in writing by the Local Partnership’s President. Criminal background checks will be accepted, reviewed and maintained in accordance with the Local Partnership’s Policy governing such, a copy of which can be provided to the Contractor upon request.*

SECTION III: EXECUTION OF PROPOSAL – The information in this section must be completed by the offeror.

By submitting this proposal, the offeror certifies the following:

- The proposal is signed by an authorized representative of the company;
- The offeror has, or can obtain, insurance certificates as required within ten (10) calendar days after notice of intent to award; The Local Partnership requires a minimum aggregate General Liability coverage of \$1,000,000 and Workers' Compensation Coverage. Additional insurances may be required dependent upon the services being provided;
- All labor costs, both direct and indirect, have been determined and are included in the proposal cost;
- The offeror can and will provide the specified performance bond or alternate performance guarantee (if applicable); and
- The offeror has read and understands the conditions set forth in the Request for Proposals and agrees to them with no exceptions.

Therefore, in compliance with this Request for Proposals, and subject to all conditions herein, the undersigned offers and agrees, if this proposal is accepted within not less than ninety (90) days from the Close Date, to furnish the subject goods and/or services.

OFFEROR: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
TELEPHONE NO.: _____
FAX NO.: _____
EMAIL ADDRESS: _____
FEDERAL TAX ID NO.: _____
LICENSE NUMBER(S): (if applicable) _____

****Please complete the form above in its entirety. In the event that your company is selected to provide the goods and/or services proposed, we must have your Federal Tax ID Number in order to prepare Contract Documents.***

****Attach copies of your company's insurance, bonding and workers' compensation information.***

BY: _____
(Signature)

TITLE: _____

PRINTED NAME: _____

DATE: _____

SECTION IV: COST PROPOSAL – *The information in this section must be completed by the offeror.*

Please provide your cost to provide the goods and/or services. The cost(s) provided must be good through **June 30, 2023**.

Please detail your pricing details below:

Invoicing Schedule: (Check one)

- At the beginning of each month for services rendered during the previous month
- At the completion of each task or deliverable
- Quarterly
- Other (*please specify*)

Please list the days and times you are available to provide the goods and/or services described in Section II: Scope of Work.

Please provide any additional information you feel is important.

SECTION V: REFERENCES

Offeror must supply at least three references for firms for which it has done similar or related work during the past three years.

1. Agency or Firm Name _____
Business Address _____
Contact Person _____
Phone Number _____
Description of Services _____

2. Agency or Firm Name _____
Business Address _____
Contact Person _____
Phone Number _____
Description of Services _____

3. Agency or Firm Name _____
Business Address _____
Contact Person _____
Phone Number _____
Description of Services _____

4. Agency or Firm Name _____
Business Address _____
Contact Person _____
Phone Number _____
Description of Services _____

5. Agency or Firm Name _____
Business Address _____
Contact Person _____
Phone Number _____
Description of Services _____

SECTION VI: GENERAL INFORMATION ON SUBMITTING PROPOSALS

1. **EXCEPTIONS:** All proposals are subject to the terms and conditions outlined herein. All responses shall be controlled by such terms and conditions and the submission of other terms and conditions, price lists, catalogs, and/or such other documents as part of an offeror's response will be waived and have no effect either on this Request for Proposals or on any contract that may be awarded resulting from this solicitation. OFFEROR SPECIFICALLY AGREES TO THE CONDITIONS SET FORTH IN THE ABOVE PARAGRAPH BY SIGNATURE TO THE PROPOSAL.
2. **ORAL EXPLANATIONS:** The Partnership for Children of Cumberland County, Inc. shall not be bound by oral explanations or instructions given at any time during the competitive process or after award.
3. **REFERENCE TO OTHER DATA:** Only information, which is received in response to the RFP, will be evaluated; reference to information previously submitted shall not be evaluated.
4. **ELABORATE PROPOSALS:** Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired.
5. **COST FOR PROPOSAL PREPARATION:** Any costs incurred by offerors in preparing or submitting offers are the offeror's sole responsibility; the Partnership for Children of Cumberland County, Inc. will not reimburse any offeror for any costs incurred prior to award.
6. **TIME FOR ACCEPTANCE:** Each proposal shall state that it is a firm offer, which may be accepted within in a period of not less than ninety (90) days.
7. **PRICES IN EFFECT:** Proposed prices shall remain in effect for the life of the contract.
8. **TITLES:** Titles and headings in the RFP and any subsequent contract are for convenience only and shall have no binding force or effect.
9. **CONFIDENTIALITY OF PROPOSALS:** In submitting its proposal, the offeror agrees not to discuss or otherwise reveal the contents of the proposal to any source outside of the Partnership for Children of Cumberland County, Inc. until after the award of the contract. Offerors not in compliance with this provision may be disqualified, at the option of the Partnership for Children of Cumberland County, Inc., from contract award. Only discussions authorized by the Partnership for Children of Cumberland County, Inc. are exempt from this provision.
10. **RIGHT TO SUBMITTED MATERIAL:** All responses, inquiries, or correspondence relating to or in reference to the RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the offerors shall become the property of the Partnership for Children of Cumberland County, Inc. when received.

SECTION VII: PROPOSAL SUBMISSION

1. Offerors are urged to submit a proposal for establishing, performing and/or providing the goods and/or services described herein. All proposals must be submitted strictly in accordance with the requirements for the Request for Proposal. Failure to furnish any required information with your proposal is grounds for rejection, at the option of the Partnership for Children of Cumberland County, Inc.
2. Each offeror shall demonstrate in its proposal that the firm and its management and employees are experienced and competent and that it has the background, training and experience to perform the services required by the Request for Proposal. This can be done by submitting, as an attachment, a Capability Statement of the firm.
3. Submit one signed proposal, digitally, to the address indicated on page 1 of this RFP.
4. All proposals must be received by the issuing agency not later than 5:00 pm on the date specified on page 1 of this RFP; as indicated by the date/time stamp on the electronic mail message containing the proposal.
5. At their option, the evaluators may request oral presentations or discussion with any or all offerors for the purpose of clarification or to amplify the materials presented in any part of the proposal. However, offerors are cautioned that the evaluators are not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the offeror.
6. Proposals will be evaluated according to completeness, content, experience providing similar services, response time, the ability of the offeror and its staff, and cost. Award of a contract to one offeror does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was most advantageous to the Partnership for Children of Cumberland County, Inc.
7. In addition to any other evaluation criteria identified in the solicitation document, the Partnership for Children of Cumberland County, Inc. shall, for the purposes of evaluating the proposal, consider the following factors to ensure that any award will be in the best interest of the Partnership for Children of Cumberland County, Inc.: total cost; level of quality information as provided by references; availability of pertinent skills; prior service history to the Partnership for Children of Cumberland County, Inc.; and licensing/registrations as appropriate.
8. Offerors are cautioned that this is a request for offers, not a request to contract, and the Partnership for Children of Cumberland County, Inc. reserves the right to reject any and all offers when such rejection is deemed to be in the best interest of the Partnership for Children of Cumberland County, Inc.
9. The evaluators reserve the right to request financial information as specified below. If requested, vendors must provide financial references in one of the forms outlined below within five (5) days from receipt of request: most recently accredited balance sheet; certified letter of credit or Performance Bond; statement from the company's financial institution indicating financial stability of the company.
10. If your firm is the successful vendor as a result of this solicitation, formal award will not be finalized until your firm has submitted all required insurance certificates.

SECTION VIII: CONTRACT TERMS AND CONDITIONS

A copy of our complete terms and conditions will be provided upon request. Below are those terms identified by our contract staff as most frequently discussed with Contractors upon award and execution of a Contract.

Availability of Funds:

The Parties to this Contract agree and understand that the payment of the sums specified in this Contract is dependent and contingent upon and subject to the appropriation, allocation, and availability of funds for this purpose to the Local Partnership. In the event funds are unavailable, the Local Partnership may terminate this Contract by giving written notice to the Contractor specifying the effective date of termination.

Statement of No Overdue Tax Debts:

The Contractor certifies that it does not have any overdue tax debts, as defined by N.C.G.S. §105-243.1, at the federal, State, or local level. The Contractor understands that any person who makes a false statement in violation of N.C.G.S. §143C-6-23(c) is guilty of a criminal offense punishable as provided by N.C.G.S. §143C-10-1.

Relationship of the Parties:

- A. The Contractor is and shall be deemed to be an independent contractor in the performance of this Contract and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. The Contractor represents that it has, or shall secure at its own expense, all personnel required in performing the services under this Contract. Such employees shall not be employees of, or have any individual contractual relationship with, the Local Partnership.
- B. The Contractor shall not subcontract any of the work contemplated under this Contract without prior written approval from the Local Partnership. Any approved subcontract shall be subject to all conditions of this Contract. The Local Partnership shall not be obligated to pay for work performed by any unapproved subcontractor. The Contractor shall be responsible for the performance of all of its subcontractors.
- C. No assignment of the Contractor's obligations or the Contractor's right to receive payment hereunder shall be permitted.
- D. Except as herein specifically provided otherwise, this Contract shall inure to the benefit of and be binding upon the Parties hereto and their respective successors. It is expressly understood and agreed that the enforcement of the terms and conditions of this Contract, and all rights of action relating to such enforcement, shall be strictly reserved to the Local Partnership and the named Contractor. Nothing contained in this document shall give or allow any claim or right of action whatsoever by any other third person. It is the express intention of the Local Partnership and the Contractor that any such person or entity, other than the Local Partnership or the Contractor, receiving services or benefits under this Contract shall be deemed an incidental beneficiary only.
- E. The Contractor agrees to indemnify and hold harmless the State of North Carolina (the "State"), the Division of Child Development and Early Education of the North Carolina Department of Health and Human Services (the "Division"), The North Carolina Partnership for Children, Inc. ("NCPC"), the Local Partnership and any of their officers, agents and employees, from any claims of third parties arising out of any act or omission of the Contractor in connection with the performance of this Contract.

Insurance:

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

During the term of this Contract, the Contractor shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with this Contract. At a minimum, the Contractor shall provide and maintain Workers' Compensation/Employer's Liability, Commercial General Liability, and Automobile Liability Insurance covering all owned, hired and non-owned vehicles used in the performance of this Contract as required to protect the State, the Division, NCPC, and the Local Partnership against claims that may arise from the Contractor's performance.