



# North Carolina Department of Administration

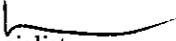
Beverly Eaves Perdue, Governor  
Britt Cobb, Secretary

Division of Purchase & Contract  
James D. Staton, State Purchasing Officer

February 12, 2010

## MEMORANDUM

TO: Lisa Roberts  
Purchasing Officer  
Department of Crime Control & Public Safety

FROM: Mildred C. Christmas   
State Procurement Specialist

RE: Rental of Uniforms  
Our File #200900640

Per your request dated February 10, 2010 to amend the contract with G & K Services by adding an additional \$1,731.60 for the above referenced services, approval is hereby granted. These additional funds are needed to cover the costs when they are more than 4 weeks in a month. This brings the total amount of the contract to \$22,510.80. All other terms and conditions remain unchanged.

Cc: File

Mailing Address:  
1305 Mail Service Center  
Raleigh, NC 27699-1325

Internet Home Page: <http://www.pandc.nc.gov/>  
Phone: 919-807-4500

Location Address:  
116 West Jones Street  
Raleigh, NC 27603-8002



# North Carolina Department of Administration

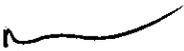
Beverly Eaves Perdue, Governor  
Britt Cobb, Secretary

Division of Purchase and Contract  
James D. Staton, State Purchasing Officer

## Memorandum

**DATE:** October 20, 2009

**TO:** Lisa Roberts  
Purchasing Officer  
Department of Crime Control & Public Safety

**FROM:** Mildred Christmas   
State Procurement Specialist

**RE:** Rental of Uniforms  
Your File – PR9016066  
Our File #200900640

Approval is hereby granted for your office to award this contract to G & K Services which offered the lowest cost proposal for the above referenced services. The contract period will be for one (1) year beginning from date of award with the option to renew for two (2) additional one (1) year periods for a total annual cost of \$20,779.20 or will not exceed \$1,731.60 per month for 117 employees.

Cc: File

Mailing Address:  
1305 Mail Service Center  
Raleigh, NC 27699-1305

State Courier 51-01-06  
Internet Home Page: [www.pandc.nc.gov](http://www.pandc.nc.gov)  
Phone: 919-807-4500  
An Equal Opportunity / Affirmative Action Employer

Location Address:  
116 West Jones Street  
Raleigh, NC 27603-8002

7/7/2009





# North Carolina Department of Administration

Beverly Eaves Perdue, Governor  
Britt Cobb, Secretary

Division of Purchase & Contract  
James D. Staton, State Purchasing Officer

SENT VIA FACSIMILE (336) 222-6830

October 6, 2009

Ms. Angela C. Bottomky  
Major Account Executive  
G & K Services  
610 Woody Drive  
Graham, NC 27253

RE: Rental of Uniforms for State Highway Patrol Personnel  
RFP #200900640

Dear Ms. Bottomky:

Your proposal for the above referenced RFP is currently being evaluated. However, we need further clarification on your cost proposal before we can proceed. Please respond the questions listed below. Your response to this office is required no later than Thursday, October 8, 2009 at 12:00 noon. Our fax number is (919) 807-4509.

On Page 3 of the RFP, your company circled Elizabethtown. Is this the only location that you will be providing services? Yes  No

Is Elizabethtown along with the other locations (Asheville, Newton, Greensboro, Raleigh (3 locations), Greenville, and Williamston) included in your cost proposal? Yes  No

Monthly Spend Sincerely, Formula  $\rightarrow \$ 3.70$  per person per week  $\times$  # of employees  $\times$  # weeks in month

Mildred C. Christmas  
State Procurement Specialist  
[mildred.christmas@doa.nc.gov](mailto:mildred.christmas@doa.nc.gov)  
(919) 807-4525

Cc: File

Mailing Address:  
1305 Mail Service Center  
Raleigh, NC 27699-1325

Internet Home Page: <http://www.pandc.nc.gov/>  
Phone: 919-807-4500

Location Address:  
116 West Jones Street  
Raleigh, NC 27603-9002

An Equal Opportunity / Affirmative Action Employer

Revised 7/7/2009

**STATE OF NORTH CAROLINA  
REQUEST FOR PROPOSALS**

**RFP #200900640**

**TITLE:** Rental of Uniforms for State Highway Patrol Personnel  
**USING AGENCY:** Department of Crime Control and Public Safety  
**ISSUE DATE:** September 3, 2009  
**ISSUING AGENCY:** Department of Administration

Sealed Proposals subject to the conditions made a part hereof will be received until **2:00 p.m. September 22, 2009**, for furnishing services described herein.

SEND ALL PROPOSALS DIRECTLY TO THE ISSUING AGENCY ADDRESS AS SHOWN BELOW:

| <u>DELIVERED BY US POSTAL SERVICE<br/>(REGULAR/STANDARD MAIL ONLY)</u>   | <u>DELIVERED BY ANY OTHER MEANS/SPECIAL<br/>DELIVERY/OVERNIGHT (BY ANY OTHER CARRIER)</u>   |
|--|---|
| RFP NO. _____<br>NC DEPARTMENT OF ADMINISTRATION<br>DIVISION OF PURCHASE AND CONTRACT<br>1305 MAIL SERVICE CENTER<br>RALEIGH NC 27699-1305 | RFP NO. <u>200900640</u><br>NC DEPARTMENT OF ADMINISTRATION<br>DIVISION OF PURCHASE AND CONTRACT<br>116 WEST JONES STREET Room 4062 4 <sup>th</sup> Flr.<br>RALEIGH NC 27603-8002 |

\*\*\*\*\*SPECIAL NOTE – PLEASE READ\*\*\*\*\*

The US Postal Service DOES NOT deliver any mail (US Postal Express Mail, Certified, Priority, Overnight, etc.) to our physical address of 116 West Jones Street.

 **IMPORTANT NOTE:** Indicate firm name and RFP number on the front of each sealed proposal envelope or package, along with the date for receipt of proposals specified above.

Bids submitted via telegraph, facsimile (FAX) machine, telephone, and electronic means, including but not limited to e-mail, in response to this Request for Proposals will not be acceptable.

Direct all inquiries concerning this RFP to: Mildred Christmas  
 Division of Purchase and Contract  
 Administration Building, 4<sup>th</sup> Floor  
 116 W. Jones St.  
<http://www.ncpandc.gov>  
 Raleigh, NC 27603  
 919-807-4525  
 919-807-4509 (FAX)  
[mildred.christmas@doa.nc.gov](mailto:mildred.christmas@doa.nc.gov)

**NOTE:** Questions concerning the specifications in this Request for Proposals will be received until **Tuesday, September 15, 2009 at 1:00 pm**. A summary of all questions and answers will be posted on the Internet as an addendum, located under the RFP # being modified. It is the offeror's responsibility to assure that all addenda have been reviewed and, if need be, signed and returned.

<http://www.pandc.nc.gov/>

**Within two days after notification of award of a contract, the vendor must register in NC E-Procurement @ Your Service (<http://vendor.ncgov.com>).**

Solicitation (IFB, RFP, RFQ) No. 200900640

Bidder/Offeror: G + K Services

**THIS PAGE IS TO BE FILLED OUT AND RETURNED WITH YOUR BID. FAILURE TO DO SO MAY SUBJECT YOUR BID TO REJECTION.**

**ATTENTION**

Federal Employer Identification Number or alternate identification number (e.g., Social Security Number) is used for internal processing, including bid tabulation.

Enter ID number here: 41 - 1670526

Pursuant to N.C.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.

## THE PROCUREMENT PROCESS

The following is a general description of the process by which a firm will be selected to provide services.

1. Request for Proposals (RFP) is posted on the internet via the State's Interactive Purchasing System (IPS).
2. A deadline for written questions is set for **Tuesday, September 15, 2009 at 1:00 pm**. (See cover sheet of this RFP for details.)
3. Proposals in one (1) original and two (2) copies will be received from each offeror in a sealed envelope or package. Each original shall be signed and dated by an official authorized to bind the firm. Unsigned proposals will not be considered.
4. All proposals must be received by the issuing agency not later than the date and time specified on the cover sheet of this RFP.
5. At that date and time the package containing the proposals from each responding firm will be opened publicly and the name of the offeror and cost(s) offered will be announced. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of an offeror's pricing position.
6. 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.
7. Proposals will be evaluated according to completeness, content, experience with similar projects, 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 deemed most advantageous to the State.

In addition to any other evaluation criteria identified in the State agency's solicitation document, the agency shall, for purposes of evaluating proposed or actual contract performance outside of the United States, consider the following factors to ensure that any award will be in the best interest of the State:

- Total cost to the State
- Level of quality provided by the vendor
- Process capability across multiple jurisdictions
- Protection of the State's information and intellectual property
- Availability of pertinent skills
- Ability to understand the State's business requirements and internal operational culture
- Risk factors such as the security of the State's information technology
- Relations with citizens and employees
- Contract enforcement jurisdictional issues

8. Offerors are cautioned that this is a request for offers, not a request to contract, and the State reserves the unqualified right to reject any and all offers when such rejection is deemed to be in the best interest of the State.

### **Purpose and Scope**

The North Carolina State Highway Patrol (NCSHP) is seeking a vendor to provide uniforms for approximately 117 civilian members located throughout the State of North Carolina.

The NCSHP maintains garages and communications installations in diverse geographic locations throughout the State in order to provide preventative maintenance and repair of vehicles and to provide for maintenance and repair of various communication, radio and radar equipment. To provide this service requires public contact by most employees on a daily basis, including during the transportation and road-testing of marked and unmarked patrol vehicles. This public exposure requires the maintenance of an acceptable appearance, while providing ready identification as employees of the North Carolina Highway Patrol.

The specifications listed below outline the requirements for the provision of work uniforms for the Highway Patrol Garage, Radio Shop, and associated personnel.

This contract will be for service in the following areas: Asheville, Newton, Greensboro, Salisbury, Raleigh (3 Locations), Elizabethtown, Greenville, and Williamston. The approximate number of employees is 117. This number will vary during the year and the Highway Patrol reserves the right to adjust the numbers up or down as appropriate.

## **Service Provisions**

Vendors must be able to provide service to all locations to be considered as part of this proposal. (No "Cherry Picking" of individual locations is allowable)

At the beginning of the contract all new uniforms shall be provided and each person shall be measured to assure correct fit. Required identification emblems for the grey work shirts will be provided to the vendor by the NCSHP. Polo style shirts shall be embroidered as indicated in the Uniform Specifications Section. All preparation charges shall be included in the cost proposal.

The successful vendor shall provide weekly service to each of our statewide locations.

Each uniform shall be maintained in serviceable condition with rips, tears, loose/missing buttons, etc. repaired or replaced as necessary to retain the original quality and appearance.

Each uniform shall be cleaned and repaired as necessary, weekly.

Each uniform shall be returned neatly pressed, on hangers, bagged and marked by individual.

Uniforms that are damaged beyond repair or that are no longer serviceable through normal wear are to be replaced with new items only, at no additional costs to the Highway Patrol.

A system shall be in place to insure that extremely dirty or greasy uniforms are properly cleaned and a separate container at each location shall be provided to insure that other uniforms are not stained by contact with these items.

## **UNIFORM SPECIFICATIONS**

### **Standard Uniform Items**

#### **Grey Work Shirt**

Aramark Work Shirt Style GS-0019/GS-0007 (or equivalent)

Grey, 65/35 Poplin, 4.25 oz., lined collar and cuffs; with two (2) button-through pockets with bar tack stitching and pen slot; two (2) piece shape collar with contemporary styling, slotted Mylar stays in the collar; six (6) button front with snap at the neck, front to have stitched down front hems and vertical button holes with a separate shoulder yoke.

#### **Trousers**

Aramark Heavy Duty Work Pant Style SCA-201 (or equivalent)

Flat front; charcoal in color; zipper fly; 65/35 Poplin, 7.5 oz per sq. yd. or better; with front slash and hip pockets; belt loops to accommodate 1 3/4 " belts and have bar tack stitching.

#### **Jacket**

Aramark Work Jacket style GO-0635 (or equivalent)

Slash Pocket style: 65/35 poly/cotton; Color, charcoal grey; zip front; button cuff; quilted lining.

### **Optional Uniform Items**

#### **Checkmark Work Shirt**

Aramark Checkmark Work Shirt style NCMC (or equivalent)

Navy/Charcoal Micro-Check 3.6-oz. ARASOFT 65% polyester/35% cotton soil-release fabric upgraded buttons, button closure at the neck.

#### **Aviation Grey Work Shirt**

Aramark Work Shirt style SG-0448 MDGY (or equivalent)

Medium Grey, 5-oz. cotton twill. Lined collar and cuffs, two-piece yoke, two button-thru hex-style pockets with pencil slot. 7-button front. Snap at neck.

### Polo Style Shirt

Aramark Style GS-0998 (or equivalent)

Polo style shirt, Heather Gray, with Black accents; polyester knit; side vents, horn buttons.

One pocket on left breast. Polo style shirts shall include an embroidered emblem.

(NC STATE HIGHWAY PATROL in block letters, above pocket. First line, "NC STATE", centered over second line "HIGHWAY PATROL". Embroidery to be done in black thread to match black accents on shirt, in block lettering, .25 inches high (1/4").

### Uniform Availability

Each eligible employee shall be furnished one jacket, eleven (11) shirts, and eleven (11) pairs of trousers. (This will allow each employee to have five (5) uniforms to wear, five (5) uniforms in the cleaners and one (1) to wear for delivery day.)

Based upon their position the following uniform choices are to be provided:

#### Automotive Maintenance Technicians (35) or Supervisors (12)

- Grey Work Shirt long sleeve or short sleeve
- Charcoal Grey Trousers
- Grey Jacket
- Checkmark Work Shirt (optional for Supervisors)

#### Aviation Maintenance Technician or Supervisors (3)

- 100% Cotton Grey Work Shirt (long sleeve or short sleeve)
- Charcoal Grey Trousers
- Grey Jacket
- Checkmark Work Shirt (optional for Supervisors)

#### Body, Radio, and Parts Supply Technicians (28), Supervisors (18), and Associated Personnel (21)

- Grey Work Shirt (long sleeve or short sleeve)
- Charcoal Grey Trousers
- Grey Jacket
- Grey polo (optional for all)

### Billing

One statement from a central location shall be submitted each month for payment of all the previous month's charges. One invoice, per location, shall be submitted each week at the time of uniform delivery. The weekly invoice shall list the names, locations, and charges for each employee serviced that week.

### Miscellaneous Charges

The Highway Patrol is not responsible for paying any miscellaneous charges, to include but not limited to:

Fuel surcharges, finance charges, restocking charges, "buy-back" charges, nameplate charges, or exchange fees.

### Point-of -Contact

The successful offeror shall supply the name of one (1) person to be responsible for this account. That individual shall be responsible for correcting any and all concerns regarding account billings or uniform problems. In the event that the indicated person should leave the employ of the vendor, or be absent in excess of ten (10) business days, the name of a successor shall be provided to the Highway Patrol either by mail, or email, or fax to the Manager, Uniform Warehouse at the above billing address.

### Billing Address

NC Highway Patrol Uniform Warehouse  
1300 Blue Ridge Rd.  
Raleigh, NC 27607  
Attn: Manager, Uniform Warehouse

## **Service Locations**

The successful offeror must be able to service all locations and approximate number of personnel at the following locations:

### **Troop A**

**Williamston, NC (3)**  
4003 West Main St. Ext.  
US 64 west of Williamston, NC

### **Troop A Garage**

**Greenville, NC (9)**  
Intersection of 5<sup>th</sup> and 10<sup>th</sup> St. (US 64 Bypass)  
Greenville, NC

### **Troop B**

**Elizabethtown, NC (12)**  
US 701, 3 Mi. south of Elizabethtown  
Elizabethtown, NC

### **Troop C, Logistics, Aviation**

**Raleigh, NC (36)**  
3 locations:  
1300 Blue Ridge Road  
1831 Blue Ridge Road  
SHP Training Academy Driving Track (Garner, NC)

### **Troop D**

**Greensboro, NC (12)**  
2527 East Market St. (next to P. Lorillard Plant)  
Greensboro, NC

### **Troop E**

**Salisbury, NC (12)**  
5780 South Main Street (take Webb Rd. exit north from I-85 to first traffic light)  
Salisbury, NC

### **Troop F**

**Newton, NC (11)**  
1033 Smyre Farm Road (south on US 321 to intersection of Smyre Farm Road)  
Newton, NC

### **Troop G**

**Asheville, NC (9)**  
600 Tunnel Road  
Asheville, NC

### **Monroe, NC (13)**

2206 Fowler Secret Road (west on US 74 to Fowler Secret Road, behind Mayberry Chrysler)  
Monroe, NC

## PROPOSAL REQUIREMENTS

The response to this RFP shall consist of the following sections:

Corporate Background and Experience  
Outsourcing  
Cost Proposal

### 1. Corporate Background and Experience

This section shall include background information on the organization and should give details of experience with similar projects. A list of at least three (3) references (including contact persons and telephone numbers) for whom similar work has been performed shall be included.

### 2. Outsourcing

The Vendor must detail the manner in which it intends to utilize resources or workers located outside of the United States, and the State of North Carolina will evaluate the additional risks, costs and other factors associated with such utilization to make the award for this proposal as deemed by the awarding authority to be in the best interest of the State.

For any proposed or actual utilization or contract performance outside of the United States, the offeror's proposal must include:

- a) The location of work performed under a state contract by the vendor, any subcontractors, employees, or other persons performing the contract.
- b) The corporate structure and location of corporate employees and activities of the vendors, its affiliates or any subcontractors.

The State may initiate proceedings to debar a vendor from participation in the bid process and from contract award as authorized by North Carolina law, if it is determined that the vendor has refused to disclose or has falsified any information provided herein.

### 3. Cost Proposal

The Cost Proposal shall contain:

Personnel costs (including hourly rates and total hours)  
Travel and Subsistence Expenses  
Subcontractor Costs (if any)  
Other Costs (e.g., office expenses)  
TOTAL COST     A total not to exceed cost representing the maximum amount for all work to be performed must be clearly indicated under this heading.

COST PROPOSAL/EXECUTION OF PROPOSAL

By submitting this proposal, the potential contractor certifies the following:

- This proposal is signed by an authorized representative of the firm.
- It can obtain insurance certificates as required within 10 calendar days after notice of award.
- The cost and availability of all equipment, materials, and supplies associated with performing the services described herein have been determined and included in the proposed cost.
- All labor costs, direct and indirect, have been determined and included in the proposed cost.
- The potential contractor has read and understands the conditions set forth in this RFP and agrees to them with no exceptions.
- The offeror is registered in NC E-Procurement @ Your Service or agrees to register within two days after notification of contract award.

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 30 days from the date of the opening, to furnish the subject services for a cost not to exceed \$ 1731.60 monthly rental of uniforms. \$370 per person/week 11 shirts + pants, 2 jackets  
 $\$370 \times 117 \text{ employees} \times 4 \text{ weeks} = 1731.60$  (cotton or blend)

OFFEROR: G+K Services  
 ADDRESS: 6610 Woody Drive  
 CITY, STATE, ZIP CODE: Graham NC 27253  
 TELEPHONE NUMBER: 800 221 1202 FAX: 336 222 4830  
 E-MAIL: abottomley@gkservices.com

Principal Place of Business if different from above (See General Information on Submitting Proposals, Item 18.):

Will any of the work under this contract be performed outside the United States?  Yes  No  
(If yes, describe in technical proposal.)

BY: [Signature] TITLE: Major Account Exec DATE: 9/22/09  
 (Signature)  
Angela C. Bottomley  
 (Printed name)

ACCEPTANCE OF PROPOSAL

(Using Agency Name)

BY: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

THIS PAGE MUST BE SIGNED AND INCLUDED IN YOUR PROPOSAL.

Unsigned proposals will not be considered.

Where Service Contracts Will Be Performed

In accordance with NC General Statute 143-59.4 (Session Law 2005-169), this form is to be completed and submitted with the offeror's (technical) proposal/bid.

Issuing Agency: Department of Administration      Solicitation # 200900640  
Agency Contact Person & phone #: Mildred C. Christmas, (919) 807-4525

Solicitation Title / Type of Services: Rental of Uniforms for State Highway Patrol Personnel

OFFEROR: G+K Services  
City & State: 1610 Woody Dr. Graham NC 27253

Location(s) from which services will be performed by the contractor:

| Service                | City/Providence/State | Country    |
|------------------------|-----------------------|------------|
| <u>Rental Uniforms</u> | <u>Graham NC</u>      | <u>USA</u> |
| <u>"</u>               | <u>Charlotte NC</u>   | <u>USA</u> |
| <u>"</u>               | <u>Asheville NC</u>   | <u>USA</u> |
| <u>"</u>               | <u>Hickory NC</u>     | <u>USA</u> |

Location(s) from which services are anticipated to be performed outside the U.S. by the contractor:

|            |  |  |
|------------|--|--|
| <u>N/A</u> |  |  |
|            |  |  |

Location(s) from which services will be performed by subcontractor(s):

| Service    | Subcontractor | City/Providence/State | Country |
|------------|---------------|-----------------------|---------|
| <u>N/A</u> |               |                       |         |
|            |               |                       |         |

Location(s) from which services are anticipated to be performed outside the U.S. by the subcontractor(s):

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|  |  |  |  |

(Attach additional pages if necessary.)

## GENERAL INFORMATION ON SUBMITTING PROPOSALS

- 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 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.
- CERTIFICATION:** By executing the proposal, the signer certifies that this proposal is submitted competitively and without collusion (G.S. 143-54), that none of our 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 that we are not an ineligible vendor as set forth in G.S. 143-59.1. False certification is a Class I felony.
- ORAL EXPLANATIONS:** The State shall not be bound by oral explanations or instructions given at any time during the competitive process or after award.
- REFERENCE TO OTHER DATA:** Only information which is received in response to this RFP will be evaluated; reference to information previously submitted shall not be evaluated.
- 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.

In an effort to support the sustainability efforts of the State of North Carolina we solicit your cooperation in this effort.

**It is desirable that all responses meet the following requirements:**

- All copies are printed **double sided**.
  - All submittals and copies are printed on **recycled paper with a minimum post-consumer content of 30%** and indicate this information accordingly on the response.
  - Unless absolutely necessary, all proposals and copies should **minimize or eliminate use of non-recyclable or non-reusable materials** such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable.
  - Materials should be submitted in a format which allows for **easy removal and recycling** of paper materials.
- COST FOR PROPOSAL PREPARATION:** Any costs incurred by offerors in preparing or submitting offers are the offerors' sole responsibility; the State of North Carolina will not reimburse any offeror for any costs incurred prior to award.
  - TIME FOR ACCEPTANCE:** Each proposal shall state that it is a firm offer which may be accepted within a period of 30 days. Although the contract is expected to be awarded prior to that time, the 30 day period is requested to allow for unforeseen delays.
  - TITLES:** Titles and headings in this RFP and any subsequent contract are for convenience only and shall have no binding force or effect.
  - 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 using or issuing agency, government or private, until after the award of the contract. Offerors not in compliance with this provision may be disqualified, at the option of the State, from contract award. Only discussions authorized by the issuing agency are exempt from this provision.
  - 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 State when received.
  - OFFEROR'S REPRESENTATIVE:** Each offeror shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.
  - SUBCONTRACTING:** Offerors may propose to subcontract portions of the work provided that their proposals clearly indicate what work they plan to subcontract and to whom and that all information required about the prime contractor is also included for each proposed subcontractor.
  - PROPRIETARY INFORMATION:** Trade secrets or similar proprietary data which the offeror does not wish disclosed to other than personnel involved in the evaluation or contract administration will be kept confidential to the extent permitted by NCAC T01:05B.1501 and G.S. 132-1.3 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the proposal which is to remain confidential shall also be so marked in boldface on the title page of that section. Cost information may not be deemed confidential. In spite of what is labeled as confidential, the determination as to whether or not it is shall be determined by North Carolina law.

14. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to General Statute 143-48 and Executive Order #150, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.
15. **PROTEST PROCEDURES:** When an offeror wants to protest a contract awarded by the Secretary of Administration or by an agency over \$25,000 resulting from this solicitation, they must submit a written request to the State Purchasing Officer at Purchase and Contract, 1305 Mail Service Center, Raleigh, NC 27699-1305. This request must be received in the Division of Purchase and Contract within thirty (30) consecutive calendar days from the date of the contract award. When an offeror wants to protest a contract awarded by an agency or university resulting from this solicitation that is over \$10,000 but less than \$25,000 for any agency, or any contract awarded by a university, they must submit a written request to the issuing procurement officer at the address of the issuing agency. This request must be received in that office within thirty (30) consecutive calendar days from the date of the contract award. Protest letters must contain specific reasons and any supporting documentation for the protest. Note: Contract award notices are sent only to those actually awarded contracts, and not to every person or firm responding to this solicitation. Contract status and Award notices are posted on the Internet at <http://www.pandc.nc.gov/>. All protests will be handled pursuant to the North Carolina Administrative Code, Title 1, Department of Administration, Chapter 5, Purchase and Contract, Section 5B.1519. (See Protest Information at <http://www.pandc.nc.gov/protests.pdf> for more information.)
16. **TABULATIONS:** The Division has implemented an Interactive Purchasing System (IPS) that allows the public to retrieve bid tabulations electronically from our Internet web site: <http://www.pandc.nc.gov/>. Click on the IPS BIDS icon, click on Search for Bid, enter the RFP number, and then search. Tabulations will normally be available at this web site not later than one working day after opening. Lengthy tabulations may not be available on the Internet, and requests for these verbally or in writing cannot be honored.
17. **VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** Vendor Link NC allows vendors to electronically register free with the State to receive electronic notification of current procurement opportunities for goods and services available on the Interactive Purchasing System. Online registration and other purchasing information are available on our Internet web site: <http://www.pandc.nc.gov/>.
18. **RECIPROCAL PREFERENCE:** G.S. 143-59 establishes a reciprocal preference law to discourage other states from applying in-state preferences against North Carolina's resident offerors. The "Principal Place of Business" is defined as the principal place from which the trade or business of the offeror is directed or managed.

**NORTH CAROLINA GENERAL CONTRACT TERMS AND CONDITIONS**  
**(Contractual and Consultant Services)**

1. **GOVERNING LAW:** This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina.
2. **SITUS:** The place of this contract, its situs and forum, shall be North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined
3. **INDEPENDENT CONTRACTOR:** The Contractor shall be considered to be an independent contractor 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 will secure at its own expense, all personnel required in performing the services under this agreement. Such employees shall not be employees of, or have any individual contractual relationship with the Agency.
4. **KEY PERSONNEL:** The Contractor shall not substitute key personnel assigned to the performance of this contract without prior written approval by the Agency's Contract Administrator. The individuals designated as key personnel for purposes of this contract are those specified in the Contractor's proposal.
5. **SUBCONTRACTING:** Work proposed to be performed under this contract by the Contractor or its employees shall not be subcontracted without prior written approval of the Agency's Contract Administrator. Acceptance of an offeror's proposal shall include any subcontractor(s) specified therein.
6. **PERFORMANCE AND DEFAULT:** If, through any cause, the Contractor shall fail to fulfill in timely and proper manner the obligations under this agreement, the Agency shall thereupon have the right to terminate this contract by giving written notice to the Contractor and specifying the effective date thereof. In that event, all finished or unfinished deliverable items under this contract prepared by the Contractor shall, at the option of the Agency, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such materials. Notwithstanding, the Contractor shall not be relieved of liability to the Agency for damages sustained by the Agency by virtue of any breach of this agreement, and the Agency may withhold any payment due the Contractor for the purpose of setoff until such time as the exact amount of damages due the Agency from such breach can be determined.

In case of default by the Contractor, the State may procure the services from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The State reserves the right to require a performance bond or other acceptable alternative performance guarantees from successful offeror without expense to the State.

In addition, in the event of default by the Contractor under this contract, the State may immediately cease doing business with the Contractor, immediately terminate for cause all existing contracts the State has with the Contractor, and de-bar the Contractor from doing future business with the State

Upon the Contractor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Contractor, the State may immediately terminate, for cause, this contract and all other existing contracts the Contractor has with the State, and de-bar the Contractor from doing future business

Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by any act of war, hostile foreign action, nuclear explosion, riot, strikes, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

7. **TERMINATION:** The Agency may terminate this agreement at any time by 30 days notice in writing from the Agency to the Contractor. In that event, all finished or unfinished deliverable items prepared by the Contractor under this contract shall, at the option of the Agency, become its property. If the contract is terminated by the Agency as provided herein, the Contractor shall be paid for services satisfactorily completed, less payment or compensation previously made.
8. **PAYMENT TERMS:** Payment terms are Net not later than 30 days after receipt of correct invoice(s) or acceptance of services, whichever is later, or in accordance with any special payment schedule identified in this RFP. The using agency is responsible for all payments to the contractor under the contract. Payment by some agencies may be made by procurement card and it shall be accepted by the contractor for payment if the contractor accepts that card (Visa, Mastercard, etc.) from other customers. If payment is made by procurement card, then payment may be processed immediately by the contractor.
9. **AVAILABILITY OF FUNDS:** Any and all payments to the Contractor are dependent upon and subject to the availability of funds to the Agency for the purpose set forth in this agreement.
10. **CONFIDENTIALITY:** Any information, data, instruments, documents, studies or reports given to or prepared or assembled by the Contractor under this agreement shall be kept as confidential and not divulged or made available to any individual or organization without the prior written approval of the Agency.
11. **CARE OF PROPERTY:** The Contractor agrees that it shall be responsible for the proper custody and care of any property furnished it for use in connection with the performance of this contract or purchased by it for this contract and will reimburse the State for loss of damage of such property.

12. **COPYRIGHT:** No deliverable items produced in whole or in part under this agreement shall be the subject of an application for copyright by or on behalf of the Contractor.
13. **ACCESS TO PERSONS AND RECORDS:** The State Auditor shall have access to persons and records as a result of all contracts or grants entered into by State agencies or political subdivisions in accordance with General Statute 147-64.7. The Contractor shall retain all records for a period of three years following completion of the contract.
14. **ASSIGNMENT:** No assignment of the Contractor's obligations nor the Contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the issuing purchasing authority, the State may:
  - a. Forward the contractor's payment check(s) directly to any person or entity designated by the Contractor, or
  - b. Include any person or entity designated by Contractor as a joint payee on the Contractor's payment check(s).In no event shall such approval and action obligate the State to anyone other than the Contractor and the Contractor shall remain responsible for fulfillment of all contract obligations.
15. **COMPLIANCE WITH LAWS:** The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority.
16. **AFFIRMATIVE ACTION:** The Contractor shall take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin, or disability.
17. **INSURANCE:** During the term of the contract, the contractor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. As a minimum, the contractor shall provide and maintain the following coverage and limits:
  - a. **Worker's Compensation -** The contractor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$150,000.00, covering all of Contractor's employees who are engaged in any work under the contract. If any work is subcontracted, the contractor shall require the subcontractor to provide the same coverage for any of its employees engaged in any work under the contract.
  - b. **Commercial General Liability -** General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$500,000.00 Combined Single Limit. (Defense cost shall be in excess of the limit of liability).
  - c. **Automobile -** Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the contract. The minimum combined single limit shall be \$150,000.00 bodily injury and property damage; \$150,000.00 uninsured/under insured motorist; and \$1,000.00 medical payment.

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 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 the contract.

18. **ADVERTISING:** The offeror shall not use the award of a contract as part of any news release or commercial advertising.
19. **ENTIRE AGREEMENT:** This contract and any documents incorporated specifically by reference represent the entire agreement between the parties and supersede all prior oral or written statements or agreements. This Request for Proposals, any addenda thereto, and the offeror's proposal are incorporated herein by reference as though set forth verbatim.

All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.
20. **AMENDMENTS:** This contract may be amended only by written amendments duly executed by the Agency and the Contractor. The NC Division of Purchase and Contract shall give prior approval to any amendment to a contract awarded through that office.
21. **TAXES:** G.S. 143-59.1 bars the Secretary of Administration from entering into contracts with vendors if the vendor or its affiliates meet one of the conditions of G. S. 105-164.8(b) and refuse to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G. S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the vendor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.

22. **YEAR 2000 COMPLIANCE/WARRANTY:** Vendor shall ensure the product(s) and service(s) furnished pursuant to this agreement ("product" shall include, without limitation, any piece of equipment, hardware, firmware, middleware, custom or commercial software, or internal components, subroutines, and interfaces therein) which perform any date and/or time data recognition function, calculation, or sequencing, will support a four digit year format, and will provide accurate date/time data and leap year calculations on and after December 31, 1999, at the same level of functionality for which originally acquired without additional cost to the user. This warranty shall survive termination or expiration of the agreement.
23. **GENERAL INDEMNITY:** The contractor shall hold and save the State, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the contractor in the performance of this contract and that are attributable to the negligence or intentionally tortious acts of the contractor provided that the contractor is notified in writing within 30 days that the State has knowledge of such claims. The contractor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of contractor goods to the State. The representation and warranty in the preceding sentence shall survive the termination or expiration of this contract.
24. **OUTSOURCING:** Any vendor or subcontractor providing call or contact center services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a contract, the contractor wishes to outsource any portion of the work to a location outside the United States, prior written approval must be obtained from the State agency responsible for the contract.

Vendor must give notice to the using agency of any relocation of the vendor, employees of the vendor, subcontractors of the vendor, or other persons performing services under a state contract outside of the United States.

7/7/2009



# Current Business Partnerships

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| <b><u>Name &amp; Address</u></b> | <b><u>Contact Name</u></b> | <b><u>Phone Number</u></b> |
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|---|-----------------|--------------|
| <b><i>East Carolina University</i></b><br><i>Greenville, NC</i><br><i>Uniformed Employees: 400+/-</i> | Mr. Tony Yamada | 252-328-6493 |
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| <b><i>Town of Cary</i></b><br>Cary, NC<br><i>Uniformed Employees: 400 +/-</i><br>Servicing 21 Departments | Ms. Mary Allen | 919-469-4078 |
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| <b><i>City of Burlington</i></b><br>Burlington, NC<br><i>Uniformed Employees: 186 +/-</i><br><i>Servicing 38 Locations</i> | Mr. Bill Ray | 336-222-5014 |
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