REQUEST FOR PROPOSALS

CUSTODIAL SERVICES

Camden County Schools
Camden County Board of Education
Camden, North Carolina

1. Information

Camden County Schools is a small school system located in Camden, North Carolina. The school system operates five (5) schools and seeks custodial services for seven (7) facilities, including the former Camden County High School facility and the Central Office Complex. Camden County High School (New) and Camden Early College High School (New) share the new high school campus. Grandy Primary School and Camden Intermediate School share another campus. Camden Middle School is located on a third campus, and Camden County High School (Old) is located at a fourth site. The Central Office Complex is located across the street from Grandy Primary School.

2. Purpose

Camden County Schools is soliciting proposals from interested and qualified proposers to provide custodial services at the seven (7) facilities identified in this Request for Proposals (RFP).

3. RFP Schedule

RFP release	November 6, 2026
Mandatory pre-proposal meeting and facility walkthrough	To be scheduled with the Director of Maintenance
Deadline for receipt of proposals	12:00 p.m., December 15, 2026
Proposal closed bid opening	December 16, 2026
Interviews of up to three (3) top-ranked proposers	By January 31, 2027
Board approval	February 11, 2027

4. Proposal Requirements

If the Camden County Board of Education (CCBOE) elects to proceed with this project, the successful proposer will be required to enter into a written agreement with the school district. The agreement will incorporate the successful proposer's accepted proposal and the requirements of this RFP. If there is a conflict, the executed agreement and the RFP requirements, as applicable, will govern.

5. Terms of Agreement

The agreement will commence on a date mutually agreed upon by the successful proposer and the CCBOE and stated in the executed agreement. The anticipated contract period is June 1, 2027 through June 30, 2028. The agreement may include renewal options as approved by the Superintendent or designee and agreed to by the parties.

During the contract period, the CCBOE may terminate the agreement for cause, including a material breach or repeated failure to meet performance requirements, subject to written notice and any applicable opportunity to cure. Unless a different period is required for an urgent health, safety, security, or operational concern, the contractor will have thirty (30) calendar days after written notice to cure a material breach. The CCBOE may exercise any other termination rights stated in the executed agreement.

6. Right to Reject Proposals

The Superintendent or designee reserves the right to reject any or all proposals, waive minor informalities or irregularities when permitted, and determine which proposal is in the best interest of the CCBOE. The CCBOE will not be liable for costs incurred by a proposer in preparing or submitting a proposal.

7. Contracts and Obligations

Any contract or obligation resulting from this RFP is contingent upon the availability of sufficient funding and approval by the CCBOE. No contract will commence until the required approval has been obtained and the agreement has been executed.

8. Contract Sum and Pricing

Proposers must submit a specific price for each of the seven (7) facilities based on the services required by this RFP. Pricing must identify the monthly cost and annual cost for each facility. Proposers must also separately identify the cost of the additional daytime porter positions described in Section 14, unless those costs are clearly itemized within the applicable facility pricing. All pricing must be complete and must identify any assumptions, exclusions, or additional charges.

9. Payment and Performance Adjustments

The contractor will invoice monthly. Invoices must be submitted to the Director of Maintenance or designee on the last workday of each calendar month and must identify the facilities served, billing period, contract amount by facility, and any approved additional services.

The CCBOE may withhold or deduct payment for services not performed, positions not staffed, or work that does not meet the requirements of the agreement. The Director of Maintenance or designee will provide written notice identifying the deficiency and the amount withheld or deducted, when practicable.

When a deficiency is correctable, the Director of Maintenance or designee may provide written notice specifying the corrective action and deadline. If the contractor fails to correct the deficiency within the stated period, the CCBOE may arrange for the work to be completed by CCBOE personnel or another contractor. The reasonable cost incurred by the CCBOE may be deducted from amounts otherwise due to the contractor, to the extent permitted by the agreement.

Any withholding or deduction under this section is an adjustment to payment for services not provided or costs incurred by the CCBOE; it is not intended as a penalty. Repeated or serious deficiencies may result in additional corrective action or termination as provided in the agreement.

10. Insurance Requirements

Before execution of the agreement, the successful proposer must provide certificates of insurance to the Superintendent of Schools demonstrating coverage at not less than the following limits:

- Commercial general liability: $1,000,000 per occurrence for bodily injury and property damage, and $2,000,000 general aggregate.
- Workers' compensation: statutory limits as required by the State of North Carolina.

The CCBOE may require additional insured status and other insurance provisions in the final agreement. The proposer is responsible for maintaining required coverage throughout the contract term and providing updated certificates upon request.

11. Proposal Responsiveness

A proposal must be complete and submitted in accordance with the instructions in this RFP to be considered responsive. Examples of nonresponsive proposals include:

1. A proposal containing errors or omissions so extensive that the proposer's intended offer cannot be reasonably determined.
2. A proposal that substitutes or materially changes the services or requirements specified in this RFP.
3. A proposal that excludes any designated facility or submits pricing for less than the complete scope required for all seven (7) facilities.

The CCBOE reserves the right to determine responsiveness and to waive minor informalities when permitted by law and in the best interest of the district.

12. Facilities and Description of Services

The contractor will provide janitorial services, supplies, equipment, labor, and supervision at the following facilities:

- Camden County High School (New) – 250 HWY 343 N, Camden, NC 27921
- Camden Early College High School (New) – 250 HWY 343 N, Camden, NC 27921
- Camden County High School (Old) – 103 HWY 158 West, Camden, NC 27921
- Grandy Primary School – 175 HWY 343 N, Camden, NC 27921
- Camden Intermediate School – 123 Noblett Dr., Camden, NC 27921
- Camden Middle School – 243 Scotland Rd., Camden, NC 27921
- Camden County Schools Central Office Complex – 174 HWY 343 N, Camden, NC 27921

13. General Contractor Responsibilities and Included Resources

- Provide all cleaning equipment, cleaning supplies, and labor necessary to perform the services. The CCBOE will supply toilet paper for dispensers, paper towels for dispensers, and trash bags. The contractor is responsible for dispensing and replenishing these CCBOE-supplied consumables and notifying the Director of Maintenance or designee when stock is running low.
- The contractor shall maintain all equipment in safe and operational condition and shall provide replacement equipment when necessary to prevent interruption of required custodial services. Equipment breakdowns shall not excuse failure to complete required cleaning tasks.
- Provide a Director of Custodial Services who is responsible for managing employees assigned to CCBOE facilities. The director must have a cell phone and be reachable by designated CCBOE administrators during service hours and for urgent custodial matters.
- Provide vehicles necessary to transport employees, equipment, and supplies between facilities.
- Provide preferred rates for special conditions, events, and approved additional services. Rates must be included in the proposal.
- Provide photo identification badges for all custodial personnel. Badges must be worn and visible while employees are on CCBOE property.
- Comply with all applicable equal employment opportunity requirements and maintain a drug-free workplace in accordance with applicable North Carolina law.
- Conduct and maintain criminal background checks for all employees assigned to CCBOE facilities. Employees may not begin work or be granted facility access until the required screening is completed and the employee is approved in accordance with CCBOE procedures. Documentation must be made available to the CCBOE upon request, subject to applicable law.
- Ensure that employees follow all CCBOE rules concerning student safety, confidentiality, facility access, conduct, and interaction with students and staff.

14. Additional Daytime Porter Positions

In addition to nighttime custodial staffing, the contractor must provide daytime porter coverage at two campuses: Campus 1, serving Camden County High School (New) and Camden Early College High School (New); and Campus 2, serving Grandy Primary School. At least one (1) daytime porter must be assigned to each campus during regular school hours on the schedule established by the Director of Maintenance or designee. Proposers must identify any additional daytime porters recommended based on facility square footage and operational needs.

- Daytime porter duties may include restroom checks and servicing, trash removal, spot cleaning, cleaning of high-traffic areas, spill response, replenishment of consumables, setting up for events, receiving deliveries, turning off water, unclogging plumbing fixtures and other routine custodial and maintenance tasks within the contractor's scope.
- The contractor must provide qualified substitute coverage whenever a required daytime porter is absent. The contractor must promptly notify the Director of Maintenance or designee of any absence and identify the replacement coverage plan.
- The proposer must separately identify the number of daytime porters proposed for each campus, including the required minimum of one (1) per campus, and the monthly, annualized 12-month, and anticipated 13-month costs of these positions. These positions are in addition to, and do not replace, the minimum facility staffing proposed for each school or facility.

15. Specifications for Custodial Services

15.1 Services to Be Performed Inside Buildings

1. All restrooms, offices, classrooms, locker rooms, weight rooms, gymnasiums, laboratories, cafeteria dining rooms, and common areas must be cleaned daily, Monday through Friday, and after approved special events when required by the agreement.
2. Tile floors must be cleaned and mopped daily. Carpeted floors must be vacuumed on the required schedule and as needed to maintain a clean, presentable condition.
3. Cleaning of food preparation areas and kitchens is not included unless specifically authorized in writing. The contractor is responsible for cafeteria dining areas, including dining-area floors, tables, chairs, and other designated public-use surfaces.
4. The proposer must provide a detailed description of the daily cleaning tasks and the frequency of each task. General statements that an area will be cleaned are not sufficient; the proposal must identify the work to be performed.
5. The contractor must provide team-cleaning plans for holidays, school breaks, and summer breaks.
6. The proposal must include a plan and schedule for stripping and waxing all applicable tile floors annually, scrubbing and/or recoating all common-area VCT floors two (2) times per year, and professionally cleaning all carpets once per year.
7. The proposal must include a daily rate or credit, by facility, for each calendar day that required summer cleaning work remains incomplete after the approved completion deadline. The contractor must identify how the daily rate will be calculated.
8. The contractor must protect furniture, equipment, walls, floors, and other district property while performing services. Furniture and equipment must be returned to their original locations after cleaning or floor-care work.
9. The contractor must promptly report damage, leaks, unsafe conditions, vandalism, and maintenance issues to the Director of Maintenance or designee.

15.2 Staffing Plan and Minimum Staffing

The proposal must identify the minimum number of employees assigned to each facility during the school/work day and after the school/work day. For every position, the proposer must state the scheduled days, start and end times, and number of paid service hours. Staffing schedules must identify the regular staffing level by facility and shift. The contractor must maintain the minimum staffing levels and hours committed in its accepted proposal. Staffing at one facility may not be reduced to cover another facility unless approved in advance by the Director of Maintenance or designee.

The contractor must provide daily staffing reports showing, by facility and shift, the number of employees scheduled, the number who reported to work, hours worked, absences, and replacement coverage. The contractor shall maintain an electronic timekeeping system that records the actual arrival and departure times of all custodial personnel assigned to CCBOE facilities. Records must be available to the Director of Maintenance or designee upon request. Staffing reports must reflect actual hours worked rather than scheduled hours.

The contractor shall provide qualified replacement personnel for absent employees to maintain the staffing levels and service hours established in the accepted proposal. Failure to provide replacement coverage may result in a proportionate reduction in payment for unstaffed hours.

The proposer must describe its absence and vacancy coverage plan, including the process for notifying the district, obtaining replacement employees, and ensuring that all required work is completed. The contractor must promptly notify the Director of Maintenance or designee when a scheduled employee will be absent or a position will be unfilled.

If the contractor fails to provide a required employee or the minimum committed staffing hours, the CCBOE may apply a proportionate service credit or payment deduction for the unprovided labor and any resulting service deficiencies. The proposal must describe the service-credit method offered for staffing shortfalls. The CCBOE may require an immediate corrective action plan whenever staffing falls below the required level.

The proposer must specifically identify the minimum number of employees and hours proposed for each facility and must separately account for the two (2) daytime porter positions required by Section 14.

15.3 Supervision, Inspection, and Reporting

The proposal must describe how the contractor will provide continuous, effective supervision of custodial employees during all scheduled service periods. The plan must identify supervisory personnel, assigned facilities, supervisory coverage hours, and the method for contacting a supervisor.

- The contractor must conduct and document routine inspections of each facility. Inspection records must identify the areas inspected, deficiencies found, corrective actions assigned, responsible personnel, and completion dates.
- The contractor must provide daily staffing reports and cleaning inspection reports in a format approved by the Director of Maintenance or designee.
- The contractor must maintain a system for receiving, tracking, assigning, and closing custodial service requests and complaints. Reports must show the date received, facility, issue, assigned employee, action taken, and date resolved.
- Custodial deficiencies involving immediate health or safety concerns shall be addressed immediately upon notification. Routine cleaning deficiencies shall be corrected within twenty-four (24) hours of notification unless otherwise approved by the Director of Maintenance or designee.
- The contractor must notify the Director of Maintenance or designee promptly of significant service failures, staffing shortages, safety concerns, property damage, or other urgent issues.
- A company administrator with authority to address performance and staffing issues must conduct a walkthrough of selected facilities at least once each calendar quarter. A written report of findings and corrective actions must be provided to the Director of Maintenance or designee.
- The contractor must attend meetings with CCBOE representatives when reasonably requested to review performance, staffing, service quality, or contract compliance.

15.4 Training and Technical Support

The proposal must describe the contractor's ongoing training program for custodial employees, including initial training, refresher training, safe equipment operation, chemical handling, floor-care procedures, bloodborne pathogen precautions where applicable, and school-specific expectations.

The proposal must describe the technical support available for cleaning products, equipment, and cleaning methods, including response times for equipment problems and access to product or equipment specialists.

15.5 Experience and References

The proposal must describe the company's experience providing institutional custodial services, particularly in K–12 school systems. Proposers must provide references from organizations that are not currently under contract with the CCBOE. References should include the organization, contact person, telephone number, email address, and description or dates of service.

15.6 Walls, Elevated Areas, and Windows

Walls and elevated areas in gymnasiums, cafeterias, hallways, and other designated spaces must be cleaned as part of the custodial program. The proposal must identify the methods and frequency for cleaning walls, ceilings, light fixtures, vents, ledges, and windows, including any limitations for work above ten (10) feet. Any work requiring specialized equipment or additional charges must be clearly identified in the proposal.

15.7 Background Checks

The proposer must describe its background-check process for all employees and subcontractors who may enter CCBOE facilities. All required checks must be completed before an employee is assigned to a CCBOE facility. The contractor must promptly remove and replace any employee who is not approved for access or whose continued assignment is determined by the CCBOE to be inappropriate, subject to applicable law and the agreement.

15.8 Keys, Badges, and Facility Access

The proposal must include written procedures for the issuance, tracking, use, storage, and return of keys, access cards, codes, and identification badges. The contractor must:

- Maintain a current list of employees authorized to access each facility.
- Prohibit employees from duplicating keys, sharing keys or access credentials, or allowing unauthorized persons to enter a facility.
- Immediately report lost, stolen, or compromised keys, badges, or access credentials to the Director of Maintenance or designee.
- Collect and return all district keys, badges, and access credentials immediately when an employee separates from the contractor or is no longer assigned to CCBOE facilities.
- Ensure that doors are secured and facility access procedures are followed at the end of each shift.
- Be responsible for costs arising from lost keys, unauthorized duplication, or failure to follow access-control procedures, as provided in the agreement.

16. Use of Chemicals and Safety

1. All work involving chemicals must comply with applicable federal, state, and local laws and regulations.
2. Before any chemical is brought onto or used at a CCBOE facility, the contractor must provide the Director of Maintenance or designee with a complete list of products and the corresponding Safety Data Sheets (SDS) for review and approval.
3. No chemical may be stored or used at a facility until it has been approved by the Director of Maintenance or designee.
4. The contractor must ensure that chemicals are properly labeled, stored securely, used according to manufacturer instructions, and kept inaccessible to students and unauthorized personnel.
5. The contractor must provide and ensure the use of appropriate personal protective equipment and must train employees in the safe handling and use of approved products.

17. Proposal Evaluation

Proposals will be reviewed for responsiveness and evaluated in the best interest of the CCBOE. The CCBOE may request clarification, conduct interviews, contact references, and review the proposer's ability to meet the requirements of this RFP. The CCBOE may interview up to three (3) top-ranked proposers.

Proposers should organize their submissions to address, at a minimum, the following: company qualifications and school-system experience; facility-by-facility staffing and schedules; absence and vacancy coverage; supervision and reporting; cleaning methods and schedules; summer work plan; training and technical support; references; safety and access-control procedures; and complete pricing.

The CCBOE reserves the right to select the proposal determined to provide the best overall value and service to the district, subject to applicable procurement requirements and Board approval.

Evaluation criteria	Points
Staffing levels and coverage plans	30
Contract pricing	25
K–12 experience and references	15
Supervision and quality control	15
Cleaning plans and summer services	10
Training and safety procedures	5
Total	100

18. Proposal Delivery Instructions

Proposals must be received no later than 12:00 p.m. on December 15, 2026. Proposals received after the deadline will not be accepted.

Proposals must be submitted using one of the following methods:

- Physical delivery: Submit the proposal in a sealed package clearly marked "Response to Custodial Services RFP" to the address below. The package must be received by the deadline.
- Email: Submit the complete proposal as a PDF attachment to bmickey@camden.k12.nc.us with the subject line "Response to Custodial Services RFP." The email must be received by the deadline. The proposer is responsible for confirming successful transmission and receipt.

Fax submissions will not be accepted.

Submit physical proposals to:

Buddy Mickey
Director of Maintenance
Camden County Board of Education
174 HWY 343 N
Camden, NC 27921

19. Proposal Price Sheet

Proposers must complete the following price sheet. The annual pricing period must correspond to the contract term stated in Section 5. If the contract period is not a full twelve (12) months, proposers must clearly identify the pricing basis.

Facility / Position	Contract Price Per Month	Contract Price Per Year (12 month)
Camden County High School (New) 250 HWY 343 N, Camden, NC 27921		
Camden Early College High School (New) 250 HWY 343 N, Camden, NC 27921		
Camden County High School (Old) 103 HWY 158 West, Camden, NC 27921		
Grandy Primary School 175 HWY 343 N, Camden, NC 27921		
Camden Intermediate School 123 Noblett Dr., Camden, NC 27921		
Camden Middle School 243 Scotland Rd., Camden, NC 27921		
Camden Schools Central Office Complex 174 HWY 343 N, Camden, NC 27921		
Daytime Porter Positions CCHS(new), CECHS(new) campus		
Daytime Porter Positions Grandy Primary School		
TOTAL CONTRACT BID		

20. Vendor Information and Certification

Company Name: _____

Address / City / State / ZIP: _____

Email Address: _____

Company Website: _____

Printed Name of Authorized Company Representative: _____

Title: _____

Signature of Authorized Company Representative: _____

Date: _____

By signing this proposal, the undersigned certifies that they are authorized to submit the proposal on behalf of the company; that the information provided is accurate to the best of their knowledge; and that the company has reviewed and agrees to comply with the requirements of this RFP if selected and awarded a contract.