



*THE METROPOLITAN SEWERAGE DISTRICT OF
BUNCOMBE COUNTY
NORTH CAROLINA*

REQUEST FOR PROPOSALS

MSD JANITORIAL AND CLEANING SERVICES

May 25, 2026

BIDS ARE DUE NO LATER THAN THURSDAY, JUNE 18, 2026
TIME: 2:00 PM

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INSTRUCTIONS TO BIDDERS

Section 1: Purpose

The purpose of this document is to provide general and specific information for janitorial and cleaning services. All bids and contracts are governed by The Metropolitan Sewerage District of Buncombe County and North Carolina General Statutes as applicable.

Section 2: Bid Schedule

Listed below are the dates and times by which stated actions must be taken or completed. MSD may determine, in its sole discretion, that it is necessary to change any of these dates and times. Should changes be required, proper notice will be provided to potential bidders. All listed times are Eastern Standard Times.

Action	Time	Date
Bid issued	8:00 AM	May 26, 2026
Pre-Bid Meeting	10:00 AM	June 5, 2026
Deadline for Questions	8:00 AM	June 8, 2026
MSD Responses	5:00 PM	June 9, 2026
Bids Due	2:00 PM	June 18, 2026

Section 3: Pre-Bid Meeting

A **PRE-BID MEETING** will be held in The Sullivan Conference Room of the Mull Building, 2028 Riverside Drive, Asheville, NC 28804 on Friday, June 5, 2026, at 10:00 am. Staff will be available to discuss the project and answer pertinent questions. All prospective bidders are urged and cautioned to attend to prepare bids based upon a full understanding of project specifications.

Section 4: Bid Contact

All questions, concerns, requests for additional information, and alternate considerations shall be directed to the attention of the Purchasing Department:

Heather Young hyoung@msdbc.org

Section 5: Bidders Questions

MSD of Buncombe County is not liable for interpretations/misinterpretations or other errors, or omissions made by the Bidder in responding to this bid. The bidder shall examine the bid to determine if the County's requirements and terms and conditions are clearly stated. If, after examination of the various requirements and terms and conditions of this bid, the Bidder believes there are any requirements or terms and conditions which remain unclear or which restrict competition, the Bidder may request, in writing, that MSD clarify the requirement(s) and term(s) and condition(s) specified by the bidder. The Bidder must provide the Sections(s), Subsection(s), Paragraph(s), and page number(s) that identify the requirements or conditions questioned by the Bidder.

Requests for clarification, technical questions, and approval of alternate products to this bid must be received by Heather Young no later than the date shown above in Section 2, entitled "Bid Schedule," under Deadline for Questions. Bidder's failure to request clarification and submit questions by the date in the bid schedule above shall be considered to constitute Bidder's acceptance of all MSD requirements and terms and conditions. MSD shall issue addenda reflecting questions and answers to this bid, if any, and shall be posted to the MSD website at www.msdbc.org.

Section 6: Objections to the Specifications

It is not the intent of the bid specifications to exclude or limit competition or favor any supplier. If there is an objection to any of the specifications or requirements listed herein, the bidder must notify Heather Young, Purchasing Supervisor in writing, stating and listing the specifications and objections, no later than the date shown above in Section 2, entitled "Bid Schedule," under Deadline for Questions. If a pre-bid meeting has been scheduled, any objections must be presented in writing at that time. The objections stated must pertain both to form and substance of the bid document. Failure to object in accordance with the above procedure shall constitute a waiver on the part of the bidder to protest the solicitation. All concerns, questions, clarifications, or other correspondence must be directed only to Heather Young, Purchasing Supervisor. Information obtained from other sources will not be considered in the evaluation and award of this bid.

Section 7: Bid Alternates

MSD reserves the right to request pricing on alternate services along with the pricing for the main services when applicable. At the discretion of MSD, some or all the alternates requested may or may not be added and purchased based upon necessity and the availability of budgeted funds. The bid award will be made to the lowest, responsive, responsible bidder for the main or primary services on the MSD Quotation Form. Pricing for any additional options will be requested in a separate section of the bid and will not be included in the determination of the bid award.

Section 8: How to Prepare Quotation

Bidders are encouraged to carefully review all provisions and attachments of this document prior to completion. Each bid constitutes an offer and may not be withdrawn except as provided herein. Also, prices are to remain firm for the period stated herein.

- I. **QUOTATION FORM**: Submit all prices and offers on the **MSD Quotation Form(s)** provided herein. All bid proposals must be submitted and signed by the supplier or their authorized representative with all erasures or corrections initialed and dated by the authorized representative of the proposal.
- II. **ADDENDUM(s)**: If applicable, bidders shall include signed addendum(s) with their bid submittal acknowledging the modifications made to the bid document.
- III. **SIGNATURE**: All bids must be signed by an authorized official of the company on the Bidder's Signature page.

Section 9: How to Submit Bid Proposals

- I. **SUBMIT BIDS ON THE MSD QUOTATION FORM PROVIDED HEREIN.**
- II. Bids may be mailed or delivered as follows:
Mailing & Delivery Address:
RFP: MSD Janitorial and Cleaning Services
MSD of Buncombe County
Attn: Heather Young
2028 Riverside Drive
Asheville, NC 28804

Please Note: Bids not received by the time and date specified on the Bid Proposal Form will not be opened or considered.

Section 10: Bid Opening

All bids will be opened in The Sullivan Conference Room of the Mull Building, 2028 Riverside Drive, Asheville, NC 28804, on Thursday, June 18, 2026, at 2:00 pm.

LATE BIDS WILL NOT BE OPENED OR ACCEPTED.

Bids will be examined by the Purchasing Supervisor and department officials promptly after the opening and an award is to be made as early as possible.

Bidders may request and receive copies of the bid document and/or bid tabulation after the award of the project.

Section 11: Award of Bid

Standard Bid Award Acceptance:

MSD of Buncombe County reserves the right to reject any and/or all bids received as allowed by the law, or to select the bid which, in our opinion, is in the best overall interest of the District. The award shall be made to the lowest, most responsive, responsible bidder, or bidders, taking into consideration quality, performance, and the time specified in the bid for the performance contract.

Section 12: Error in Bids

Bidders or their authorized representatives are expected to understand the conditions, requirements, and specifications before submitting bids. Failure to do so will be at the Bidder's own risk. In case of an error in the extension of prices on the bid, the unit price shall govern.

Section 13: Bid Tabulation

Bidders may request a bid tabulation from the Purchasing Supervisor, Heather Young, after the bid has been awarded (NCGS 143-131 (a)).

This bid is separated into individual campus locations for budget purposes.

It is the intent of MSD to award all locations to one contractor

Section 14: General Specifications

Services – The scope of work is for complete janitorial and cleaning services five (5) days per week for specific buildings and areas listed. Some areas do not require 5 days of service. These are noted in the Scope of Work. The contractor shall provide all necessary labor, ancillary supplies, and cleaning equipment for the services. MSD reserves the right to inspect any work before payment is made.

Contractor Employees - Only employees of the Contractor are allowed on the MSD premises during performance of duties. All employees will have a picture ID, wear an ID Badge and/or Contractor identified Uniform verifying who they are and their employment with the Contractor.

MSD will not be held liable for non-adherence to this policy. It is the sole responsibility of the Contractor to adhere to this policy and to see that it is enforced. Any deviation may result in the immediate termination of the Contractor.

The Contractor shall ensure that all its employees abide by the following requirements:

- They will not disturb any papers, boxes or other materials except in trash receptacles, recycle bins, or designated areas for trash. Cardboard boxes for disposal will be designated as “trash.”
- They will not open drawers, file cabinets, use any telephones or computers.
- They will not clean or move any copy machines or other office machines located in common areas or offices.
- They will not leave keys in doors and immediately re-lock any doors as required.
- They will not admit anyone into any building on the campus who is not an employee of the Contractor.
- They will not remove any article or materials from the premises. This includes contents of any trash container in buildings or located on the Campus in general. Trash will be placed in dumpsters designated for trash, cardboard, or recycling. Trash and recycling will not be intermixed.

Supervision - The Contractor agrees to be responsible for supervision of its employees and the employees of any subcontractors working on MSD property. Wherever an employee is working, there will be a designated supervisor in the building. Contact information for this supervisor must be provided to MSD and updated as changed. All communications given to the supervisor will be as binding as if given to the Contractor.

Storage - MSD will provide the Contractor with reasonable storage space for supplies and equipment, along with reasonable security for the stored equipment. The Contractor will keep the space supplied clean, orderly and locked always.

Supplies - MSD will supply the following supplies to the Contractor. These supplies are stored at the MSD Warehouse. Instructions for obtaining these supplies will be provided at time of award:

Hard wound Towel for maintenance and fleet departments, Paper Towels, Bathroom Towels, Toilet Seat Covers, Toilet Tissue, Toilet Bowl Deodorant Blocks and Cleaner, All Trash Can

Liners including Recycling Liners, Time Mister Kits and Refills, Soft-soap Bottles and Refill Containers, Purell, Rags, Batteries for Mister Kits. Other miscellaneous items may be obtained with the approval of the Warehouse Manager.

Care of Property – The Contractor agrees that it will be responsible for the proper custody and care of MSD property maintained by the Contractor in accordance with this contract. The Contractor will reimburse MSD for loss or damage of such property.

Insurance – The Contractor will provide and maintain during the life of this contract General Liability Insurance that will protect the Contractor and any Subcontractor performing work covered by this contract from claims for damage for personal injury, including accidental death, as well as from claims for property damages which may arise from operations under this contract, whether the operation be by the contractor and its employees or subcontractor and its employees. This insurance will be issued in the amounts required by law.

Upon award of a contract, the Contractor must provide a Certificate of Insurance stating the coverages listed above. Each COI shall add “Metropolitan Sewerage District of Buncombe County., NC” as an additional insured on the liability policy. Each COI will bear the provision that the policy cannot be cancelled, reduced in amount or eliminated coverage in less than thirty (30) days after mailing written notice to the insured and/or the Owner of such alteration or cancellation, sent by registered mail.

Worker’s Compensation Insurance - Required for all employees working on the MSD Campus under this contract as required by North Carolina Law. Third Party Fidelity Bonds will be required for employees working on the MSD Campus after normal business hours.

Equal Opportunity –The Contractor and any subcontractors agree not to discriminate against any employees or applicant for employment because of physical or mental handicap regarding any position for which the employees or applicant is qualified. The Contractor will comply with applicable state, local and federal laws governing employment and compensation, including but not limited to the Americans with Disabilities Act and the Occupational Health and Safety Act. I.

Safety Requirements – The Contractor shall adhere to the rules, regulations and interpretations of the North Carolina Department of Labor relating to Occupational Safety and Health Standards.

The Contractor will be responsible for marking safety hazards, such as wet slippery floors and other conditions resulting from cleaning operations. In addition, every employee will be supplied with proper attire and be instructed in the use of all cleaning supplies and equipment.

Indemnification – The Contractor will hold and save MSD, 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 intentional acts of the Contractor provided that the Contractor is notified in writing with 30 days after MSD has knowledge of such claims.

Governing Law – This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina. The place of this contract shall be North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined. The Contractor shall comply with all laws, ordinances, codes, rules and regulations bearing on the conduct of the work, including those of the Board of Fire Underwriters, Federal, State and Local agencies having jurisdiction. This shall include but not be limited to minimum wages, labor and equal employment opportunity laws.

Termination – MSD will have the right, at its sole option and discretion, to terminate this Contract at any time without any default on the part of the Contractor by giving written notice to the Contractor at least sixty (60) days prior to the effective date of termination.

MSD will have the right to terminate this Contract immediately with written notice to the Contractor if the Contractor fails to execute the services promptly and to MSD's satisfaction or fails to perform any obligation imposed by any provision of this Contract. In the event of termination for default, MSD has the right to file for reimbursement against the Contractor for all remedies provided by law and equity.

The Contractor at its sole option and discretion will have the right to terminate the Contract at any time by giving written notice to MSD at least sixty (60) days prior to the effective date of termination.

In the event of termination of the Contract by either party, the Contractor will terminate all services under this Contract to the extent and on the date specified in the Notice of Termination and until such date will, to the extent stated in the Notice of Termination, do such services and be compensated only for such services as may be necessary as determine by MSD Procurement to preserve the services in progress and to protect the facilities of MSD. MSD may then proceed with the remainder of the services in any lawful manner which it may elect.

Section 15: Specifications per Location

Mull Building

Daily Tasks:

- Empty all trash, recycling, shredders - take to dumpsters. Change can liners as needed.
- Vacuum carpet.
- Sweep/mop tile floors.
- Clean tables/chairs in board room and conference rooms (as required), and ready room (daily).
- Clean/dust office desks, file cabinets, counters, shelves, bookshelves if accessible. If attempting to clean areas will disrupt MSD materials, the contractor will not clean that area.
- Clean entrance doors, handles, glass – Main entrance, Board room door glass, Ready room door, any other glass that requires a spot clean.
- Bathrooms – Clean, sanitize toilets, urinals, sinks, mirrors and partitions. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners. Sweep/mop floors.
- Kitchen areas – Wipe sinks, microwaves, counters, cabinets, outside of refrigerators. Replenish soap, dishwasher and dish soap, towels. Empty coffee pots/ grounds and wash. Wash dishes and/or load and empty dishwashers.
- Stairwells – Sweep daily, mop as needed.
- Dust window ledges (if accessible) and remove bugs – offices, board room.
- Elevators – Vacuum and clean interior (control panel and door).
- Wipe down water fountains.
- Empty outside cigarette containers.

As-Needed Tasks:

- Remove cobwebs from outside main entrances and other areas.
- Spot clean carpets, dust baseboards.
- Dust trophy displays and pictures/ hangings on walls.
- Dust air intake vents (ceiling) for HVAC with feather duster or broom.
- Water plants, remove dead leaves, fertilize.

Fleet/SS Tech. Office

Daily Tasks:

- Empty all trash, recycles - take to dumpsters. Change can liners as needed.
- Bathroom – Clean, sanitize toilets, urinals, sinks, mirrors and partitions. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners. Sweep/mop floors.
- Kitchen – Wipe sink, microwave, counters, cabinets, outside of refrigerator. Replenish soap, dish soap, towels. Empty coffee pots/ grounds and wash. Wash dishes.
- Dust window ledges – kitchen, office – daily.

As-Needed Tasks:

- Dust baseboards.
- Dust air intake vents (ceiling) for HVAC with feather duster or broom.
- Remove cobwebs from outside main entrances and other areas.

Exercise Room – Monday/Wednesday

- Clean/sanitize all exercise equipment
- Empty all trash, recycles - take to dumpsters. Change can liners as needed.
- Vacuum carpet/spot clean as needed
- Sweep/mop steps going to room and landing floor area.

As-Needed Tasks:

- Remove cobwebs from all areas.
- Dust window ledges and baseboards.

Scada Offices – Monday

- Empty all trash, recycles - take to dumpsters. Change can liners as needed.
- Bathroom – Clean, sanitize toilets, sinks, mirror. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners.
- Kitchen – Wipe sink, microwave, counters, cabinets, outside of refrigerator. Replenish soap, dishwasher and dish soap, towels.
- Sweep/mop all floors.

Maintenance Building - Monday

- Kitchen – Wipe sink, microwave, counters, cabinets, outside of refrigerator. Replenish soap, dishwasher and dish soap, towels. Empty coffee pots/ grounds and wash. Wash dishes and/or load and empty dishwashers. Sweep and mop floor. Clean kitchen trash cans as required. Clean door into kitchen as required.
- Empty all trash, recycles - take to dumpsters. Change can liners as needed.
- Bathrooms – Clean, sanitize toilets, urinals, sinks, mirrors and partitions. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners. Sweep/mop floors. Clean small hallway, upstairs, around copier.

As-Needed Tasks:

- Sweep stairs.
- Remove cobwebs outside and inside.
- Dust baseboards.
- Dust window ledges and remove bugs – offices, kitchen only.
- Dust air intake vents (ceiling) for HVAC with feather duster or broom.

Field Operations (TP) - Tuesday

- Empty all trash, recycles, shredder - take to dumpsters. Change can liners as needed.
- Bathrooms – Clean, sanitize toilets, urinals, sinks, mirrors and partitions. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners. Sweep/mop floors
- Sweep all tile floors/mop as needed.
- Dust window ledges and remove bugs.
- Clean/dust office desks, file cabinets, counters, shelves, bookshelves if accessible. If attempting to clean areas will disrupt MSD materials, the contractor will not clean that area.
- Clean microwave and wipe down table.
- Maintain supplies in washer/dryer area.

As-Needed Tasks:

- Remove cobwebs outside and inside.
- Dust window ledges and remove bugs.
- Dust baseboards.
- Dust air intake vents (ceiling) for HVAC with feather duster or broom.

TP Admin. Offices - Wednesday

Weekly Tasks:

- Sweep in front foyer (outside Pace entry) and stairs.
- Kitchen – Wipe sink, microwave, counters, cabinets, outside of refrigerator. Replenish soap, dish soap, towels. Wash dishes, empty coffee pot/ grounds and wash as needed.
- Empty all trash, recycles, shredder - take to dumpsters. Change can liners as needed.
- Bathroom – Clean, sanitize toilet, sink, mirrors. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners.
- Sweep, mop all tiled floors.
- Clean/dust office desks, file cabinets, counters, shelves, bookshelves if accessible. If attempting to clean areas will disrupt MSD materials, the contractor will not clean that area.
- Clean conference table and chairs.

As-Needed Tasks:

- Dust window ledges and remove bugs.
- Remove cobwebs outside and inside.
- Dust baseboards.

- Dust air intake vents (ceiling) for HVAC with feather duster or broom.

Warehouse, Safety Offices - Thursday

- Empty all trash, recycles, - take to dumpsters. Change can liners as needed. (Safety offices, kitchen area, small containers in warehouse.) Empty shredder (Safety).
- Vacuum carpet in safety offices. Sweep/mop tile floors (kitchen, bathroom, Safety entry).
- Clean/dust office desks, file cabinets, counters, shelves, bookshelves if accessible. If attempting to clean areas will disrupt MSD materials, the contractor will not clean that area. (Safety area).
- Bathrooms – Clean, sanitize toilets, urinals, sinks and mirrors. Replenish soap, towels, Kleenex, toilet tissue, misters and air fresheners.
- Kitchen – Wipe sink, microwave, counters, cabinets, stove, outside of refrigerator. Replenish soap, dish soap and towels. Empty coffee pots/ grounds and wash. Wash dishes.

As-Needed Tasks:

- Remove cobwebs from outside main entrance.
- Dust window ledges – safety offices – where possible (reachable).
- Spot clean carpets, dust baseboards.
- Dust air intake vents (ceiling) for HVAC with feather duster or broom.

Miscellaneous requirements.

- Exterior Ashtrays: - Empty and disposed of in a safe manner.
- Time Mister Kits: - Refill as needed.
- All exterior and interior office doors, unless otherwise specified, must be locked upon leaving the premises.
- All interior lights will be turned off.
- Contractor will ensure coffee pots and space heaters are off/unplugged.



METROPOLITAN SEWERAGE DISTRICT QUOTATION FORM

JANITORIAL AND CLEANING SERVICES For Period: July 1, 2026 – June 30, 2027

All cost associated with the Services including taxes, fees, labor, materials, and equipment must be included in this form for the service dates from July 1, 2026 – June 30, 2027.

Company shall list pricing based on the requirements and terms listed in this RFQ.

All cost associated with the Services including taxes, fees, labor, materials, and equipment must be included in this form for the service dates from July 1, 2026 – June 30, 2027.

Total Annual Cost for Period: July 1, 2026 - June 30, 2027:

\$ _____

By Signing and Submitting this Proposal, the undersigned declares that they have examined the complete requirements of this Request for Quotation and, if awarded the system(s), will furnish and deliver to the Metropolitan Sewerage District all equipment and services as listed in the MSD Specifications and all Bidder-supplied Documentation including, but not limited to specifications/exceptions/options/schematics.

Date: _____

Bidding Company: _____

Authorized Representative: _____

Signature: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

This bid shall be awarded to the lowest responsive, responsible bidder, taking into consideration quality, performance and time of delivery. MSD reserves the right to reject any and all bids, including, without limitation, the right to reject any or all non-conforming, non-responsive, unbalanced or conditional bids, and to reject the bid of any bidder if MSD believes that it would not be in the best interest of MSD to make an award to that bidder. MSD also reserves the right to waive informalities.