



REQUEST FOR PROPOSALS

Cleaning Services

One Place
 1200 Commons Drive N.
 Jacksonville, North Carolina 28546

RFP Item	
Issuing Organization	One Place
Service Location	One Place, 1200 Commons Drive N, Jacksonville, NC 28546
RFP Release Date	6/1/2026
Optional Site Visit / Walkthrough	6/3/2026 1:00PM-2:00PM or 6/5/2026 12:00PM-1:00PM
Deadline for Written Questions	6/15/2026
Proposal Due Date	6/24/2026
Submission Method	Electronic submission to Scott Lodder, OnePlaceRFP@oneplaceonslow.org
Anticipated Contract Start	7/20/2026
Anticipated Contract Term	One year, with renewal options by written agreement based on funding requirements.

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1. Invitation and Purpose

One Place is soliciting proposals from qualified, experienced cleaning and janitorial service contractors to provide routine cleaning services, event-related cleaning services, and as-needed additional cleaning services at One Place, 1200 Commons Drive, Jacksonville, North Carolina.

The purpose of this RFP is to establish a fair, consistent process for selecting a contractor capable of maintaining a clean, healthy, safe, and welcoming environment for occupants, visitors, families, partners, and staff. The selected contractor must provide reliable staffing, consistent quality control, clear communication, appropriate supervision, and compliance with all service expectations described in this RFP.

Primary service location: One Place, 1200 Commons Drive N, Jacksonville, NC 28546

Location Description: 35,000 square foot multi-use commercial building. It's comprised of office space, medical and therapy clinic space, training space and common space.

Contract type: Cleaning services agreement, subject to successful contract negotiation and organizational approval

Contract term: Initial one-year term, with optional renewals or extensions by written agreement

Award basis: Best overall value to One Place, not necessarily lowest cost

2. Procurement Schedule

The anticipated procurement schedule is below. One Place may modify this schedule by written addendum.

Milestone	Date / Time
RFP issued	6/1/2026
Optional site visit / walkthrough	6/3/2026 1:00PM-2:00PM or 6/5/2026 12:00PM-1:00PM
Written questions due	6/15/2026 5:00pm EST
Responses to questions / addendum issued	6/17/2026
Proposals due	6/24/2026
Evaluation period	6/24/2026 – 6/26/2026
Optional interviews / clarifications	6/29/2026
Executive Committee approval	7/9/2026
Board or leadership approval	7/16/2026
Anticipated notice of award	7/17/2026
Anticipated start of services	7/20/2026

3. Submission Instructions

3.1 Proposal Delivery

- Proposals must be received electronically by the deadline listed on the cover page. Late or unsigned proposals may be rejected.
- Submit proposals to: Scott Lodder, OnePlaceRFP@oneplaceonslow.org.
- The subject line should read: One Place Cleaning Services RFP - [Contractor Name].
- Each proposal must include a cover letter signed and dated by a person authorized to legally bind the contractor. If the signer is not the corporate president or owner, include evidence of signing authority.
- Proposals should be complete, clearly labeled, and organized using the section headings in this RFP. All required attachments must be included.

3.2 Questions and Addenda

All questions must be submitted in writing to the RFP contact by the deadline listed in the procurement schedule. Oral explanations or instructions will not bind One Place. Any material clarifications or changes to this RFP will be issued in writing as an addendum.

3.3 Site Visit / Walkthrough

Contractors are encouraged to attend a site visit or request a walkthrough (this is schedule dependent and not guaranteed). Appointments are limited to 1 hour and must be completed by 6/12/2026. A virtual walkthrough is an option using Teams or FaceTime. To attend a walkthrough email OnePlaceRFP@oneplaceonslow.org with your name, organization, and choice of dates.

The walkthrough is intended to help contractors understand square footage, cleaning zones, restricted areas, event areas, storage, access points, restroom locations, waste collection points, and any safety or security procedures. Contractors are responsible for verifying conditions affecting price and performance before submitting a proposal.

4. Scope of Services

4.1 Service Objective

The contractor shall provide routine cleaning services that maintain a clean, sanitary, organized, and welcoming environment. Services must be performed consistently, professionally, and in a manner that protects sensitive information and respects the operational needs of One Place.

4.2 Areas to Be Cleaned

- Foyer, cafe, and reception areas
- Designated office spaces
- Common corridors and hallways
- Conference rooms
- Restrooms
- Break areas
- Kitchens
- Elevator and stairwell
- Entryways/exits, including mats
- Trash collection points
- Doors, storefront glass, and side lights
- Corridors and Hallway work/counter areas
- Training and event spaces
 - Light touch weekly in Training Rooms
 - Full pre/post cleaning on an as-needed basis

4.3 Routine Cleaning Frequency

Area	Minimum Frequency	Notes
Foyer, cafe, and reception areas	Twice weekly	Include surfaces, floors, glass touchpoints, and trash.
Designated offices	Weekly	Clean only approved/designated offices. Restricted areas are identified in the floor plan.
Conference rooms	Twice weekly	Reset surfaces and remove trash, floors, glass touchpoints; report room condition issues.

Area	Minimum Frequency	Notes
Restrooms	Twice weekly	Clean and disinfect all restroom and related surfaces, including toilets/water closets, toilet seats, urinals, sinks/lavatories, faucets, flush buttons, partitions, dispensers, mirrors, countertops, floors, doors, and other high-touch surfaces and restock paper supplies.
Break areas	Twice weekly	Clean counters, tables, appliances exterior touchpoints, floors, and trash.
Kitchens	As needed	Coordinate with One Place; identify any extra cost in proposal if applicable.
Elevator and stairwell	Twice weekly	Clean floors, high-touch surfaces, railings, and buttons.
Entryways/exits, including mats	Twice weekly	Vacuum/sweep mats ; clean doors and touchpoints; remove visible debris; mop hard floors.
Trash collection points	Twice weekly	Empty and replace liners; follow HIPAA-sensitive trash procedures.
Doors, storefront glass, and side lights	As needed	Clean glass and remove smudges as needed.
Corridors and Hallway work/counter areas	Twice weekly	Clean surfaces and remove trash.
Event/Training rooms only (light touch)	Weekly	Clean floors, high-touch surfaces
Full Training/event space add-on	As needed	Clean floors, high-touch surfaces, clean and disinfect all restroom and related surfaces, including toilets/water closets, toilet seats, urinals, sinks/lavatories, faucets, flush buttons, partitions, dispensers, mirrors, countertops, floors, doors, and other high-touch surfaces and restock paper supplies.

4.4 Operating Time Frame

One Place operates its core business hour on a traditional business schedule Monday through Friday 8:00am to 5:00pm. There are exceptions with evening and weekend events. One Place does operate around traditional holiday schedule. This is our current schedule:

HOLIDAY	OBSERVANCE DATE(S)
Independence Day	July 4, 2025
Labor Day	September 1, 2025
Veteran's Day	November 11, 2025
Thanksgiving	November 27, 2025 November 28, 2025
Christmas	December 24, 2025 December 25, 2025 December 26, 2025

HOLIDAY	OBSERVANCE DATE(S)
New Year's Day	January 1, 2026
Martin Luther King, Jr Day	January 19, 2026
Good Friday	April 3, 2026
Memorial Day	May 25, 2026
Juneteenth	June 19, 2026

The cleaning scheduled is preferred to be during the evening outside One Place core business hours. Access will be granted accordingly

4.5 Required Cleaning Tasks

- Dust countertops, windowsills, furniture, and other accessible surfaces.
- Vacuum, sweep, and mop floors using appropriate methods and wet-floor signage.
- Empty trash and recycling bins and replace liners as needed.
- Sanitize high-touch areas, including door handles, elevator buttons, railings, push plates, and light switches.
- Clean glass surfaces, interior windows, doors, storefront glass, and side lights as required by the schedule.
- Restock restroom supplies such as paper towels, toilet tissue, toilet seat covers, and hygiene bags as applicable.
- Clean and disinfect restrooms, including toilets, urinals, sinks, mirrors, counters, partitions, dispensers, floors, and touchpoints.
- Clean break area appliances and surfaces, including exterior appliance surfaces and counters.
- Spot clean walls, doors, and visible soil as needed.
- Report maintenance issues, safety concerns, supply shortages, leaks, damage, pests, or unusual conditions observed during cleaning.

4.6 Service Expectations

- Cleaning staff must conduct themselves professionally and maintain a neat, identifiable appearance while on site.
- Contractor shall provide all cleaning supplies, cleaning products, tools, and equipment necessary to perform the work unless otherwise agreed in writing.
- Environmentally friendly cleaning products should be used when possible and appropriate for the surface and sanitation requirement. Cleaning products must meet each manufacturer specification for acceptability
- Contractor must use proper wet-floor signage and follow applicable health and safety regulations.
- Scheduled tasks must be completed on time and to a consistent quality standard.
- Contractor must communicate clearly with One Place regarding schedule changes, staffing changes, service deficiencies, observed maintenance issues, and special cleaning needs.

4.7 HIPAA, Sensitive Data, and Restricted Areas

Because One Place may contain sensitive information, the contractor must follow strict confidentiality, access, and cleaning area procedures. Only certain offices/rooms and spaces are included in routine cleaning. The floor plans provided with this RFP identify routine cleaning areas, trash-only areas, and event/as-needed areas.

- Green areas on the floor plans are included in routine scheduled cleaning.

- Pink areas are trash-only / HIPAA-sensitive areas. One Place staff will move garbage cans to the hallway for the contractor to empty; contractor staff shall not enter or clean excluded offices unless specifically authorized in writing.
- Yellow areas are event/as-needed cleaning areas and require coordination with One Place.
- Contractor staff shall not open drawers, cabinets, desks, files, binders, or closed containers, and shall not read, photograph, copy, remove, or discuss any document or information encountered while on site.
- One Place may require confidentiality acknowledgments, background checks, keys/fob controls, sign-in procedures, or additional security requirements before work begins.

4.8 Supplies, Consumables, and Equipment

The contractor shall provide cleaning supplies, cleaning products, tools, and equipment. The proposal must clearly state whether restroom consumables and liners are included in the proposed price or will be stocked from supplies provided by One Place. At minimum, contractor is responsible for restocking restroom supplies made available by One Place and notifying the designated contact of low inventory.

4.9 Quality Assurance

One Place may conduct regular inspections to verify performance and service quality. Occupant and staff feedback may be used to identify improvement needs. The contractor must designate a supervisor or account manager with authority to respond to service issues and coordinate corrective action.

- Routine deficiencies should be corrected by the next scheduled service unless a faster response is required for safety or sanitation.
- Urgent safety, biohazard, spill, restroom, or access issues must be communicated immediately to the One Place contact.
- Repeated deficiencies may result in a corrective action meeting, written notice, withholding of payment for incomplete services, or contract termination as permitted by the final agreement.

5. Proposal Requirements

Each proposal must include the sections below in the order listed. Proposals should be concise but complete enough for One Place to evaluate the contractor's qualifications, approach, staffing, and cost.

Required Section	Minimum Content
1. Cover Letter	Signed and dated by an individual authorized to legally bind the contractor. Include a statement confirming the signer has authority to bind the contractor.
2. Background and Experience	Company history, philosophy, experience with similar facilities, approach to organizational health and continuous improvement, and at least two relevant references with contact name, address, phone, and email.
3. Financial Stability	Statement of financial viability, relevant professional organization memberships or certifications, and verification of Federal Taxpayer Identification Number (TIN).
4. Project Staffing and Organization	Proposed staffing plan, supervision model, deployment schedule, staff qualifications, training, anticipated number and type of personnel, time commitment, and backup staffing plan.
5. Technical / Service Approach	Work plan for routine cleaning, HIPAA-sensitive areas, event cleaning, quality assurance, communication, supply restocking, safety procedures, and issue resolution.
6. Cost Proposal	Monthly and annual routine cleaning price; separate event cleaning charge; hourly rates for additional services; consumables assumptions; renewal-year pricing or escalation, if any.

Required Section	Minimum Content
7. Required Attachments	Insurance summary or certificates if available, W-9 or TIN verification, conflict of interest policy if available, licenses/certifications, subcontractor information if applicable, and any exceptions to the RFP.

6. Cost Proposal Instructions

Contractors must submit a complete cost proposal using the format below or a substantially similar format. Costs must be itemized clearly enough for One Place to understand what is included in the routine service price and what will be billed separately.

Cost Line Item	Unit / Frequency	Proposed Cost	Included / Excluded Notes
Routine cleaning services	Monthly	\$_____	State days/times of service and staffing level.
Routine cleaning services	Annual total	\$_____	Monthly cost multiplied by 12.
Event cleaning (as needed) - standard event	Per event	\$_____	Define event assumptions, rooms, pre/post cleaning, and notice required.
Event cleaning - hourly rate	Per labor hour	\$_____	Identify minimum hours and after-hours rates, if any.
Additional deep cleaning	Per hour or per service	\$_____	Examples: deep cleaning, carpet shampooing, window washing.
Consumables / liners / paper products	Monthly or as needed	\$_____	State whether included or billed at cost.
Emergency or unscheduled response	Per call or per hour	\$_____	State availability and response time.
Year 2 renewal pricing	Annual	\$_____ or ___%	Optional; include escalation if applicable.
Year 3 renewal pricing	Annual	\$_____ or ___%	Optional; include escalation if applicable.

Separate Event Cleaning Charge Required

The proposal must list a separate event cleaning charge because event and training spaces are cleaned on an as-needed basis and will be covered by a secondary cleaning agreement or clause.

7. Evaluation and Selection

One Place will evaluate proposals based on completeness, responsiveness to the scope, relevant experience, staffing capacity, financial stability, price, and overall value. One Place may request clarification, interviews, or oral presentations, but contractors should submit complete proposals and should not rely on an opportunity to clarify after submission.

Evaluation Factor	Points	Representative Considerations
Completeness and responsiveness	10	All required sections and attachments included; proposal follows instructions.

Evaluation Factor	Points	Representative Considerations
Relevant experience and references	20	Experience with comparable facilities, nonprofit/community environments, sensitive areas, and recurring janitorial work.
Service approach and quality assurance	25	Clear work plan, cleaning methods, supervision, inspection process, communication, safety practices, and HIPAA-sensitive area controls.
Staffing and management capacity	15	Qualified personnel, supervision, backup staffing, training, reliability, and ability to meet schedule.
Cost and value	20	Clear pricing, reasonable cost, event cleaning pricing, consumables clarity, and value for service level.
Financial stability and contracting readiness	10	TIN/W-9, insurance, conflict policy, licenses/certifications, and sustainability of the company.
Total	100	Award may be made to the contractor determined most advantageous to One Place.

8. General Terms and Conditions

Terms and Conditions. By submitting a proposal, the contractor agrees to the terms and conditions of this RFP and any addenda issued in writing.

No Binding Oral Explanations. One Place will not be bound by oral explanations or instructions given during the RFP process or after award. Material changes must be in writing.

Reference to Other Data. Only information submitted in response to this RFP will be evaluated unless One Place expressly requests additional information.

Cost of Proposal Preparation. All costs of preparing and submitting a proposal are the contractor's responsibility. One Place will not reimburse proposal preparation costs.

Right to Submitted Materials. All proposals, correspondence, exhibits, schedules, and documentation submitted in response to this RFP become the property of One Place upon receipt.

Offeror Representative. Each contractor must identify the person authorized to bind the firm and answer questions or provide clarification regarding the proposal.

Subcontracting. If any part of the work will be subcontracted, the proposal must identify the work, the subcontractor, and the subcontractor's qualifications. Only subcontractors approved in the final contract may perform work.

Proprietary Information. Any information claimed as confidential must be clearly marked as confidential on each applicable page. Cost information may not be treated as confidential to the extent prohibited by applicable law.

Rights Reserved. One Place reserves the right to reject any or all proposals, waive informalities, cancel or reissue the RFP, negotiate with one or more contractors, and award a contract in the best interest of One Place.

Contract Required Before Work. No work may begin and no expenses may be incurred until a written contract is fully executed by both parties.

9. Contracting Requirements

Before contract execution, the selected contractor must provide information and documentation required by One Place. Required items may include, but are not limited to, the following:

- Name, title, telephone number, email address, and mailing address of the contract administrator.
- Name, title, telephone number, email address, and mailing address of the person authorized to sign financial documents or invoices.
- Completed IRS Form W-9 or verification of Federal Taxpayer Identification Number.
- Copy of conflict of interest policy, if available.

- Proof of workers compensation insurance.
- Proof of general business liability insurance.
- Proof of professional liability insurance, if applicable.
- Proof of automobile insurance for owned, hired, or non-owned vehicles, if staff will drive for work under the contract.
- Any required business licenses, certifications, OSHA/safety training documentation, or product safety data sheets.
- A list of approved staff, supervisors, and subcontractors assigned to One Place.

Providing and maintaining adequate insurance coverage is a material obligation of the contractor. One Place may decline to contract with any contractor unable to provide required information or documentation.

10. Required Forms and Checklists

10.1 Proposal Submission Checklist

Included?	Requirement
<input type="checkbox"/>	Signed cover letter with binding authority statement
<input type="checkbox"/>	Contractor background and experience
<input type="checkbox"/>	At least two similar-work references
<input type="checkbox"/>	Financial stability statement and TIN verification
<input type="checkbox"/>	Project staffing and organization plan
<input type="checkbox"/>	Technical/service approach and quality assurance plan
<input type="checkbox"/>	HIPAA/sensitive data and restricted-area procedures
<input type="checkbox"/>	Routine cleaning cost proposal
<input type="checkbox"/>	Separate event cleaning cost proposal
<input type="checkbox"/>	Additional services pricing
<input type="checkbox"/>	Consumables and supplies assumptions
<input type="checkbox"/>	Insurance summary or certificates, if available
<input type="checkbox"/>	Subcontractor information, if applicable
<input type="checkbox"/>	Exceptions or requested changes to RFP terms, if any

10.2 Contractor Information Form

Field	Contractor Response
Legal company name	
DBA / trade name, if any	
Primary contact name and title	
Email	
Phone	
Mailing address	

Field	Contractor Response
Federal Taxpayer Identification Number	
Years in business	
Type of entity	
Authorized signer name and title	
Proposed account manager / supervisor	
Subcontractors proposed?	Yes / No. If yes, attach details.

Appendix A. Detailed Cleaning Frequency and Task Matrix

Area	Frequency	Core Tasks
Foyer, cafe, reception area	Twice weekly	Dust/wipe surfaces; clean glass touchpoints; vacuum/sweep/mop; empty trash; straighten visible public areas.
Corridors and hallways work/counter areas	Twice weekly	Dust ledges/counters; sanitize high-touch surfaces; vacuum/sweep/mop; spot clean doors/walls/baseboards as needed; remove trash left outside each office.
Designated offices	Weekly	Dust accessible surfaces; vacuum/sweep/mop; empty trash only where authorized; do not disturb documents or enter excluded offices.
Conference rooms	Twice weekly	Clean tables and chairs; sanitize touchpoints; vacuum/sweep/mop; empty trash; report damage or setup issues.
Restrooms	Twice weekly	Clean and disinfect all restroom and related surfaces, including toilets/water closets, toilet seats, urinals, sinks/lavatories, faucets, flush buttons, partitions, dispensers, mirrors, countertops, floors, doors, and other high-touch surfaces and restock paper supplies.
Break areas	Twice weekly	Clean counters/tables; wipe exterior appliance surfaces; sanitize high-touch surfaces; sweep/mop; empty trash.
Kitchens	As needed	Coordinate with One Place; clean surfaces and appliances as requested; identify any extra charges in advance.
Elevator and stairwell	Twice weekly	Clean floors; sanitize buttons/rails; remove debris; report hazards.
Entryways/exits and mats	Twice weekly	Vacuum/sweep mats; clean doors and touchpoints; remove visible debris; mop hard floors.
Trash collection points	Twice weekly	Empty trash/recycling; replace liners; follow trash-only/HIPAA procedures.
Doors/storefronts/side lights	As needed	Clean glass and remove smudges/fingerprints.
Event/training rooms only (light)	Weekly	Dust ledges/counters; sanitize high-touch surfaces; vacuum/sweep/mop; spot clean doors/walls/baseboards as needed
Event/training spaces	As needed	Pre-event or post-event cleaning based on schedule; separate event cleaning price applies.

Appendix B. Event Cleaning and Additional Services

One Place holds events and trainings on an ad-hoc basis. Event and training spaces will be cleaned as needed. One Place will share an event schedule as it is updated. The contractor must identify the notice required for event cleaning and provide a separate event cleaning price.

Approximate event space: 6,000 square feet

Approximate related support space: Foyer, café, elevator commons space, 2 gang bathrooms (male/female) and connected hall.

Special cleaning requirements such as deep cleaning, carpet shampooing, floor care, window washing, emergency cleaning, or additional event support will be scheduled as needed and agreed upon in advance.

Sample Event Cleaning Clause

Event cleaning services are outside the routine cleaning fee unless expressly included in the contractor's proposal and the final contract. Event cleaning may include pre-event restroom checks, trash removal, surface cleaning, floor care, post-event cleaning, kitchen/break area cleaning, and other tasks agreed by One Place and the contractor. The contractor shall invoice event cleaning separately using the rate schedule in the final contract.

Appendix C. Contractor Certification and Signature Page

By signing below, the contractor certifies that the proposal is accurate, that the signer is authorized to bind the contractor, and that the contractor agrees to comply with the terms of this RFP and any written addenda, subject to final contract negotiation and execution.

Item	Response
Legal company name	
Authorized signer name	
Title	
Signature	
Date	
Email	
Phone	

Acknowledgment of Addenda: Contractor acknowledges receipt of Addendum No(s). _____

Appendix D. One Place Shared Supply/Cleaning Touch Points

Rooms	Room #	Name	Type	Garbage	Toilet	Sink	Towel	Toilet Cover	Hygen bag
1	136	RH Suite	Single	1	1	1	1	1	1
2	148A	Event W	Gang	1	4	4	1	4	4
3	148C	Event M	Gang	1	2	3	1	2	0
4	102	Family	Single	1	1	1	1	1	1
5	110A	ME South	Single	1	1	1	1	1	1
6	105	CAC S Hall	Single	1	1	1	1	1	1
7	113	CAC N Hall	Single	1	1	1	1	1	1
8	122A	ME North	Single	1	1	1	1	1	1
9	229	Commons M	Gang	1	2	3	1	1	1
10	228	Commons W	Gang	1	4	3	1	4	4
11	217	Workroom	Work Space	2					
12	225	MultiPurpose	Work Space	2					
13	230	Commons	Gathering	2					
14		Csuite	Hall	2					
15		CAC South Hall	Hall	2					
16		CAC North Hall	Hall	2					
17	126	Café	Gathering	2					
18	162	Marine Federal Nook		2					
19		RH Hall	Hall	2					

Appendix E. Floor Plan Reference and Cleaning Area Legend

Color / Area	Meaning
Green	Routine scheduled cleaning areas.
Pink	Trash-only / HIPAA-sensitive areas. One Place staff will move trash cans outside the office for emptying.
Yellow	Event or as-needed areas; separate event/as-needed cleaning pricing applies.

The floor plans below are provided for bidder reference. Contractors should verify service areas during the walkthrough or through written questions before submitting final pricing.

First Floor Cleaning Plan



Second Floor Cleaning Plan



DRAWING NO. _____
 DATE: _____
 PROJECT NAME: _____
 ARCHITECT: _____