



**NOTICE OF REQUEST FOR PROPOSALS  
TOWN OF CHAPEL HILL, NORTH CAROLINA  
FOR**

**DOWNTOWN MUNICIPAL SERVICE DISTRICT SERVICES**

**DATE: March 30, 2026**

**RFP: Q26-108**

**To: All Prospective Vendors**

**From: Lenore Bishop, Purchasing & Contracts Manager**

**Subject: Requests for Proposals for Downtown Municipal Service District (MSD) Services**

The Town of Chapel Hill is seeking proposals from qualified organizations to provide services that promote, maintain, and enhance the Town's Downtown Municipal Service District (MSD) and to work with the Town, the University of North Carolina (UNC), and the Service District community to achieve mutually developed goals. We are sending out this Request for Proposals as required by North Carolina G.S. 160A-536 related to Municipal Service Districts.

Questions concerning this Request for Proposals (RFP) must be submitted in writing no later than 3:00 P.M. on April 8, 2026, to David Putnam, Economic Development Director via e-mail at [dputnam@chapelhillnc.gov](mailto:dputnam@chapelhillnc.gov). All responses to submitted questions will be published in the form of an addendum on the Town's - Current Bids website by 5:00 P.M. on April 13, 2026.

All submittals must be emailed to the Purchasing and Contracts Manager, Lenore Bishop, at [lbishop@chapelhillnc.gov](mailto:lbishop@chapelhillnc.gov). Proposals must be received by **12:00 P.M., Wednesday, April 22, 2026**. All submissions must have the subject line – **“RFP # Q26-108 – Downtown MSD Services – “Company Name””**.

If you have any questions concerning the bidding procedures, please contact the Purchasing Division at (919) 969-5022.

# Section 1 – Procurement Process and Contract Guidelines

## 1.1 Project Schedule.

Date	Event
RFP Released	March 30, 2026
Deadline for Vendor Questions	April 8, 2026, 3:00 P.M. ET
Responses to Vendor Questions Posted on Town website	April 13, 2026
Proposals Due	April 22, 2026, by 12:00 P.M. ET
Evaluation Review to Short List Proposals	April 30, 2026
Virtual Interviews	May 4 - May 5, 2026
Contract Start	July 1, 2026

## 1.2 Questions about the RFP.

Any questions regarding this RFP should be sent in writing via email to [dputnam@chapelhillnc.gov](mailto:dputnam@chapelhillnc.gov) with “**Downtown MSD Services RFP**” in the subject line. Questions should be sent no later than April 8, 2026, by 3:00 P.M.

Answers will be published in the form of an addendum by April 13, 2026, on the Town’s website site at [www.chapelhillnc.gov](http://www.chapelhillnc.gov), under Town Government > Doing Business with Chapel Hill > Bids: Current > Downtown MSD Services RFP.

No personal contact with Town of Chapel Hill employees or Town Council, except for the designated project contacts, is allowed during the RFP process. Any vendors contacting Town department(s) directly may subject the proposal to being rejected.

## 1.3 Proposal Submission.

Providers’ proposals must be emailed to the Purchasing and Contracts Manager, Lenore Bishop at [lbishop@chapelhillnc.gov](mailto:lbishop@chapelhillnc.gov). **All proposals must be received by 2:00 P.M. on Wednesday, April 22, 2026.** The email subject line must read “RFP Q26-108 – Downtown MSD Services – Company Name””. Any submissions received after 2:00 P.M. will be rejected.

## 1.4 The Town’s Rights and Options.

1.4.1 The Town reserves the right to take any action during the process of this RFP that is in the best interest of the Town.

1.4.2 The Town of Chapel Hill reserves the right to reject any and all proposals.

## 1.5 Preparation Costs.

The Town of Chapel Hill will not pay any costs associated with preparing, submitting, or evaluating proposals.

## 1.6 Contract Requirements.

The Town seeks to award a one-year contract with the selected Provider starting on July 1, 2026, with the option for the Town of Chapel Hill to continue services under the same terms and conditions set forth herein for up to four (4) subsequent years. The Provider shall sign a Contract

with the Town similar to Section 5 – Sample Contract before providing the Services.

1.6.1 The following Contract sections are **required** for Town contracts:

- 1.6.1.1 Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents, and employees from all loss, liability, claims, or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Contractor, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibit attached hereto, the Town shall not consent to limitations of Contractor liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibit attached hereto that calls for the Town to indemnify the Contractor shall be only to the extent allowed by law.
- 1.6.1.2 Insurance Provisions: The Contractor shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Contractor's Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers' Compensation - \$100,000 for both employer's liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for Contractors having access to personal identifying information and/or computer networks. The Town may also require evidence of supplementary insurance coverages depending on the services provided under this agreement.
- 1.6.1.3 Non-Discrimination: The Contractor contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
- 1.6.1.4 Federal and State Legal Compliance: The Contractor must be in full compliance with all applicable federal and state laws, including those on immigration.
- 1.6.1.5 E-Verify: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any subcontractors are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.

## **1.7 Prohibited Contract Terms.**

In no event shall there be any of the following unless Town's express written agreement is obtained: (1) any limitation on, or disclaimer of, implied or express warranties or the liability of the Contractor; (2) any limitation on damages, including a limitation of consequential damages; (3) any requirement for arbitration or for mandatory mediation; (4) any requirement that Town officials or employees keep information confidential or any requirement that records be kept confidential by the Town unless the requirement for confidentiality meets the requirements of the Public Records Law.

### **1.8 Open Records.**

Information submitted to the Town of Chapel Hill is public information and is available upon request in accordance with the North Carolina Public Information Act. As provided by North Carolina statute and rule, the Town will consider keeping confidential the trade secrets, which the Provider does not wish to be disclosed. For such information, the Provider must mark each page in boldface at the top and bottom as “CONFIDENTIAL.” In spite of what is labeled as a trade secret, the determination of whether it is or not will be determined by North Carolina General Statutes 132-1.2(1). Once a final price is negotiated, the cost information will not remain confidential.

## Section Two – Scope of Work

### 1. Background.

The purpose of this RFP is to solicit offers from qualified organizations to provide services that promote, maintain, and enhance the Town’s Downtown Municipal Services District (MSD) and to work with the Town, University, and the MSD community to achieve mutually developed goals.

### 2. Information about Chapel Hill.

Chapel Hill is a North Carolina municipality located in the Piedmont region. 62,000 individuals live in a community built around the University of North Carolina at Chapel Hill, the nation’s oldest public university. The town is 21.3 square miles with 165.3 miles of roads, 45.6 miles of sidewalks, and 350 acres of public parks.

### 3. The MSD.

The MSD consists of about 85 acres and is a broad mix of general commercial retailers, offices, labs, restaurants, and bars that serve and cater to visitors, professionals, and resident population of Chapel Hill. The Town’s vision for Downtown is a thriving community crossroads that serves as the social, cultural, and professional center of Chapel Hill. We pursue this vision through collaborative work guided by the organizational values of **RESPECT: Responsibility, Equity, Safety, Professionalism, Ethics, Communication, and Teamwork**. Information around these values is described in Exhibit A. This work is also informed by the **Town’s Complete Communities Strategy** and goals, objectives, and tactics therein. The Town of Chapel Hill’s Complete Community Strategy can be found here: [Town of Chapel Hill - Complete Community Strategy](#).

Below is a map of all parcels included in the MSD:



#### **4. Service Provider Responsibilities.**

The Town is seeking a service provider that can meet the following services and expectations.

##### **4.1 MSD Sanitation and Cleaning.**

The Provider shall support the Town and MSD stakeholders' vision for having a clean service district. The Provider will be responsible for providing needed labor, equipment, and supplies for these services which may be conducted outside the public-right-of-way on sidewalks, building entryways, and private buildings. These services should be provided on a schedule with flexibility to respond to specific requests from district stakeholders within the described scope of work.

4.1.1 Pan and broom service

4.1.2 Graffiti removal

4.1.3 Pressure washing

##### **4.2 Communication Plan.**

The Provider will help to support the Town and MSD stakeholders' desire for clear communication and transparency. This will include communication of the cleaning services offered to the service district stakeholders and/or when those services will be provided. Provider must offer or build an intake process for stakeholders to request cleaning services.

##### **4.3 Service Coordination & Collaboration**

The Provider will help to support the goal of maximizing efficiency and eliminating duplication of services through performing these duties in coordination with service district stakeholders. This will include close coordination with key Town staff.

The Provider shall demonstrate a thorough understanding of the Downtown ecosystem and its foundations in **collaboration, equity, and inclusive community well-being**. The Provider should also articulate how their contributions to the existing ecosystem will help advance the shared vision of a Downtown for everyone.

At minimum, the Provider will schedule meetings at least once a month with Town designated point of contact.

The company should have a designated staff person for the Town who is reachable by phone during regular business hours Monday – Friday, 8:00 A.M. – 5:00 P.M. EST.

##### **4.4 Organizational Reporting**

The Company will be expected to submit a monthly report to designated Town point of contact. The report must show in detail completion of cleaning services and projects, submitted intake responses from the district stakeholders, and anticipated future projects (ex: larger pressure washing initiative).

#### **5. Provider Requirements.**

For the purposes of consideration, Town of Chapel Hill requires that all prospective Providers have experience providing similar services on behalf of a government entity.

## **6. Town Responsibilities.**

The Town shall:

- Designate a staff point of contact with the Company at the start of the service contract. This point of contact will serve to address any Provider concerns or needs for completing the outlined service responsibilities. At minimum, the staff contact will attend monthly scheduled meetings with the Provider designated staff.
- Facilitate any requests for meetings with additional Town staff or additional service partners (Ex: Orange County Recycling).



## Form 2: Pricing

Provider shall list pricing based on the requirements and terms listed in this RFP. This form is required to be considered a responsive Proposal.

All costs 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, through June 30, 2027.

<b>Monthly Fee:</b>	\$
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<b>Total Annual Cost:</b> (for 12 months of service)	\$
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### Form 3: Provider Information

Provider shall complete the following forms to complete a responsive Proposal. Additional documents or materials may be attached to this form as needed.

**Provider Company Information:**

Company <b>name and address</b>	
Contact <b>person and title</b>	
Contact <b>phone number and email address</b>	
Company <b>website</b>	
Please describe your <b>organizational structure</b> and provide a <b>brief history</b> .	
Provide <b>at least 3 references</b> , including email addresses and phone numbers, that the Town may contact to verify your previous work.	

## Section Four – Proposal Content

### 4.1 Proposal Components.

Companies are required to prepare their proposals in accordance with the instructions outlined in this section and elsewhere in this RFP. In order to be eligible for consideration, the submitted proposal must include all of the following:

1. Cover letter stating intentions of the proposal and why your company should be considered for contract award.
2. Completion of all Section Three – Forms
3. Proposed Solution in order of the Proposal Requirements listed below.

### 4.2 Vendor Proposal Requirements.

Company proposals must clearly demonstrate the required qualifications, expertise, competence, and capability of the vendor. Please include completed answers organized accordingly.

#### A. Organizational Overview.

1. Please describe your organizational structure and provide a brief history.
2. Include the key team members' names and credentials who will be working under the Town's contract. Include a brief description of their qualifications, current job functions, proposed roles, and how they will work with the Town of Chapel Hill. Resumes can be attached to the back of the proposal.
3. Provide three similar projects or services you have performed in the last five years.
  - Provide the total dollar amount of the contract and length of term.
  - List the services provided, describe how the project was managed over the life of the contract.
  - Provide the contact information for the project manager in charge of the contract.
4. Describe the contractual relationships, including subcontractors and joint ventures with organizations necessary to your proposal's implementation.

#### B. Service Coordination and Collaboration Plan.

1. Please provide a Project Plan that effectively meets the overall needs of the services requested.
  - 1.1 Describe the approach the company will take to oversee and manage the services needed including a proposed schedule.
  - 1.2 List the various services that will be provided and describe the resources, including labor and equipment, that will be dedicated to managing those services.
  - 1.3 Describe what data, information, or communication tools will be utilized to complete services.

1.4 Describe how the proposed plan advances the collaborative Downtown vision and strengthens ecosystem values of collaboration, equity, and inclusive community well-being.

1.5 Identify any services that your company offers that would apply to this project that were not listed or identified in the Scope of Work.

**C. MSD Sanitation and Cleaning.**

1. Please describe how your organization will provide cleaning services to the Service District. Including a proposed project plan and schedule. These services should include at the minimum, pan and broom service, graffiti removal, and pressure washing.
2. Please describe the resources, collaborations, and strategies your organization will employ to address the Town's Service District cleanliness interests.

**D. Communications and Organization.**

1. Please describe how your organization meet the needs of providing timely communications, including cadence and method of communication (in-person, digital, etc.)
2. Describe your current intake process for requests for services and/or describe what will be used for this project.
3. Please describe the resources, collaborations, and strategies your organization will employ to address the Town's service district communications and organizational interests.

## **Section Five - Evaluation of Proposals**

### **5.1 Proposal Evaluation.**

Responses to the RFP will be evaluated based on:

1. Experience and Qualifications.
2. Service Coordination and Collaboration Plan.
3. MSD Sanitation and Cleaning.
4. Communications and Organization.
5. Value (level of service provided for proposed budget).

### **5.2 Finalist Presentations.**

During the evaluation process, Town of Chapel Hill may, at its discretion, request any one or all Providers to make oral presentations for the purpose of clarification or to amplify the materials presented in any part of the proposal. However, the Town of Chapel Hill is not required to request clarification; therefore, all proposals should be complete.

## Section Six - Sample Contract

STATE OF NORTH CAROLINA  
COUNTY OF ORANGE

CONTRACT FOR  
{DESCRIPTION OF SERVICES TO BE  
PROVIDED UNDER THIS CONTRACT}

This Contract is made and entered into by and between the “Town of Chapel Hill,” herein “Town,” and “{Contractor’s Full Legal Name},” herein “Contractor,” for the services as described in this agreement.

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the Town and Contractor agree:

1. Duties of the Contractor: The Contractor agrees to perform those duties described in Exhibit A, attached hereto and incorporated herein by reference.
2. Duties of the Town: The Town will pay for the Contractor’s services as set forth in Exhibit A.
3. Maximum Sum: Contract amount is not to exceed {insert a not to exceed amount} plus applicable sales tax.
4. Billing and Payment: The Contractor shall submit an invoice to the Town for work performed under the terms of this Contract. The Town will make payment within thirty (30) days of receipt of an accurate invoice, approved by the department which contracted for these services.
5. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys’ fees) arising from bodily injury, including death or property damage to any person or persons proximately caused in whole or in part by the negligence or willful misconduct of the Contractor, except to the extent same are caused by the negligence or misconduct of the Town. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to limitations of Contractor liability for amounts less than the amount of insurance coverage under this agreement. Any provision that may be contained in any exhibits, attachments, or subsequent purchase orders that calls for the Town to indemnify the Contractor shall be only to the extent allowed by law.
6. Insurance Provisions: The Contractor shall provide evidence of current valid insurance (if applicable) for the duration of this agreement, with the Town named as an additional insured under the Contractor’s Commercial General Liability and Business Automobile policies. The required coverage limits are: 1) Commercial General Liability and Business Automobile - \$1,000,000 per occurrence and 2) Workers’ Compensation - \$100,000 for both employer’s liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit. Cyber Liability Coverage in the amount of \$1,000,000 per occurrence and \$2,000,000 aggregate is required for Contractors having access to personal identifying information and/or computer

networks. The Town may also require evidence of supplementary insurance coverages depending on the services provided under this agreement.

7. Non-Discrimination: The Contractor contractually agrees to administer all functions pursuant to this agreement without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
8. Federal and State Legal Compliance: The Contractor must be in full compliance with all applicable federal and state laws, including those on immigration.
9. E-Verify: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. If any subcontractors are used, they also must comply with these requirements. Pursuant to North Carolina General Statute § 143-133.3 (c)(2), contracts solely for the purchase of apparatus, supplies, materials, and equipment are exempt from this E-Verify provision.
10. Amendment: This Contract may be amended in writing by mutual agreement of the Town and Contractor.
11. Termination: Either party may terminate this Contract at any time by giving the other party thirty (30) days written notice of termination prior to the end of the term.
12. Interpretation/Venue: This Contract shall be construed and enforced under the laws of North Carolina. The courts and the authorities of the State of North Carolina shall have exclusive jurisdiction over all controversies between the parties which may arise under or in relation to this Contract. In the event of any dispute between the parties, venue is properly laid in Orange County, North Carolina for any state court action and in the Middle District of North Carolina for any federal court action. Contrary to any provision that may be contained in any exhibits, attachments, or subsequent purchase orders, the Town shall not consent to 1) resolving any dispute by means of arbitration and/or 2) waiver of a trial by jury.
13. Preference: If the terms of any exhibits, attachments, or subsequent purchase orders are not consistent with the terms of this Contract, this document shall have preference; provided that where either any exhibit attached hereto or this document establishes higher standards for performance by either party, the higher standard, wherever located, shall apply.
14. Severability: The parties intend and agree that if any provision of this Contract or any portion thereof shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.
15. Assignment: This Contract shall not be assigned without the prior written consent of the parties.
16. Entire Agreement: This Contract shall constitute the entire agreement of the parties and no other warranties, inducements, considerations, promises, or interpretations shall be implied or impressed upon this Contract that are not expressly addressed herein. All prior agreements, understandings and discussions are hereby superseded by this Contract.

17. Construction Project Related Sales Tax: If applicable, the Contractor must provide certified statements regarding the cost of materials purchased and the amount of North Carolina sales and use taxes paid by Contractor and any subcontractors. Contractor further agrees to provide the Town with any additional information and documentation the Town might request in the event the Commissioner of Revenue of the State of North Carolina requires more information to substantiate a refund claim by the Town for sales or use tax. The Town will not make payment until these statements are submitted. Any tax refunds received by the Town will remain with the Town.
18. Term: This Contract, unless amended as provided herein, shall be in effect until \_\_\_\_\_, 20\_\_\_\_. Any renewal provisions that may be contained in any exhibits, attachments, or subsequent purchase orders are void and without effect.

*[SIGNATURES ON FOLLOWING PAGE.]*

IN WITNESS WHEREOF, the parties hereto cause this Contract to be executed in their respective names.

**{CONTRACTOR’S FULL LEGAL NAME}**

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
PRINTED NAME & TITLE

**TOWN OF CHAPEL HILL**

\_\_\_\_\_  
DEPARTMENT HEAD/EXECUTIVE DIRECTOR OR DEPUTY/TOWN MANAGER

\_\_\_\_\_  
PRINTED NAME & DEPARTMENT

ATTEST BY TOWN CLERK:

\_\_\_\_\_  
TOWN CLERK/DEPUTY TOWN CLERK

TOWN SEAL

**Town Clerk** attests this the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ .

Approved as to Form and Authorization

\_\_\_\_\_  
ATTORNEY FOR TOWN

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

\_\_\_\_\_  
FINANCE OFFICER

\_\_\_\_\_  
DATE

## EXHIBIT A – Town of Chapel Hill Organization Values

The Town of Chapel Hill's Organizational Values of

# RESPECT

## Responsibility

We acknowledge that our duties impact the jobs of many other employees.

## Equity

We all work toward the common goal of serving the Town and the Town's residents and customers.

## Safety

We strive to maintain our own mental and physical well-being and the well-being of those around us

## Professionalism

We are committed to the excellence and accountability of our own performance as well as the performance of the organization

## Ethics

We conduct ourselves in a way that is consistent with and deserving of the level of trust that has been placed in us by the community

## Communication

We take part in constructive dialogues and set clear goals and expectations so we may better understand our roles.

## Teamwork

We participate in a cooperative work environment in order to support each other in our service to the community

