

REQUEST FOR PROPOSALS

ASSET APPRAISAL & VALUATION SERVICES

July 16, 2014

Greenville Utilities Commission

401 South Greene Street
Greenville, NC 27834

**Note: All Inquiries regarding this RFP
Are to be directed to
Sandy Dail
Cost Analyst
Email: Dailsh@guc.com**



***Greenville
Utilities***

REQUEST FOR PROPOSALS

Asset Appraisal & Valuation Services

July 16, 2014

Dear Service Provider:

Greenville Utilities Commission (GUC), located in Greenville, North Carolina, is now accepting Proposals for Asset Appraisal & Valuation Services. The requirements for submitting a Proposal are stated in the attached Request for Proposals (the "RFP"). Please review them carefully.

A Non-Mandatory Pre-Proposal Conference for the purpose of reviewing the RFP and answering questions regarding the Services will be held on Tuesday, August 5, 2014 at 1:30 PM at the GUC Main Office Building, 401 S. Greene Street, Greenville, NC 27834, 3rd Floor Conference Room. Please bring a copy of the RFP with you at that time. All Service Providers should return a completed Request for Proposals Acknowledgement Form (Section 7, Form One) by the date stated in the schedule in Section 2.1 of this RFP.

An electronic copy of the RFP in Adobe format may be obtained by contacting Sandy Dail at dailsh@guc.com.

All Proposals are due to the Finance Department of GUC, 401 S. Green Street, Greenville, NC 27834 no later than Friday, September 5, 2014 at 4:30PM.

One electronic copy of the Proposal in a searchable format such as MS Word or Adobe and one original Proposal bound in a three ring loose leaf binder signed in ink by a company official authorized to make a legal and binding offer, plus one copy of your proposal bound in the same fashion as the original must be submitted in a sealed box or an opaque envelope plainly marked with the Proposal number and service description as follows:

Request for Proposals

Attention: Sandy Dail

Name of Company Submitting Proposal

Asset Appraisal & Valuation Services

RFP questions must be directed to Sandy Dail, Finance Department, per the enclosed instructions in Section 2.3. GUC is an equal opportunity purchaser.

Sincerely,

Sandy Dail

Cost Analyst

cc: Jeff McCauley, Chief Financial Officer

Keith Jones, Director of Financial Services and Accounting

Kevin Keyzer, Resource Exposure Manager

Checklist for Submitting a Proposal:

Step 1 – Read the document fully.

Step 2 – If you plan on submitting a Proposal then fax Form 1 in Section 7 to the number listed on the sheet.

Step 3 – If you have any questions send them before the deadline listed in Section 2.3.

If you plan on submitting a Proposal you must follow this checklist, and must include everything detailed below:

Proposal Copies

- _____ One copy on a Flash Drive
- _____ One copy “marked original” (*bound per section 4 of this RFP*)
- _____ One copy (*bound per section 4 of this RFP*)

Proposal Format-If submitting a Proposal, it should be set-up as shown below for all required copies:

- _____ Cover Letter per Section 4.1.1
- _____ Executive Summary per Section 4.1.2
- _____ Background and Experience per Section 5
- _____ Answer all questions listed under Section 4.1.4 and 4.1.7.
- _____ Section 7 Form 1
- _____ Section 7 Form 2
- _____ Section 7 Form 3
- _____ Section 7 Form 4
- _____ Exception to any part of the RFP (If you take any exceptions to anything in this document, list it in a category in your Proposal called “Exceptions” and offer an alternative solution).

This is all you have to include when you submit your Proposal.

If awarded a contract, you will have to submit the following when you sign the contract:

- _____ **Certificate of Insurance**
- _____ **Business licenses**

It is the Service Provider’s responsibility to check www.guc.com for any addendums or changes to this Project. Search for Asset Appraisal & Valuation Services.

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Introduction and General Information

1.0 INTRODUCTION.

1.1. Objective.

The objective of this RFP is to solicit Proposals that will enable GUC to determine which Service Provider and Proposed Solution will best meet GUC's needs.

1.2. Accuracy of RFP and Related Documents.

GUC assumes no responsibility for conclusions or interpretations derived from the information presented in this RFP, or otherwise distributed or made available during this procurement process. In addition, GUC will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by GUC other than those provided by GUC through the issuance of addenda. In no event may a Service Provider rely on any oral statement by GUC or its agents, advisors or consultants. Should a Service Provider find discrepancies or omissions in this RFP or any other documents provided by GUC, the Service Provider should immediately notify GUC of such potential discrepancy in writing, and a written addendum may be issued if GUC determines clarification necessary. Each Service Provider requesting an interpretation will be responsible for delivering such requests to GUC's designated representative as directed in Section 2 of this RFP.

1.3. GUC's Rights and Options.

GUC reserves the following rights, which may be exercised at GUC's sole discretion:

- 1.3.1. To supplement, amend, substitute or otherwise modify this RFP at any time;
- 1.3.2. To cancel this RFP with or without the substitution of another RFP;
- 1.3.3. To take any action affecting this RFP, this RFP process, or the Services or facilities subject to this RFP that would be in the best interests of GUC;
- 1.3.4. To issue additional requests for information;
- 1.3.5. To require one or more Service Providers to supplement, clarify or provide additional information in order for GUC to evaluate the Proposals submitted;
- 1.3.6. To conduct investigations with respect to the qualifications and experience of each Service Provider;
- 1.3.7. To waive any defect or irregularity in any Proposal received;
- 1.3.8. To reject any or all Proposals;
- 1.3.9. To share the Proposals with GUC employees other than the Evaluation Committee or GUC advisory committees as deemed necessary;
- 1.3.10. To award all, none, or any part of the Services that is in the best interest of GUC, with one or more of the Service Providers responding, which may be done with or without re-solicitation.
- 1.3.11. To discuss and negotiate with selected Service Provider(s) any terms and conditions in the Proposals including but not limited to financial terms; and
- 1.3.12. To enter into any Contract deemed by GUC to be in the best interest of GUC, with one or more of the Service Providers responding.

Introduction and General Information

1.4. Expense of Submittal Preparation.

GUC accepts no liability for the costs and expenses incurred by the Service Providers in responding to this RFP, in preparing responses for clarification, in attendance at interviews, participating in contract development sessions, or in meetings and presentations required for the contract approval process. Each Service Provider that enters into the procurement process shall prepare the required materials and submittals at its own expense and with the express understanding that the Service Provider cannot make any claim whatsoever for reimbursement from GUC for the costs and expenses associated with the procurement process.

1.5. Proposal Conditions.

The following terms are applicable to this RFP and the Service Provider's Proposal.

1.5.1. RFP Not An Offer.

This RFP does not constitute an offer by GUC. No binding contract, obligations to negotiate nor any other obligation shall be created on the part of GUC unless GUC and the Service Provider execute a Contract. No recommendations or conclusions from this RFP process concerning the Service Provider shall constitute a right (Asset or otherwise) under the Constitution of the United States or under the Constitution, case law, or statutory law of North Carolina.

1.5.2. Right to Terminate Discussions.

The Service Provider's participation in this process might result in GUC selecting the Service Provider to engage in further discussions. The commencement of such discussions, however, does not signify a commitment by GUC to execute a Contract or to continue discussions. GUC can terminate discussions at any time and for any reason.

1.5.3. Requirement for Representation as to Accuracy and Completeness of Proposal.

Each Service Provider shall make the following representations and warranty in its Proposal Cover Letter, the falsity of which might result in rejection of its Proposal: **"The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to GUC, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead GUC as to any material facts."**

1.5.4. Trade Secrets/Confidentiality.

Upon receipt at the Procurement Services Division, your Proposal is considered a public record except for material which qualifies as "trade secret" information under N.C. Gen. Stat. 66-152 et. seq. including Personal Identification information to include, but not be limited to, social security numbers, bank account numbers, and driver's license numbers. After the Proposal due date, GUC's Evaluation Committee, as well as other GUC staff and members of the general public who submit public records requests will review the Proposal.

The public disclosure of the contents of each Service Provider Proposal submitted in response to this RFP is governed by Chapter 132 and 66-152 et. seq. of the General Statutes of North Carolina. If any Proposal contains trade secret information as defined by Chapter 66-152 et. seq. of the General Statutes of North Carolina, such trade secret information should be specifically and clearly identified in accordance with this Section.

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To properly designate material as trade secret under these circumstances, each Service Provider must take the following precautions: (a) any trade secrets submitted by a Service Provider should be submitted in a separate, sealed envelope and on separate CD of electronic files, marked "Trade Secret – Confidential and Proprietary Information – Do not Disclose Except for the Purpose of Evaluating this Proposal", and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope and on each page of the electronic file.

In submitting a Proposal, each Service Provider agrees that GUC may reveal any trade secret materials contained in such response to all GUC staff and GUC officials involved in the selection process, and to any outside consultant or other third parties who serve on the Evaluation Committee or who are hired or appointed by GUC to assist in the evaluation process.

Furthermore, each Service Provider agrees to indemnify and hold harmless GUC and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Service Provider has designated as a trade secret.

Any Service Provider that designates its entire Proposal as a trade secret may be disqualified.

1.5.5. Prohibited Discrimination.

GUC is committed to promoting equal opportunities for all and eliminating prohibited discrimination in all forms. For purposes of this section, Prohibited Discrimination means discrimination in the solicitation, selection, and/or treatment of any subcontractor, vendor, supplier or commercial customer on the basis of race, ethnicity, gender, age, religion, national origin, disability or other unlawful form of discrimination. Without limiting the foregoing, Prohibited Discrimination also includes retaliating against any person, business or other entity for reporting any incident of Prohibited Discrimination. It is understood and agreed that not only is Prohibited Discrimination improper for legal and moral reasons, Prohibited Discrimination is also an anti-competitive practice that tends to increase the cost of goods and services to GUC and others. As a condition of entering into any Contract, the Service Provider shall represent, warrant and agree that it does not and will not engage in or condone Prohibited Discrimination. Without limiting any rights GUC may have at law or under any other provision of any Contract, it is understood and agreed that a violation of this provision constitutes grounds for GUC to terminate any such Contract.

1.5.6. Statutory Requirements.

Any Contract awarded as a result of this RFP shall be in full conformance with all statutory requirements of North Carolina and all statutory requirements of the Federal Government, to the extent applicable.

1.5.7. Reservation of Right to Change Schedule.

GUC shall ultimately determine the timing and sequence of events resulting from this RFP. GUC reserves the right to delay the closing date and time for any phase if GUC staff believe that an extension will be in the best interest of GUC.

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1.5.8. Reservation of Right to Amend RFP.

GUC reserves the right to amend this RFP at any time during the process, if it believes that doing so is in the best interests of GUC. Any addenda will be posted to the Internet at www.guc.com.

1.5.9. Additional Evidence of Ability.

Service Providers shall be prepared to present additional evidence of experience, qualifications, abilities, equipment, facilities, and financial standing. GUC reserves the right to request such information at any time during the Proposal evaluation period for this RFP.

1.5.10. No Collusion or Conflict of Interest.

By responding to this RFP, the Service Provider shall be deemed to have represented and warranted that the Proposal is not made in connection with any competing Service Provider submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud.

1.5.11. Proposal Terms Firm and Irreversible.

The signed Proposal shall be considered a firm offer on the part of the Service Provider. GUC reserves the right to negotiate price and Services. All Proposal responses (including all statements, claims, declarations, prices and specifications in the Proposals) shall be considered firm and irrevocable for purposes of future Contract negotiations unless specifically waived in writing by GUC. The Service Provider chosen for award should be prepared to have its Proposal and any relevant correspondence incorporated into the Contract, either in part or in its entirety, at GUC's election. Any false or misleading statements found in the Proposal or Contract exceptions not included in the Proposal may be grounds for disqualification.

1.5.12. Proposal Binding for 180 Days.

Each Proposal shall contain a statement to the effect that the Proposal is a firm offer for one-hundred-eighty (180) calendar day period from the date of the opening. This statement must be signed by an individual authorized to bind the Service Provider and include their name, title, address, and telephone number. All prices quoted shall be firm and fixed for the full Contract period. GUC shall have the option to accept subject to exception by Contract.

1.5.13. Subcontracting.

The Service Provider given contract award shall be the prime contractor and shall be solely responsible for contractual performance. In the event of a subcontracting relationship, the Service Provider shall remain the prime contractor and will assume all responsibility for the performance of the Services that are supplied by all subcontractors. GUC retains the right to approve all subcontractors.

1.5.14. Equal Opportunity.

GUC has an equal opportunity purchasing policy. GUC seeks ensure that all segments of the business community have access to supplying the goods and services needed by GUC programs. GUC provides equal opportunity for all businesses and does not discriminate against any Service Providers regardless of race, color, religion, age, sex, and national origin or disability.

1.5.15. Use of GUC's Name.

No advertising, sales promotion or other materials of the Service Provider or its agents or representatives may identify or reference GUC in any manner absent the prior written consent of GUC.

Introduction and General Information

1.5.16. **Withdrawal for Modification of Proposals.**

Service Providers may change or withdraw their Proposals at any time prior to the Proposal due date; however, no oral modifications will be allowed. Only telegrams, letters, or other formal written requests for modifications or corrections of a previously submitted Proposal, which is addressed in the same manner as the Proposal, and received by GUC prior to the scheduled closing time for receipt of Proposals, will be accepted. The Proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope, which is plainly marked “**Modifications to Proposal.**”

1.5.17. **No Bribery.**

In submitting a response to this RFP, each Service Provider certifies that neither it, any of its affiliates or subcontractors, nor any employees of any of the foregoing has bribed, or attempted to bribe, an officer or employee of GUC in connection with the Contract.

1.5.18. **Exceptions to the RFP.**

Other than exceptions that are stated in compliance with this Section, each Proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this RFP. An “exception” is defined as the Service Provider’s inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP. All exceptions taken must be identified and explained in writing in your Proposal and must specifically reference the relevant section(s) of this RFP. If the Service Provider provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution and impact, if any, on any part of the remainder of the Service Provider’s solution, must be described in detail.

1.5.19. **Fair Trade Certifications.**

By submission of a Proposal, the Service Provider certifies that in connection with this procurement:

- The prices have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with anyone;
- Unless otherwise required by law, the prices which have been quoted in its Proposal have not been knowingly disclosed by the Service Provider and will not knowingly be disclosed by the Service Provider prior to opening; and
- No attempt has been made or will be made by the Service Provider to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.

1.5.20. **Clarification of Ambiguities.**

Any Service Provider believing that there is any ambiguity, inconsistency or error in this RFP shall promptly notify GUC in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim for ambiguity, inconsistency or error.

1.5.21. **Service Provider’s Obligation to Fully Inform Themselves.**

Service Providers or their authorized representatives are expected to fully inform themselves as to all conditions, requirements and specifications of this RFP before submitting Proposals. Failure to do so will be at the Service Provider’ own risk.

1.5.22. **Disclaimer.**

Each Service Provider must perform its own evaluation and due diligence verification of all information and data provided by GUC. GUC makes no representations or warranties regarding

Introduction and General Information

any information or data provided by GUC.

- 1.5.23. Vendor References. The vendor must be an established firm recognized for its capacity to perform similar projects. The vendor must be capable of mobilizing sufficient personnel to address the project as specified.
- 1.5.24. Vendor Qualifications. Provide a brief outline of your company, including
- Full legal name of the company
 - Year business was established
 - Do you have resources and offices in North Carolina? If so, where?
 - Number of people currently employed, specific total and number dedicated to providing similar asset appraisal & valuation services.

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Procurement Process

2.0. Procurement Process.

Section 2 contains information about the procurement process for this Project.

2.1. Schedule and Process.

The following chart shows the schedule of events to prepare the Service Provider's Proposal. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the Sections that follow:

DATE	EVENT
July 16, 2014	<i>Issuance of RFP. GUC issues this RFP.</i>
July 30, 2014	<i>Request for Proposals Acknowledgement. Service Providers who intend to submit a Proposal shall submit the RFP Acknowledgement Form on this date to the email listed in Section 2.2.</i>
August 1, 2014	<i>Submission of Written Questions Prior to Pre-Proposal Conference. Service Providers are permitted to submit written questions, but only for purposes of clarifying this RFP. All submissions must be emailed to Sandy Dail at the address listed in Section 2.3. Questions are due by 12 p.m. on August 1, 2014.</i>
August 5, 2014	<i>Non-Mandatory Pre-Proposal Conference. 1:30 PM</i>
September 5, 2014	<i>Proposal Submission. Proposals are due by 4:30 p.m. on Sept 5, 2014, at the Main Office, Finance Department. All Proposals will be time-stamped upon receipt and held in a secure place until this date.</i>
Sept 8, – Sept 19, 2014	<i>Evaluation period.</i>
Sept 26, 2014	<i>Contract Award by GUC.</i>
October 13, 2014	<i>Tentative start date of the Appraisal Services.</i>

2.2. Intent to Process.

Please acknowledge receipt of this RFP by email by July 30, 2014 using the Request for Proposals Acknowledgement Form located in Section 7, Form One. Complete the form in its entirety advising GUC of your firm's intention to submit or not submit a Proposal. Email the completed and signed form to dailsh@guc.com.

Procurement Process

2.3. Interpretations and Addenda.

No interpretation or clarification of the meaning of any part of this RFP will be made orally to any Service Provider with the exception of questions answered at the Pre-Proposal Conference. Otherwise, Service Providers must request such interpretations or clarifications in writing from GUC. Address requests for information or clarification of this RFP to Sandy Dail at the e-mail address listed below. Please reference the RFP page number and topic when submitting questions. In order for questions to be addressed at the Pre-Proposal Conference, they must be submitted by **12:00p.m. on August 1, 2014**.

After the Pre-Proposal Conference, questions must be submitted in writing by the deadline stated in Section 2.1. In the case of questions not submitted by the deadline, the Procurement Officer will, based on the availability of time to research and communicate an answer, decide whether an answer can be given before the Proposal Due Date. When responding to Service Provider questions or issuing addenda to the RFP, GUC will post the answer or information to the Internet at www.guc.com.

Sandy Dail, Greenville Utilities Commission, 401 S. Greene Street, Greenville, NC 27834 E-mail: dailsh@guc.com.

GUC reserves the right to disqualify any Service Provider who contacts a GUC or County official, employee, or agent concerning this RFP other than in accordance with this Section. Nothing in this Section shall prohibit GUC from conducting discussions with Service Providers after the Proposal due date.

2.4. Pre-Proposal Conference.

A Non-Mandatory Pre-Proposal Conference will be conducted on August 5, 2014 at 1:30 PM. The meeting will be held at GUC Main Office, 401 S Greene Street, North Carolina. 3rd Floor Conference Room.

While attendance at the Pre-Proposal Conference is not mandatory, all interested Service Providers are encouraged to attend. If special accommodations are required for attendance, please notify Sandy Dail in advance of the conference date and time identifying the special accommodations required.

2.5. Submission of Proposals. One

(1) electronic copy on a USB flash drive in a searchable format such as MS Word or Adobe Acrobat and one (1) original Proposal bound in a three ring loose leaf binder signed in ink by a company official authorized to make a legal and binding offer, plus one (1) copy bound in a similar fashion to the original shall be submitted to the address listed in Section 2.3 above **by Sept 5, 2014 on or before but no later than 4:30 p.m.**

When received, all Proposals and supporting materials, as well as correspondence relating to this RFP, shall become the Asset of GUC. **Proposals sent by fax or email will not be accepted.**

Do not arrive at GUC on the Proposal due date for the purposes of reviewing your competitor's Proposals. The Proposals will not be read aloud or made available to inspect or copy until any trade secret issues have been resolved.

In a **separate sealed envelope** the service provider should provide its proposed fee for the asset appraisal & valuation services.

2.6. Correction of Errors.

The person signing the Proposal must initial erasures or other corrections in the Proposal. The Service Provider further agrees that in the event of any obvious errors, GUC reserves the right to waive such errors in its sole discretion. GUC, however, has no obligation under any circumstances to waive such errors.

Procurement Process

2.7. Evaluation. As part of the evaluation process, the Evaluation Committee may engage in discussions with any Service Provider. Discussions might be held with individual Service providers to determine in greater detail the Service Provider's qualifications, to explore with the Service Provider the scope and nature of the required contractual Services, to learn the Service Provider's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a Contract that will be satisfactory to GUC.

GUC may in its discretion require one or more Service Providers to make presentations to the Evaluation Committee or appear before GUC and/or its representatives for an interview. During such interview, the Service Provider may be required to orally and otherwise present its Proposal and to respond in detail to any questions posed. Additional meetings may be held to clarify issues or to address comments, as GUC deems appropriate. Service Providers will be notified in advance of the time and format of such meetings.

Since GUC may choose to award a Contract without engaging in discussions or negotiations, the Proposals submitted shall define the Service Provider's best offer for performing the Services described in this RFP.

2.8. Contract Award by Board. As soon as practical after opening the Proposals, the name of the apparent successful Service Provider will be submitted to the Board for final approval of award. If approved by the Board, the Procurement Services Division will provide Contract documents to the Service Provider. In the event the Board approval is not received within one hundred eighty (180) calendar days after opening of the Proposals, the Service Provider may request that it be released from the Proposal.

Scope of Services

3.0 SCOPE OF ASSET APPRAISAL & VALUATION SERVICES.

3.1. General Information.

Greenville Utilities Commission (GUC) provides Electric, Water, Wastewater and Gas services to Greenville and surrounding Pitt County. The infrastructure consists of the Administrative Office, Express Office, Red Banks Office (contents only), Operations Center, Water Treatment Plant, Waste Water Treatment Plant, LNG Plant, Pump Stations and Substations. The locations are identified in the attached Statement of Values.

3.2. Project Timeline.

Responses to the Request for Proposal are outlined in Section Two. The successful candidate will be notified on September 26, 2014 of GUC's intent to contract for services. Results of the appraisal project must be available to GUC by January 30, 2015. In order to meet this deadline, it is anticipated that the successful candidate will begin visiting GUC location on or before October 13, 2015.

3.3. Property to be Appraised.

All of the locations listed on the attached Statement of Values shall be appraised. The appraisal shall include each building at the different locations separately, the contents of each building and the land improvements associated with each location.

3.4. Deliverables

The final appraisal report shall be presented in BOTH a bond notebook and an electronic version summarizing the property at each location. **At a minimum**, the final report shall include the following:

- a) A separate appraisal for each building at the different locations
- b) Separate appraisals for Land, Land Improvements, Contents and Buildings.
- c) The valuation of the building contents shall include machinery and equipment.
- d) A detailed insurable land improvement report showing location, quantity, description and land improvement values
- e) An updated statement of values report (Exhibit One) showing date of inspection, scope of service, locations, building numbers, description/occupancy, address, city/state, zip, flood zone, Construction material (ex, concrete, brick), Sprinkler system, entry alarm, fire alarm (auto/manual) square footage, # of floors, year built, values – land improvements, production new, contents-new, and totals.
- f) The deliverables shall include individual listing for each building at each location. The deliverable shall include the following:
 - 1) Picture of the property by location
 - 2) Site Plot (map) by location.
 - 3) Valuation Summary including Cost per square foot for land improvement, contents and buildings
 - 4) Construction Components – ISO Class, exterior wall type, Heating, Cooling, Roof material, Rood Pitch, Elevators. Report shall include description, year build, # of stories, average story height, square footage and protection measures.
 - 5) Secondary wind characteristic data is needed.
- g) The service provider shall deliverable a report indicating the insurance requirements by location including replacement cost valuations.
- h) The service provider shall deliver a report showing the appraised value of GUC's equipment listing as per attached (Exhibit Two).
- i) The service provider shall include the availability and costs of annual updates to the appraisal.

Scope of Services

3.4. Pricing.

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. A pricing worksheet is provided in Section 7, Form 3 to assist you.

3.5. Customer Service.

GUC is very focused on Customer Service with a philosophy to provide all customers with quality services in a manner that is courteous, responsive, accessible, and seamless. The Services will be delivered with patience, understanding, good will, and without regard to our own convenience.

The selected Service Provider will be expected to use these guidelines in developing the Proposed Solution:

- Accessible, courteous, responsive and seamless customer service is of highest priority for GUC.
- Accessible service means that citizens have easy access to the organization.
- Seamless customer service means that a customer gets good service no matter who is responsible.
- Responsible customer service means that our employees know what they are doing; that information they give is accurate; that they have a good understanding of how to get problems and decisions made; that they are trained and evaluated for the jobs they are doing.
- Customer Service goals must be measurable and regularly evaluated.
- Continuous improvements in customer service must be made in order to make GUC services accessible, responsive and as seamless as possible.

3.7. Security Requirements.

The Service Provider must define and demonstrate security procedures that are in place. GUC requires that security measures be taken – both physical security and network security, in that GUC's information and other documents are made available only to the Service Provider and parties that GUC approves. Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third party security audits in the last five (5) years.

Scope of Services

3.8. GUC Contract Requirements.

GUC will enter into a Contract written by GUC with the successful Service Provider that contains the terms and conditions. GUC reserves the right to change the proposed contractual terms and conditions prior to or during contract negotiations if it is in GUC's best interest to do so.

3.9. Vendor Registration.

GUC is pleased at your interest in doing business with GUC and appreciates the opportunity to provide you with information regarding procurement protocols. GUC's vendor management philosophy supports a fair, open, and inclusive process that offers the same access and information to all Service Providers.

You will need to register as a vendor with GUC. Your registration provides GUC with baseline information for your company including location, contact and demographic information, as well as your areas of expertise with specific commodity and/or service descriptions. You will also have the opportunity to complete any applicable certifications if your company desires to establish itself as a Small Business Enterprise (SBE) or a Minority and Woman-Owned or Small Business Enterprise (MWSBE).

Proposal Format

4.0 PROPOSAL FORMAT.

GUC desires all Proposals to be identical in format in order to facilitate comparison. While GUC's format may represent departure from the Service Provider's preference, GUC requires strict adherence to the format. For the ease of evaluation, the core proposal (a-d below) shall be **maximum 30 pages**. Exceptions and other information, documentation, marketing materials, or supplemental information may be included in an appendix and will not count toward the 30 page count. The Proposal shall be organized in the format described below:

- a. Cover letter;
- b. Executive Summary;
- c. Proposed Solution as requested in Section 4.1.3.
- d. Background and Experience as requested in Section 5.
- e. The "Proposal Submission" set forth in Section 7, Form Two;
- f. The "Pricing Worksheet" set forth in Section 7, Form Three;
- g. The "Proposal Certification" set forth in Section 7; Form Four;
- h. Exceptions to the Remainder of the RFP;
- i. Other information, marketing materials, etc.

All hard copy Proposals shall be 8 1/2" x 11" format with all standard text no smaller than eleven (11) points. Submissions should use one-sided copying and be bound in a three-ring loose leaf binder with tab dividers corresponding to the content requirements specified above. GUC is requesting one (1) hard copy original and one (1) additional copy bound in a similar fashion to the original, plus one (1) PDF electronic copy.

Service Providers are required to organize the information requested in this RFP in accordance with the format outlined above. Failure of the Service Provider to organize the information required by this RFP as outlined may result in GUC, at its sole discretion, deeming the proposal non-responsive to the requirements of this RFP. The Service Provider, however, may reduce the repetition of identical information within several sections of the Proposal by making the appropriate cross-references to other sections of the Proposal. Appendices for certain technical or financial information may be used to facilitate Proposal preparation.

4.1. Proposal Content.

4.1.1. Cover Letter.

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents on behalf of the Service Provider. The cover letter shall provide the name, address, telephone and facsimile numbers of the Service Provider along with the name, title, address, telephone and facsimile numbers of the executive that has the authority to contract with GUC. The cover letter shall present the Service Provider's understanding of the Project, a summary of the approach to be undertaken to perform the Services, as well as a summary of the costs to provide the Services.

4.1.2. Executive Summary.

The Service Provider shall submit an executive summary, which outlines its Proposal, including the proposed general management philosophy. The executive summary shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed Services. This section should highlight aspects of this Proposal which make it superior or unique in addressing the needs of GUC.

Proposal Format

4.1.3. **Proposed Solution.**

Given the purpose of this project and GUC's goals as stated in this RFP, provide a creative solution to meet such goals. **For each component of the Project described in the Scope of Work, state whether your Proposed Solution complies and provide a description of how the Proposed Solution complies as well as any additional information requested.**

4.1.4. **Process.**

Describe the process that your organization will take to perform the appraisal.

4.1.5. **Client Relationship Management.**

Describe the communications scheme that your organization will use to keep GUC informed on the progress of the Project.

4.1.6. **Pricing**

Pricing **MUST** include all aspects of the Project. Please refer to Section 7, for a pricing worksheet to assist you.

4.1.7. **Narrative Response Required**

4.1.7.1. What methodology does your firm employ to assure quality client service and to maintain high internal standards?

4.1.7.2. What do you perceive to be your firm's strengths, weaknesses and opportunities relative to the services requested in this RFP?

4.1.7.3. Please acknowledge that your company has the capabilities to open and use data contained in Microsoft Office 2007 or higher.

4.1.7.4. How will your information technology capabilities directly benefit GUC?

4.1.7.5. Do you have a method of electronically storing client information for archive and historical reference?

4.1.8. **Background and Experience.** The Service Provider shall provide a concise description of the company, including origin, state of incorporation, background, and current size as requested in Section 5. Include information concerning general organization and staffing as well as experience with similar appraisal service provider projects.

4.1.9. **Required Forms.** To be deemed responsive to this RFP, Service Providers shall complete in detail, all Proposal Forms listed in Section 4, items numbered e through i.

4.1.10. **Exceptions to the RFP.** Exceptions to the RFP must be identified in your Proposal. Exceptions will not be considered during Contract negotiation and could result in Proposal being rejected from further consideration.

4.1.11. **Separate Pricing in Proposal.** In a separate sealed envelope the service provider should provide its proposed original fee for services. This fee shall be all inclusive of the fees to be charged for the scope of services described in this RFP.

Background and Experience

5.0 SERVICE PROVIDER'S BACKGROUND AND EXPERIENCE.

Please answer the following questions as completely as possible, placing your answer immediately after the question to which it applies. If you wish to add supplemental information, it shall be labeled "Supplemental Information."

Asset Appraisal & Valuation Service Provider's Background and Experience	
Question	Response
Service Provider Identification	
Service Provider Name	
Service Provider Location (corporate headquarters)	
Service Provider Experience	
Years of Experience:	
# of years in business providing appraisal services	
Customer Base:	
# of private sector clients	
# of public sector clients	
# of clients that are or include utilities (e.g. electric, water, wastewater, gas)	
Identify by name some of the clients similar to GUC (e.g., similar in size, complexity, location, type of organization)	
Market Focus:	
Identify industries and public sector market segments served	
Professional Associations/Groups:	
Identify participation in national and/or regional associations or groups	
Explain the purpose and function of those groups	
Identify your participation in annual or Other periodic conferences.	
Identify next planned national conference (location and date).	

Background and Experience

<i>Identify your participation in annual or other periodic conferences</i>	
Terminated Projects:	
<i>List any terminated projects. Please disclose the jurisdiction and explain the reason for the termination.</i>	
Litigation:	
<i>List any litigation that you have been or are now involved in wherein an adverse judgment would be detrimental to your performance of the services requested in this RFP. Describe the outcomes of the previous litigation.</i>	
Organization Size	
# of Employees:	
<i>If a subsidiary, identify # of employees in proposing company/division.</i>	
<i>Identify # of employees in the office that will provide services as requested by this RFP.</i>	
Financial Information:	
<i>If Service Provider is a subsidiary, identify revenues of proposing company/division</i>	
<i>Identify the percentage of revenue used for research & development by the proposing company/division</i>	
Corporate Notes	
Ownership:	
<i>Is your company privately held, publicly traded Or a parent company?</i>	
Certified Partnerships:	
<i>Identify any certifications held by your firm if you are implementing or reselling another firm's products. Include how long the partnership or certification has been effect.</i>	

Additional Narrative Response	
Background and Experience:	
<i>Describe your total organization, including any parent companies, subsidiaries, affiliates and other related entities.</i>	
<i>Describe the ownership structure of your organization, including any significant or controlling equity holders.</i>	
<i>Provide a management organization chart of your overall organization, showing director and officer positions and names and the reporting structure.</i>	
<i>Provide detailed information for the business segments of your organization, showing the reporting structures within these segments and among these segments and the overall organization.</i>	
<i>Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Asset Appraisal & Valuation Service segments that have occurred in the latest two (2) years or are anticipated in the future. Include all appropriate organizational charts.</i>	
<i>Detail how long the company has been providing Asset Appraisal & Valuation Services to local governments and include information regarding experience with similar services provided in the State of North Carolina.</i>	
Personnel Management:	
<i>Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing Services to GUC.</i>	
<i>Explain how your organization ensures that personnel performing technical support services are qualified and proficient.</i>	
<i>Describe your organization's approach, policies, and experience with respect to deployment of your personnel.</i>	
<i>If your organization has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.</i>	

Evaluation Criteria

6.0 PROPOSAL EVALUATION CRITERIA.

Proposals will be evaluated based on the Service Provider's ability to meet the performance requirements of this RFP. This section provides a description of the evaluation criteria that will be used to evaluate the Proposals. To be deemed responsive, it is important for the Service Provider to provide appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The Service Provider's Proposal will be the primary source of information used in the evaluation process. Proposals must contain information specifically related to the proposed Services and requested herein. Failure of any Service Provider to submit information requested may result in the elimination of the Proposal from further evaluation.

Proposals will be assessed to determine the most comprehensive, competitive and best value solution for GUC based on, but not limited to, the criteria below. GUC reserves the right to modify the evaluation criteria or waive portions thereof. Proposals will be evaluated on the following major categories:

- a. Qualifications;
- b. Experience;
- c. Approach;
- d. Financial Qualifications; and
- e. Cost Effectiveness and Value

6.1 Qualifications, Experience and Approach

Service Providers will be evaluated based upon their understanding, experience, and qualifications in performing the same or substantially similar Services, as reflected by its experience in performing such Services. The evaluation will include references regarding work for organizations with needs similar to GUC's and the feasibility of the Service Provider's approach for the provision of the Services.

6.2 Financial Qualifications

This criterion includes an evaluation of the financial qualifications of the Service Provider. The evaluation will take into account the financial strength of the Service Provider and its ability to meet the long-term financial requirement of the Contract.

6.3 Cost Effectiveness and Value.

Under this criterion, Proposals will be compared in terms of the most reasonable, and or most effective pricing options. The Evaluation Committee will also take into consideration any indirect costs associated with the Services and administration of the Contract.

Section 7 - Required Forms – Form One

REQUIRED FORM 1 - REQUEST FOR PROPOSALS ACKNOWLEDGEMENT

The Service Provider hereby certifies receipt of the Request for Proposals for GUC of Greenville, North Carolina, Asset Appraisal and Valuation Services. This form should be completed upon receipt of GUC's Request for Proposals and faxed in time for GUC to receive it by or before **July 30, 2014**. Please email the completed Request for Proposals Acknowledgement Form to:

Sandy Dail
dailsh@guc.com

Date: _____

Authorized Signature: _____

Company Name _____

Contact Name: _____

Contact E-mail address: _____

Please check the appropriate space below and provide the requested information:

_____ **We plan to attend the Pre-Proposal Conference and plan on submitting a Proposal.**

Indicate number of attendees: _____

_____ **We do not plan to attend the Pre-Proposal Conference but plan on submitting a Proposal.**

Reason: _____

_____ **We do not plan to attend the Pre-Proposal Conference and do not plan on submitting a Proposal.**

Reason: _____

(Please Print Name)

Date

Section 7 - Required Forms – Form Two

REQUIRED FORM 2 - PROPOSAL SUBMISSION FORM

Asset Appraisal and Valuation Service

This Proposal is submitted by:

Service Provider Name: _____

Representative (printed): _____

Representative (***signed***): _____

Address: _____

City/State/Zip: _____

Telephone: _____
(Area Code) Telephone Number

Facsimile: _____
(Area Code) Telephone Number

It is understood by the Service Provider that GUC reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of GUC, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for one hundred and eighty (180) calendar days from the Proposal due date.

Service Provider

Date

Authorized Signature

Please type or print name

Section 7 - Required Forms – Form Three

REQUIRED FORM 4 - PRICING WORKSHEET

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that GUC will be responsible for.**

Asset Appraisal & Valuation Service	
Original Appraisal	\$
Updates in Future Years	\$

Section 7 - Required Forms – Form Four

REQUIRED FORM 5 - PROPOSAL CERTIFICATION

AGREEMENT TITLE: Asset Appraisal & Valuation Services

SERVICE PROVIDER: _____

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for GUC to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with GUC, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to GUC all information and documentation that may be requested by GUC from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for GUC to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

NAME OF FIRM

BY: _____
Signature of Authorized Official

Title

SECTION EIGHT - EXHIBITS

The following documents are included as attachments to the RFP.

Exhibit One – The Statement of Values list all of the current location within GUC's infrastructure.

Exhibit Two – The Equipment Listing displays the equipment used by GUC employees on the infrastructure.