



Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS (RFP)

**Laundry Equipment and Services
University of Maine System**

RFP # 26-14

ISSUE DATE:
April 3, 2014

PRE-PROPOSAL CONFERENCE
April 15, 2014
(See paragraph 1.12 for details)

PROPOSALS MUST BE RECEIVED BY:
May 1, 2014

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Gregg Allen
104 Anderson Hall
37 College Avenue
Gorham, ME 04038

Schedule of Events:

RFP Distributed on April 3, 2014

Optional Pre-proposal Meeting on April 15, 2014

Site Visits on April 15, 17 & 22, 2014

Responses Due by May 1, 2014

Evaluations will be completed by May 9, 2014

Vendor presentations will be held on May 12, 2014

Final award made prior to May 19, 2014



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SECTION ONE

1.0 GENERAL INFORMATION:

- 1.1 Purpose: The University of Maine System is seeking proposals for the provision laundry equipment for the University of Maine's Orono campus and family housing units, the University of Southern Maine Gorham campus and The University of Maine at Farmington's residence halls. At some locations, the use of on-line and off-line cards will be a requirement. There are also needs for coin operated equipment. In addition, the three Universities are also considering including the cost of laundry in the residents housing fees, as opposed to charging per cycle (non-metered student payment option).

This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

- 1.2 Definition of Parties: The University of Maine System will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the Contract is awarded shall be referred to as the "Contractor." When additional definition or detail is required, the University of Maine, Orono will be referred to as "UM", the University of Southern Maine, Gorham campus will be referred to as USM and the University of Maine Farmington will be referred to as UMF. The University of Maine's housing unit will be referred to as University Park.
- 1.3 Scope: The objective of this bid is to select a reliable company to provide the three universities with laundry equipment and related services for the residence halls that is reasonably priced and customer-service oriented. The laundry program must provide clean attractive rooms with high quality equipment in good repair and provide an optimal financial return to the University. The Contractor must be committed to meeting the immediate needs of the students as well as long range goals of the Universities. Unless the respective University elects the non-metered student payment option, all machines, except those at University Park, must be equipped with card readers that will connect to the existing software systems. University Park will need 24 machines (12 washers 12 Dryers) at 12 locations that require a coin operating system, on a shared revenue basis. In order to reduce the price, UM is also considering allowing the Contractor to receive all the revenue generated.

UM BUILDINGS	WASHERS	DRYERS	TOTAL # OF ROOMS	TOTAL HALL POPULATION
COLVIN HALL	1	1	19	31
OXFORD HALL	6	8	150	288
PENOBSCOT HALL	4	6	101	161
SOMERSET HALL	6	8	150	284
STODDER HALL	3	4	78	54
YORK HALL	5	6	140	239
AROOSTOOK HALL	4	4	101	159
BALENTINE HALL	2	2	43	74
CUMBERLAND HALL	6	8	137	260
GANNETT HALL	5	6	138	146
HANCOCK HALL	5	6	134	133
HART HALL	5	6	121	225

KNOX HALL	6	7	150	286
DORIS TWITCHELL ALLEN	8	8	128	156
ANDROSOGGIN HALL	5	6	136	251
OAK HALL	3	3	82	78
PATCH SHARES WITH DTAV	8	8	115	180
KENNEBEC	4	4	101	162
UNIVERSITY PARK	12	12	N/A	177
TOTAL	98	110	2024	3344

UMF BUILDINGS	WASHERS	DRYERS	TOTAL # OF ROOMS	TOTAL HALL POPULATION
SCOTT SOUTH	5	5	82	149
SCOTT NORTH	5	5	84	160
SCOTT WEST	5	5	32	33
SCOTT WEST 3 RD FLOOR	1	1	18	22
PURINGTON HALL	4	4	60	116
STONE HALL	4	4	61	124
FAB HALL	4	4	84	100
DAKIN HALL	5	5	81	156
LOCKWOOD HALL	4	4	57	113
MALLET HALL	4	4	67	120
TOTALS	40	40	644	1113

USM BUILDINGS	WASHERS	DRYERS	TOTAL # OF ROOMS	TOTAL HALL POPULATION
PHILLIPI HALL	8	8	90	218
ANDREWS HALL (3 RD FLOOR)	0	0	20	26
ANDREWS HALL (2 ND FLOOR)	0	0	13	42
ANDREWS HALL (1 ST FLOOR)	0	0	15	24
ROBIE HALL (2 ND FLOOR)	2	2	21	38
ROBIE HALL (3 RD FLOOR)	4	4	21	38
ROBIE HALL (4 TH FLOOR)	0	0	19	29
UPPERCLASS HALL 1 ST FLOOR	1	1	14	54
UPPERCLASS HALL 2 ND FLOOR	4	4	21	102
UPPERCLASS HALL 3 RD FLOOR	4	4	21	78
UPPERCLASS HALL 4 TH FLOOR	4	4	21	78
ANDERSON HALL	4	4	55	105
WOODWARD HALL 1 ST FLOOR	1	1	4	0
WOODWARD HALL 2 ND FLOOR	2	2	18	36
WOODWARD HALL 3 RD FLOOR	2	2	18	36

*DICKY WOOD HALL	10	10	128	128
UPTON-HASTINGS HALL	8	8	149	149
TOTAL	54	54	648	1181

** At this juncture, USM plans on closing Dickey Wood Hall during summer of 2014*

The contract shall cover the actual needs of the University throughout the term of the contract regardless of whether the numbers of washers and dryers are more or less than the quantities listed. The equipment must be available for use throughout the calendar year. The contract will run for an eight-year period with possible extension terms of two additional one-year periods. Gross sales figures below are calculated from July 1, 2012 through June 30, 2013.

University of Maine at Farmington - \$36,303.74

University of Southern Maine - \$ 60,181.55

University of Maine - \$140,000.00

- 1.4 **Evaluation Criteria:** The following is a summary of criteria and associated amount of maximum possible points that may be awarded:

Criteria	Maximum Possible Points
Inspection/Reporting Plan	15
Preventative Maintenance Plan	10
Educational Plan	5
References	15
Web based laundry monitoring system	10
Pricing and/or Income to the University	40
Maine Economic Impact	<u>5</u>
Total	100

- 1.5 **Communication with the University:** It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. It is the responsibility of all bidders to check the web site before submitting a response to ensure that they have all pertinent documents. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Gregg Allen
Office of Strategic Procurement
University of Maine System
37 College Avenue
Gorham, Maine 04038
Gregg@maine.edu

The deadline for inquires is April 23, 2013.

The University will respond to written inquiries not later than close of business, April 25, 2013.

- 1.6 **Award of Proposal:** Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most

responsible and may award the Contract to that bidder. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.

- 1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Chief Procurement Officer within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and a vendor selected (the successful bidder). At that time the University will issue bid award notice letters to all participating bidders and the successful bidder's proposal may be made available to participating bidders upon request. After the protest period has passed and the contract is fully executed, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

- 1.9 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.10 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.11 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.12 Pre-Proposal Conference: There will be an **optional** pre-proposal meeting for this RFP with UMS stakeholders on April 15, 2014 at 1:00 P.M. in 101 Baily Hall, Gorham Campus. The meeting will be televised to other campuses via Poly-Com. Information surrounding site tours of the three campuses are available below:

UM - On 4/17/14, meet Joe Caron and Benny Veenhof at 10:00 A.M in the main lobby of 103 Hilltop Commons on the campus of UM for the walk through. There are several laundry room locations on campus. Please be prepared for a lengthy walk-through. You can contact Joe Caron at 207-581-4577 for directions.

USM – On 4/15/14, meet Sarah Burkhardt and Gary Stephenson at 8:30 A.M in 100 Upton Hall on the campus of USM for the walk through. There are several laundry room locations on campus. Please be prepared for a lengthy walk-through. You can contact Gary Stephenson at 207-780-5592 for directions.

UMF – On 4/22/14, meet Laure Gardner at 1:00 P.M. in the main lobby of the Education Center on the campus of UMF for the walk through. There are several laundry room locations on campus. Please be prepared for a lengthy walk-through. You can contact Ms. Gardner at 207-778-7272 for directions.

Before submitting a proposal, the bidder shall visit the site of the proposed work to become fully acquainted with existing conditions, facilities, difficulties and restrictions, thoroughly examine and be familiar with the specifications included in the proposal.

- 1.13 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.
- 1.14 Non-Responsive Proposals: The University will not consider non-responsive proposals, i.e., those with material deficiencies, omissions, errors or inconsistencies.
- 1.15 Proposal Submission: A **SIGNED** original and one virus-free electronic copy (e.g., CD, thumb drive) of the proposal must be submitted to the Office of Strategic Procurement, University of Maine System, Attn: Gregg Allen, 104 Anderson Hall, 37 College Avenue, Gorham, Maine 04038, in a sealed envelope by May 1, 2014, to be date stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to check <http://www.maine.edu/usmalert/> to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP # 26-14

- 1.16 Authorization: Any contract or agreement for services that will, or may, result in the expenditure by the University of \$50,000 or more must be approved in writing by the Chief Procurement Officer and it is not approved, valid or effective until such written approval is granted.

SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

- 2.1 **Contract Administration:** The Strategic Sourcing Manager or his/her designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.2 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.3 **Contract Modification and Amendment:** The parties may adjust the specific terms of this Contract (except for pricing and/or commission) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.4 **Contract Term:** The Contract term shall be for a period of eight years commencing upon receipt of fully executed contract documents. With mutual written agreement of the parties this Contract may be extended for two (2) additional one-year periods.
- 2.5 **Contract Data:** The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data. This data may include, but is not limited to, dollar volume, items sold, services rendered, and commissions paid to the University.
- 2.6 **Contract Validity:** In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.
- 2.7 **Non-Waiver of Defaults:** Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.
- 2.8 **Cancellation/Termination:** If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within 30 days the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.
- 2.9 **Clarification of Responsibilities:** If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from Contract Administrator.
- 2.10 **Litigation:** This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.

- 2.11 Assignment: Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.12 Equal Opportunity: In the execution of the Contract, the Contractor and all subcontractors agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.
- 2.13 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.14 Sexual Harassment: The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from:

The University of Maine
Karen Kemble
Director of Equal Opportunity
North Stevens Hall
(207) 581-1226

The University of Southern Maine
Daryl McIlwain
Director of Equal Opportunity
209 Deering Avenue
(207) 780-5510

University of Maine at Farmington
Kathleen Falco
EEO/AA
Merrill Hall
(207) 778-7280

- 2.15 Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or

property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.

2.16 Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$3,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation (In Compliance with Applicable State Law)	Required for all personnel

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:

Office of Strategic Procurement
University of Maine System
104 Anderson Hall
37 College Avenue
Gorham, Maine 04038

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

University of Maine System
16 Central Street
Bangor, Maine 04401

2.17 Smoking Policy: All three locations are tobacco-free campuses. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any university-owned property, which includes but is not limited to, buildings, university grounds, parking areas, walkways, recreational and sporting facilities, and university-owned vehicles.

Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco.

Additional information regarding the tobacco free campus policy is located at:
<http://umaine.edu/tobaccofree/>.

2.18 Gramm Leach Bliley (GLB) Act (Confidentiality of Information): The Contractor shall comply with all aspects of the GLB Act regarding safeguarding confidential information.

SECTION THREE

3.0 PERFORMANCE TERMS AND CONDITIONS:

- 3.1 The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this contract without the written consent of the Contract Administrator. All of the Contractor's representatives on campus will be identifiable by uniform or other form of company identification.
- 3.2 Asbestos Removal: The Contractor or any subcontractor shall notify the University immediately if suspect ACM is inadvertently disturbed during the course of the work or if suspect ACM must be identified and removed in order to complete the contract. The University shall be responsible for the removal of all asbestos containing material (ACM).
- 3.3 Condition and Care of Site and Protection of the Work: The Contractor shall continuously maintain adequate protection of all work covered by the contract from damage and shall protect the property from injury or loss arising in connection with this contract, and shall make good any such damage, injury or loss. The Contractor shall adequately protect adjacent property as provided by law and the Contract Documents. The Contractor shall inspect the connections regularly to make certain there are no frayed electrical connections or leaking water connections that could lead to damage over time.
- 3.4 Installation and Ownership of Equipment: At its own expense the Contractor will install, maintain, repair and service all of the equipment required on this contract. Initial installation of new equipment must occur by *Friday, August 01, 2014*. The Contractor will coordinate a transitional operational plan with the existing contract holder governing the removal of existing equipment and the installation of new equipment. This transitional plan will be developed in conjunction with and approved by the University contract representative. Equipment furnished by the Contractor shall remain the property of the Contractor. Contractor assumes responsibility for all equipment in the case of fire, theft or vandalism. An increase or decrease in the number of machines placed on campuses will occur only after agreement has been reached between the Contractor and the University regarding such change. Initial and subsequent equipment installation shall be identified by serial number, manufacturer, meter reading (if any), and location for the permanent files of the University. Any changes to the initial listing shall be arrived at by mutual agreement.
- 3.5 Service & Reporting:
 - 3.5.1 Where applicable, money must be collected at least twice each month while the University is in session.
 - 3.5.2 At a minimum, an account manager must meet yearly with a designated member from each campus to discuss the overall program.
- 3.6 Refunds and clothing damage: Refunds must be made directly to students by the Contractor.
- 3.7 Commissions and Audits:
 - 3.7.1 Where applicable, commissions for coin transactions must be paid at least quarterly

by the 15th of the month following the last month of the quarter. Commission reports will be generated from computerized data obtained from each machine at time of collection and will contain gross receipts from each machine and collection dates. Commission will be a percent of gross receipts.

- 3.7.2 Where applicable, commissions for debt card transactions must be a separate quarterly report with card activity listed by machine and date of transaction, also submitted by the 15th of the month following the end of a quarter.
- 3.7.3 The University reserves the right to audit the Contractor's records at any time to determine the accuracy of commission reports. This may be done at the Contractor's place of business.
- 3.8 Customer Training: The Contractor will develop and implement a customer training and information program that is satisfactory to the University.
- 3.9 Damage and Vandalism: The Contractor is responsible for damage/vandalism to equipment. The University will work with the Contractor to limit and prevent damage and if possible to help recover losses.
- 3.10 Utilities: The Universities will bring utilities to the location of the equipment. The Contractor must pay the costs of connecting to the provided utility source. The Universities will not guarantee an uninterrupted supply of water, steam, electricity or heat except that it shall be diligent in restoring service following an interruption. The Universities will not be liable for any loss that may result from any such interruption.
- 3.11 Water: The Contractor shall monitor the temperature of incoming hot water and advise the University of water temperature adjustments required to maintain optimum wash and rinse water temperature for energy conservation. Where applicable, a discounted vend price needs to be available for cold water washes.
- 3.12 Removal of Property: Contractor agrees that equipment will be removed within 15 days of the expiration or termination of this contract. If the Contractor fails to remove its property in this time frame, the Universities may at its option and at the Contractor's risk and expense, remove the equipment and retain it in its possession. A storage fee of \$5 per day per machine will constitute a lien against such equipment until such storage fees are paid. If the equipment has not been removed from University premises after 45 days from termination of the contract, the University may sell the equipment. The proceeds of the sale will be applied first to the expense of such sales, second to any sum owed to the University and the remaining balance to the Contractor.
- 3.13 Contact Person: For emergency use, the Contractor must provide the University with a telephone number at which a company representative can be reached 24 hours per day, 7 days per week.
- 3.14 ADA Standards: At no additional cost to the University, the Contractor will insure that each laundry room will be equipped to meet ADA standards, including signs.

MINIMUM MANDATORY REQUIREMENTS AND FEATURES

The following listed minimum mandatory requirements are UMS's minimum needs that the Bidders must address and meet in their written Proposal, using the format listed in the Instructions to Bidders. These mandatory requirements are in addition to the other requirements and terms and conditions in other sections of this RFP.

The following listed desirable features are features which UMS finds highly desirable. Desirable features shall be provided by the Contractor as outlined below. Points will be awarded for the desirable features and pricing.

3.15 Service Requirements: The Contractor will be responsible for providing, delivering and installing, to manufacturer's specifications, all washers and dryers specified. UMS will provide all utilities and access to the buildings for installation of the new equipment, maintenance calls and service calls.

3.15.1 Preventative Maintenance and On-Call Service: The Contractor will provide quarterly and annual preventative maintenance on all rented washers and dryers and perform related duties to ensure all units are operating according to the manufacturer's minimum specifications.

- All washers and dryers will be inspected thoroughly on a quarterly basis for wear and operational utility.
- Related exhaust and duct systems are to be inspected and cleaned annually.
- All washers and dryers will be cleaned of dust and soap residue quarterly.
- On-call service of equipment will be required within twenty-four (24) hours, (Monday-Friday 8 am to 5 pm exclusive of holidays) of notification of a problem with any washer and dryer.
- The Contractor shall replace any washer or dryer not repaired within 24 hours of notification that a service call is required if more than 20% of the washers or 20% of the dryers in any assigned laundry room are not operable. Equipment will be replaced within 72 hours if less than 20% of the washers or 20% of the dryers are not operable in any laundry room.
- The Contractor will provide a regular schedule to UMS for inspecting, cleaning and preventative maintenance of all washers and dryers provided for rent. This schedule will be subject to approval by UMS and will be coordinated with UMS.

3.16 Equipment Specifications: Washing Machines

3.16.1 Minimum Specifications: All washers shall be new horizontal axis front loading. Front Loading Washers shall be Maytag Energy Advantage HE Front Load washers (MHN30PR) or equivalent commercial machine. Residential grade machines are not acceptable. All washers should be at least CEE Tier 3A compliant.

3.16.2 Mechanical Specifications:

- Motor: 120 volt, 60 Hz, variable speed, reversible, thermo-protected, high-efficiency, controlled induction. Develops .09 HP in wash and .54 HP in spin.
- Capacity: Approximately 3.2 cubic feet (0.08 cu. M).
- Spin Speed: up to maximum 1000 rpm/306 G's.
- Variable Fill: Not dependent on pressure or time.
- Inlet Hose Length: 4 feet (1.22 m).
- Drain Hose Length: 6 feet (1.83 m).
- Water Usage: Approximately 3.4 gallons (12.8 liters) to 12.4 gallons (47 liters) per cycle depending on load size and cycle chosen.
- Leveling Legs: Adjustable to level washer for proper installation.
- Color: White.
- Approximate Weight (Crated/Uncrated): 244 lbs. (102 kg) / 235 lbs. (88 kg).
- Overall Dimensions: Approximately 38.94" H X 27" W X 29.25" D.

3.16.3 General Specifications:

- Contractor shall furnish machines that are capable of being started with or without the use of coins or cards by users (where applicable).
- All machines shall allow the user to determine wash temperature and load size and regulate the use of hot water and total water volume accordingly.
- Under any wash configuration, all washers shall use no more than 20 gallons of total input water per cycle including the maximum number of rinses.
- All machines shall be configured at installation to disable the additional rinse feature, but retain the possibility that the additional rinse can be reactivated by the Contractor at UMS's discretion.
- All machines shall include an audit feature to determine the number of cycles activated at each machine.
- All machines shall indicate the amount of time remaining in the cycle in digital form.

3.17 Equipment Specifications: Dryers

3.17.1 Minimum Specifications: Single Load Stack Dryers shall be new Maytag Commercial MLE24PR or equivalent commercial machine for electric dryers. Stack dryers shall be used in designated locations. Stand-alone dryers (MDE18PR for electric or equivalent commercial machine) shall be used where stack dryers cannot be installed. Residential grade machines are not acceptable.

3.17.2 Mechanical Specifications:

- Motor: Approximately 1/3 HP, 240 volt, 60 Hz, single phase, thermo-protected against overload, auto reset.
- Capacity (stack/stand-alone): Approximately 7.4/6.7 cubic feet (209.5/18.7 cu. liters).
- Tumble speed: Approximately 52 rpm.
- Lubrication: Permanent- needs no oil.
- Air Flow: 21 Approximately 5 cubic feet (6.1 cu. m) per minute.
- Exhaust: Uses a minimum of 4" (101.6 mm) diameter rigid aluminum or galvanized steel duct. Not designed for use with plastic, non-metal or combustible duct. Do not use plastic, non-metal, or combustible ducting.
- Electrical Rating: 240 volt, AC, 60 Hz, draws approximately 6,000 watts overall on each dryer.
- Leveling Legs: Adjustable to level dryer for proper installation.
- Color: White.
- Approximate weight of stack dryers (Crated/Uncrated): 325 lbs. (147.4 kg)/300 lbs. (136.1 kg)
- Approximate weight of stand-alone dryer (Crated/Uncrated):144 lbs. (65.3 kg)/133 lbs. (60.3 kg).
- Overall Dimensions of stack dryers: Approximately 76.75" H X 27" W X 29" D
- Overall Dimensions of stand-alone dryer: Approximately 7.85" H X 27" W X 29"D

3.17.3 General Specifications:

- The Contractor shall furnish machines that are capable of being started with or without the use of coins or cards by users (where applicable).
- All stack dryers shall have a window in the door of each dryer to allow user to see inside.
- All machines shall be white.
- All machines shall include an audit feature to determine the number of cycles activated at each minute.

- All machines shall indicate the amount of time remaining in the cycle in digital form.
- At installation, the dryer shall be configured to allow the user to increase the drying time in 10 minute increments to no more than 40 minutes total.
- All dryers shall have easy-to-clean or self-cleaning lint filters.

3.18 Installation Specifications: Washers and Dryers

3.18.1 Contractor shall install all washers and dryers in accordance with the Installation Schedule developed in conjunction with the campus representatives. Contractor shall inform UMS in advance of utilities requirements and make all connections with utility outlets at the site. Contractor shall comply with all applicable codes and safety rules including those of UMS, County, State, and Federal authorities.

3.18.2 All electrical plugs will be of the three-wire grounded type. In buildings not equipped with three-wire grounded installation, all machines shall be properly grounded in accordance with good electrical safety practice. Contractor will provide adequate venting per current UBC standards. Each machine will be so positioned that the area around the machine can be readily cleaned and that no insect harborage is created, and will present at all times a neat and pleasing appearance.

3.19 Inspection/ Reporting Plan – (worth 10 points). A reporting system detailing all repair work performed on laundry equipment, to be provided to UMS monthly.

3.20 Preventative maintenance plan – (worth 10 points).

3.20.1 What types of equipment maintenance, testing, and repair will be covered under this Preventative Maintenance Plan? Your plan should be based on a 24-hour response time for repair of reported equipment.

3.20.2 Will parts be available onsite to repair the machines? Based on the number of machines at UMS, how do you determine which parts to stock and in what quantities? If a machine fails, will there be machines available for immediate replacement?

3.20.3 Provide a list of parts and their quantities available to the designated technician on any given day.

3.20.4 How do you handle replacement of worn-out equipment? If service calls are higher than 2 calls per month on a machine, will this machine be replaced with a new machine?

SECTION FOUR

4.0 PROPOSAL CONTENT:

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities and are encouraged but not required to recommend creative solutions to the University's present and future requirements. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

4.1 Business Profile:

4.1.1 **No financial statements are required to be submitted with your proposals**, however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

4.1.2 **Please submit with your proposal** a detailed history and description of your company and any published reports about your company.

4.2 Pricing/Financial Offer – worth 40 points. When preparing your proposal for submission, place pricing information in separate sealed envelopes clearly marked "Pricing Information".

The following items need to be included in your financial offer to the universities:

4.2.1 Where applicable, commission to the University.

4.2.2 Where applicable, suggested cost to students (pricing) and dryer cycle (time).

4.2.3 Amount of investment in the following items:

- A. Card System (where applicable)
- B. Online Monitoring System
- C. Room Improvements
- D. Marketing & Promotions

Pricing will be awarded points based on the lowest total cost to UMS.

The Bidder who proposes the lowest total cost to UMS will receive the maximum amount of price points (40 points). Bidders whose total cost is higher than the lowest will receive a fewer number of price points in a relational manner as described below.

Example of Pricing Points Calculation:

Bidders A's total cost is found to be \$1,000 (the lowest)

Bidders A is awarded 40 price points

Bidders B's total cost is found to be \$1,100

Bidders B is awarded 35 price points ($1000/1100 \times 40$)

Bidders C's total cost is found to be \$1,500

Bidders C is awarded 33 price points ($1000/1500 \times 40$)

4.3 Educational plan – worth 5 points.

4.3.1 Provide an outline of materials i.e. posters etc. and/or training which you will supply to

- educate students in proper use of the equipment.
- 4.3.2 Identify your firm's experience in providing machine monitoring programs through a campus network. Include program and software information and a reference for large scale resident use.
- 4.4 Web-Based Laundry Monitoring System - worth 10 points.
- 4.4.1 Provide an online machine-monitoring system that allows students to check the availability of washers and dryers from the internet, or be contacted via email, cell or wireless pda. The University will provide internet access in designated laundry rooms (see Machine Pricing Worksheet for list of laundry rooms that will require laundry monitoring system).
- 4.4.2 The University has a complex internetwork including wired and wireless clients. The bidder is responsible to clearly and specifically indicate the networking design and features required for operation. This must include any internal or external services (servers), network protocols, and software that are utilized or needed. This should also include any features that may or may not be available based on those requirements.
- 4.5 Equipment to be provided on the Contract:
- 4.5.1 Provide your company's washer and dryer ratio to student/bed population. Submit your recommended ratio that best fits the various Universities and the needs of our students. List the number of washer and dryer per residence hall you plan to install.
- 4.5.2 Provide an implementation schedule for the installation and set-up of all laundry machines by August 1, 2014
- 4.5.3 Accessories: Describe the accessories including quantities (folding tables, chairs, signage (ADA standards), trash receptacles) that will be provided.
- 4.5.4 Provide and present how your company will supply professional signage for easy visibility for use of each piece of equipment. Signs must include operation instructions, contact information for repairs and refunds.
- 4.5.4 Accessibility for Disabled: Even if ADA requirements do not necessitate different types of equipment to be installed, the University is obligated to provide access for people with disabilities in all its services and consequently wants wheel-chair accessible machines in each location. If the equipment proposed could not be operated by a person in a wheel chair, bidders should submit manufacturer's specifications for such machines to be installed where appropriate (e.g., one per laundry room.)
- 4.6 Service: Provide the certifications held and the experience of the person who will be assigned to these accounts. Service personnel employed by the Contractor shall be thoroughly trained and experienced in laundry equipment repair and maintenance. Contractor employees must be in uniform and wear identification so as to be easily recognizable and will be required to have proper University identification to access campus housing facilities. Repair technicians must report to designated call center to check in and to sign out key card for access to halls. Upon award of the contract and at the time of any personnel change, the Contractor must provide an employee background check to the University on the person assigned to service the account.

- 4.6.1 Describe customer training, marketing and information program.
- 4.6.2 A toll free number is required on this contract. Does your company provide a toll free number for students to call for reimbursements or to report problems? Describe in detail how your customer service procedure works.
- 4.7 Long-term commitment.
 - 4.7.1 When applicable, Card System(s) are required at the Contractor's expense. This includes costs associated with connection of equipment and any annual fees, etc.
 - 4.7.2 All proposed renovations, upgrades, and refurbishment of laundry rooms must be outlined in detail in your proposal. Renovations will be done at the Contractor's expense, and only with prior approval of the University. Prices must reflect actual value of the investments being made.
 - 4.7.3 The universities plan two move-in weekends each fall semester. UM, USM & UMF will expect the Contractor to participate in these activities by supplying free detergent, fabric softener, drawings, etc. to students. Describe the type of involvement the universities can expect from your company to support the various student housing functions such as this and other additional services that will be provided throughout the year.
- 4.8 Commissions: When applicable, no proposal with guaranteed minimums or sliding scale commissions will be considered. Only proposals with straight commissions on gross sales will be considered responsive. Donations, scholarships or any other financial package other than commissions will not be considered unless specifically requested herein.
- 4.9 Energy Star Compliance: The University prefers to buy products that are Energy Star Compliant whenever possible. Please provide all pertinent and verifiable information with regard to Energy Star Compliance. The bidder is responsible to clearly and specifically indicate the product being offered and to provide adequate information to enable the University to determine if the product offered meets the requirements of this solicitation. Verification from the manufacturer of Energy Star Compliance must be provided.
- 4.10 EPP Commitment: The University has made a commitment to purchase Environmentally Preferred Products (EPP) to the extent possible and to buy from vendors who are being good stewards of the environment as well. To that end we ask that you provide us with information that will help us to do that in the future. Please submit with your proposal the ways in which your company is working to be better stewards of the environment. If that information is on your website, please provide us with the web address. Include:
 - 4.10.1 Products that display one or more positive environmental attributes (recycled content, energy or water efficiency, low toxicity or biodegradability).
 - 4.10.2 Products that generate less waste by containing less packaging or by being more durable, reusable or remanufactured.
 - 4.10.3 Products that meet certain environmental criteria during production (chlorine free, wood from a managed sustainable forest.)
 - 4.10.4 If you will reclaim or take back items (batteries, electronics, carpeting, oil products, tires and toner cartridges).
 - 4.10.5 Any credentials or awards you have received for being good stewards of the environment.

- 4.11 Payment Method: When applicable, indicate your ability to accept electronic payments.
- 4.12 Maine Economic Impact – worth 5 points. In addition to all other information requested within this RFP, each Bidder must dedicate a section of its proposal to describing the Bidder's economic impact upon and within the State of Maine.

For the purposes of this RFP, the term "economic impact" shall be defined as any activity that is directly performed by or related to the Bidder and has a direct and positive impact on the Maine economy and public revenues within the State of Maine.

Examples may include, but are not limited to, employment of Maine residents, subcontracting/partnering with Maine businesses, payment of State and Local taxes (such as corporate, sales, or property taxes), and the payment of State licensing fees for the Bidder's business operations.

To complete the "economic impact" section of the Bidder's proposal, the Bidder shall include no more than one page of typed text, describing the Bidder's current, recent, or projected economic impact with the State of Maine, as defined above. The Bidder may include all details and information that it finds to be most relevant for this section.

- 4.13 References – worth 20 points. Bidders shall provide the names, addresses, telephone, e/mail addresses, fax numbers and contact person for two customers for which commercial laundry equipment has been provided. It is desirable that the references be from a business setting similar to that at UMS.

OPTIONAL ELEMENTS OF THIS RFP

Attached, are two pricing schedules for the purchase of commercial equipment. Bidders are not required to submit pricing (optional). All terms and conditions outlined above apply. The University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that bidder. The University may cancel this option or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.

Installation of new equipment shall include the removal of the older machines to include all permits, labor and materials. The installation shall include one technician for up to eight hours to provide training and ensure proper operation of equipment.

Schedule I Equipment:

Washing Machines (electric)

(2) Dexter Industrial Washer 55lb capacity Model # WCN55AFH or equivalent.

(1) Maytag, Extra Large Commercial Washer Model # MAH20PNAWW or equivalent.

Dryers (propane gas)

(4) Maytag Commercial Dryer Model # MDG50PN1AW or equivalent.

Schedule II Equipment:

Washing Machines (electric)

(1) Maytag washer Model # MHN30PR or equivalent.

Dryers (propane gas)

(1) Maytag Dryer Model # MDG18PR or equivalent.

Schedule I Pricing

	Washer *	Dryer **
Manufacturer & Cost/each		
Model Number		
Load Capacity		
Length of Cycles		
RPM of High-Spin Cycle		N/A
Speed and Variable Settings		
Energy and Water-Savings Rating		N/A
Estimated Gallons of Water Used Per Washer Load		N/A
Estimated Drying Time Per Average Load	N/A	

* 55 lb Washers (2) must fit on a slab that measures 4' 5" x 7' 4" (240V single phase).

** Dryers are Propane with 120V power

	Washer	Dryer
Manufacturer & Cost/each		
Model Number		
Load Capacity		
Length of Cycles		
RPM of High-Spin Cycle		N/A
Speed and Variable Settings		
Energy and Water-Savings Rating		N/A
Estimated Gallons of Water Used Per Washer Load		N/A
Estimated Drying Time Per Average Load	N/A	

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)