

JSU Bid #18-07-18-0045 (extended)
Issue Date: 6/27/2018
Description: Housing Laundry Services

Return Original Bid To: Jacksonville State University
Room 324 Bibb Graves Hall
Jacksonville, AL 36265

Questions concerning the bid process should be directed to Denise Hunt, Director of Procurement & Fixed Assets, at 256-782-5152.

This bid will open at 10:00 AM CST on Wednesday, July 18, 2018 in Room 324 Bibb Graves Hall.

1. Pursuant to the provisions of the State of Alabama Competitive Bid law, Jacksonville State University will receive sealed bids for the procurement of equipment, materials, or services described/specified on the attached documents. Jacksonville State University is exempt from Federal Excise and State Sales Tax.
2. **Bids should be sealed and have the bid number and opening date clearly marked on the outside of the bid package. Bids should be typed or printed legibly in ink. Bids must be signed in ink.**
3. Bids must be received in the Office of Procurement by the date and time listed above. **Bids cannot be faxed or emailed. Bids received after the time listed above will not be accepted for any reason.**
4. **All bid prices must include shipping charges** (FOB Jacksonville State University) unless bid is for services only.
5. References to name brands are for design, quality, and identification purposes only and are not intended to exclude vendors or restrict bidding. If a substitution is offered, please indicate any differences.
6. Alabama law (section 41-4-116, Code of Alabama 1975) provides that every bid submitted and contract executed shall contain a certification that the vendor, contractor, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting and remitting Alabama state and local sales, use and and/or lease tax on all taxable sales and leases into Alabama. **By submitting this bid, the bidder is hereby certifying that they are in full compliance with State of Alabama Act No. 2006-557 and acknowledges that the awarding authority may declare the contract void if the certification is false. Vendor should submit documentation of registration with the Federal E Verify system with bid response. Vendor should also submit the original State of Alabama Vendor Disclosure Statement with bid response. A bid cannot be awarded without these documents.**
7. Bidder certifies by submitting a response to this bid request that neither the company nor any of its employees who will provide or perform services under this contract have been debarred, suspended or otherwise declared ineligible from receiving Federal contracts and subcontracts.

You must submit a signed copy of this form with your proposal. By submitting a proposal, you agree to be bound by the terms of the solicitation. You agree that your proposal is valid for a minimum of thirty (30) calendar days after it is submitted.

Jacksonville State University reserves the right to accept or reject all bids or any portion thereof and unless specified by the bidder, to accept any or all items in the bid. In the event the University elects to award on an "all or "none Basis", this will be stated in the bid specifications.

By signing this contract, the contracting parties **affirm**, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

Company Name _____ Telephone _____
Address _____ Fax _____
City _____ State _____ Zip Code _____
Email Address _____

Signature of Company Official _____ Date _____
Printed Name of Official _____

**REQUEST FOR PROPOSAL to Provide Laundry Vending Services for
Jacksonville State University**

Submit proposal by 10:00 AM CST on July 18, 2018

Submit a total of three copies. Submit your proposal to the following address:

**Jacksonville State University
Attn: Denise Hunt
Room 324 Bibb Graves Hall
Jacksonville, AL 36265**

Request for Proposal Outline

I. Scope of Work

II. Requirements of the Contractor

III. Responsibilities of the University

IV. Financial Considerations

V. Information for Offers to Submit

A. Qualifications, References and Relevant Experience

B. Procedures, Marketing & Customer Service

C. Financial Considerations

D. Technology, Accountability, Transparency, & Sustainability

Attachment A

I. SCOPE OF WORK

Provide Laundry Vending Services for Jacksonville State University to include equipment, ongoing maintenance of the equipment, marketing, management, full disclosure of all account information, and customer service

The purpose of this solicitation is to acquire services complying with the enclosed description and/or specifications and conditions. All proposals should be complete and carefully worded and should convey all of the information requested in order to be considered responsive. If the proposal fails to conform to the essential requirements of the RFP, the University alone will be the judge as to whether that variance is significant enough to consider the proposal non-responsive and therefore not considered for award.

Contract Period: August 1, 2018 through July 31, 2021, and may be renewed for two additional one year terms upon mutual consent.

For technical questions concerning this contract or a site visit to JSU contact Brooke Lyon, Director of Housing Operations at 256-782-5122. Questions concerning the bid process should be directed to Denise Hunt, Director of Procurement & Fixed Assets.

II. REQUIREMENTS OF THE CONTRACTOR:

- A. **Equipment:** The Contractor shall provide Commercial grade equipment. (Rather than list multiple equipment manufacturers, Contractor is encouraged to propose a single manufacturer and to provide equipment specifications.) The Contractor shall be responsible for all costs of installation of all equipment including positioning of equipment and connection to utility services currently provided by the University. Machines must be able to communicate with the school's campus card and machines must be programmed for free vending during the fall and spring semesters. All washers must possess an Energy Star rating as set by US Department of Energy with a minimum 2.2 MEF rating. Current equipment location and quantities are listed on Attachment A. Quantities listed shall be considered minimum acceptable quantities per location. The Contractor, in the proposal, shall identify areas where additional equipment may be considered and shall provide funding to be used by the University to install the necessary utility connections to accommodate this proposed additional equipment. The University reserves the right to have equipment added, removed or relocated in order to accommodate changes in student population or facility use.
- B. **Removal of Equipment at the end of Contract:** Upon the expiration of this contract, and at the sole expense of the contractor, all moveable laundry and auxiliary equipment furnished by the Contractor for the purposes of this resulting contract must be promptly removed without damage to University property. Title to all equipment furnished and installed by the Contractor will remain the property of the contractor and none of the equipment will become a part of the building.
- C. **Laundry Room Improvements:** Offerors are requested to provide a list of suggested physical improvements and enhancements to laundry vending areas at the University. The goal of these improvements is to enhance aesthetic appeal, and thus enhancing overall student satisfaction.
- D. **Online Web-based Monitoring:** Contractor shall be required to institute a web-based monitoring system that allows students to see what machines are available to use and to monitor the laundry process remotely for the laundry rooms on campus. At a minimum, the system must permit students to: 1) Monitor machine availability from their computer and or smart phone; 2) Receive notification of when machines become available or when their laundry is completed via email or via text messaging; The contractor shall have in place a system in which the students can report maintenance issues related to the laundry machines to the University Staff. **A system that allows the use of QR codes for students to use when requesting text alerts, and which has a free mobile application will receive a higher evaluation.**
- E. **Service Technicians:** The Contractor shall maintain a staff of trained service personnel to ensure prompt, efficient maintenance of the equipment. No sub-contractors may be used to service the equipment. The Contractor must employ a minimum of two full-time service technicians located within a 60-minute drive from campus. This enables the Contractor to provide sufficient backup in times of staff shortages due to

vacations, illnesses, and inclement weather. Personnel must be readily identifiable as Contractor's employees by appropriate attire.

- F. Service Response Time and Reports: Contractor must respond to reports of malfunctioning equipment Monday through Friday, excluding holidays. The Contractor shall provide a web-based online system to be utilized by the college students, Housing Operations and Residence Life staff and/or the Facilities Office to report malfunctioning equipment to the Contractor. The Contractor's system shall automatically notify the Facilities Office when a report of malfunctioning equipment has been received. The Contractor shall also provide a notification to the Facilities Office of the corrective action taken to repair malfunctioning equipment. Contractor shall provide the University's designated Contract Administrator with online access to the service history report indicating what repairs were made on campus. These reports should be easily exportable to Excel. A toll free number will also be available to call in equipment malfunctions.
- G. Maintenance and Repair of Equipment: Contractor is responsible for providing both preventive maintenance and general repairs to all washers and dryers provided by the Contractor. Repairs to equipment shall be performed on an "as needed" basis. Preventive maintenance on each piece of equipment shall be conducted annually and shall include a basic check of the equipment to indicate possible need for repair/replacement.
- H. Cleaning: The Contractor shall visit the campus regularly to maintain the equipment and facilities. This shall include inspection and cleaning of the venting systems for dryers from the back of the dryer to where the flexible ductwork connects with the building's ventilation system.
- I. Access to Facilities: Access to buildings must be at the entrances and hours specified by the University. Access to facilities outside the stated hours will be coordinated with the University representative.
- J. Customer Service (claims/refunds/signage): The Contractor shall be responsible for reimbursing customers for damage to clothing due to equipment malfunction. Instructional signage must be provided in each location to familiarize customers with equipment, basic instructions, and proper detergent usage. Signs will include information for reporting machine malfunctions.
- K. Liability for Damage: Contractor is responsible for all damage done to any University property during the installation, operation, maintenance and/or removal of equipment. Clean up and repair of all damage shall be accomplished at Contractor's expense in a manner satisfactory to the University. The Contractor shall maintain a master liability policy of at least \$1 million.
- L. Method of Payment: With the free vending laundry program, the Contractor shall invoice the University at the beginning of each fall semester and the beginning of each spring semester.
- M. Records: The contractor must furnish the University designated Administrator with online access to all information about the account. Available information must include: equipment inventory reports; service activity reports; and student usage of the machine monitoring system.
- N. Licenses, Permits, and Taxes: Contractor shall provide all federal, state and local licenses and permits necessary at the time this contract is executed.

III. RESPONSIBILITIES OF THE UNIVERSITY:

- A. Space: The University will provide adequate space for all equipment required.
- B. Maintenance: The University will maintain all water and sewer lines, all electric outlets, all gas lines, and building ductwork for the dryers. The University will also be responsible for the regular and thorough cleaning of all the laundry rooms which will include wiping down of the equipment, sweeping of the floor, and removal of all trash.
- C. Access: The University will provide adequate ingress and egress including a reasonable use of existing corridors, driveways, and parking spaces.

- D. Utilities: The University shall provide, at its own expense, services at existing utility connections (electricity, water, sewer), for the convenience of the Contractor. Any modification to existing utility connections requested by the Contractor shall be at the Contractor's expense. Any modification to existing utility connections as a result of changes initiated by the University shall be at the University's expense. The University is also responsible for the cleaning and maintenance of each building's dryer ventilation system. The University shall maintain utility services and make every reasonable effort to avoid interruption of services. In the event of any modification, the University shall provide the Contractor as much advance notice as possible. In the event of any such interruption or any disruption of utility services, the University shall take reasonable steps to restore them promptly but shall not be responsible for any loss or delay sustained by the Contractor resulting from such interruptions. The University shall provide and maintain all necessary Ethernet connections for the Contractor to use in providing their Web-based Monitoring system.
- E. Precautions: The University will take reasonable precautions to protect the Contractor's installed equipment from damage while on the University's premises, but not be liable to the Contractor for any pilferage or destruction of said machines.
- F. Site Requirements: The University will provide trash receptacles, trash removal, janitorial, and pest extermination services.

IV. FINANCIAL CONSIDERATIONS:

Payment to the Contractor: The University will collect laundry revenue from the resident students each fall and spring semester and in turn will pay the Contractor every month.

V. PROPOSAL CONTENTS

In addition to information requested elsewhere in this solicitation, Offerors should submit the following information for purposes of evaluation:

To be considered for award, all proposals should include, as a minimum, the following information. **All information should be presented in the listed order with each section titled using the appropriate heading.**

A. Qualifications, References and Relevant Experience:

Description of Contractor's general background, experience and qualifications: Provide relevant experience, including laundry operations on at least three (3) other College and University campuses in the region with emphasis on other similar size campuses in the region, giving a general description and period of time served for each location. A contact name and telephone number should be furnished for each reference.

Include the following required information:

1. Contractor's business address, phone number, fax number, and Internet address. Include the address of the service/warehouse facility responsible for servicing the campus.
2. Contractor's Key Contacts: List name and phone number of the company representative who can be contacted regarding your proposal.
3. The number of years in the laundry business, and the number of years servicing accounts.
4. Provide a copy of the company's audited financial statement from the previous two years.
5. Provide company profile that would include the name, qualifications, and experience of personnel who would manage and maintain the facilities covered under a contract with the University. Include the proposed local contract supervisor and the three closest service representative who would be servicing the equipment at the University and their distance from the campus.
6. Provide a current list of college and university accounts in the region. Provide a name and telephone number of a contact person.
7. Identify Contractor's college and university accounts in the region currently operating laundry using a free vend program.

8. Identify all Contractor's college and university accounts currently using the web-based machine monitoring system being proposed by Contractor.

B. Procedures, Marketing & Customer Service:

Description of Contractor's procedures for servicing and maintaining the laundry equipment, providing marketing support as well as customer service: Include an evaluation of your capacity to provide the services and the resources required to efficiently handle a laundry operation on campus.

Include the following required information:

1. Manufacturer's descriptive literature of proposed commercial equipment.
2. Length of time Contractor has used this brand of commercial equipment, and the number of college accounts that use this brand
3. Describe energy efficiency, customer features, and safety features of the proposed equipment.
4. Describe the procedures and methods for operating facilities and maintaining high levels of service.
5. Describe procedures for reporting inoperable equipment, repair and servicing schedules, and response time to service calls.
6. Describe the procedures for handling damaged clothing claims and refunds.
7. Describe the level of transparency and accountability related to providing information to the college about service history, equipment inventory, coin collections and commission payments.
8. Describe the marketing plan for student education and enhancing student satisfaction with the laundry facilities. The vendor should be prepared to offer certain promotions such as free detergent, fabric softener, etc. at least once every other month.

C. Financial Considerations:

1. Contractor must submit a total yearly price for all services including all requirements listed in this Request for Proposal. This is the amount the University will pay the Contractor.

Total Yearly Price: \$ _____

D. Technology, Accountability, Transparency, & Sustainability:

1. Describe proprietary technology developed by Contractor with specific attention paid to applications' use, access, security and current iteration of application. Identify schools within the region that have used the technology described.
2. Describe how the Contractor can provide secure web enabled access for the University in order to view and download account information pertinent to collections, payments, service history and contact within the Contractor's organization.
3. Describe the contractor's commitment to sustainability relative to actions and commitments made by the Contractor internally as well as external to the Contractor's operation. Identify any partnerships with sustainable nonprofits. Identify how the Contractor would commit to the school to support the school's sustainability commitment. Identify partnerships with Colleges and Universities that have implemented a major sustainability program. Describe the program in depth.

Attachment A

Location Name	Approximate # of Students	# of Washers	# of Dryers
Crow Hall	175	4	4
Dixon Hall	180	4	4
Fitzpatrick Hall	225	4	4
Curtiss Hall	170	4	4
Sparkman Hall	212	4	8
Daugette Hall	60	1	1
Logan Hall	115	3	3
Patterson Hall	100	3	3
Meehan Hall	400	16	16
Pannell Hall	80	5	5
Jax Apartments	50	2	2
Colonial Arms Apartments	40	2	2
Leadership House for Women	16	1	1
Kappa Sigma Fraternity House	10	1	1
Pi Kappa Phi Fraternity House	10	1	1



State of Alabama Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM

ADDRESS

CITY, STATE, ZIP

TELEPHONE NUMBER

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

ADDRESS

CITY, STATE, ZIP

TELEPHONE NUMBER

This form is provided with:

- Contract
 Proposal
 Request for Proposal
 Invitation to Bid
 Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

- Yes
 No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

- Yes
 No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.

Signature _____ Date _____

Notary's Signature _____ Date _____ Date Notary Expires _____

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.