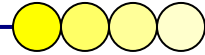




Lake County Housing Authority  
33928 North U.S. Highway 45  
Grayslake, IL 60030



**RFP: LAUNDRY VENDING SERVICES**

**HOUSING AUTHORITY OF LAKE COUNTY, ILLINOIS  
REQUEST FOR PROPOSALS**

**LAUNDRY VENDING SERVICES**

**LCHA SENIOR PROPERTIES**

The Lake County Housing Authority (LCHA) is requesting bids to provide laundry vending services for LCHA's senior properties. The successful respondent must demonstrate the ability to provide the appropriate equipment and maintain the equipment at a competitive price or provide a compelling outline for LCHA to purchase the equipment outright.

Electronic responses to this solicitation will be accepted by the Lake County Housing Authority until 10:00 AM CST on February 1, 2019.

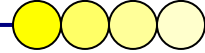
Required documents should be attached to an e-mail with the words "Laundry 2019 RFP" in the subject line, at the following address:

[kbritton@lakecountyha.org](mailto:kbritton@lakecountyha.org)

Single copies of the RFP package may be downloaded from LCHA's website at

[www.lakecountyha.org](http://www.lakecountyha.org)

The Lake County Housing Authority reserves the right to reject any or all proposals for just cause, and to waive any informality in the submission process, if it is in the public's best interest



The Lake County Housing Authority (LCHA) seeks a vendor to provide laundry services / purchase plan proposal for our senior buildings throughout Lake County. The successful Respondent must meet the following criteria and provide the requested equipment for each site listed below:

- All equipment must be EnergyStar compliant
- Maintenance and cleaning schedule monthly
- Equipment must meet ADA guidelines
- Some buildings have gas dryers and some electric
- All machines must be coin operated
- 2.9 cubic feet minimum wash basket or larger
- 7.4 cubic feet minimum drum capacity or larger

The maximum contract term for lease purchase is 5-years. This contract is initially executed for services pertaining to 3/1/2019 - 2/28/2020. LCHA will retain the right to renew this contract annually, at LCHA's option for 4 additional one-year terms, independently. The total contract term shall not exceed five years. Contractor will list any proposed yearly escalation clauses

Questions can be submitted until January 25<sup>th</sup>, 2019 until 1:00 PM

[procurement@lakecountyha.org](mailto:procurement@lakecountyha.org)

The sites can be inspected by prospective bidders by calling the procurement office at 847-223-1170 x2660 to arrange appointments:

**Beach Haven Apartments**

730 Golfview Dr., Round Lake Beach, IL 60073

*4 washers (at least 2 must be front load, front vend)*

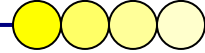
*4 Gas dryers*

**Hawley 22**

22 Hawley, Grayslake, IL 60030

*2 washers (at least 1 must be front load, front vend)*

*2 Electric dryers*



**Hawley 42**

42 Hawley, Grayslake, IL 60030

*2 washers (at least 1 must be front load, front vend)  
2 Electric dryers*

**Kuester Manor**

310 Osage, Wauconda, IL 60084

*2 washers (at least 1 must be front load, front vend)  
2 Electric dryers*

**Millview Manor**

801 Cunningham, Antioch, IL 60002

*2 Washers (at least 1 must be front load, front vend)  
2 Electric dryers*

**Orchard Manor**

465 Orchard, Antioch, IL 60002

*2 washers (at least 1 must be front load, front vend)  
2 Electric dryers*

**Shiloh Tower**

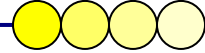
1525 27<sup>th</sup> St., Zion 60099

*3 Washers (at least 2 must be front load, front vend)  
2 Gas dryers*

**Warren Manor**

34425 Almond, Gurnee, IL 60031

*2 separate facility rooms. Each must have:  
2 washers (at least 1 must be front load, front vend)  
2 Electric dryers*



## SCOPE OF SERVICE

The Housing Authority of the County of Lake (hereafter referred to as LCHA) is soliciting proposals from qualified laundry operators to conduct business within the state of Illinois. The scope of this proposal is for, but not limited to, establishing contractual agreement(s) to furnish, install, and maintain coin operated laundry equipment in the laundry facilities LCHA's housing developments as identified herein. This Contract requires the Laundry Operator to furnish all labor, materials necessary to complete the project as specified herein

All service and maintenance shall comply with the conditions set forth in this document as contained within the project details and specifications

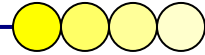
The Laundry Operator shall furnish, install, and maintain coin operated laundry equipment necessary to perform the service set forth in this document:

- Request For Proposal Laundry 2019
- **RFP** Required Submittals
- Property and Equipment Schedules

Upon acceptance, the Laundry Operator shall visit the site to verify field conditions. Should variations arise between the field conditions and the proposal document, the Laundry Operator must notify the LCHA Contract Administrator, in writing, immediately of any discrepancies

Any changes or additional service completed without the prior written consent of the LCHA Contract Administrator shall be at the Laundry Operator's risk and at no additional cost to LCHA

LCHA reserves the right to add or delete any service locations specified in this contract



## QUALIFICATIONS AND PROPOSAL CONTENT

Proposals will only be accepted from laundry operators who can establish, to the satisfaction of LCHA, the reliability and responsibility of the persons or entities proposed to furnish and perform the service described in the proposal document and provide satisfactory evidence of, and references for, completion of projects of **similar scope with Contract values within the last Five (5) years** of at least One Hundred Thousand Dollars, (\$100,000.00)

Laundry operator shall provide proof of all necessary licensing and an insurance certificate for the company and its employees. This information must be submitted with the Operator's Proposal. Failure to supply this information may result in a non-responsive Proposal

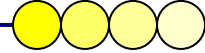
The Laundry Operator must provide evidence of experience as described in the specifications to the extent as defined in the scope of service and evidence that the Laundry Operator has successfully conducted such operations for a period of not less than the previous Five (5) years

The Laundry Operator must own or provide evidence of all necessary tools and equipment to perform all service as described in the scope of service, or must submit a comprehensive plan for subcontracting all service requirements

The Laundry Operator must provide the location of their business facility. The facility shall be owned or leased by the Laundry Operator and such ownership or lease shall be effective during the entire term of the Contract. The facility is to be available for inspection prior to contract award and at any time during the contract period. LCHA reserves the right to inspect Laundry Operator's physical facilities prior to contract award to satisfy questions regarding the respondent's capabilities

Proposals must include a detailed service plan, to include preventive maintenance and procedures for responding to trouble calls. Resident refund policy must be stated. A sample contract agreement (lease) must be included and must conform to all requirements as stated herein

Price proposals shall be submitted as a percentage of gross income only. No guaranteed payments, monthly minimums or deductions based on occupancy will be allowed. Vending prices for all machines must be stated in the proposal, must not exceed current vending prices by more than Twenty-five Cents (\$0.25) per machine (unless the machine sizes are substantially larger and holds more volume), and shall remain unchanged for a minimum of two-years. Any proposed changes in vending prices during the contract term must be clearly stated in the proposal. No other changes will be allowed during the contract term. LCHA will consider the pricing proposal as submitted



for the entire contract term, including renewals, and reserves the right to negotiate any proposed vending price changes during the contract term. LCHA reserves

the right to request additional pricing information after receipt of proposals, including income projections and the basis for all estimated amounts, which information may not alter any portions of the original pricing proposal

### **CODE COMPLIANCE AND INSPECTIONS**

The Laundry Operator shall ensure that all service is carried out in accordance with Federal, State and local codes. Any service not in compliance with Federal, State and local codes shall be corrected by the Laundry Operator at no additional cost to LCHA.

The Laundry Operator shall schedule all necessary inspections required by Federal, State and Local codes, with the appropriate code enforcement staff and notify the LCHA Contract Administrator, of all inspection results and provide copies of the inspection reports in writing

### **PERMITS**

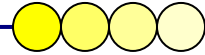
Contractor shall obtain and pay for all necessary permits necessary for service. Copies of all permits will be provided to LCHA prior to beginning any service. The Laundry Operator shall coordinate and schedule all necessary inspections required by Federal, State and Local codes, with the appropriate code enforcement staff and notify LCHA Contract Administrator of inspection results and provide copies of the inspection reports in writing

### **SERVICING HOURS**

Service hours are to be from 8:00 AM to 4:00 PM, Monday through Friday. Service on Saturday and Holidays requires prior **written** approval of the LCHA Contract Administrator as identified in **Service on Sunday is strictly prohibited, except in an emergency**

### **UNIFORMS**

All Laundry Operator personnel must wear distinctive uniform clothing while servicing in or on any LCHA property. The uniform must have the Laundry Operator's name easily identifiable and affixed to the uniform. If a uniform is not available for Laundry Operator personnel an identification badge (ID) will be acceptable



## **SAFETY**

Laundry Operator is hereby notified that the property will be occupied during the course of service and it is the Laundry Operator's responsibility to ensure that the service is done in a safe manner and to minimize any risk to the residents. The Laundry Operator shall take whatever care necessary to ensure the safety of the residents and Laundry Operator's employees during the course of the service. The Laundry Operator shall perform all service in a safe and professional manner in accordance with the highest standards of the governing industry association

## **UNAUTHORIZED PERSONNEL**

Neither Laundry Operator nor his/her personnel shall permit any other individual to have access to the buildings, rooms, nor grounds designated herein. Anyone not employed by the Laundry Operator will not be permitted on HOC property. Unauthorized personnel, such as friends, visitors, children or any other family members that are on site may be cause for cancellation of the contract.

## **EMERGENCY CONTACT**

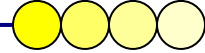
The Laundry Operator shall provide the LCHA Contract Administrator as identified with a twenty-four (24) hour emergency contact telephone number.

## **EQUIPMENT REQUIREMENTS**

The size, type, and capacity of equipment shall be compatible to space available, existing utility capabilities, and residents' needs within each of the laundry facilities. Site visits, and evidence thereof, are required prior to submitting a proposal to ensure all proposers are aware of space and utility limitations and existing conditions

Contractor must include a detailed installation plan for each site, to include proposed methods of tracking equipment together to prevent movement, tie down of drain hoses, and installation of dryer venting systems. All machines must be installed in accordance with all applicable building codes. Contractor is responsible for obtaining any and all permits required for equipment installation. Inspection of installations by State, County or other authorities and by the LCHA Contract Administrator must be scheduled and coordinated by the contractor

Equipment - Contractor shall provide and install only new equipment in LCHA facilities. All equipment placed must be current models of the latest manufacture with 100% new parts. No discontinued, refurbished, rebuilt or re manufactured machines will be placed. All equipment must feature electronic controls with audit features



The Contractor shall own all furnished equipment. All equipment installed during the life of the contract shall be of the same type and manufacturer and of like appearance as specified and accepted as part of the proposal, unless specific written approval is given by LCHA to do otherwise. The Contractor shall submit data sheets on proposed washers and dryers with their proposal, to include energy consumption data (electricity, gas, and water), wash cycle options, and proposed dryer run times. All dryers must sufficiently dry an average sized load within the standard run time, and must also allow the option of extended run times with the addition of extra coins. Contractor must adjust the standard dryer run time at the request of LCHA, should it be determined to be insufficient by LCHA and the residents of the site

### **SERVICE REQUIREMENTS**

Quarterly (at a minimum) preventative maintenance which shall include but not be limited to the cleaning of the equipment, cleaning of the exhaust vents and vent piping to the building venting, and behind the machines. Vendor will maintain reports of preventive maintenance and all service calls.

- A copy of these reports shall be included with each commission payment to LCHA
- Repair service within twenty-four (24) hours of receipt of call. Contractor will maintain record of repair calls. Submit copy per paragraph above
- Laundry Operator will provide contact information for emergency services, to include repairs of water or gas leaks, fire or vandalism damage, etc.

LCHA reserves the right to request mandatory replacement of machines that are experiencing continual and/or frequent malfunctions (defined as three or more repairs for service in a 30-day period)

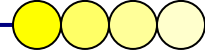
### **JOB RELEASES/ORDERS**

All service shall be authorized by the LCHA Contract Administrator as identified. Laundry Operator **must** check in with the site manager before commencing service

### **CHANGE ORDERS**

Any request for changes to the Scope of Service after contract award, must be made in writing by the Contract Administrator. This includes any service that would increase or decrease the cost of the service, any additions or subtractions to the quantity of service or materials and any change that would affect the completion date of the contract. Any changes made without a signed Change Order Form from LCHA will be at the sole risk of the Laundry Operator and will be done at no additional cost to LCHA





All items or hidden damage discovered that may necessitate a Change Order Request from the Laundry Operator shall be documented by photographs

### **LCHA CONTRACT ADMINISTRATOR**

The designated LCHA Contract Administrator for this Contract is:  
Executive Director/CEO or his/her designee

### **LAUNDRY OPERATOR POINT OF SERVICE**

The Laundry Operator shall provide an onsite supervisor who has a command of the English language, to coordinate the service and be a “point of service” contact for LCHA staff during the course of the contract

Laundry Operator shall provide LCHA with a Twenty-Four (24) hour telephone number to be used for service or emergency calls

### **SECTION 3 POLICY**

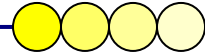
If the firm or individual meets the criteria of a Section 3 business (as described in Section 3 of the Housing and Urban Development Act of 1968), a statement identifying the firm or individual as such, must be provided with the response to the RFP. Attached is LCHA’s Section 3 Clause and should you have any questions regarding the Section 3 policy, the LCHA point of contact is [kjackson@lakecountyha.org](mailto:kjackson@lakecountyha.org) or [kbritton@lakecountyha.org](mailto:kbritton@lakecountyha.org)

### **SELECTION CRITERIA**

The Contract(s) will be awarded to the responsive and responsible respondent(s) offering the best combination of qualifications and pricing per site, and who meets the **requirements outlined**. No Respondent may withdraw or alter their proposal within Sixty (60) days after the proposal opening unless approved by LCHA.

LCHA maintains the right to reject any or all proposals. LCHA has the right to waive minor informalities and irregularities in any proposal received, and to accept the proposal that, in LCHA’s judgment, is in LCHA’s best interests

A proposal is defined as the completed and properly executed proposal submission forms and quotation sheets, to perform the service for the sums stipulated therein, along with all other requested documents (service plan, sample contract agreement, etc.) and submitted in accordance with the proposal documents. In the event a Laundry Operator leaves a proposal line item blank, the proposal shall be deemed unresponsive and subsequently disqualified



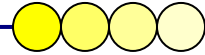
The proposal documents include the proposal requirements, the proposed contract documents and any reference documents. LCHA has the right to determine as non-responsive, any proposal which does not include the proposal quotation sheet completed in its entirety, and ALL REQUIRED PROPOSAL SUBMISSION FORMS AS SPECIFIED

LCHA's selection committee shall review the Respondents' qualifications and price. Based on this criterion, the committee will choose those Respondents deemed "qualified." The Respondent with the best combination of factors, including price, will be selected to enter into a contract for this project. Evaluation of offers will be by each property

LCHA will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP. Each proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated will include the items listed above. The selection committee may select all, some or none of the Respondents for interviews. If LCHA elects to conduct interviews, Respondents may be interviewed and re-scored based upon these same criteria, or other criteria to be determined by the selection committee. LCHA may also request additional information from Respondents at any time prior to final approval of a selected Respondent. LCHA reserves the right to select more than one, or none of the Respondents to provide services. Final approval of a selected Respondent is subject to the action of LCHA

### **RFP Required Submittals**

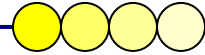
1. Indicate the type of machines Respondent will provide and include a description of technical specifications
2. How will machines be maintained and what is the routine maintenance schedule- i.e. monthly (preferred), quarterly, or requested?
3. How are unit breakages or emergency repairs handled?
4. Machine turnover schedule?
5. What is the expected energy usage of the proposed machines?
6. What is the proposed cost to users?
7. Will the rate remain the same for the term of the contract and any renewal periods?



8. Describe the proposed revenue split with LCHA and payment schedule. i.e. amount receivables – service fee – balance to LCHA or fixed amount. Price proposals shall be submitted as a percentage of gross income only. No guaranteed payments, monthly minimums or deductions based on occupancy will be allowed. Vending prices for all machines must be stated in the proposal, must not exceed current vending prices by more than Twenty-five Cents (\$0.25) per machine (unless the machine sizes are substantially larger and holds more volume), and shall remain unchanged for a minimum of two years
9. Describe the vend-cycle count process and reporting capabilities for LCHA tracking. Cash counts must be scheduled with LCHA management staff or their designee
10. Provide a company history and resumes of key staff
11. Who will serve as the Respondent's primary contact and the emergency contact?
12. Indicate at least three (3) company references and include a contact name, physical address, phone number and e-mail address
13. If recommending purchase option, provide a cost feasibility for purchasing over leasing – pros/cons
14. Please provide cost of bi-weekly and monthly, maintenance and cleaning of all machines
15. Is it possible to have larger machines at the current locations? If yes please explain
16. If LCHA purchases the equipment, will you provide service - warranty? If yes. Explain that process and costs/maintenance
17. Please provide the cost for any as needed additional machines upon request for additional locations. Please explain process



Lake County Housing Authority  
33928 North U.S. Highway 45  
Grayslake, IL 60030



## **TERMINATION FOR CAUSE**

Prior to a termination for cause, LCHA will give the Laundry Operator written notice specifying the cause. The notice will give the Laundry Operator Ten (10) days from the date the notice is issued to cure the default or make progress satisfactory to HOC curing the default. LCHA may terminate the contract in whole or in part, whenever LCHA determines that the Laundry Operator is:

- Defaulting in performance of this contract
- Failing to make satisfactory progress in the execution of the contract
- Endangering the performance of this contract

## **TERMINATION FOR CONVENIENCE**

This Contract may be terminated by LCHA in whole or in part, upon written notice to the Laundry Operator, when LCHA determines this to be in its best interest. The termination shall be effective Ten (10) days after written notice has been issued

## **PROPOSAL SUBMITTAL:**

**ALL PROPOSALS MUST BE RECEIVED BY  
February 1, 2019 10:00 AM**

Proposal must include all copies of certificate of insurance

Proposals must be submitted by e-mail at the following addresses:

[Kbritton@lakecountyha.org](mailto:Kbritton@lakecountyha.org)

**Lake County Housing Authority  
33928 North US Highway 45  
Grayslake, IL 60030**

Responses received later than the date and time specified will be rejected or deemed nonconforming. LCHA assumes no responsibility or liability for late delivery or receipt of responses. Notification of selection will be posted on the LCHA website when the selection process is final