

**REVERE HOUSING AUTHORITY
70 COOLEDGE STREET
REVERE, MA 02151**

INVITATION FOR BIDS

**LAUNDRY EQUIPMENT LEASE, SERVICES AND MAINTENANCE
AT VARIOUS FEDERAL & STATE-AIDED HOUSING
DEVELOPMENTS**

RHA CONTRACT NO. 2017-14

Date: November 1, 2017

INVITATION FOR BIDS
LAUNDRY EQUIPMENT LEASE, SERVICES AND MAINTENANCE

The Revere Housing Authority (the "RHA"), invites sealed bids from qualified vendors for the leasing of Card Based Laundry Payment Systems for Resident Convenience laundry equipment, which includes 19 washers, 18 dryers, service and maintenance ("Equipment" and "Services") in one federally funded housing development and five state-funded elderly and disabled resident developments owned and operated by the RHA in Revere, Massachusetts in accordance with the documents prepared by the RHA.

Bids are subject to the provisions of MGL c.30B §5, and 24 C.F.R. 85.36, as recently amended by 2 CFR Part 200. The contract term is for ten (10) years from the date of contract execution.

A Pre-Bid Site Visit is scheduled for **Tuesday, November 28, 2017 @ 10 A.M.** This will commence at the Liston Towers located at 45 Dolphin Avenue in Revere, Massachusetts.

The Invitation for Bids (IFB) package is available for download at the RHA website www.revereha.com under the "Bidding Opportunities" tab or by emailing ctempesta@revereha.com.

Sealed bids will be accepted at the RHA, 70 Cooledge Street, Revere, MA 02151 **until Monday, December 11, 2017 at 2:00 PM**, when bids will be publicly opened. Questions concerning this IFB must be submitted in via email to ctempesta@revereha.com by **12 p.m. on Tuesday, December 5, 2017**. The RHA reserves the right to amend or cancel this IFB, accept or reject any and all bids and waive minor informalities.

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2.1 The Vendor shall be responsible for paying all other taxes and tariffs of any sort, related to the services or work.

2.2 The Vendor shall inform themselves as to, and shall comply with and give notices required by laws, ordinances, rules, regulations, and lawful orders of public authorities bearing on performance of Services. If the Vendor performs Services knowing it to be contrary to laws, statutes, ordinances, building codes, and rules and regulations without such notice to the RHA, the Vendor shall assume full responsibility for such Services and shall bear its costs. The Vendor must obtain all necessary licenses, permits and approvals as may be required to carry out this contract (throughout its duration) at the Vendor's expense.

2.3 The Vendor shall calculate as part of its bid price and provide the following insurance coverage. This insurance shall be provided at the Vendor's expense and shall be in full force and effect during the full term of this contract. The RHA shall be named as additional insured on the Vendor's Liability Policies. The Certificate Holder shall be: Revere Housing Authority, 70 Cooledge Street, Revere, MA 02151. Vendor insurance must remain current and submit valid certificates prior to expiration dates during all contract terms.

WORKER'S COMPENSATION

Coverage A per G.L. c149, §34 and c.152, as amended. Employer's liability:
Coverage B up to \$500,000 each accident

CONTRACTOR'S COMMERCIAL GENERAL LIABILITY

Bodily Injury & \$1,000,000. Each occurrence
Property Damage \$2,000,000. General aggregate

VEHICLE LIABILITY

Bodily Injury & \$ 200,000 each person
Property Damage \$500,000 each accident
\$1,000,000 Combined Single Limit

2.4 Executive Orders. The Vendor shall comply with the provisions of M.G.L. c.151B, and Executive Order 481, prohibiting the use of undocumented workers on state contracts and all regulations promulgated pursuant thereto. The law, executive orders, and regulations are incorporated herein by reference and made a part of the contract.

2.5 Contract Rule for Award. Award means the determination and selection of the bidder that is responsible and responsive and whose bid represents the **highest percentage** to be paid to the RHA. The award of the contract will be made by the RHA Board of Commissioners based on a recommendation by the Revere Housing Authority Procurement Review Committee.

2.5.1 As used herein, the term highest paying responsive and responsible Bidder shall mean the Bidder whose bid is the highest fixed percentage commission of those Bidders meeting the requirements of the bid documents with the capability, integrity and reliability to perform under the contract, who has the necessary experience and facilities to provide such Services and who is financially sound. The "Bid Documents" as that term is used herein shall include the Advertisement, Form for Bid and all forms included in this bid package.

2.5.2 The RHA reserves the right to reject any Bid if it determines that such Bid does not represent the Bid of a person competent to perform the services as specified, which may include without limitation information gathered from references, customers, RHA residents and personnel.

2.5.3 The RHA will award the contract within thirty (30) days, Saturdays, Sundays, and legal holidays excluded after the opening of bids. The time for award may be extended for up to thirty (30) additional days by agreement between the RHA and the apparent responsive and responsible bidder offering the highest fixed percentage rate of gross monthly collections for the length of the contract, including any renewal option term.

III. PURCHASE DESCRIPTION/SCOPE OF SERVICES

3.1 Description/Purpose of Procurement & Locations

The RHA currently leases 19 washers and 18 dryers installed at locations included under this IFB which are commercial grade coin operated machines. **(See Bid Form Attachment)**

All equipment must be new, not reconditioned or remanufactured at no cost to the housing authority. The Contractor will own and maintain equipment including all parts, labor and service at no cost to the RHA. The Contractor will pay the RHA a fixed percentage of gross monthly collections for the length of the contract term. The RHA will be incurring the cost of utilities for maintenance and operation of the equipment leased and for the utility costs directly related to the lights, heating or cooling of each laundry room. All bidders must specify brand to be delivered and submit manufacturer specifications.

3.2 Service provided by Revere Housing Authority. Plumbing, electric and drains are provided by the RHA. The RHA will provide all electric, and water to the equipment. The RHA will pay utilities directly related to lights, heat or cooling of each laundry room at its own expense during the term of the contract

3.3 Contract Performance and Equipment Specifications

1. The Vendor shall provide new equipment that is U.S. DOE & EPA "Energy Star" compliant efficient commercial grade washers and dryers with Smartcard Technology;
2. Each property shall have one (1) card management station bolted to floor;
3. A fixed price of \$1.50 for each washer and dryer;
4. Each tenant shall receive one card and will be charged a fee for lost cards;
5. All bidders must specify brand to be delivered and submit manufacturer specifications;
6. The Vendor shall supply:
 - a) **Signage.** Signs must be professional and business acceptable to the RHA in each laundry room with instructions of use of equipment and a toll-free telephone number for maintenance on equipment.
 - b) **Laundry Tables.** Provide tables similar to what is currently on premises.
7. Repairs must be made within twenty-four (24) hours of a service call being placed at no cost to the RHA, RHA workers, or RHA residents.
8. All Vendor personnel shall have a company photo identification card or badge displayed on their person.

3.4 Duration of Contract. The contract term will be for ten (10) years from the date of contract execution by the RHA. During the term of the contract, if the term of the then existing contract expires prior to a new procurement being conducted, the contract will continue a month to month lease and the RHA shall accept payments in accordance with the then existing contract and all terms, conditions and provisions of the original contract shall continue.

3.5 Delivery and installation of energy-efficient machines at no cost to the RHA. Delivery will be F.O.B. Destination Prepaid – inside delivery. No shipping, freight, delivery, handling, fuel charges or any other like charges to be paid by the RHA under the contract.

3.6 Deliveries and work will be completed in a timely manner. Timely manner duration will be established by the RHA Director of Maintenance and Modernization or its designee as needed by each specific elderly and disabled residence complex location. The Vendor will be required to obtain the signature of the Director of Maintenance and Modernization or its designee as verification of delivery and installation of equipment and installation work completion. Order receipt shall include destination location and detail list of items including model #'s and quantities. Work order receipts shall include vendor's name, complex location, date(s) of service, times of service, detailed scope of work performed, labor hours, items used for work and Director of Maintenance and Modernization or its designee

3.7 Any materials in the work to be used shall be new, unused, and of recent manufacturer and may be tested and inspected at any time by the RHA. All work or service performed under this contract by the Vendor shall be completed in a professional and timely manner.

3.8 The RHA is not responsible for making any modifications to its real property and/or fixtures that may be required for the installation of the required equipment. The Vendor must install all equipment in compliance with Massachusetts State Building Codes and Regulations for plumbing, gas and electrical for washing machine and dryer hook-ups.

3.9 Normal Service Work Hours: Normal service work hours associated with this contract are as follows: (unless otherwise accepted and negotiated with the successful vendor:

Normal Business Hours are Monday-Friday-8:00 a.m.- 4:30 p.m.

Non-Normal Business House Nights, weekends & holidays as needed basis.

3.10 Maintenance Repairs. All required maintenance and repairs will be performed by the Vendor at their expense. The Vendor shall maintain each machine in good mechanical condition and working order and shall furnish all parts or other devices, labor and services required to keep the equipment in good mechanical and working order. All repairs and maintenance shall be completed by an authorized service technician. The Vendor must have the ability to respond in the event of an emergency relating to the laundry equipment within three (3) hours of notice of an emergency. The Vendor must have the ability to respond to general service calls within twenty-four (24) hours.

3.11 Equipment Replacement. In the event of equipment failure, or if any one piece of equipment is called for service more than seven (7) times within any one calendar year, or is recognized by the RHA as being faulty, the faulty equipment shall be replaced with a NEW **not** reconditioned or remanufactured piece of equipment. This item is to be the same make and model of the existing item, to keep uniformity, unless otherwise allowed or requested in writing by an authorized RHA employee. Replacement shall be at no cost to the RHA, RHA workers or RHA residents. The RHA retains the right to request that brand new equipment be installed at the beginning of the option renewal period if equipment is worn, malfunctioning and requiring frequent repairs resulting in 2% or more down-time each month.

3.12 Venting of Dryers. Ventilation conduits are to be examined by the Vendor prior to the installation of dryers. If there is inadequate duct work or if it is in poor condition, the Vendor shall repair or replace to complete installation of dryers and insure proper ventilation. The Vendor shall replace or maintain the integrity of the hoses throughout the length of the contract to insure proper ventilation. Ventilation hoses to be installed and maintained throughout the contract by Vendor. All dryers to vent to the outside.

3.13 Hoses of Washer. Additional Equipment and Supports. All hoses including draining hoses are to be new. All hoses to be installed and maintained throughout the contract by Vendor. Any braces, ramps needed to be ADA compliant shall be provided by vendor.

3.14 Removal of Equipment. After the contract, including after any month-to-month continuations, it will be the responsibility of the awarded Vendor to remove all equipment, debris and supplies. The removal of the equipment within this contract will commence within forty-eight hours (48) of an authorized RHA employee's request for removal. Such request shall be in writing. After attempting to contact the vendor to remove its property the Vendor does not comply, the RHA reserves the right to dispose of such property and to bill the Vendor for any expenses incurred including but not limited to legal fees, contracted removal fees, storage and disposal fees. Removal shall be at no cost to the RHA, RHA workers or RHA residents.

3.15 Payment of Commission and Reporting. The RHA will not be incurring the cost of utilities for maintenance and operation of the equipment leased but will be responsible for the utility costs directly related to the lights and heating or cooling of each laundry room. If the machines accepted by the RHA do not have the capability to calculate utility costs for each machine, an alternative means to calculate the utility costs must be provided. Please note: Laundry rooms are not separately metered therefore **utility costs per machine will be calculated on actual usage.**

Payment of the contracted gross percentage shall be made monthly prior to the 15th of every month to the RHA by ACH, company check or certified bank check. Check or ACH must be accompanied by a form or memo indicating the period in which the monies are collected, the amount collected from each development, the amount owed to the RHA by development and a total of all monies owed to the RHA.

The Vendor shall be responsible for accountability of the commission paid through *verifiable* reports. The Vendor must submit a monthly revenue report with verifiable data showing the monthly revenue deposit due to the RHA; a sample of such a report must be submitted with each bid. The RHA reserves the right to require reasonable modifications and final version of the report.

Other reports may be requested by the RHA which pertain to the contemplated contract. Vendor must submit requested reports in a reasonable amount of time, which is considered five (5) working days, or as negotiated and accepted by the RHA. Requested reports or data may include, but are not limited to, dates of service/deliveries, quantities and costs, contract revenue, elderly/disabled residence complex location, etc.

It will be required that the vendor assign a single point of contact during the term of the contract. An account manager will be an assigned vendor employee who will manage the contract. This individual will be the main contact person for all issues of this contract, including, but not limited to, service schedules, repairs, deliveries, reports/data, and invoicing. The vendor must submit written notification to the RHA at least 30 days in advance of any change of their account manager.

The Contract Manager is the Director of Maintenance and Modernization who is responsible for directly communicating any concerns to the Account Manager for the Vendor. The Vendor will be measured and evaluated based on the following performance criteria during the term of the contract term to include, but not limited to:

Vendor's Experience and Performance: The awarded contractor must have been in the laundry services and maintenance business for at least five (5) years and have had provided satisfactory services for other housing authorities in the state of Massachusetts of comparable size. Minimum size of authority is two hundred units.

Timely Delivery RHA's satisfaction of timely deliveries or services and/or product supports as required by the contract.

Vendor's Account Manager and Quality Vendor's response to RHA's needs and product and/or service quality.

Payments Vendor must meet the contract requirements as stated in the bid.

Report Compliance Vendor has submitted all requested reports on a timely basis to the Chief Financial Officer.

The users at the elderly/disabled residence developments will be encouraged to direct any verbal or written comments, at any time during the contract term, to the Director of Maintenance and Modernization. Without comments, it will be assumed that the Vendor is meeting all requirements and obligations.

Performance evaluations will be a part of this contract. The RHA may evaluate the Vendor's performance at any time. Inferior performance evaluations may result in immediate termination of the contract. Inferior performance may also be a concern and consideration when evaluating the renewal extension option(s).

In the case of termination, the right is reserved to offer the remaining duration of this contract to an original bidder who was not chosen. Said Vendor would be under the same obligations and requirements of this contract at their original bid rate or a negotiated rate approved by the RHA of not more than twenty-five percent (25%) higher per the requirements of Chapter 30B.

IV. QUALITY REQUIREMENTS

4.1 Bidders must provide all the services described in Section II: Purchase description/Scope of Services and comply with all Bid Submission Requirements listed in Section I.

4.2 Bidders must be a licensed retailer and/or authorized service provider of laundry equipment with previous experience with contracts similar in size to the proposed contract.

4.3 Bidders must be equipped to undertake and commence the services specified within five (5) business days upon notice of contract award through the contract term. **DELIVERY AND INSTALLATION OF NEW EQUIPMENT CANNOT EXCEED 45 CALENDAR DAYS AND MUST BE COORDINATED WITH EXISTING EQUIPMENT REMOVAL BY THE INCUMBENT VENDOR.**

4.4 Bidders must possess the following qualifications to perform this service and attach information to the Bid Form titled “**Statement of Bidder’s Qualifications**”:

1. Detailed description of material resources to be provided by the Bidder necessary to perform the services, including, but not limited to, equipment, service fleet, radio dispatched, phones, or other method to contact service personnel.
2. Statement of procedure for background checks (CORI) of bidder’s personnel.
3. Statement of bidder’s proposed protocol in the event of an emergency relating to laundry equipment and maintenance and repair services and have the ability to respond within three (3) hours of notice of an emergency situation.
4. Bidder must offer at a minimum, next business day response time for general maintenance and repair service calls or within twenty-four (24) hours.
5. Bidders must have a minimum of five (5) years of satisfactory performance under at least three (3) different contracts providing laundry equipment including maintenance and repair services with local housing authorities in the Commonwealth of Massachusetts.
6. Bidders must be properly licensed as required by any applicable Building Code and insured in the Commonwealth of Massachusetts to be eligible to bid. Foreign corporations (non-Massachusetts) corporations must be registered with the Secretary of the Commonwealth before a contract may be executed. Non-MA residents doing business in Massachusetts must file a business certificate with the Clerk of the City of Revere.

V. REFERENCES:

- 5.1 Bidders must submit a complete list of current local housing authorities of comparable size (200 units or more) in the Commonwealth of Massachusetts. References must include firm names, contact persons and contact numbers (use Reference Form included in this IFB or similar format).
- 5.2 Poor references may be a basis for a determination that the bidder is not a responsible bidder.

VI. FORM OF LEASE

The Form of Lease shall be as included in ATTACHMENT H. All clauses in this Agreement are incorporated into this IFB.