

HACC – CENTRAL PENNSYLVANIA’S COMMUNITY COLLEGE
Request for Proposal

09-24: UNIFORM AND LINEN RENTAL / CLEANING

Acknowledgement: Please acknowledge receipt of this RFP by completing the information requested below and faxing to 717/780-2325 upon receipt.
Please also include this page with your response.

Vendor Name:		Contact Name:	
Address (include city, state, zip):			
Phone:		Fax:	
		Email:	

Check One:	We will		Will Not		be responding to this RFP.
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If not responding, please explain briefly:	

Dates:

Date of Issue: **Monday – February 9, 2009**

Deadline for Questions: **Tuesday – February 24, 2009 – by 11:30AM**

Responses to the Questions: **Thursday – February 26, 2009 – by 4:30PM**

Submit Notice of Intent to Submit Proposal Due Date: **Monday – March 2, 2009 – 3:00PM**

PROPOSAL DUE DATE: Wednesday – March 4, 2009 – by 11:00AM

Board Meeting: **Tuesday, April 7, 2009** (Please note: Final official bid results will be released after this date. All vendors who respond to the RFB will receive an award notification letter in the mail within one week of this date.)

HACC Information and Proposal Delivery:

Address: Purchasing Office/W130

One HACC Drive
Harrisburg PA 17110-2999

Contact: Garry Crider, Director of Purchasing
Or Sue Davis, Purchasing Technician

Phone: 717/780-1164

Fax: 717/780-2325

Request For Proposal
HACC, Central Pennsylvania's Community College
#09-24

for

UNIFORM AND LINEN RENTAL / CLEANING

for

HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE
Harrisburg, PA

DEADLINE TO SUBMIT PROPOSALS:

Wednesday – March 4, 2009 – 11:00AM

PROPOSALS MUST BE DELIVERED TO:
HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE
PURCHASING AND BUSINESS SERVICES
ONE HACC DR
HARRISBURG, PA 17110

For information concerning the RFP process, required format and the schedule of activities,
Please direct questions to:

Garry Crider, Director of Purchasing
HACC, Central Pennsylvania's Community College
Purchasing and Business Services
Harrisburg PA 17110
Telephone: 717-780-1164

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1. KEY DATES

Important dates including proposal deadlines are shown below. Formal addendum to this RFP will be issued to the Proposers notifying of any changes to these dates. Dates indicated are tentative and may be changed during the RFP process due to revision(s) of any part of the Request for Proposal because of questions from Proposers and/or additional information requested after the Proposal Opening.

ACTIVITY	DATE & TIME
Advertisement – Date of Issue	Monday – February 9, 2009
Deadline for Questions	Tuesday – February 24, 2009 – by 11:30AM
Responses to Questions	Thursday – February 26, 2009 – by 4:30PM
Submit Notice of Intent To Submit Proposal Due	Monday – March 2, 2009 – 3:00PM
Deadline to Submit Proposals	Wednesday – March 4, 2009 – by 11:00AM
Award of Contract	After Tuesday – April 7, 2009 BOT Meeting

2. PROPOSAL SUBMISSION CONTENTS

Proposals must include all information required by the following sections:
(Reference Section VI)

- a. Cover Letter
- b. Description of Qualifications
- c. Contractor History
- d. Cost Proposal

3. DEFINITIONS

The following terminology shall be used throughout this Request for Proposal.

campus-HACC, Central Pennsylvania’s Community College Campus, Harrisburg PA

contract-shall be used herein to refer to the purchase order(s) generated by the final award.

Contractor shall be used herein to refer to the Vendor receiving the final award.

Purchaser-HACC, Central Pennsylvania’s Community College

response or proposal-as used herein shall be understood to mean the written proposal to provide services.

RFP-Request for Proposal

College-HACC, Central Pennsylvania’s Community College, Harrisburg, PA

Vendor, Bidder, Contractor, Proposer, Supplier-as used herein shall be understood to mean the company, firm or corporation formally submitting a response to this RFP.

I. PROGRAM REQUIREMENTS

A. PURPOSE

HACC, Central Pennsylvania's Community College formally invites responses to provide information to be used in the selection of a UNIFORM AND LINEN RENTAL / CLEANING Service Provider for the College. The College reserves the right to accept or reject any and all proposals, to waive any irregularities or informalities in any proposal(s) and to award the contract in the best interests of the College.

B. PROPOSAL PRICING METHOD

The award will be to the lowest responsible bidder for everything in the RFP. If you cannot provide everything outlined in the RFP, describe in detail the reason(s) those items that you cannot be proposed. And propose on those goods or services that you can propose on.

C. PROJECT PRICE CHANGES

Any changes in project work scope that alters costs must have prior approval from the Vice President for Finance and College Resources.

HACC, Central Pennsylvania's Community College Director of Purchasing Department shall be the authorized representative of the College for purposes of interpretation of contract requirements.

D. CONTRACT STANDARDS

After the Contract(s) are awarded (see award of Contract below) it will be the Contractor representative's responsibility to confirm with the College's authorized representatives, whether or not there is correct and sufficient funds available for the project through the issuance of a Purchase Order.

E. INVOICES AND STATEMENTS

Invoices must be descriptively itemized and must clearly indicate the applicable College Purchase Order number (if applicable), including the Location as well as the HACC account number, before payment can be authorized.

A copy of the invoice statement is to be submitted to the "Bill to. . ." location identified per the Purchase Order.

Where required, any invoices submitted without an approved college Purchase Order referenced is subject to being classified as a gift to the College.

F. FINAL INSPECTION AND PROJECT ACCEPTANCE

Determination of adequacy of performance project completion shall be the responsibility of the Project Manager. Neither the College nor the Project Manager nor any agent thereof on behalf of the College will supervise or be responsible for the actions of the Contractor's employees, subcontractors, or subcontractor's employees.

The Project Manager for this project shall be Michael Baker, Director of Wildwood Conference Center – 717-780-2649.

G. PAYMENT

The College will make payment to the contractor from the approved invoice. Payment will be accomplished within thirty (30) days of project acceptance or invoicing, whichever is later, if the project is as specified and statements are in proper form.

Proposers may include in their response their ability to accept credit card payments and any additional costs related to providing this capability.

II REQUEST FOR PROPOSAL

HACC, Central Pennsylvania's Community College formally invites responses to this Request for Proposal to provide information to be used in the selection of a UNIFORM AND LINEN RENTAL / CLEANING Service Provider for the College.

Interested parties are invited to submit proposals to HACC, Central Pennsylvania's Community College, Purchasing and Business Services, One HACC Drive, Harrisburg, PA 17110. Proposals will be accepted until **Wednesday, March 4, 2009, by 11:00AM.**

This Request for Proposal contains the instructions governing the proposals to be submitted the materials to be included therein, requirements that must be met to be eligible for consideration, and general guidelines for submission of proposals.

A. WORKSCOPE

To provide UNIFORM AND LINEN RENTAL / CLEANING Services (see Section IX: Specifications / Attachments).

B. MANDATORY SITE VISIT / BIDDERS CONFERENCE

NONE REQUIRED.

C. RFP CLARIFICATION

Proposers may request an explanation of the intent or content of this RFP and clarification of procedures used for this procurement. No interpretation made to any Proposer as to the meaning of the RFP shall be binding on the College unless repeated in writing and distributed as an addendum by College Purchasing Department.

Failure of the Proposer to make appropriate inquiries, evaluate any special conditions, or to verify requirements of this RFP shall not relieve the Contractor of the responsibility of fulfilling the contract in accordance with the terms of this RFP.

Communication concerning the Request for Proposal can **only** be with Garry Crider, Director of Purchasing (717-780-1164 or cgcriders@hacc.edu). Oral communication with any other College employee, unit, department, or organization concerning their RFP is not binding on the College and shall in no way modify the RFP, or the obligation of the College or the Vendor, and may deem the Proposer's proposal void.

The college will evaluate a Proposer's "confidence in its own ability to perform" based on a given Proposer's willingness to provide the College with meaningful contractual assurances and remedies.

In summation of the College's general objectives regarding this Request for Proposal, the College has a sincere desire to award the transaction based on reliable information. In other words, Proposers to this RFP will have demonstrated their agreement that whether verbal or written, the company can perform to the requirements of this Proposal.

D. ADDENDA TO THE RFP

In the event that it becomes necessary to revise any part of this RFP, HACC, Central Pennsylvania's Community College Purchasing Department will provide addenda in writing to the Proposers. No oral statements, explanations, or commitments by whomsoever made shall be of any effect except as the same are confirmed in writing by the College Purchasing Department.

E. EQUAL EMPLOYMENT COMPLIANCE REQUIREMENT

HACC, Central Pennsylvania's Community College is committed to affirmative action in accordance with state and federal laws and regulations providing for equal employment opportunity. HACC, Central Pennsylvania's Community College will not contract with any firm that is not an equal opportunity employer.

In accordance with federal and state laws, the contractor agrees not to discriminate against any client, employee or applicant for employment or for services, because of race, color, national origin, sex, age, marital status, religion, creed, political belief, mental or physical disability, or status as Vietnam era or disabled veteran. The contractor will comply with the Americans with Disabilities Act of 1990.

F. NON DISCRIMINATION

HACC, Central Pennsylvania's Community College is committed to non discrimination and equal employment opportunity. HACC, Central Pennsylvania's Community College will not contract with any firm that is not an equal opportunity employer.

G. ACCEPTANCE OF PROPOSALS

The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Proposer, as well as the services provided. The College further reserves the right to accept or reject any or all proposals, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Proposer's response to this RFP.

III GENERAL CONTRACTUAL REQUIREMENTS

A. EXAMINATION OF CONTRACT CONDITIONS

It is the intent of HACC, Central Pennsylvania's Community College through this Request For Proposal and contract conditions contained herein, to establish to the greatest possible extent, complete clarity regarding the requirements of both parties to the contract resulting from the Request For Proposal.

Before submitting a proposal, the Contractor shall be thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the Contractor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

By submitting a response to this RFP contractor represents that:

- 1) The contractor has read and understands the Contract specifications and conditions.
- 2) The contractor will perform the work in compliance with Commonwealth of Pennsylvania, Federal and Local Laws, Regulations, Standards, Ordinances and Codes.

B. ASSIGNMENT OR TRANSFER

This contract may not be assigned or transferred in whole or in part, without the written permission of HACC, Central Pennsylvania's Community College Purchasing Department, nor may any rights to any monies due or to become due hereunder be assigned.

C. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor providing services for Harrisburg Area Community College.

D. INSURANCE

The Contractor shall provide insurance coverage as required by this section. Certificates of insurance coverage shall be filed with HACC, Central Pennsylvania's Community College Purchasing Department within thirty (30) days of notice of award of contract. In no instance may any work commence prior to receipt of the certificates. A signed contract issued as notice of award shall not be considered valid until HACC, Central Pennsylvania's Community College Purchasing Department has received the certificates.

The Contractor shall maintain the following minimum insurance:

1. Workers' Compensation Insurance Coverage. The Contractor shall provide HACC, Central Pennsylvania's Community College Purchasing Department with proof of Workers' Compensation Coverage in accordance with Pennsylvania statutory requirements
2. Comprehensive General Liability insurance, including automobile liability, personal injury and property damage with limits of not less than \$1,000,000 each claim and a combined single limit of not less than \$2,000,000 per occurrence.

E. INDEMNIFICATION

The Contractor shall hold HACC, Central Pennsylvania's Community College harmless from any liability, costs, or penalties in any way resulting from the performance of the services related to this contract or from the conduct or actions of any persons provided by the Contractor for performance of this agreement and will indemnify the College for any costs of defense paid because of actions of the Contractor or its employees in the performance of this agreement.

F. CONTRACT MANAGER

HACC, Central Pennsylvania's Community College Purchasing Department shall be the authorized representative of the College for purposes of interpretation of contract requirements. Determination of adequacy of performance shall be the responsibility of the Project Manager. Neither the College nor the Project Manager nor any agent thereof on behalf of the College will supervise or be responsible for the actions of the Contractor's employees, subcontractors, or subcontractor's employees.

G. CONDUCT ON HACC'S PROPERTY

The Contractor shall at all times maintain good order among its employees and persons brought upon HACC's premises. The Contractor shall confine its employees and all other persons who come onto HACC's premises at Contractor's request or for reasons relating to this Agreement, and its equipment, to that portion of HACC's premises where the work under this Agreement is to be performed, and to roads and gates leading to and from such sites, and to any other area which HACC may designate, and shall comply with all HACC's vehicle and security regulations. The Contractor's employees must have a visible indentifying company logo.

H. TERM OF CONTRACT AND INSTALLATION

The Contractor and HACC, Central Pennsylvania's Community College agree that an agreement resulting from this RFP shall be for a period of two (2) years, commencing in May 2009. HACC reserves the option to renew this agreement on a year to year basis, up to an additional three years. **Any automatic renewal clauses in Bidders contracts will be removed.**

IV RIGHTS AND REMEDIES

A. ARBITRATION

All disputes between the parties to this agreement arising out of or in connection with the contract documents shall be submitted for arbitration. If arbitration is selected by the College, the College shall also select the number of arbitrators and the manner of arbitration, which shall be either: (1)

arbitration according to the rules of the American Arbitration Association; or (2) referral to one of more arbitrators mutually agreed upon by the parties.

When a written decision of the College states that (1) the decision is final but subject to arbitration and (2) a demand for arbitration of a claim covered by such decision must be made within thirty (30) days after the date on which the party making the demand received the final written decision, then failure to demand arbitration within said thirty (30) days' period shall result in the College's decision becoming final and binding upon the College and Contractor.

In responding to a claim brought by a Contractor, the College shall have a minimum of forty-five (45) days in which to respond to a revised claim prior to the arbitration hearing.

B. LITIGATION

In the event that any term of this contract is the subject of litigation, it is hereby agreed that the parties in that litigation shall pay their own attorney's fees and court costs incurred including court costs and attorney's fees incurred in appellate proceedings.

C. VENUE AND JURISDICTION

The terms and conditions herein constitute the sole and entire agreement among parties and the laws of the State of Pennsylvania shall govern any disputes. The Dauphin County Court of Common Pleas shall have exclusive jurisdiction over any and all litigation arising from the terms of this agreement.

D. RIGHT TO AUDIT

The College and appropriate designated representatives reserve the right to audit the College account records and other financial records of the Contractor, as they pertain to the College. Such audits, shall be performed by auditors selected by the College only if deemed necessary by the College.

E. FORCE MAJEURE

Neither party to this Agreement will be liable to the other for any failure or delay in performance under this Agreement due circumstances beyond its reasonable control including, without limitation, Acts of God, accident, labor disruption, acts, omissions and defaults of third parties, and official governmental and judicial action not the fault of the party failing or delaying in performance.

V PROPOSAL SUBMISSION

To receive consideration, proposals shall be made in agreement with the instructions as stated in this RFP, and such proposals and awards made therein shall be subject to all of the terms and conditions hereof:

A. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

B. INCURRED COST

The College is not liable for any costs incurred by the Proposer in the preparation and presentation of their proposals.

C. SIGNATORIES

The proposal shall include information as requested throughout the RFP. The signature of all persons authenticating the proposal shall be printed and written in longhand in the designated area on page one (1) of the RFP. The proposal shall be signed with ink or indelible pencil.

D. ALTERNATE PROPOSALS

A Contractor may submit an Alternate Proposal(s). The Alternate Proposal(s) may be submitted, showing in detail, where the Alternate Proposal differs from the requested specifications.

E. PROPOSAL DEADLINE

To be considered for selection, proposals shall arrive at HACC, Central Pennsylvania's Community College Purchasing Department, One HACC Drive, Harrisburg, PA, 17110, by 11:00AM on or before Wednesday, March 4, 2009. Proposals must be in a sealed container, clearly marked "Proposal RFP #09-24 – UNIFORM AND LINEN RENTAL / CLEANING".

The mailing of proposals shall allow for normal mail delivery time to ensure timely receipt of their proposals by HACC, Central Pennsylvania's Community College Purchasing Department. Proposals arriving after the deadline will not be considered. All proposals become the property of the College.

F. NUMBER OF COPIES AND MAILING OF PROPOSAL

Four (4) copies of the General Proposal will be submitted in a sealed container clearly marked with the name of the Proposer and labeled "GENERAL PROPOSAL - RFP #09-24". One (1) of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring a Contractor signature. The remaining copies do not require original signatures.

The proposals must be addressed as follows:

Proposal RFP # 09-24 – UNIFORM AND LINEN RENTAL / CLEANING
HACC, Central Pennsylvania's Community College
Purchasing Department
ATTN: Garry Crider, Director of Purchasing
One HACC Drive
Harrisburg PA 17110

VI FORMAT FOR PROPOSAL

A. INTRODUCTION

Any term or condition stated in this RFP document shall be considered accepted by the Contractor unless specifically objected to by the Contractor. The College may accept or reject Vendor's alternative proposals to the terms of this RFP. A proposal may be rejected if it is incomplete or conditional.

B. COVER LETTER

Each proposal will have a Cover Letter on the letterhead of the company or organization submitting the proposal. The Cover Letter must include the following information:

1. Briefly summarize the Contractor's ability to provide the services specified in the RFP.
2. A Statement that the Contractor is willing to perform the work described in the RFP and to enter into a contract with HACC, Central Pennsylvania's Community College to perform the work. The Cover Letter must be signed by a person having the authority to commit the Contractor to a contract.

3. Information should include: the company name, federal Taxpayer Identification Number, address, telephone number, FAX number, name, and title of the person to contact, name(s) of principal(s) assigned to negotiate for Contractor (if any), and the name of the individual or company who will manage the project.
4. Certification as to correctness of the proposal and the authority of person signing to bind Contractor.
5. Acknowledgment and/or exceptions taken to the proposed terms and conditions.

C. DESCRIPTION OF QUALIFICATIONS

Each proposal must contain a description of the Contractor's qualifications to perform the services specified in this RFP.

D. CONTRACTOR HISTORY

Contractor shall provide a narrative demonstrating an established, successful track record of past performance in providing goods and services closely related to the requirements specified in this RFP. The narrative shall include three (3) reference accounts showing experience in receiving contracts for the delivery of services similar to the one proposed. References must include the following:

1. Name of the firm or corporation.
2. The dates of each contract or agreement under which the Contractor provided such services.
3. The names, address, and telephone number of a contract person for each contract.
4. A brief description of the related projects.

E. COST PROPOSAL

Bidders are expecting to detail cost(s) in Section VII: Cost Proposal Sheet.

VII EVALUATION

A. PROPOSAL PROCESS

1. After the date established for receipt of proposals, a register of proposals shall be prepared which shall include the name of each Proposer. The register of proposals shall be open to public inspection only after award of the contract. No additional proposals will be accepted after the opening date.
2. The evaluation shall be based on the evaluation factors set forth in this request for proposal. Factors not specified in the request for proposal shall not be considered.
3. For the purpose of conducting discussions, proposals shall be initially classified as:
 - (a) responsive; or
 - (b) non-responsive.
4. Discussions may be held with one or more Proposers to:
 - (a) promote understanding of the College's requirements and the Proposers' proposals; and
 - (b) Facilitate arriving at a contract that will be most advantageous to the College taking into consideration all factors set forth in the request for proposals.
 - (c) Discussions may include oral presentations, interviews, demonstrations, responses to specific questions, modifications, and negotiations. Proposers shall not be informed of their rank at the time of discussions. The College reserves the right to visit and inspect other sites of the potential Contractor.
 - (d) Proposers must be prepared to send qualified personnel to discuss technical and contractual aspects of the proposal.

(e) One or more Proposers may be provided an opportunity to submit a “best and final” offer.

5. References and the credit and financial responsibility of the Proposers may be verified as appropriate.

B. EVALUATION CRITERIA

The selection of the Contractor will be made after evaluating proposals, based upon the responsiveness of the proposals to the goals and objectives of the College's needs. The College will evaluate:

- 1) Pricing
- 2) Responsiveness to the Request for Proposal
- 3) References
- 4) Service reputation
- 5) Samples

VIII. AWARD

The College will review all proposals. The College reserves the right to cancel the selection process or the negotiations when a selection is made, or at anytime prior to entering into a formal written agreement with the Contractor.

The College intends to execute a contract with the Contractor(s) submitting the proposal which the College determines to best meet the College's requirements. The College will be the sole judge of the acceptance of any and all proposals.

In awarding the contract, the College may take into consideration: the references, experience, responsibility, reputation, financial standing of the respondent, and the ability of the Contractor to provide an advantageous time schedule for providing service. The inability of any respondent to meet the requirements may be cause for rejection of his/her proposal.

IX. SPECIFICATIONS / ATTACHMENTS
09-24
UNIFORM AND LINEN RENTAL / CLEANING

The contractor shall provide Linen and Uniform Rental as specified herein for the C. Ted Lick Wildwood Conference Center at the Wildwood Campus of Harrisburg Area Community College in accordance with the terms and conditions of this Request for Bid.

The contractor shall provide service on an as needed basis, as requested by the College. The quantities noted within this Request for Proposal are estimates and may vary.

A. MATERIALS AND COLORS

Table Cloths and napkins shall be made of “Visa” material only - no cotton. Uniform and Bar towels should be of standard durable materials.

Colors for both Table Cloths and Napkins are as follows:

<u>Yearly</u>	<u>Summer</u>	<u>Fall</u>	<u>Christmas</u>	<u>special</u>
Burgundy	light blue	tan	red	navy blue
White	yellow	brown	green	black
Green	pink	orange	white	mauve
Gold	purple			

These are only examples, the College would like at least 3 or 4 choices per season.

Samples and Manufacturer Material Specifications

The bidder must submit bid samples with bid response. Bid Samples will not be returned. Bid samples must be made available at no charge and delivered to the College at the bidder’s expense for evaluation and testing.

Material Specifications: The bidder must submit Manufacturer Material Specifications. This includes, but is not limited to: name of manufacturer, Style, Fabric (weight and material make up), Finish and Color.

B. BACKGROUND

The estimated WEEKLY usage per division is as follows;

- C. Ted Lick Wildwood Conference Center (Note: During the months of June and July, the College rental and cleaning services is cut in half; and the College is closed from December 24th through January 2nd)

The College owns all the Napkins and Tablecloths. For this Request for Proposal, the College is looking for a unit cost to launder and press.

<u>DESCRIPTION</u>	<u>EST. WEEKLY USAGE</u>
NAPKINS (OWNED)	720
TABLECLOTH, 54 X 54” (OWNED)	30
TABLECLOTH, 85 X 85 (OWNED)	180

The College rents all the Kitchen/Bar Towels and Bib Aprons. For this Request for Proposal, the College is looking for an Inventory PAR cost per unit taking in to consideration the time that the College is closed and reduction of work hours during the summer months noted above.

KITCHEN/BAR TOWELS (Terry Cloth White) (RENT)	125
BIB APRONS (RENT)	150

The College rents all the Uniforms. For this Request for Proposal, the College is looking for an unit cost per item. If an employee is absence, the Bidder will only charge for actual counts.

UNIFORMS (RENT)

Per Employee / Five (5) Employees

(All uniforms provided by the contractor must be white, free of stains, and neatly pressed)

Used and not presentable uniforms, under normal wear will be removed from rental cycle at no charge to the College.

CHEF COAT w/11/5
Knotted cloth buttons
Wildwood CC Logo (L Breast)
Employee Name (L Breast)

CHEF PANTS w/11/5
Black and white check
Employee Name (inside)

C. PICK-UP AND DELIVERY

The contractor must pickup items to be laundered and drop off clean and freshly laundered 2 times per week, or as specified by each using department. The exact pickup/delivery schedule shall be mutually agreed upon by each using department and the contractor.

D. CUSTOMER SERVICE

The Supplier shall provide to the College a single, local point of contact (and a backup) to handle questions or problems that may arise. At least one (1) Customer Service Representative shall be available during Supplier's operating hours. Representatives should be available by phone, fax, or email (local or 800 number preferred).

The Supplier will commit to quarterly reviews of internal customer satisfaction and will make consistent efforts to improve customer satisfaction.

E. QUALITY ASSURANCE

The Supplier is to guarantee its products to be free from defects in materials and workmanship, given normal use and care, over the period of the Contract. The terms of this RFB will supersede any language to the contrary on purchase orders, invoices or other documents produced by the Supplier. Stains, holes or rips will be unacceptable.

The contractor must provide all services to the sole satisfaction of the College. Any services provided by the contractor which are not considered satisfactory by the College shall be repeated at no cost to the College until such services are considered satisfactory.

F. DEMAND INVENTORY

Inventory is to be performed by the company 1 time per year

Due to changes in demand over time, particular linens may be over- or under- utilized. The supplier is to provide a program to ensure the College's UNIFORM AND LINEN RENTAL / CLEANING availability is the correct amount and price with the proper customer application.

The supplier must maintain a minimum inventory usage for one (1) month.

For the purpose of lost or damaged item control, the Supplier shall be responsible for physical inventory counts of each item picked up for service. Verification process for this purpose will be worked out and agreed upon between award vendor and Conference Center staff.

G. LAUNDERING

The supplier shall ensure all items are washed at a minimum of 160 degrees Fahrenheit. The supplier shall ensure that no soapy or other objectionable odor is in the articles of linen.

The supplier shall process promptly all items received at the supplier's facility that are in a moist or damp condition in order to prevent development of mildew.

The supplier shall fold, stack and package laundry for shipment in a manner to insure a minimum of wrinkling.

The Supplier will be required to deliver clean linen with a protective covering.

H. LAUNDRY FACILITIES

The supplier's plant must be operated and maintained in a safe and sanitary manner in compliance with all applicable local, State and Federal regulations, whether known now or revised or adopted during the term of the Contract.

The Supplier shall make available, upon request, copies of any Quality Assurance forms, license, certifications, or test results that may be submitted to or required by any local, State or Federal Agency.

X. COST PROPOSAL SHEET
09-24
UNIFORM AND LINEN RENTAL / CLEANING

The Bidders shall propose the costs to furnish one or more of the services in accordance with this RFP. Award will be made to the Contractor(s) whose proposal is most advantageous to the College.

The bidder must provide pricing information as specified below to provide uniform and linen rental / cleaning services in accordance with the requirements, terms and conditions of this Request for Quotation.

1. Original Contract Period: The bidder must state below a firm, fixed unit price for each of the following items as specified.

C.Ted Lick Wildwood Conf. Center (weekly service) Weekly.Est. Qty Unit Price Annua Cost

Rental including laundry service items:

A) COST OT LAUNDER AND PRESS (all items owned by HACC):

NAPKINS	720	\$ _____	\$ _____
TABLECLOTH, 54" X 54"	30	\$ _____	\$ _____
TABLECLOTH, 85" X 85"	180	\$ _____	\$ _____

ANNUAL COST TO LAUNDER AND PRESS: \$ _____

B) RENTAL COST FOR TOWELS AND APRONS:

KITCHEN/BAR TOWELS (Terry Cloth White)	125	\$ _____	\$ _____
BIB APRONS	150	\$ _____	\$ _____

ANNUAL COST TO RENT TOWELS AND APRONS: \$ _____

C) INVENTORY PAR (Automatic Lost Replacement Charge) FOR TOWELS AND APRONS:

KITCHEN/BAR TOWELS (Terry Cloth White)	125	\$ _____	\$ _____
BIB APRONS	150	\$ _____	\$ _____

Additional Questions:

- 1) What is the actual replacement cost per item?
- 2) What is the % of total inventory automatically replaced per week?
- 3) What is the % held firm during the term of the service agreement?
- 4) Is the automatically replaced product compounded into total working inventory?
- 5) If you do not lose the amount of product which is automatically replaced each week, will your purveyor "buy back" the overstock of replaced product?

ANNUAL INVENTORY PAR FOR TOWELS/APRONS : \$ _____

Rental Cost for Uniforms:

D) UNIFORMS Per Employee / # of Employees

CHEF COAT w/	11	/	5	55	\$ _____	\$ _____
CHEF PANTS	11	/	5	55	\$ _____	\$ _____
DISHWASHER SHIRT	11	/	1	11	\$ _____	\$ _____
DISHWASHER PANTS	11	/	1	11	\$ _____	\$ _____

ANNUAL COST TO RENT UNIFORMS : \$ _____

Bidders are advised that the actual items and quantities which may be required are subject to change based on the needs of the using departments. Departments other than those identified above may utilize the contractor’s services on an as needed basis throughout the effective period of the contract.

Supplier shall provide carts, hampers, and laundry bags at no cost to the College that meet OSHA requirements, for each using department and other related equipment as needed at no additional charge.

The supplier shall provide a sufficient number of hampers (8) and bags (50 per week) for soiled linen return and a laundry cart to be supplied to hold the dirty linen bags.

2. Additional Fees and/or Costs: The bidder must clearly and specifically identify any additional fees and/or costs associated with provision of the services specified herein such as an environmental charge, surcharge, service charge, etc. The bidder must indicate whether such additional fees and/or costs, if any, are one-time or recurring and the frequency, if recurring. The bidder may provide the required pricing information in the space provided below or on an additional sheet of paper to be included as part of the bidder’s response.

	<u>Frequency</u>	<u>Unit Price</u>
Environmental Charge:	_____	\$ _____
Fuel, energy or other environmental surcharge:	_____	\$ _____
Service/delivery Charges:	_____	\$ _____
Special delivery Charges:	_____	\$ _____
Up-Charge for oversized garments		\$ _____
Charges for emblems		\$ _____
Charges for direct embroidery		\$ _____
Garment preparation charges for uniform rental roster changes		\$ _____
Napkins:		\$ _____
Tablecloth 54” x 54”:		\$ _____
Tablecloth 85” x 85”:		\$ _____
Kitchen / Bar Towels (Terry Cloth White)		\$ _____
Bib Aprons:		\$ _____
Chef Coat:		\$ _____
Chef Pant:		\$ _____
Dishwasher Shirt:		\$ _____
Dishwasher Pants:		\$ _____
Other (identify):		\$ _____
_____	_____	\$ _____

_____ \$ _____
_____ \$ _____

NOTE: Other (identify) cost must be defined for the scope of this Request for Proposal.

3. Renewal Options: The Contractor and HACC, Central Pennsylvania’s Community College agree that an agreement resulting from this RFP shall be for a period of two (2) years, commencing in May 2009. HACC reserves the option to renew this agreement on a year to year basis, up to an additional three years. **Any automatic renewal clause(s) in Bidders contracts will be removed.**

- 1st Renewal Period (5/1/10 through 4/31/11): _____% of original contract prices
- 2nd Renewal Period (5/1/11 through 4/31/12): _____% of 1st renewal period prices
- 3rd Renewal Period (5/1/12 through 4/31/13): _____% of 2nd renewal period prices
- 4th Renewal Period (5/1/14 through 4/31/15): _____% of 3rd renewal period prices

4. HACC, Central Pennsylvania’s Community College is a member of the following
- a) Pennsylvania State Contracts
 - b) Educational & Institutional Cooperative Service, Inc. (E & I)
 - c) Provista
 - d) Amerinet
 - e) US Communities

Bidder agrees that any contract entered into will include all the conditions of this Request for Proposal, and if any terms and conditions conflict, the Lessor will modify any Master Lease or Schedule to include such conditions before submitting such contracts.

Company Name: _____
Authorized Signature: _____
Name (Printed): _____
Title: _____
Date: _____

XI. Notification of Intent to Submit Proposal

NOTIFICATION OF INTENT TO SUBMIT PROPOSAL

Please refer to the Request for Proposal Package covering UNIFORM AND LINEN RENTAL / CLEANING for the College for Proposal Number 09-24: UNIFORM AND LINEN RENTAL / CLEANING for HACC, Central Pennsylvania’s Community College.

If you are interested in submitting a Proposal, please fill out the information requested below and return this form to Garry Crider, Director of Purchasing, HACC, Central Pennsylvania’s Community College, One HACC Drive, Harrisburg, PA 17110 no later than **Monday, March 2, 2009, by 3:00PM**. Or fax this document to 717-780-2325 or e-mail this document to cgcrider@hacc.edu.

Name of Organization _____

Mailing Address _____

Representative’s Name _____

Representative's Title _____

Representative’s Email _____

Phone Number _____

FAX Number _____

We intend on doing the following: (check one)

- 1. () We will submit a Proposal
- 2. () We will NOT submit a Proposal

If number 2 is checked, please give a brief explanation in the spaces provided.

Signed: _____ Date: _____

HACC, Central Pennsylvania's Community College
Request for Proposal
09-24 – UNIFORM AND LINEN RENTAL / CLEANING

HACC, Central Pennsylvania's Community College is requesting quotes to provide UNIFORM AND LINEN RENTAL / CLEANING for the College. A copy of RFP # 09-24 may be obtained at: www.hacc.edu (click on "Business & Community" – under "Purchasing", click on "Request for Proposals") beginning Monday, February 9, 2009. Responses are due by 11:00AM on Wednesday, March 4, 2009 in Whitaker Hall room 130A. HACC, Central Pennsylvania Community College reserves the right to accept or reject any or all Proposals. HACC is committed to providing opportunities for Minority Business Enterprises (MBE), and Woman Business Enterprises (WBE). HACC encourages MBE and WBE firms to submit a Proposal for the Work and all bidders to proactively solicit MBE and WBE firms in the bidding and subcontracting process.