



## Rhode Island School of Design – Request for Proposal (RFP)

### REQUEST FOR PROPOSAL

**ISSUE DATE: NOVEMBER 22, 2021**

**PROJECT NAME: RISD LAUNDRY SERVICE AND MAINTENANCE AGREEMENT**

**PERIOD OF CONTRACT: FIVE YEARS**

**ALL INQUIRIES FOR INFORMATION SHOULD BE DIRECTED TO:**

This request must be returned via e-mail to the addresses below clearly marked “Request for Proposal – RISD Laundry Service and Maintenance Agreement” for Furnishing the Services Described Herein on or before \_Friday, January 14, 2021 by 4:00 pm.

Amy Barr  
abarr@risd.edu  
Procurement Services  
Rhode Island School of Design  
1-401-454-6441

The Rhode Island School of Design (RISD) reserves the right to reject all bids.

The Rhode Island School of Design will conduct a MANDATORY pre-bid informational meeting with abbreviated tour for all vendors on (date) Wednesday, December 1, 2021 at (time)\_10:00AM EST at (address/campus location) 20 Washington Place, Providence, RI 02903.

Please review bid specifications and bring questions to this meeting for discussion. ***Only vendors, who attend this pre-bid informational meeting, will be permitted to submit proposals.***

Questions regarding bid procedures should be addressed to abarr@risd.edu. Any questions after the pre-bid informational meeting must be in writing and e-mailed to:

Amy Barr  
abarr@risd.edu  
Procurement Services  
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## Rhode Island School of Design – Request for Proposal (RFP)

### Table of Contents

- I. Purpose
- II. Background
- III. Proposal Guidelines
- IV. Project Purpose and Description
- V. Project Scope
- VI. Proposal Preparation and Submission Requirements
- VII. Proposal Evaluation Criteria
- VIII. Terms and Conditions-Services
- Schedule A Proposal Submittal Form
- Schedule B Questions regarding Request for Proposal
- Schedule C Spreadsheet for Responses to Vendor Questions



## Rhode Island School of Design – Request for Proposal (RFP)

### I. Purpose

The Rhode Island School of Design is currently accepting proposals for laundry service and maintenance for the campus laundry rooms.

The purpose and intent of this Request for Proposal (RFP) is for the Rhode Island School of Design (RISD) to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on the criteria listed herein, and select the candidate who best represents the direction RISD wishes to go.

### II. Background

The mission of RISD (pronounced “RIZ-dee”), through its college and museum, is to educate students and the public in the creation and appreciation of works of art and design, to discover and transmit knowledge and to make lasting contributions to a global society through critical thinking, scholarship and innovation. Our immersive model of art and design education emphasizes robust liberal arts studies and conceptually driven studio-based learning in full-time bachelor's and master's degree programs across 19 majors. RISD's exceptional faculty foster student growth and development in extensive specialized facilities, enabling students to become confident, cross-disciplinary thinkers and nimble problem-solvers ready to confront the complexities of global practice in the 21st century. More than 27,000 alumni worldwide testify to the impact of a RISD education, exemplifying the vital role artists and designers play in defining global innovation. Founded in 1877, RISD and the RISD Museum help make Providence, RI among the most culturally active and creative cities in the region.

### III. Proposal Guidelines

1. **RFP Response:** In order to be considered for selection, bidders must attend a mandatory pre-bid meeting on Wednesday, December 1, 2021 and then submit a complete response to this RFP with required attachments by Friday, December 24, 2021 4:00PM to Amy Barr (abarr@risd.edu) . Any proposals received after this date and time will be deleted and not considered.
2. **Proposal Preparation:**
  - a. Proposals shall be signed by an authorized representative of the company. All information requested should be submitted. Failure to submit all information requested may result in lowered evaluation of the proposal. Proposals that are substantially incomplete or lack key information may be rejected. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
  - b. The proposal must clearly state if work will need to be outsourced or contracted to someone else. Additionally, all costs included in the proposal must be all-inclusive to include any outsourced or contracted work. Any proposal which calls for outsourcing or contracting work must include a name and description of the organizations to be contracted.



## Rhode Island School of Design – Request for Proposal (RFP)

- c. All costs must be itemized to include an explanation of all fees and costs.
- d. Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the RISD legal department and will include scope, budget, schedule and other necessary items pertaining to the project.
- e. Ownership of all data, materials and documentation originated and prepared for the Rhode Island School of Design pursuant to the RFP shall belong exclusively to the College and be subject to public inspection in accordance with the Rhode Island Freedom of Information Act. Trade secrets or proprietary information submitted by a Representative shall not be subject to public disclosure under the Rhode Island Freedom of Information Act; however, the Representative must invoke the protections of the Code of Rhode Island, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.
- f. Each proposal must state that it will remain valid for RISD's acceptance for a minimum of one hundred and twenty (120) days after the Submittal Deadline, to allow time for evaluation, selection, and any unforeseen delays.

### IV. Project Purpose and Description:

The Purpose of this RFP is to secure a contract / agreement between The Rhode Island School of Design, located in the City of Providence and a partner in the college campus laundry industry

RISD currently serves up to 1,450 students utilizing 25 laundry rooms with a total of 57 washers and 58 dyers.

RISD is seeking a partner who will provide, install and maintain new Large Capacity, High Efficiency Washing Machines and Large Capacity, High Efficiency Dryers. Energy Star rated machines preferred.

RISD is a "cashless" campus as such all units must be compatible with RISD's campus declining account tender (risdbucks) for transactions. Machines will not accept cash, coin or credit/debit for payment. All transactions will be processed through RISD's transaction system (CBORD-Odyssey). Monthly activity statements will be sent to the chosen partner. The partner will invoice RISD quarterly.

### V. Project Scope:



## Rhode Island School of Design – Request for Proposal (RFP)

RISD is seeking a campus laundry partner to provide, install and maintain Large Capacity, High Efficiency Washing Machines and Large Capacity, High Efficiency Dryers. The selected company will ensure compatibility with CBORD **Odyssey** transaction system and utilize the campus declining accounts tender, risdbucks, for payments. The transaction interface will offer a graphical user interface (GUI) that USERS can access via desktop computer as well as a mobile platform. The partner will provide and support an interface that allows students to view laundry rooms, availability and progress.

RISD is seeking to provide laundry facilities for up to 1,450 +/- resident students. Currently utilizing 25 laundry rooms. 57 washing machines and 58 dryers. Throughout the length of the contract, RISD may exercise the need to add, move or delete rooms or machines as the need arises due to renovations, changes in enrollment, etc.

### **Definitions:**

**Provide** = source new washers and dryers in compliance with outlined guidelines

**Install** = properly complete all installation requirements to ensure safe and effective operation. To include, electrical, plumbing and venting as required. All machines are to be installed securely and level to ensure safe and effective operation.

**Maintain** = perform all maintenance on machines as required. Provide a system to report service requests. Ensure service requests submitted before noon are repaired by the end of the work day (5:00 pm). Service calls placed after noon will be repaired by noon the following day. (Monday through Friday)

**Annual Maintenance** = a service tech will clean all dryer vents twice annually (January and August) providing a written report to be submitted to [CardServices@risd.edu](mailto:CardServices@risd.edu) & [facilities@risd.edu](mailto:facilities@risd.edu).

**Preventative maintenance** = testing full functionality of all machines to be performed twice annually (January and August) providing a written report to be submitted to [CardServices@risd.edu](mailto:CardServices@risd.edu) & [facilities@risd.edu](mailto:facilities@risd.edu).

The selected bidder/vendor will be responsible for providing the following:

- Pricing for equipment installation and maintenance. Please include any compensation requirements.
- Pricing for Laundry View E-monitoring for all laundry rooms.
- Information regarding Service Level Agreement.
  
- Energy Star rated Large Capacity High Efficiency Washing Machines
- Energy Star rated Large Capacity High Efficiency Dryers
- CBORD Compatible Hardware to facilitate transactions

### **Term of Contract**



## Rhode Island School of Design – Request for Proposal (RFP)

The contract will have an initial term of **5** (X) years with option to renew by mutual consent of both parties.

### Payment Terms

**Laundry partner will invoice RISD Quarterly in arrears.** Invoices will be paid Net 30 from date of invoice. Payment will be mailed and may not be picked up in person.

### VI. Proposal Preparation and Submission Requirements

Proposals should be as thorough and detailed as possible so that the College may properly evaluate representative's capabilities to provide the required services. Representatives are required to submit the following items as a complete proposal:

1. The return of the RFP cover sheet and all addenda acknowledgements, if any, signed and filled out as required.
2. Complete Data Sheet, included as an attachment to the RFP, and other specific items or data requested in the RFP.
3. Financial Disclosure. The Bidding Vendor shall upon request provide to RISD audited financial statements for the most recent (3) fiscal years.
4. A written narrative statement to include:
  - a. Experience in providing the services described herein.
  - b. Names, qualifications and experience of personnel to be assigned to the project.
5. Specific plans for providing the proposed services including:
  - a. List of proposed equipment/goods including operating parameters.
  - b. A complete description of representative's program of preventive maintenances and regular replacement of worn equipment.
6. Provide references from three (3) of Bidder's customers for the past five (5) years for Services described in this RFP.

Provide the following information for each customer:

- Customer name and address;
- Contact name with email address and phone number
- Time period in which work was performed
- Short description of work performed

7. Has the Bidder worked with RISD in the past five (5) years? If "yes," state department name, department contact, and provide a brief description of work performed. If "no," briefly describe any experience Bidder has with other universities for work similar in size and scope to that described in this RFP.



## Rhode Island School of Design – Request for Proposal (RFP)

8. Has the bidder or any of its employees ever been convicted of any crime over a Class B Misdemeanor including a conviction for theft, embezzlement, misappropriation of funds, etc.? If so please indicate the date, the nature of offense, and punishment.

### VII. Proposal Evaluation Criteria

The Rhode Island School of Design will evaluate all proposals using the following criteria:

- Scope and quality of services offered.
- Representative's background and credentials and favorable recommendations of previous clients.
- The staffing plan for providing services to the college and the caliber of personnel involved.
- Suitability and quality of the overall proposal.

### VIII. TERMS AND CONDITIONS - SERVICES

1. Clarification of Terms: If any prospective Bidder or Representative has questions about the specifications or other solicitation documents, the prospective Bidder or Representative should contact the following personnel no later than five (5) days before the due date. Only answers provided in writing by RISD shall be considered official. All questions should, to the degree possible, cite the specific RFP section and paragraph number(s) to which the question refers. Any revisions to the solicitation will be made only by addendum issued by the appropriate personnel.

Amy Barr  
abarr@risd.edu  
Procurement Services  
Rhode Island School of Design  
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Bidder shall make no contact concerning this RFP with other RISD personnel except as permitted by the point of contact written in this RFP. The Rhode Island School of Design will provide responses as soon as practicable following the Question Deadline. RISD intends to respond to all timely submitted questions. However, RISD reserves the right to decline to respond to any question.

2. Deviations and Exceptions: The services shall be performed as described herein. Any deviation or exception must be submitted in writing by Provider to RISD, agreed to by RISD, signed by both parties and attached to the contract.



## Rhode Island School of Design – Request for Proposal (RFP)

3. Licenses and Permits: Provider will be responsible for obtaining and maintaining all applicable and necessary federal, state and local licenses, certificates and permits in connection with the services provided. Provider must submit copies of all such permits and renewal thereof to the College.
4. Associated Costs: Provider shall be responsible for all costs associated with providing the services described herein unless the contract specifically provides for payment by the College. Provider shall pay when due all taxes or assessments applicable to Provider. Provider shall comply with all statutes and regulations of the applicable taxation authority or authorities. RISD is exempt from State and Federal taxes except in specific cases. A copy of the College's tax exemption certificate will be provided.
5. Losses: RISD shall have no responsibility for any theft or other loss of money, product, equipment, parts, valuables, tools, materials or personal effects of Provider's employees. Provider shall be responsible for all damages and losses, except normal wear and tear to equipment or other personal property transported to or from any building or facility of RISD if damaged by Provider's vehicles or employees. Provider further assumes full responsibility for all actions and activities of any person or persons that it brings or allows to be admitted to RISD property.
6. Accounting: Provider will maintain complete and accurate records of services rendered in accordance with accepted industry practices and as further described herein. RISD reserves the right to request inspection and/or audit of all records pertaining to the provision of services to RISD by Provider at any or all reasonable times. Provider hereby agrees to retain all books, records and other documents relative to the provision of services under the contract for two (2) years after the expiration date of the contract.
7. Financial Information: Provider shall upon request provide to RISD audited financial statements for the most recent three (3) fiscal years of Provider.
8. Termination: In the event either party fails to perform or comply with any of the terms and conditions of the contract, the aggrieved party may notify the other in writing with a demand that the failure be remedied within 30 days. If the failure is not remedied in 30 days, then the aggrieved party may terminate the contract by giving the other party 30 days written notice. In addition, the College shall have the right to terminate the contract for any reason or for no reason at any time during the term of the contract by giving Provider sixty (60) days prior notice in writing. Upon termination or expiration of the contract, Provider shall vacate all parts of the College premises occupied by it, if any, and restore the same to the College in the same condition as when originally made available to Provider, reasonable wear and tear excepted. Surrendered premises and equipment shall be left in a clean orderly state satisfactory to RISD.
9. Non-Discrimination: Provider must agree to fully comply with any applicable federal and state laws, rules, regulations and orders prohibiting discrimination in employment, facilities and services. In addition, Provider will comply with any and all College regulations, policies and practices regarding non-discrimination. Provider shall not discriminate against any employee or applicant for employment





## Rhode Island School of Design – Request for Proposal (RFP)

because of age, race, religion, national origin, ancestry, sex, disability, sexual orientation, gender identity or expression, veteran status, or any other characteristic protected by law.

10. Independent Contractor: All of Provider employees furnishing services to the College shall be employees solely of Provider and shall not for any purpose whatsoever be deemed to be employees or agents of, acting for, or on behalf of the College.
11. Indemnification: The selected vendor shall indemnify and hold harmless Rhode Island School of Design, its Trustees, its officers, its employees and agents, and counsel from and against any and all claims, demands, cause of action, orders and decrees or judgments for injury, death or damage to persons or property, loss, damage and liability including attorney's fees incurred, or arising out of, resulting from, or in any way connected to the performance of any service required herein or any act of omission on the part or the vendor, its employees or agents.
12. Insurance: By signing and submitting a bid or offer under this solicitation, the Bidder or Representative certifies that, if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. The Bidder or Representative further certifies that the contractor will maintain this insurance coverage during the entire term of the contract and that all insurance will be provided by insurance companies authorized to sell in insurance in the State of Rhode Island by the RI state corporation commission.

### **1. Worker's Compensation and Employer's Liability Insurance**

- a. Worker's Compensation Statutory Requirement
- b. Employers Liability \$100,000 bodily injury each accident  
\$100,000 bodily injury by disease for each employee  
\$500,000 bodily injury/disease aggregate

Statutory worker's compensation covering each and every worker employed in connection with the work as provided in the statutes applicable to worker's compensation.

### **2. Commercial General Liability**

- a. Limits \$2,000,000 General Aggregate  
\$2,000,000 Products/Completed Op Aggregate  
\$2,000,000 Personal & Advertising Injury  
\$2,000,000 Each Occurrence
- b. There should be no exclusion for:
  - Operations and Premises
  - Products/Completed Operations Liability
  - Limiting Coverage with respect to environmental hazards

c. Completed Operations should be for a minimum of 3 years (applicable all construction, maintenance or installation contractors)

d. Rhode Island School of Design must be named as an additional insured as their interests may appear and a copy of the endorsement should be received by RISD Risk Management before any contract is executed.



## Rhode Island School of Design – Request for Proposal (RFP)

### 3. Automobile Liability

- a. Bodily Injury/Property Damage Combined Single Limit of \$1,000,000
- b. Coverage must include: Non-Owned Car, Hired Car and all Owned or Leased Vehicles.
- c. Rhode Island School of Design must be named as an additional insured and an insurance certificate should be received by RISD Risk Management before any contract is executed.

### 4. Umbrella Liability

- a. Umbrella Liability Limits: \$5,000,000 each occurrence/aggregate
- b. Rhode Island School of Design must be named as an additional insured and an insurance certificate should be received by RISD Risk Management before any contract is executed. Coverage is in excess of General Liability, Automobile Liability, and Employer's Liability.

### 5. Professional Liability

- a. Professional Legal Liability Limits: \$2,000,000 each occurrence/aggregate
- b. RISD Risk Management should receive a confirming insurance certificate before any contract is executed.

### 6. Security and Privacy Liability (applicable to any party with access to personal identification information and or access to RISD IT systems)

- a. Third Party Liability Limits: \$2,000,000 each occurrence/aggregate
- b. RISD Risk Management should receive a confirming insurance certificate before any contract is executed.

**7. Carrier Financial Strength** All insurance carriers must meet a minimum financial rating of A.M. Best's "A- XV" or, as acceptable by review by RISD's Risk Management Office.

**8. Cancellation or Notice of Non-Renewal** All insurance carriers must provide a minimum notice of cancellation or non-renewal to the Additional Insured of 30 days.

**9. Occurrence versus Claims Made Coverage Forms** Any of the above insurance policies written on a "Claims Made" basis should be clearly identified as such and continuing evidence of this insurance must be provided annually to the office of RISD Risk Management commencing with the effective date of the vendors contract with RISD through the RI statute of repose for bodily injury.

\_\_\_\_\_  
Name of Bidder/Representative

\_\_\_\_\_  
RFP Project Title

\_\_\_\_\_  
Organization Name/Address

\_\_\_\_\_  
Proposal Due Date

\_\_\_\_\_  
Date/Time Submitted

\_\_\_\_\_  
Rhode Island School of Design



## Rhode Island School of Design – Request for Proposal (RFP)

### IX. Attachments:

- Schedule A    Proposal Submittal Form
- Schedule B    Questions regarding Request for Proposal
- Schedule C    Spreadsheet for Responses to Vendor Questions



## Rhode Island School of Design – Request for Proposal (RFP)

### Schedule A: Proposal Submittal Form

#### VENDOR INFORMATION FORM

COMPANY \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WAREHOUSE LOCATION(S)  
\_\_\_\_\_  
\_\_\_\_\_

REPRESENTATIVE \_\_\_\_\_ TAX ID# \_\_\_\_\_

TELEPHONE # \_\_\_\_\_

#### HOLIDAY SCHEDULE:

(Please indicate any dates you will not be servicing the account.)

Presidents Day \_\_\_\_\_ Thanksgiving \_\_\_\_\_  
Independence Day \_\_\_\_\_ Christmas \_\_\_\_\_  
Labor Day \_\_\_\_\_ Other \_\_\_\_\_

REFERENCES: Vendor is asked to provide three (3) current references of a similar institution in which you are doing business.

Company: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Telephone# \_\_\_\_\_  
Length of service \_\_\_\_\_

Company: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Telephone# \_\_\_\_\_  
Length of service \_\_\_\_\_

Company: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Telephone# \_\_\_\_\_  
Length of service \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



## Rhode Island School of Design – Request for Proposal (RFP)

### Schedule B: QUESTIONS REGARDING REQUEST FOR PROPOSAL

1. Question:

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1. Response:

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2. Question:

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2. Response:

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3. Question:

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3. Response:

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