



EXCEPTIONAL. UNCONVENTIONAL.

REQUEST FOR QUOTATION

LAKEHEAD UNIVERSITY
955 OLIVER ROAD
THUNDER BAY, ONTARIO
CANADA P7B 5E1

RFP #LU 2018 - 180
Laundry Services: Residence and Conference Services

Release Date: Monday June 11th, 2018

Final date for Bidder inquiries: Monday June 18th @ 3:00PM

Close Date: Thursday, June 28th, 2018 @ 3:00:00PM



SECTION I PURPOSE AND CONTENT

- 1.1 Lakehead University invites qualified suppliers to submit a quotation for the provision of Laundry Services in support of our Residence and Conference Services operations at our Thunder Bay Campus. For a map of our campus layout go to <http://security.lakeheadu.ca/>.
- 1.2 The University intends to award an approximate Three (3) year contract beginning in Early July of 2018, and extending through April 30th, 2021. This will align the service with the University's fiscal year end.
- 1.3 The successful bidder for Laundry Services may also be awarded the opportunity to provide occasional dry cleaning services, (should they also provide this service), for students and conference guests.
- 1.4 'Laundry Services' means that sheets, tablecloths, and pillowcases must be laundered, pressed, folded, packaged/bagged with like items – without intermixing with different items - and marking packages appropriately. Fitted knitted sheets will not be pressed.

'Laundry Services' will include the following items: (see also Appendix 'A')

All Sheets – various sizes and types	Bath Towels
Pillow Cases	Hand Towels
Comforters	Face Cloths
Blankets	Tea Towels
Bedspreads	Oven Mitts/Pot Holders
Mattress Pads/Liners	Bath Mats
Pillows (non-feather)	Table Cloths (rectangular – 54"x90"; 54"x115")
Drapes	Table Cloths (round – 60"; 72")
Shower Curtains	Table Skirts
Dust Mops and Wet Mops	Napkins
Dusters/Rags	Dish Rags
Work shirts, golf shirts, jackets, ties, hoodies	Entrance Mats (3'x5')
Parkas, vests	Laundry Bags

Implementation: The winning proponent will have limited time to implement their schedule and pickup routine.

Financing Options: not applicable

1.7 **Payment Terms**

Net 30 upon approval by the Department or Faculty of a submitted invoice.

1.9 **Taxes:** HST extra

1.10 **Shipping & Insurance costs**

All shipping, insurance and brokerage charges to be included in bidder quotations
All University acquisitions are supplied FOB – Lakehead University, Thunder Bay, Ontario

1.11 **Bid Submissions and Pricing**

Bidders will provide prices for each year of the intended contract based on the average volumes as detailed in the table below. Some variation in total quantities is to be expected, so **individual piece pricing ONLY** will be considered. The University's conference season runs from May to mid-August and yields slightly higher volumes of laundry and multiple weekly pickups must be considered by the bidders as standard practice during these months.

Pricing submitted must be stable for each year of the intended contract.

Prior to the award of the final contract, a **site visit** to the highest scoring proponent's submission facilities will be arranged to be attended by the University's evaluation committee.

Refer to section II below for instructions.

Approximate Product Volumes and descriptions are attached in Appendix 'A'.

1.12 **OTHER**

Performance measurement against the intended contract will be undertaken by the management team for Residence and Conference services, and any extension years granted to the contract will be at their discretion.

SECTION II INSTRUCTIONS TO BIDDERS

- 2.1 Proposals **MUST** be received in the Lakehead University Purchasing Department office Thunder Bay Campus, Braun Building, Room Number BB-1002A, BY 3:00:00 PM, local time on **Thursday, June 28th, 2018**, in a sealed envelope marked with the Bidder's Name, and the Tender Number **LU2018-180**
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ADDRESS SUBMISSIONS TO:

Geoffrey Matte
Manager, Purchasing & Contracts
ROOM BB-1002A
Braun Building
Lakehead University
955 Oliver Road
Thunder Bay, Ontario
P7B 5E1

- 2.2 Bid Submissions received after the above closing time and date cannot be considered and will be returned to the bidder, unopened, and at the Bidder's expense.
- 2.3 Lakehead University accepts no responsibility or liability for misdirected, unreadable, incomplete bids or electronic mail questions and it is the sole responsibility of the bidder to ensure their bids and e-mail have been received by the authorized representative of the University in a timely manner.
- 2.4 Quotation documents must be completed in accordance with the requirements of the request for Proposal documents and no amendment or change to proposals will be accepted after the closing date and time.
- 2.5 Quotations shall be originally signed by an authorized signatory of the bidder. If the bidder is an incorporated company, the corporate seal of the bidder shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in question as authorized to sign agreements on behalf of the corporation shall be attached to the proposal. Bidders who are sole proprietorships or partners shall sign their bid in such a way as to irrevocably bind the bidder in an authorized manner.
- 2.6 All questions regarding this Request for Quotations may be submitted in writing (fax, mail or email only) by 4:30 pm on Thursday May 2nd, 2013. The University cannot guarantee responses to questions received after this time.

CONTACT INFO:

Geoffrey Matte
Manager, Purchasing & Contracts
TELEPHONE 807 343-8455
E-MAIL gmatte@lakeheadu.ca



- 2.7 **It is the sole responsibility of each potential bidder to check the Lakehead University Purchasing website on a regular basis for addendum.**
<https://www.lakeheadu.ca/faculty-and-staff/departments/services/finance/purchasing/tenders>
- 2.8 Should any question received be considered relevant to all bidders, the University will provide both the question and the written answers in an addendum, without identifying the bidder proposing the question. Bidders are solely responsible for ensuring the University has a current address and fax number on file for the bidder.
- 2.9 In the event the bidder cannot comply with any term, condition, or requirement of this Request for Proposal, such non-compliance must be clearly noted on the bidder's letterhead and submitted with the proposal. Bidders are cautioned that such non-compliance may result in disqualification of the bidder's proposal. No allowance will be made for un-noted non-compliance of any kind by the bidder.
- 2.10 No other representative of the University is to be contacted regarding this Request for Proposal. The University accepts no responsibility for, and the bidder agrees not to rely upon, any verbal or written statements or representations from any other person, whether or not employed by the University.
- 2.11 While the University will not consider more than one bid from a bidder under the same or different names, the University is prepared to consider, in addition to the original bid, alternative bids submitted within the same bid package providing such are clearly marked as alternatives.
- 2.12 Bidders are cautioned that proposals will be solely evaluated upon the disclosed evaluation criteria and no linkage of offers to donations, scholarships or similar arrangements will be considered.
- 2.13 The laws of the Province of Ontario shall apply to this Request for Proposal and any contract formed as a result of this Request for Proposal and the Courts of Ontario shall have exclusive jurisdiction over any contract formed as a result of this Request for Proposal.
- 2.14 The Lakehead University's name, logo, crest, or any other brand identifier, shall not be used without the prior written consent of the University.

SECTION III EVALUATION AND AWARD

- 3.1 Lakehead University intends to award a contract to the bidder whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part and the University reserves the right in its sole discretion to cancel this Request for Proposal process at any time before or after closing without
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providing reasons for such cancellation. The evaluation may include a bidder presentation and system demonstration.

The lowest or any proposal may not necessarily be accepted.

3.2 All proposals will be evaluated upon the following criteria:

- | | |
|--|-----|
| A) Pricing | 50% |
| B) Demonstrated ability to meet our requirements | 50% |

3.3 Any award made by the University shall be made in writing and shall be subject to the availability of funding at the time of award (if any).

3.4 In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total bid prices and words shall govern over numbers.

3.5 In order to obtain the most advantageous offer for the University, the University reserves the right in its sole discretion:
to waive irregularities and / or minor non-compliance by any bidder with the requirements of this Request for Proposal
to request clarification and / or further information from one or more bidders after closing without becoming obligated to offer the same opportunity to all bidders
to enter into negotiations with one or more bidders without being obligated to negotiate with, or, offer the same opportunity to, all bidders.

Bidders are advised however to submit a complete offer as their bid. Any waiver, clarification or negotiation will not be considered as an opportunity for bidders to correct errors in their bids.

3.6 The University shall not be responsible for any expenses or charges incurred by a bidder in preparing or submitting a proposal nor in providing any additional information considered necessary by the University for evaluation of proposals.

3.7 The University reserves the right in its sole discretion to amend this Request for Proposal at any time prior to close of bidding and bidders are cautioned to ensure they have received all addenda (if any) prior to submitting a bid.

SECTION IV AWARD CONTRACT

4.1 The successful bidder (if any) may not assign or subcontract any of the award contracts without the prior written consent of the University.



- 4.2 Indemnification: The successful Bidder shall indemnify Lakehead University for all damage suffered by it as a result of the negligent actions or wrongful acts of the successful Bidder, its employees, servants and/or agents. The successful Bidder shall indemnify and hold

harmless Lakehead University, its Board of Governors, students, employees, servants and/or agents from all claims, demands, losses, costs, damages, actions, suits, or proceedings initiated by third parties arising from the negligence of the successful Bidder, its employees, servants, and/or agents.

- 4.3 General Liability Insurance: The successful Bidder must carry general liability insurance with a limit of not less than \$5,000,000 inclusive per occurrence for bodily injury (including death), and damage to property including the loss of the use thereof. Such insurance shall include coverage for broad form property damage, contractual liability, completed operations and product liability, and non-owned automobile liability and such other types of insurance, as would be carried by a prudent person and as Lakehead University may from time to time require. Lakehead University shall be named as an additional insured on the policy, but only with respect to the operations of the successful Bidder.
- 4.4 This quotation shall be open for acceptance by the Owner for a period of **sixty** (60) days after submission. The Owner reserves the right to accept any quotation, and to reject any or all quotations. The Owner will issue a purchase order to the selected contractor that will serve as a formal agreement between these parties for performance of the required work. Invoices shall be accompanied by a **Workplace Safety and Insurance Board Clearance Certificate** and a **Statutory Declaration** certifying that monies have been appropriately distributed. Holdback monies will be administered in accordance with provisions of the Construction Lien Act.
- 4.5 The successful bidder (if any) shall warrant its work and/or products for a period of not less than one (1) year from completion, installation or supply against all defects and deficiencies in manufacture, workmanship and installation. The successful bidder (if any) shall also promptly remedy or replace any defect or deficiency, in the goods or services as solely determined by the University, upon notice from the University to do so, and at no cost to the University.
- 4.6 The following policies are in effect on the Owner's premises and contractors performing work on these premises are required to observe their provisions:
1. Smoking on University Premises;
 2. Harassment and Discrimination Policy and Procedures;
 3. Lakehead University Traffic & Parking Regulations;
 4. Hot Work Permit procedure for work that involves potential sources of ignition.

Copies of these policies may be reviewed at the Physical Plant office (Avila Main Floor floor room number 151). For parking requirements other than short-term stops for delivery of



materials, obtain and pay for parking permits in accordance with Lakehead University regulations.

- 4.7 Successful bidders are to submit the following documentation:
1. Prior to commencement of work, (and with each invoice) a Workplace Safety and Insurance Board Clearance Certificate;
 2. Prior to commencement of work, a copy of the firm's Health and Safety Policy and Procedures.
 3. Prior to commencement of work a list with names and contact numbers for all personnel associated with servicing the contract.
- 4.8 Perform work in accordance with Occupational Health and Safety Act, Regulations for Construction Projects, WHMIS Regulation, and Regulation respecting Asbestos on Construction Projects in Building and Repair Operations. A report identifying asbestos containing materials which may be encountered in this project will be provided by the Owner. Erect barricades or hoarding as required to protect the public, workers and public and private property from injury or damage. Delineate project site with appropriate, legible signage. Enclose electric arc welding sites with opaque screening to protect passersby from eye injury caused by flashes. Securely cover openings in building envelope resulting from construction activity to prevent entry of unauthorized persons.
- 4.9 Should the successful bidder (if any) fail to remedy any defect or deficiency promptly with a reasonable time after notice to do so, the University may remedy the defect or deficiency, at the successful bidder's (if any) cost.
- 4.10 The University and the successful bidder (if any) acknowledge and agree that they are independent contractors in a contract for goods and/or services and no employer - employee, partnership nor agency relationship is intended or created by their agreement.
- 4.11 Notwithstanding the above, while at Lakehead University, personnel of the successful bidder (if any) must observe all regulations and policies of the University including parking and traffic regulations. Vehicles shall be parked in areas, at the successful bidder's (if any) expense, as directed by the Security Manager.
- 4.12 In addition to any rights of termination at law or in equity, Lakehead University shall have the right to terminate any contract formed with the successful bidder (if any) upon written notice to the successful bidder.

End of RFP – See Attached Appendix 'A'

**Appendix 'A': LAUNDRY SERVICES
RESIDENCE AND CONFERENCE SERVICES**

Lakehead University Residence and Conference Services is requesting a quotation for laundry service for the items that follow.

All items are to be:

- laundered
- folded
- packaged/bagged with like items (no intermixing of different items)
- packages must be marked with the number of items inside

Please note that if undue wrinkling occurs as a result of the cleaning process (ie. failure to fold immediately after drying) we will require these items to be pressed.

In addition to the above, please note that all table cloths, table skirts and napkins must be:

- pressed

In your quotation please include prices for each year, pickup/delivery information and expected maximum turnaround time. A site visit to the successful vendor's facility will occur by Residence Administration prior to awarding contract.

Note: Additional pickup and delivery will be required in the summer.

Enclosed for your convenience is a summary of the last five years volume of goods that we have had cleaned (see Appendix 1). Our Conference Season which runs from May to mid-August yields about 80% of our volume of laundry and multiple weekly pick-ups and deliveries must be considered.

All bids must include a complete Laundry Pricing (Appendix B) for all three years as their quotation.



I. Appendix A Laundry Summary – 5 Year

	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Work Shirts	14	6	0	0	2
Blankets	1288	3502	3593	1207	885
Flat Sheets	2969	4805	3631	3287	2705
Contour Sheets	2660	4613	4216	3069	2091
Bath Towels	3656	4974	4908	3574	2379
Hand Towels	256	365	826	731	700
Face Cloths	3505	3986	4670	3531	2493
Shower Curtains	233	207	287	79	211
Tea Towels	122	219	419	276	116
Dish Rags	122	158	377	228	218
Dusters	6393	2595	2914	1841	2003
Bath Mats	15	51	9	126	528
TC 54x115	78	196	240	179	191
TC 54x90	100	177	156	211	305
TC Round	78	166	162	87	112
XL 90"+ Round	-	1	7	42	139
Table Skirt	11	28	24	23	441
Napkins	11	0	0	21	0
Comforters	97	99	49	88	127
Pillow Cases	3031	5302	5093	2966	2601
Oven Mitts	18	48	52	26	33
Mattress Covers	12	21	1	35	63
Drapes	22	101	53	15	103
Jacket	10	15	7	17	14
Pillow (Non-Feather)	720	831	983	431	226
Bed Spreads	10	12	65	1652	1401
Mat Cleaning	20	122	115	15	98
Golf Shirts	11	25	39	19	19
Ties	5	5	0	0	0
Wet Mops	4	4	1	0	1
Dry Mops	11	46	2	5	1
Pot Holders	2	0	0	0	0
Hoodie	1	5	0	4	3
Parka	0	7	0	0	1
Vest	0	1	0	0	0

Appendix 'B'
Bid Form: Laundry Pricing LU2018-180

Firm Name: _____ Telephone: _____

Address: _____

Contact Name: _____ Title: _____ E-mail: _____

Signature: _____ Corporate Seal: _____

Witness Name: _____

Signature: _____

Itemized Pricing

Item	2018-2019	2019-2020	2020-2021
Pillow Case			
Flat Sheet – twin			
Flat Sheet – double			
Contour Sheet – twin			
Contour Sheet – double			
Blanket (Teal, cotton)			
Bedspread			
Comforter			
Pillow (non-feather)			
Mattress Pad			
Liner Sheet/Pad			
Face Cloth			
Hand Towel			
Bath Towel			

Tea Towel			
Dish Rag			
Shower Curtain			
Table Cloth – 54” x 90”			
Table Cloth – 54” x 115”			
Table Cloth – Round up to 90”			
Table Cloth – Round 90” +			

Anticipated Normal Turn-around times _____

Pickup / Delivery Charges if additional: (include description of limitations and how charges are calculated)

End of Appendix