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**La Crosse County**

**Request for Proposal**

**Laundry Services**

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**Section 1 - RFP Overview**

* 1. **Introduction  
       
     The objective of this procurement process is to select vendor to provide laundry service for a 60-month contract beginning June 9, 2021**

**A.** La Crosse County has two facilities that utilize Laundry Service from an outside  
 vendor.

1. Lakeview Health Center – 60 beds  
 962 East Garland Street   
 West Salem, Wisconsin  
  
 a. Monarch Manor – 8 bed community based residential facility  
 -1 block from Lakeview Health Center  
 848 Garland Street  
 West Salem, Wisconsin  
   
 b. Regent Manor – 4 bed community based residential facility  
 -1 block from Lakeview Health Center  
 856 Garland Street  
 West Salem, Wisconsin  
  
Monarch and Regent Manor require services delivered to their respective addresses.

2. Hillview Health Care Center -- 110 Beds  
 3501 Park Lane Drive  
 La Crosse, WI  
  
\*Hillview Health Care Center bed count may change during the time-frame of this contract as the mix of client services may change to meet the needs of the community.

**B**. Each of the facilities has distinct service needs which will be described within this RFP. Vendors are to provide a proposal that customizes the service plan for each facility.

**C. Vendors are to provide a rental item proposal for Lakeview and Hillview.**

1. Hillview currently has COG (customer owned goods) items that are serviced by the   
 current vendor. Hillview also has items that are serviced in-house. Hillview is   
 converting to an item rental service. Please see Section 4.2.2 for details

2. Lakeview (includes Monarch & Regent Manor) currently has rental items serviced  
by the current vendor. Lakeview will continue with the item rental service. Please   
Section 4.2.1

**Section 2 - Proposal Submittal Instructions**

**2.1 RFP Schedule**

The following is a list of the important dates for activities related to the RFP process. The County reserves the right to change these dates and will post the changes on its web site.

|  |  |  |
| --- | --- | --- |
| Activity | Time | Date |
| RFP released |  | February 25, 2021 |
| Vendors Conference and Tour | 8:30 am | March 9, 2021 |
| Submission of proposals | 10 am | April 7, 2021 |
| Vendor interviews |  | April 21, 2021 |
| Aging and Long-Term Care Committee meeting |  | May 10, 2021 |
| Contract start date |  | June 9, 2021 |

**A pre-proposal vendor conference and tour is scheduled to begin at 8:30 am in the following location:**

**Conference Room 0430 (lower level, elevators available upon entering building)   
County Administrative Center  
212 North 6th Street  
La Crosse, WI**

**Vendor Parking**: Vendors may park in the Administrative Center parking lot which can be accessed from 7th Street. Please park in the center aisle row.

**Vendors may participate virtually in event numbers #1 thru #4 and #9 listed below.   
 La Crosse County does not have the capability of providing a virtual tour. Vendors who want to participate virtually shall make arrangements with Bryan Jostad no later than 4 pm on March 5, 2021.**

**Bryan Jostad 608.785.5879**[**bjostad@lacrossecounty.org**](mailto:bjostad@lacrossecounty.org)

**The Vendor Conference includes a question / answer session and a tour of Hillview and Lakeview Health Centers. Estimated time to for the Vendor Conference is four (4) hours. Vendors will need to provide their own transportation. The order of events is:**

**1. Introduction  
2. Review of RFP events  
3. County explains expectations**

**4. Vendor questions**

**5. Participants drive to Hillview**

**6. Hillview Tour  
7. Participants drive to Lakeview  
8. Lakeview Tour**

**9. Participants drive to Administrative Center for wrap -up and question / answer   
 session**

**Vendors must provide their own masks for the Administrative Center, Hillview, and Lakeview. At Hillview and Lakeview, vendors will be required to swap their personal masks for masks provided at the facilities. Vendors will also be required to use goggles or face shields provided by the facilities. Depending on the size of the Tour Group, each vendor may be limited to the number of persons who can be in certain areas of each facility.**

**2.2 RFP location**

This RFP is posted on the La Crosse County web site. The County reserves the right to amend this RFP at any time. In the event it becomes necessary to amend, alter or delete any part of the RFP, changes to the RFP will be posted on the web site and on the DemandStar website. It is the vendor’s responsibility to be aware of amendments that are posted on the County web site and the DemandStar website.

### 2.3 Submission of Questions

Scope of Work Questions:  
  
Kim Haskey  
Hillview Support Systems Manager  
[khaskey@lacrossecounty.org](mailto:khaskey@lacrossecounty.org)  
608-519-9368  
  
Carrie Mahlum  
Lakeview Support Systems Manager  
[cmahlum@lacrossecounty.org](mailto:cmahlum@lacrossecounty.org)  
608-612-0595

Procurement Process Questions:

Bryan Jostad, Finance Department, 608-785-5879

[Jostad.bryan@](mailto:Jostad.bryan@)lacrossecounty.org

**2.4 Submission of Proposals**

All proposals shall be submitted in complete original form using the Oniva DemandStar Network as the procurement information notification and document distribution system. DemandStar will also serve as the proposal collection destination.

La Crosse County will no longer accept proposals that are mailed, (UPS, Fed EX, U.S.P.S.)faxed or dropped off in person.

Vendors may register on-line at www.oniva/WAPP.com (or the general DemandStar website) to ensure free automatic notification of and access to RFP’s, RFQ’s, and bids. If your business currently subscribes to DemandStar Services, and its service territory includes the entire State of Wisconsin or a larger area, the service connecting your business to this RFP may already be included within your subscription.

**Proposals submitted will be marked as “County Laundry Services” and must be submitted to DemandStar no later than 10:00 am, CST, April 7, 2021.**

**Proposals received after the above date and time will not be reviewed.**

### 2.5 Opening of Proposals

The proposals will be publicly opened at 10:05 am, April 7, 2021 in the following location:

**Conference Room 2521  
County Administrative Center  
212 North 6th Street  
La Crosse, WI**

At that time, the names of vendors who properly submitted proposals will be announced. Announcement of the names of the vendors who submitted proposals is not a guarantee that the proposals otherwise comply with the specifications of this RFP.

Vendors may attend the Opening of Proposals virtually. Please contact Bryan Jostad 24 hours in advance to for arrangements.

### 2.6 Ownership of Proposals

All proposals submitted on time become the property of the County upon submission, and the proposals will not be returned to the Vendors. By submitting a proposal, the Responder agrees that the County may copy the proposal for purposes of facilitating the evaluation.

**2.7** **Other information**

Vendors may submit any other information that is not described in this proposal that would be beneficial to the County. If in the vendor’s opinion the County has overlooked anything material or relevant, such item(s) may be brought to the County’s attention and be included in the proposal.

**Section 3 Qualifications   
  
3.1 Vendor Information**

1. Letter of introduction that includes name of contact person and contact information (email address, phone number, etc.), no more than two (2) pages.
2. Office location(s) that would service this contract
3. Ownership and affiliation
4. Company’s objectives in relation to this project
5. Provide client agency name, contact name, title, address, and phone number of references from at least three clients that have been, or are currently being provided similar service within the last five (5) years.
   1. **Relevant Experience**
6. Laundry Service experience regarding Long Term Care Centers
7. Laundry Service experience regarding Assisted Living Facilities
8. Other Laundry Service experience

**3.3 Proposed staff and structure**  
 A. Organizational Structure / Hierarchy  
 B. Responsibilities and qualifications of management personnel providing services  
 under this proposed agreement.

1. The Responsibilities and qualifications of the staff who are performing  
    the laundry service operation
2. Provide a detailed explanation of the training the vendor’s staff   
    workers will receive for laundry service operation

**Section 4 Scope of the Work**

**4. 1.1 Quality Assurance**

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**A**. Vendors shall describe how it is determined that items are replaced and / or how the replacement system works.

**B**. Vendors shall describe the repair specifications / standards and how this relates to the replacement

system

**C**. Vendors shall describe their product inspection procedures.

**D**. Vendors shall describe the criteria used to determine that item replacement is the County’s responsibility and is not the result of normal everyday usage.

**E. Product Specifications**

Vendors shall provide product specifications for all rental items. Vendors advancing to the interview step shall provide product samples at the during their interview. Be

**F. Carts**

Vendor is responsible for supplying the laundry carts for each facility. The style / model

and number of the carts may be unique to each facility.

**4.1.2 In Service/ Training / Reports**

**A**. Describe training sessions, programs, and / or topics that are available and

can be provided at no cost. It is expected that training will be available during the

entire timeframe of the contract.

**B**. Describe any reports that are available which will assist the County with laundry

management.

**4.1.3 Problem Resolution Process**

Who is the first contact for problems and describe the problem resolution process / procedure.

**4.1.4. Contingency Plan**

Describe the contingency plan as it relates to weather, equipment breakdown at the vendor

laundry facility, transportation breakdown, shortage of items delivered and other emergencies

that can affect the continuation in providing laundry service.

**4.2.1** **Lakeview Health Center – 60 beds**  
 962 East Garland Street   
 West Salem, Wisconsin  
  
 a. Monarch Manor – 8 bed community based residential facility  
 -1 block from Lakeview Health Center  
 848 Garland Street  
 West Salem, Wisconsin  
   
 b. Regent Manor – 4 bed community based residential facility  
 -1 block from Lakeview Health Center  
 856 Garland Street  
 West Salem, Wisconsin  
  
Monarch and Regent Manor require services delivered to their respective addresses.  
Incontinence pads and wash clothes only.

Lakeview’s clientele is a mix of long-term care, mentally and / or developmentally disabled

adults.

Average Monthly Census last 12 months:  
Lakeview Health Center: 58  
Monarch Manor: 8  
Regent Manor: 4

**B. Laundry Items**

Rental items:  
Towels  
Wash Cloths  
Gowns  
Sheets  
T-Shirt knit fitted sheet  
Pillowcases  
Sage Bedspreads  
Beige Bed spreads  
Bio Bags  
Culinary Aprons  
Incontinence Pads

Incontinence Pads

\*\*Incontinence pads shall be of equal or better quality than Vintex Vcare. Vendors may propose an

alternate pad; vendors shall provide a sample of the alternate pad with the proposal. If an

alternate is not proposed, the County is expecting the Vintex Vcare. the County reserves the right

to determine if the alternate pad is of equal or better quality than the Vintex Vcare.

**B. Service**

1. Vendors shall provide pickup and delivery service a minimum of 2 days a week – Monday

- Friday. Vendors shall define a separate cost for adding Saturday and Sunday. Vendors are

to describe their procedure for holidays and which holidays service is not provided.

2. Vendors are to deliver inside the building to the five (5) households at a consistent time that

is mutually agreed upon with Lakeview and the vendor

3. Vendor shall describe how the laundry is delivered as it pertains to the carts and the manner

in which the laundry is folded

4. The exact location of cart pick-up and delivery will be mutually agreed upon between

the vendor and Lakeview.

**C. Inventory Management**

Vendors shall describe their inventory management program as it relates to

par levels with rental items.

**D. Value added services**

Vendors may propose any value-added services that aide efficiency or cost control.

**E. Personal Items**

Personal items may accidentally be mixed within the laundry contents that vendors service.

Vendors shall describe their process for identifying personal items and returning them to the

respective facility.

**4.2.2**  **Hillview Health Care Center - 110 Beds**

3501 Park Lane Drive

La Crosse, WI

Hillview’s clientele consists of rehab and long-term care.

Average Monthly Census last 12 months: 95

**A. Laundry Items**

The rental items are:

wash cloths

hand towels

towels

gowns

flat sheets

t-shirt knit or jersey fitted sheet & over-sized fitted sheets

pillowcases

bath blankets

bedspreads/thermo spreads –   
 \*would like to see color choices and stick with 1 or 2 colors at most at facility discretion

Incontinence pads

Incontinence Pads

\*\*Incontinence pads shall be of equal or better quality than Vintex Vcare. Vendors may propose an

alternate pad; vendors shall provide a sample of the alternate pad with the proposal. If an

alternate is not proposed, the County is expecting the Vintex Vcare. the County reserves the right

to determine if the alternate pad is of equal or better quality than the Vintex Vcare.

**B. Service**

1. Vendors shall provide pickup and delivery service a minimum of 3 days a week – Monday, Wednesday, Friday. Vendors shall define a separate cost for adding Saturday & Sunday. Vendors are to describe their procedure for holidays and which holidays service is not provided.

2. Vendors are to deliver inside the building to the six (6) households at a consistent time that

is mutually agreed upon with Hillview and the vendor

3. Vendor shall describe how the laundry is delivered as it pertains to the carts and the manner

in which the laundry is folded

4. The exact location of cart pick-up and delivery will be mutually agreed upon between

the vendor and Hillview.

**C. Inventory Management**

Vendors shall describe their inventory management program as it relates to

par levels with rental items.

**D. Value added services**

Vendors may propose any value-added services that aide efficiency or cost control.

**E. Personal Items**

Personal items may accidentally be mixed within the laundry contents that vendors service.

Vendors shall describe their process for identifying personal items and returning them to the

respective facility.

**F. Purchase of existing inventory** Hillview hasthe following items in existing inventory. The numbers are   
 an estimate:

wash clothes - 1840

hand towels - 709

bath towels - 277

gowns - 188

flat sheets - 10,606

fitted sheets - 272

over-sized fitted sheets - 55

pillowcases - 529

thermo spreads – 375

bath blankets – 1,724

Vendors are encouraged to include the purchase of the existing   
 inventory in their proposal. The purchase of existing inventory can take   
 the form of a check, a credit against monthly invoices, or some other method.It is the vendors responsibility to provide the labor and the transportation  
 for the removal of the items.

**Section 5 Cost**

Vendors may propose a cost structure by item, weight (clean vs. dirty), or a combination of both. If a vendor proposes the cost of any items by weight (clean vs dirty), the vendor shall provide a detailed explanation of how the weight calculation corresponds to an item count.   
  
It is understood that vendors may have a formula (by weight or item count) that incorporates par levels and estimated item replacement. Vendors shall explain any such formula in detail.

Vendor may submit more than one cost proposal.

Vendors shall describe the cost proposal in detail and in a manner that is easy to understand.

**Section 6 How to respond to this RFP  
  
6.1** Respond to statements in Sections 3 Qualifications and Section 4 Scope of   
 Work  
 **6.2** Provide a detailed explanation of proposed Costs in Section 5

**Section 7 Evaluation of Proposals**

### 7.1 Evaluation Criteria

La Crosse County will evaluate the proposals using the criteria described below.

|  |  |
| --- | --- |
| **Category** | **Points** |
| Qualifications | 100 |
| Scope of Work | 100 |
| Cost | 100 |
| **Initial Total** | 300 |
| Vendor Interviews | 300 |
| **Grand Total** | 600 |

**7.2 Initial Evaluation**Each proposal shall receive a review by an evaluation team. The highest evaluated vendors; up to 3; shall be requested to meet with the evaluation team for an interview. **Vendors will be notified of their interview status no later than 4 pm, April 14, 2021. Vendors advancing to the interview stage will receive an interview agenda.**

**7.3 Vendor Interviews**

**Vendor interviews are scheduled for April 21, 2021 Vendors must be available to interview on that day. Interviews will be 75 minutes in length.** Interviews can be  
 in-person orvirtual**.** Vendors participating in this process shall explain and support their written proposal through a presentation, and question/answer forum.

**Section 8 - Terms and Conditions**

**8.1** The County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

**8.2.** The County reserves the right to re-issue any requests for proposals.

**8.3.** Upon the selection of a finalist vendor, the County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If the County, for any reason, is unable to reach a final agreement with this vendor; the County reserves the right to reject such vendor and negotiate a final agreement with the vendor who has the next most viable proposal. The County may also elect to reject all proposals and re-issue a request for proposal.

**8.4** Clarification of proposals: The County reserves the right to obtain clarification of any point in a vendor’s proposal or obtain additional information.

**8.5** The County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of the County.

**8.6** The County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of the County.

**8.7** The County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the vendor.

**8.8** The Vendor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Vendor, or its (their) agents and / or sub-contractors which may arise out of or connected with activities covered by this contract.

**8.9** The selected vendor shall not subcontract or assign any interest in the contract and shall not transfer any interest in the same without prior written consent of the County.

**8.10** No reports, information, or data given to or prepared by the firm under contract shall   
be made available to any individual or organization by the firm without the prior written approval of the County.

**8.11** Should the selected vendor merge or be purchased by another individual or firm contract continuation would be at the County's option.

**8.12** The contract with the selected vendor shall contain a 90-day written notice, without cause, termination clause that can be exercised by the County or the selected vendor.

**End of RFP**