

Housing Authority of the City of Frostburg

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Request for Proposals Laundry Equipment and Service

RFP Issue Date: March 5, 2026
Proposal Due Date: March 31, 2026
Contact Person: Ashley Lane, Executive Director
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Introduction

The Housing Authority of the City of Frostburg is a Maryland-chartered Public Housing Authority that administers 100 units of Public Housing. The Housing Authority has maintained the HUD High Performer rating status for the last twenty-plus consecutive years. The Housing Authority has experienced excellent results from previous audits with unqualified auditor opinions rendered on the financial statements and compliance with Federal laws and regulations, contracts and grants. There has been no identification of audit findings, recommendations, etc. noted in the audits.

The Housing Authority currently operates a laundry center located on the ground floor of the Community Center at Meshach Frost Village. The facility serves residents of the housing community and is accessible only to residents via their house keys. The laundry center is equipped with security cameras for safety and monitoring purposes.

The Housing Authority is seeking to outsource the operation and maintenance of laundry equipment to a qualified vendor who will assume full responsibility for equipment provision, installation, maintenance, repair, and customer service.

Request

The Housing Authority is seeking competitive proposals from qualified vendors to provide, install, maintain, and service commercial-grade laundry equipment at our community laundry center located at 102 Meshach Frost Village, Frostburg, MD 21532. This Request for Proposal (RFP) is issued to establish a service contract whereby the selected vendor will own, operate, and maintain all laundry equipment in exchange for a revenue-sharing arrangement with the Housing Authority.

Board of Commissioners

Joe Saweikis, Chair | Nancy Hughes, Vice Chair | Lesley Felton | Krystal Monroe | Daniel Crump
Ashley Lane, LMSW, Executive Director



Scope of Work

Equipment Requirements

The vendor shall provide and install the following minimum equipment:

- **Three (3) commercial-grade washing machines** with gas hookup capability
- **Three (3) commercial-grade dryers** with gas hookup capability
- All equipment must be:
 - Commercial-grade quality suitable for multi-family residential use
 - Energy-efficient (ENERGY STAR certified preferred)
 - ADA accessible where applicable
 - Compatible with existing gas utility connections
 - New or like-new condition with full manufacturer warranties

Payment Systems

The current equipment is coin-operated. Vendors may propose alternative payment systems, including but not limited to:

- Coin-operated systems
- Card reader systems
- Mobile app-based payment systems
- Hybrid payment options

Vendors must clearly describe all proposed payment methods, associated costs, and revenue tracking capabilities.

Additional Services (Optional)

Vendors may propose the installation of:

- Laundry detergent dispensers
- Fabric softener dispensers
- Coin/bill change machines
- Other amenities to enhance resident convenience

Placement of any additional equipment or dispensers must be approved by the Housing Authority Executive Director.

Maintenance and Service Requirements

The selected vendor shall be responsible for:

Installation: Installation of new equipment, including all necessary connections to existing gas and utility hookups

Routine Maintenance: Regular preventive maintenance to ensure optimal equipment performance

Repairs: Prompt repair of all equipment malfunctions and breakdowns

Parts and Labor: All parts, labor, and materials required for maintenance and repairs

Customer Service: Establishment and maintenance of a customer service system for residents to report equipment issues, payment problems, or other concerns

Response Time: Vendor must specify guaranteed response times for service calls and equipment repairs

24/7 Contact Method: Vendor must provide a dedicated phone number, email, or online portal for residents to report issues. The Housing Authority will NOT field service calls or complaints.

Housing Authority Responsibilities

The Housing Authority will provide:

Location: Dedicated laundry room space on the ground floor of the Community Center

Utilities: Gas, water, electricity, and sewer services required for equipment operation

Access: Secure access to the laundry center for residents only

Security: Existing security camera system for facility monitoring

REVENUE SHARING ARRANGEMENT

The selected vendor will retain ownership of all equipment. In exchange for providing the location and utilities, the Housing Authority will receive a percentage of gross collections from the laundry equipment.

Vendors must propose:

- The percentage of gross revenue to be paid to the Housing Authority
- Payment frequency (monthly, quarterly, etc.)
- Method of revenue reporting and verification
- Payment delivery method

The Housing Authority will evaluate proposals based on the revenue-sharing percentage offered, among other factors.

CONTRACT TERM

The Housing Authority is open to multi-year agreements with renewal provisions, an initial term of five years with an option to renew the five-year term.

PROPOSAL REQUIREMENTS

All proposals must include the following information:

Vendor Qualifications

- Company name, address, phone, email, and website
- Years in business providing laundry equipment services
- Number of similar contracts currently serviced
 - *If this is a new business venture, please explain your interest, previous experience and capability to service the new location*
- References from at least two (2) current clients with similar contracts (include contact name, phone, and email).
- Proof of insurance (general liability, workers' compensation)
- Business license and any required certifications

Equipment Specifications

- Detailed specifications for all proposed washers and dryers
- Brand names and model numbers
- Capacity of each machine
- Energy efficiency ratings
- Warranty information
- Expected equipment lifespan

Payment System Details

- Description of proposed payment system(s)
- Equipment costs (if applicable)
- User instructions and ease of use
- Revenue tracking and reporting capabilities
- Security features to prevent theft or fraud

Service and Maintenance Plan

- Preventive maintenance schedule
- Guaranteed response time for service calls
- Average repair completion time
- Customer service contact methods (phone, email, online portal)
- Hours of availability for customer service
- Process for handling resident complaints and refunds

Financial Proposal

- Revenue-sharing percentage offered to the Housing Authority
- Payment schedule and method
- Any upfront costs or fees
- Costs for optional equipment (dispensers, change machines, etc.)
- Detailed pricing breakdown

Installation Plan

- Proposed installation timeline
- Coordination with Housing Authority staff
- Minimization of disruption to residents
- Testing and quality assurance procedures

Additional Information

- Any value-added services or benefits
- Sustainability initiatives or green practices
- Technology features (remote monitoring, usage analytics, etc.)
- Any other information that distinguishes your proposal

Selection Process

Procedures for the selection of the successful firm will be qualification- and price-based, whereby the Housing Authority of the City of Frostburg evaluates the firms on the factors listed below. The highest-ranked firm shall be invited to meet with Frostburg Housing to allow for evaluation and modification of the proposal, if necessary. If Frostburg Housing fails to reach an agreement with the highest-ranked firm, Frostburg Housing shall follow the same procedure with the next-highest-ranked firm, and so on, until an agreement is reached.

EVALUATION FACTORS

Proposals will be evaluated on a competitive basis with primary consideration given to price (revenue-sharing percentage). Additional factors include:

1. **Revenue Sharing Percentage (Primary Factor)** - Percentage of gross collections offered to Housing Authority
2. **Vendor Experience and Qualifications** - Track record with similar contracts
3. **Equipment Quality** - Specifications, energy efficiency, reliability
4. **Service and Maintenance Plan** - Response times, customer service capabilities

5. **Payment System** - Convenience, security, and resident-friendliness
6. **References** - Feedback from current clients
7. **Contract Terms** - Flexibility and fairness of proposed terms
8. **Value-Added Services** - Additional amenities or benefits offered

The Housing Authority reserves the right to:

- Accept or reject any or all proposals
- Waive informalities or irregularities in proposals
- Request clarification or additional information from vendors
- Negotiate with one or more vendors
- Award the contract to the vendor offering the best overall value

Contact

If you have any questions regarding this Request for Proposals or the services to be performed, please contact Ashley Lane, Executive Director at 301-689-9700, or alane@frostburghousing.org

Proposal Submission Instructions

Proposal Deadline

All proposals must be received no later than **March 31, 2026, 4 pm.**

Submission Method

Submit proposals in the following manner:

By Email (PREFERRED)

admin@frostburghousing.org

By Mail/Hand Delivery:

Housing Authority of the City of Frostburg
Attn: Executive Director
101 Meshach Frost Village
Frostburg, MD 21532

Proposal Format

1. Electronic submissions should be in PDF format
2. Proposals must be submitted in an envelope marked "RFP: Laundry Equipment & Services."
3. Late Proposals will not be accepted.