

HOPES Community Action Partnership, Inc.

Request for Proposal (RFP)

Bottleless Water Cooler Rental & Service Program

1. Introduction & Purpose

HOPES Community Action Partnership, Inc. ("HOPES" or the "Organization") is soliciting proposals from qualified vendors to provide water cooler rental, delivery, and maintenance services across its program sites located in Hoboken, Plainfield, and Somerset, New Jersey. HOPES is seeking a reliable, cost-effective vendor to supply and service water coolers at the quantities and equipment types identified below, based on current invoiced service levels.

This RFP outlines the scope of work, site requirements, submission instructions, and evaluation criteria. Interested vendors are invited to submit a proposal in accordance with the guidelines set forth in this document.

2. Organization Background

HOPES Community Action Partnership, Inc. is a nonprofit community action agency providing a range of social services, early childhood education, and community support programs across multiple sites in Hudson, Union, and Somerset Counties, New Jersey. Reliable access to clean drinking water is a standard operational need across all program locations.

3. Scope of Work

The selected vendor will be responsible for the following, at a minimum:

- Delivery, installation, and ongoing rental of water coolers at each site listed in Section 4, at the quantities and equipment types specified.
- Installation and ongoing service of bottleless (point-of-use, plumbed-in) water coolers with filtration, sufficient to meet each site's usage needs — including reverse osmosis (RO) and countertop (CT) units where currently in service.
- Routine maintenance, sanitization, and servicing of all units, including filter replacement where applicable.
- Prompt repair or replacement of malfunctioning units, with a defined service response time.
- Accurate, consolidated monthly invoicing itemized by site address.
- A single point of contact for account management and service issues across all HOPES locations.

4. Sites & Required Cooler Quantities

Proposals must be priced to cover the following nine (9) HOPES program sites. Quantities and equipment types below have been reconciled against HOPES' current contract.

- RO — Reverse osmosis filtration
- CT — Countertop bottleless
- Bottleless — Standard freestanding, point-of-use bottleless units

#	Site Address	RO Qty.	CT Qty.	Bottleless Qty.	Total Coolers	Required Cooler Type
1	532 Jackson Street #1b, Hoboken, NJ 07030	1	—	—	1	RO
2	Rue/Annex @ 301 Garden Street, Hoboken, NJ 07030	19	3	5	27	RO / CT / Bottleless
3	St Ann's @ 619 Jefferson St, Hoboken, NJ 07030	7	—	—	7	RO
4	Armory/Annex @ 1201 & 7th Street, Plainfield, NJ 07062	—	—	7	7	Bottleless
5	Park Ave @ 322 Park Ave, Plainfield, NJ 07060	—	—	3	3	Bottleless
6	New Horizon @ 110-120 W Front Street, Plainfield, NJ 07060	—	—	4	4	Bottleless
7	CDC @ 1101 South Ave, Plainfield, NJ 07062	—	—	3	3	Bottleless
8	113 Belmont Dr, Somerset, NJ 08873	7	—	4	10	RO / Bottleless
9	900 Hamilton Street, Somerset, NJ 08873	—	—	11	11	Bottleless
	TOTAL COOLERS REQUIRED	34	3	37	74	

Note: HOPES requires bottleless (point-of-use, plumbed-in) filtration units at all sites, in the RO, CT, and standard Bottleless configurations shown above. Vendors should clearly indicate proposed equipment specifications and any installation costs per site and per equipment type.

5. Proposal Requirements

Proposals should be submitted in a clear, organized format and must include the following:

- Company overview, including years in business and relevant experience servicing multi-site nonprofit or commercial clients.
- Detailed pricing per site and per equipment type (RO, CT, Bottleless), including: unit installation cost, monthly rental/lease cost per cooler, monthly filtration/service cost, and any applicable fees (delivery, maintenance, filter replacement, etc.).
- A total monthly and annual cost summary across all nine sites, at the quantities and equipment types listed in Section 4.
- Proposed equipment specifications (make/model, hot & cold or cold-only, energy efficiency/ENERGY STAR status, filtration type — RO, CT, or standard bottleless, as applicable).
- Service and maintenance plan, including standard response time for repairs and preventive maintenance schedule.
- Contract terms, including minimum term length, cancellation policy, and any early termination fees.
- Proof of insurance (general liability, and workers' compensation) and applicable business licensure.
- At least three (3) references from current or former clients of similar size or scope, ideally including nonprofit or multi-site clients.
- W-9 and any relevant certifications (e.g., minority/women-owned business, if applicable).

6. Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

- Total cost and value (pricing per site and overall) — 40%

- Service reliability, response time, and maintenance plan — 25%
- Vendor experience and references — 15%
- Equipment quality and water quality/filtration standards — 10%
- Contract flexibility and terms — 10%

HOPES reserves the right to award the contract to the vendor(s) whose proposal is deemed most advantageous to the Organization, and is not obligated to select the lowest-cost proposal. HOPES also reserves the right to reject any or all proposals, or to negotiate terms with one or more respondents.

7. Key Dates

RFP Issue Date	October 5, 2026
Deadline for Questions	October 19, 2026
Proposal Submission Deadline	October 31, 2026, 5:00 PM ET
Anticipated Award Date	November 2, 2026
Anticipated Service Start Date	January 1, 2027

Note: HOPES' current water cooler agreement requires written notice of non-renewal at least 60 days prior to the end of its term (by November 2, 2026). This RFP timeline is structured to allow vendor selection and contract execution ahead of that deadline.

8. Submission Instructions

Proposals must be submitted electronically (PDF preferred) no later than the deadline listed in Section 7 to:

Loredana Harbac

Procurement Specialist

HOPES Community Action Partnership, Inc.

LHarbac@HOPES.org

201-889-6641

Questions regarding this RFP should be submitted in writing to the contact above by the deadline listed in Section 7. Responses to questions will be shared with all prospective vendors who have indicated interest, to ensure a fair and transparent process.

9. General Terms & Conditions

- This RFP does not commit HOPES to award a contract or pay any costs incurred in the preparation of a proposal.
- HOPES reserves the right to request clarification, additional information, or a formal presentation/demonstration from any vendor prior to final selection.
- Any contract resulting from this RFP will be subject to review and approval by HOPES leadership and, if applicable, its Board of Directors.
- Selected vendor(s) must comply with all applicable federal, state, and local laws and regulations.

Thank you for your interest in partnering with HOPES Community Action Partnership, Inc.