

# Caldwell & Gregory

is pleased to present this  
Proposal for  
Laundry Equipment Services to

## Longwood University



*We* make  
laundry *easy*  
with superior service  
and happy students.



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

2014

# Specific Proposal Requirements

**1. Return the RFP and all addenda acknowledgements, if any, signed and filled out as required.**

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**2. Offeror Data Sheet, included as an attachment to the RFP, and other specific items or data as requested in the RFP.**

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**3. A written narrative to include:**

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**f. A description of the process to be used to determine the satisfaction of student users of the equipment and the administrative support staff of the residence halls.**

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**k. Comments on changes that would be made by offeror to improve quality of service.**

Entire Proposal

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# Specific Proposal Requirements

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**r. A list showing three institutions where the Offeror has completed a laundry room renovation project. An Offeror Data Sheet is provided as Attachment B to this RFP for providing the information for this requirement. [This document was not in the RFP]**

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YOUR COMMERCIAL LAUNDRY PROFESSIONALS



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Manakin-Sabot, VA  
23103

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Fax: 804.784.7418

[www.caldwellandgregory.com](http://www.caldwellandgregory.com)

Dear Laundry RFP Committee:

On behalf of everyone at Caldwell & Gregory, it has been our distinct privilege to serve Longwood University students and administration for the last 21 years! Even though you are quite familiar with our operation, this proposal provides detailed information on the laundry program we will continue to provide at Longwood. Many promises can be made in a written proposal, but there is nowhere to hide when performance is the determining factor.

We are extremely proud of the service we have provided over the years, and are confident that those efforts have been noticed by your students and staff for the investment in quality that they represent. Our promise to you is that as we move forward, this level of commitment will continue to exceed your expectations!

A quick look back at our history and approach:

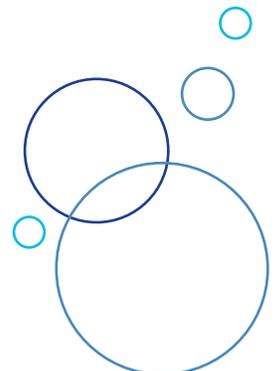
- We have provided you with dedicated technicians and friends in Tom Collins & Duncan Thompson. Duncan spends a significant portion of his time making sure the machines and rooms are in excellent condition.
- Duncan fixes the washers, dryers, and any card system issues within hours of a request.
- Our priority in performing annual preventive maintenance helps minimize machine problems.
- We proactively maintain and clean individual ventilation lines.
- We have always brought new and innovative opportunities to Longwood and have proposed several new options for your consideration (see Alternate Proposal- Section 8).
- We have provided fun and informative in-person RA Training programming.
- We do what we say we will do, when we say we will do it.

If there is anything that we have proposed that needs clarification, we will be happy to answer any questions you may have. Once again, we thank you for the opportunity you have provided us, and look forward to continuing our long partnership with Longwood University!

Best Regards,

Carl Haffley  
Senior Account Executive

Kristan G. Wun  
Senior Account Executive



# Section 1

## RFP & Required Documents



*"C&G always goes above and beyond. I don't know how your service can be beat!"*

*- Holmes Browne, James Madison University*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

SECTION 1 • REQUIRED DOCUMENTS

REQUEST FOR PROPOSALS (RFP)

Issue Date: April 11, 2014  
Commodity Code: 50000, 93400

RFP#214-14-LaundryEqptSvcs  
Title: Laundry Equipment Services

Issuing Agency: Commonwealth of Virginia  
Longwood University  
Material Management  
201 High Street  
Bristow Hall, Room 218  
Farmville, Virginia 23909

**Optional Pre-Proposal Conference**  
April 22, 2014 at 3:30 p.m.  
Bristow Hall, Room 211  
Material Management  
Longwood University  
Farmville, Virginia

Using Agency And/Or Location Where Work Will Be Performed: Longwood University, Farmville, Virginia 23909.

Initial Period Of Contract: From July 1, 2014 Through June 30, 2015. Optional four (4) successive one (1) year renewals.

Sealed Proposals Will be Received Until: May 2, 2014 at 2:00 p.m. Local Time For Furnishing The Services Described Herein. All proposals must be date/time stamped by the University upon receipt.

All Inquiries For Information Should Be Directed To: Cathryn B. Mobley, Director of Material Management, at (804) 395-2739; faxed to (804) 395-2246 or emailed to mobleycb@longwood.edu using ATTACHMENT A – WRITTEN PRE-PROPOSAL QUESTION FORM. Questions are due by 12:00 noon on April 25, 2014.

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. IF PROPOSALS ARE HAND DELIVERED, DELIVER TO: Material Management, Bristow Hall, Room 218, Corner of Radford and Main Streets, Farmville, VA. Note: If you use an express delivery service, you may be told the University is a next day delivery location, but make sure the carrier guarantees arrival by 2:00 p.m.

In Compliance With This Request For Proposals And To All The Conditions Imposed Therein And Herby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

State Corporation Commission (SCC) ID#: T039280-5 or statement describing why offeror is not required to have a SCC ID# must be furnished with your proposal.

eVA Member:  Yes  No  
eVA Vendor ID#: E48768

Check all that apply: Small Business   
Woman-Owned Business   
Minority-Owned Business

**Note:** Offeror shall be a member of eVA on the date and time designated for receipt of proposals to be awarded this contract. See General Terms and Conditions X, page 24 for information on registration.

DMBE Certificate Number \_\_\_\_\_  
Certification Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Expiration Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name and Address Of Firm:

Caldwell & Gregory LLC

Date: April 24, 2014

129 Broad Street Road

By: 

Manakin-Sabot, VA Zip Code 23103

Name: Robert Dinnie  
(Signature In Ink)

E-mail: rdinnie@caldwellandgregory.com

Title: President  
(Please Print)

Phone: (800) 927-9274  
(Toll Free, if available)

Fax: 804 784-7418  
(Toll Free, if available)

RFP#214-14-LaundryEqptSvcs  
Laundry Equipment Services

**PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held on April 22, 2014 at 3:30 p.m. Local Time in Bristol Hall, Room 211. Please bring a copy of the RFP with you to the conference.

**Facilities Tour:** A facilities tour will be conducted immediately after the pre-proposal conference on April 22, 2014. Offerors who did not attend the pre-proposal conference or those interested in additional facilities tours at a later date must arrange an appointment by contacting the Director of Material Management at (434) 395-2750.

**Addendums:** Any changes resulting from the University's requirements will be issued in an addendum and will be posted on the eVA website, <http://www.eVA.virginia.gov> and the Longwood University Material Management website, <http://mits.longwood.edu/forfp/reviewrfp.asp>. Click on Proposal Number **214-14-LaundryEqptSvcs**. It is the sole responsibility of the Offeror to check these web pages for all changes to the RFP prior to submission.

**Failure to sign and return addenda may cause your proposal to be scored lower.** Longwood University will not mail or fax these documents.

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.2 or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

**Note to Offerors:** Parking is difficult, please plan to arrive early. If Offeror requires ADA accommodations to deliver proposal, please contact the Material Management Office at (434) 395-2758 twenty-four (24) hours prior to solicitation closing.

**If Longwood University is closed for any reason on the date/time specified for receipt of proposals, proposals will be due at the same time the next business day the University is open. Offerors should check the University's website at <http://www.longwood.edu> or call the main number at 1-434-395-2000 after 6:00 a.m., to see if the University is going to be open or if a delayed opening has been implemented.**

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- I. **PURPOSE:** The purpose of this Request for Proposals (RFP) is to solicit sealed proposals to establish a contract through competitive negotiation with an experienced vendor to provide laundry services for the resident hall laundry facilities on the main campus of Longwood University. The University feels strongly about providing the highest quality laundry service at the lowest possible prices to its residents. The service must provide attractive and comfortable laundry room environments with high quality, well maintained equipment, while providing the maximum financial return to the University.
- II. **BACKGROUND:** Longwood University is located in Farmville, Virginia and is a state supported, four-year Liberal Arts University with approximately 4,534 students and 828 faculty and staff. Approximately 1,750 students are assigned to main campus residence halls.
- III. **STATEMENT OF NEEDS:** In support of its mission and in an effort to maintain the highest quality services for its on campus students, the University seeks to establish a contract with a qualified Offeror for laundry services as specified in this RFP. The laundry program offered must further enhance living in the University residential facilities. The selected Offeror must be committed to meeting the immediate needs of the University and its students and provide for long term enhancement of laundry services. In the support of the sustainability mission and water conservation for the campus, the University desires Offerors who will support the mission of the campus. We are directed toward washers and dryers which are energy efficient in the use of electricity and water.

A. **Desired Services**

1. The Offeror shall manage and operate the University's coin and Lancer card operated laundry services program in a professional manner, providing the very highest caliber of laundry services to the University's residential community.
2. The Offeror shall achieve these objectives:
  - a. Operate an efficient, high quality in-house laundry service for the University;
  - b. Provide all new washers, dryers and room equipment (tables, etc.);
  - c. Provide an adequate number of washers and dryers in University areas to satisfy student's requirements. See Section IV., paragraph B.4.a. for a list of machines and current locations;
  - d. Maintain and service all laundry equipment on a current and continual basis;
  - e. Provide the University a fair share of the profits from the laundry operations; and
  - f. Be responsible for cleanliness of the laundry equipment.

B. **Equipment, Utilities, Supplies and Space Use**

1. Section IV., paragraph B.4.a., presents the initially required minimum equipment; but it is intended that at regular intervals during the duration of the contract, the amount of required equipment shall be examined by the Manager of the Lancer Card Center or designee and Contractor with the objective of providing the best possible service to the student body.

2. All machines proposed for the laundry rooms must be new, modular in appearance, similar in color, utilizing vandal proof mechanisms and be equipped with a card reader. Washers and dryers installed shall be the electric commercial type of a known national manufacturer, and shall be of adequate durability, size and capacity for the use they are intended.
3. All machines proposed must conform to current power, water and venting configurations.
4. Washers proposed shall be front loading, high efficiency, Energy Star compliant, commercial washers with a capacity of at least 18-20 lbs. Washers shall have at least 3 wash cycles (i.e., regular, perma-press and delicate) selections.
5. Dryers proposed should be front loading, high efficiency commercial dryers with a capacity of at least 18-20 lbs. Dryers shall have various heat cycle selections.
6. Currently washers are set for a cycle time of 30 minutes and dryers for 50 minutes. The wash and dry cycles currently each cost \$1.50. All machines must be equipped with card readers, but also accept coins.
7. Offerors must propose a time and price per cycle for a wash, and a time and price per cycle for a drying. Offerors must also propose a minimum guarantee of revenue for the University and a percentage split of revenue with the University.
8. Each residence hall laundry room must have at least one washing and one drying unit that is universally accessible (ADA compliant). Such washing machines shall have a 18-20 lb. capacity, be front loading, all controls convenient for use by people in wheelchairs, and all machines shall be soft mount type.
9. Drying machines shall conform with and match above washing units. The equipment shall be compatible in terms of décor when two or more machines are placed together at one location. The equipment shall be the same height to give uniformity of appearance. The Contractor shall maintain attractive and reliable equipment. A continuous program shall be in effect for upgrading and replacing worn machines. This program will depend on usage and individual machine performance.
10. Where necessary and mutually agreed upon by the University, utilities shall be brought to equipment by the University. The Contractor shall be responsible for paying the costs of connections from the equipment to the provided utility source. Including all other costs of installation of the equipment and any required utility or other improvements to the physical plant. The University shall supervise installation.
11. The machines shall be operational during the entire year, but with reduced selections arrived at by mutual agreement for the summer session and University vacation breaks. Operations will be curtailed in some residence halls during the summer. The University will furnish the Contractor with a schedule of openings and closings.
12. In addition to the necessary operating instructions, the Contractor shall post in each laundry location, information to the user of where malfunction reports, products quality comments and refund requests may be made. All information including permits, licenses and price regulation required as applicable to be posted, shall be displayed in an appropriate manner agreed upon by the University without defacing the facilities of the University.

C. **Campus Debit Card System**

1. The Contractor shall be responsible for all the equipment (i.e., card readers, controllers) and supplies necessary to facilitate sales through the University's campus debit card system. The Contractor shall also be responsible for the repair and maintenance of such equipment. In addition, the Contractor shall also be responsible for the purchase of any required interface software necessary for connection to the debit card system: **No credit card readers will be installed at any time.**
2. The University currently uses CS Gold (Version 5.0) as its campus debit card system. The CBond Group, Inc. located at 51 Brown Road, Ithaca, NY 14850, <http://www.cbond.com>, developed the CS Gold system application. All sales through the CS Gold system will be reported by the Lancer Card Center to the Contractor and paid to the Contractor on a monthly basis according to the negotiated rate. The Contractor will use the billing dates provided by the Lancer Card Center to reconcile.
3. The University has an online monitoring system for all laundry equipment through Manage My ID. The Lancer Card Center maintains that information and agreement with CBond.

D. **Commissions, Accounting and Payments**

Offeror shall propose commissions on net sales (gross sales, less refunds and tests and State and Local Sales Tax) on all items as follows:

1. Percentage of net sales on individual vending product categories or a minimum guarantee of total commission per year, whichever is greater.
2. Accounting: The Contractor shall maintain complete and accurate records of transactions for each machine in accordance with accepted industry accounting practices, and shall keep in a safe place all such financial records and statements pertaining to the operations at the University for a period of five (5) years from the close of each year's operation or until audited by the State of Virginia, whichever comes first. The University's representative, selected auditors or the Contractor may annually or more often if necessary, examine all financial and operational phases of the Contractor's services. Periodic reviews, conducted jointly by representatives of the University and the Contractor shall be made to ensure that commission and guarantee payments, pricing structure and other phases of the operation are conducted in the most efficient and financially sound basis.
3. All Lancer CASH sales will be reported to the Contractor by reports issued from the Lancer Card Center weekly and/or monthly. The University will pay the Contractor for these sales monthly and these totals are to be accounted for along with all cash sales when determining the University's commission.
4. A voucher refund system shall be required to refund for cash sales. The voucher system shall include a form supplied by the Contractor and approved by the University to be filled out by the person making refund claims. Lancer CASH refunds will be processed through the Lancer Card Center.
5. Refunds and tests shall be deducted from commission gross sales in item categories in which refund and tests occurred prior to computation of State and local sales tax commissions due the University.

6. Commissions shall not be paid on the Contractor's revenue losses resulting from vandalism or theft of product from vending equipment at the University.
7. The Contractor shall provide monthly sales and commission reports to the Lancer Card Center that provides the following information:
- A detailed statement showing the gross sales derived from each location for washers and dryers under this contract.
  - Building location of machines.
  - Machine number.
  - Selling prices of product/service.
  - Gross sales for month for each machine, each location, and each period and total.
  - Total commission for each machine, each location for each period.
  - Refunds, discards and tests for each item category.

Prior to the start of the contract, the University and Contractor shall mutually agree on the report(s) formats and contents to satisfy these requirements.

8. **Payments:** The Contractor shall pay the commission percentage of each period net (gross sales) vending sales on or before the 30th day of the period following the last day of the period in which commissions were earned, and shall accompany this payment with a detailed explanation of dollar sales by item category, by location by each vendor and an extension of commissions and composite statement of said sales and commissions. Causes of abnormal revenue deviations shall be noted by the University as part of these statements.
9. On expiration or termination of this contract, commissions due the University shall be paid on sales until all equipment has been removed, and the removal date shall be indicated on the period statement when each piece of equipment was reviewed, including equipment reviewed at anytime during the contract period prior to expiration.
10. On request of the Contractor, the University shall meet with the Lancer Card Manager and review each period statement, explain deviations, discuss problems, and mutually agree on courses of action to improve the results of the required services included in this contract. Period statement adjustments required as a result of review and/or audit shall be identified and reflected on the next period statement.
11. All records pertaining to the laundry service operation shall be open for inspection and/or audit by the State and/or Contractor at any or all reasonable time.

IV. **PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:**

A. **GENERAL REQUIREMENTS:**

1. **RFP Response:** In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) original and five (5) copies of the proposal must be submitted. **The original must be clearly marked as the original.** No other distribution of the proposal shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of the missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. Please tab the respective sections to insure the committee that all information is easily recognized. The proposal should contain a table of contents which cross references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
- f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 11-520 of the Code of Virginia, 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. **NOTE: 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.**

3. **Oral Presentation:** Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Longwood University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Longwood University will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

**SPECIFIC PROPOSAL REQUIREMENTS:** Proposals should be as thorough and detailed as possible so that the University may properly evaluate the Offeror's capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal.

1. Return the RFP and all addenda acknowledgments, if any, signed and filled out as required.
2. Offeror Data Sheet, included as an attachment to the RFP, and other specific items or data requested in the RFP.
3. A written narrative statement to include:
  - a. Experience in providing the goods/services described herein.
  - b. A chart of the Offeror's organization and a plan for the administrative and operational management of the service covered by the contract. Included shall be the names, qualifications and experience of personnel to be assigned to the project.
  - c. A description of the training program for service personnel.
  - d. A description of marketing and educational materials that would be used to promote use of the equipment, help students to learn proper operation of the equipment, and to promote reporting equipment failures for repairs.
  - e. A description of the manufacturer and products offered; including service records for other installations and safety evaluations of the equipment. Specific equipment requirements include: heavy duty front loading washers and front loading dryers. Equipment should provide for multiple temperature and fabric settings and be proven to be energy efficient.
  - f. A description of the process to be used to determine the satisfaction of student users of the equipment and the administrative support staff of the residence halls.
  - g. A description of the electrical and utility requirements of the equipment to be used.

- h. A list of Colleges and Universities in the region serviced by the Offeror, including a contact person at the institution.
- i. A description of internal accounting procedures for:
  - i. Audit of individual locations.
  - ii. Regular accounting processes to be used.
  - iii. Receiving and reporting service calls.
- j. A description of the system to be used for the reporting of problems with equipment and the dispatching of repair personnel, including an average time required to respond to service requests and the point of origin from which repair personnel would be dispatched.
- k. Comments on changes that would be made by Offeror to improve the quality of service.
- l. A description of improvements that would be made by the Offeror to the existing facilities and the impact of proposed improvements on the rates charged to the students and the commission.
- m. A statement of the Offerors willingness to provide additional machines should the capacity of the facilities be increased.
- n. A statement indicating the amount of time for the operation of a complete cycle for proposed washers and dryers.
- o. A statement indicating the student cost of a complete cycle in the proposed washers and dryers; as well as the percentage of gross receipts to be paid to the University.
- p. A statement indicating that Offeror has inspected the job site and is aware of the conditions under which the work must be accomplished.
- q. A list showing three institution accounts recently lost where the Offeror previously had a laundry service contract along with the name and telephone number of a person to contact at each institution. An Offeror Data Sheet is provided as Attachment B to this RFP for providing the information for this requirement.
- r. A list showing three institutions where the Offeror has completed a laundry room renovation project. An Offeror Data Sheet is provided as Attachment B to this RFP for providing the information for this requirement.

4. Facilities and Equipment.

- a. The following is a description of the existing laundry facilities in the residence halls:

<u>Building Name</u>	<u>Location of Laundry Rooms</u>	<u># of Washers</u>	<u># of Dryers</u>	<u># of Residents</u>
Curry	Basement	12	14	399
Frazer	Basement	12	14	405
Stubbs	Ground Floor	6	6	182
Cox	Ground Floor	6	6	188
Wheeler	First Floor	6	6	181
South Ruffner	First Floor	2	2	62
ARC	Basement	4	4	199

All per residential headcounts are based on standard occupancy accommodations. However, the University reserves the right to increase/decrease bed spaces due to enrollment and occupancy management requirements.

- b. All residence halls are occupied during the academic school year, August - May. During the summer months, Curry, Frazer and ARC Halls are occupied for the summer school and conference programs, although occasionally, other buildings are used.
- c. Laundry facilities are available to resident students 24 hours a day and are occasionally used by staff and non-resident students.
- d. All Offerors shall, through the site inspection and research, prepare themselves for their proposal submissions. Offerors will be required to survey the present mode of operations and become knowledgeable of the facilities now available in order to determine all the requirements associated with the contract. Failure to do so shall not relieve the successful Offeror from the necessity of furnishing and installing any materials and equipment that might be required to carry out the intent of the contract without additional cost to the University. All Offerors will be required to acknowledge their complete understanding of the requirements of the proposal.
- e. The University will provide and maintain utility service; water, sewer, and electric to the best of its ability. The University will not be responsible for losses caused by utility outages.
- f. The Contractor shall be responsible for advising the University of the need for repairs and replacements to its facilities.
- g. The Contractor shall not make any alterations, erect any signs, or modify the existing structure without prior permission from the University.

- n. The University will be responsible for daily housekeeping in the laundry room area, including the cleaning of walls, floors, windows, doors and other surfaces.
  - i. The University will be responsible for the removal of trash and rubbish from the laundry room areas.
  - j. The Contractor shall bear full responsibility for risk of loss from equipment, including card readers, damaged and product loss resulting from vandalism or theft. The University will not be penalized in any way for losses incurred related to this contract.
  - k. With anticipation of a new 200 resident residence hall (opening fall 2016), the University will notify the Contractor of all new/existing locations where washers and dryers, equipped with card readers, are needed.
5. Personnel, Employment Practices, Staffing and Training.
- a. By submitting their proposals Offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 11.51 of the Virginia Public Procurement Act, as stated in Section C of the General Terms and Conditions of this RFP.
  - b. The Contractor shall, at all times, maintain an adequate staff of operational personnel for timely and competent maintenance of the equipment provided as well as administrative support.
  - c. All employees of the Contractor assigned to jobs on the campus shall be attired in uniform and have prominently displayed name tags and identification.
  - d. Personnel or agents of the Contractor shall observe all campus traffic and parking regulations. Contractor ID access can be provided by the Campus Police and/or the Office Integrated Security Systems.
  - e. Drinking of alcoholic beverages, the use of illegal drugs or any tobacco products on the job by the Contractor employees shall not be permitted.
  - f. It shall be the sole responsibility of the Contractor to require all of its employees to abide by health and safety requirements imposed by law.

6. Licenses, Permits and Taxes.

The Contractor shall be responsible for all Federal, State, and Local licenses, permits, and taxes in connection with the service it provides to the University.

C. SPECIFIC REQUIREMENTS:

- 1. Contractor shall furnish on-call maintenance service with a minimum response time of twenty-four hours after telephone notification excluding weekends and holidays.

2. Contractor shall replace within twenty-four (24) hours of attempted repair, any washer, dryer or card reader for which required replacement parts are not available, with an operable washer or dryer equal to that being replaced.
  3. Contractor shall, at the University's request, replace any washer or dryer that has had six (6) or more malfunction calls within a 30-day period.
  4. Contractor shall be fully responsible for the total laundry service (except for provision of space, water and electricity) including service, repair/maintenance regardless of cause, parts, student refunds, clothing claims, collection of revenues, and insurance.
  5. Contractor shall provide and maintain machines adequate to provide continuous service. Machines must receive University approval and will be judged on appearance, durability, performance, simplicity, and safety of operation. Machine locations will be designated by the University prior to installation and machines kept in one location shall be of the same color and size. The University reserves the right to require that machines be removed, replaced, or that additional machines be installed at existing or new locations as experience and conditions indicate, and that new variations of machines be installed as they become available by agreement with the Contractor.
  6. Contractor shall provide for cash refunds as a result of machine malfunctions and the Contractor shall maintain a record of refunds made. Lancer CASH losses must be refunded back to Lancer CASH and should be coordinated with the Lancer Card Center.
  7. Contractor shall be responsible for delivery, receiving, storage, and security of all equipment, parts, and supplies provided under the terms of this contract. The University shall make space available to the Contractor for the parking of two (2) storage trailers in a parking lot to be designated by the University upon award of the contract. The trailers, if required by the Contractor, shall be provided by the Contractor who shall be wholly and solely responsible for the security of the trailers and their contents.
- ②. EQUIPMENT SPECIFICATIONS: Equipment furnished shall possess the following minimum features/capabilities:
1. Washers and dryers shall be commercial type, heavy duty, electrically operated 60 cycles, 120-130 volts/208 volts, single or 3 phase, UL or equivalent listed and energy saving features.
  2. Washers and dryers shall be simple to operate. Operation instructions shall be conspicuously posted on each machine or elsewhere in the immediate vicinity of the machine.
  3. Tables in sufficient quantities (space permitting) or other similar work space suitable for sorting and folding of clothing shall be provided and shall be compatible in design, finish, and quality with washers and dryers.
  4. All laundry equipment shall be new and of the current year's manufacture. All replacement machines needed during the period of performance under this contract shall be of the same age or newer than existing machines.
  5. The laundry equipment shall be of adequate size, capacity and proven efficiency for the intended use. Laundry equipment shall be matching (same color and type) at a location and shall be of modular design and the same height to give uniformity of appearance.

6. The Contractor shall provide handicapped accessible equipment, as required by the University, in accordance with ANSI Code A117.1-2003.
7. All equipment must be reviewed and approved in advance, in writing, by the University prior to installation.
8. Ownership of all Contractor furnished laundry equipment shall remain with the Contractor.
9. Dryers shall be metered for a minimum of 50 minute drying time. Washers shall be metered for a time cycle of 30 minutes. If the Contractor determines it necessary to change a washing/drying metered time and/or the prices during the contract period, the Contractor shall make those changes only after the written approval of the University. The Contractor may be requested to adjust the guaranteed yearly payment to the University upon any contract price adjustment.
10. All machines shall be individually identified and equipped with concealed cycle counters so as to provide the Contractor, as well as the University, with a means of revenue verification on each machine. At the start of the contract, the Contractor shall furnish the University with counter readings on each machine and provide same at each collection period. The University reserves the right to verify meter readings at any time during the contract.
11. The Contractor, at the University's sole option, shall increase or decrease the number of machines operated during the contract and additional machines shall be operated under the same terms and conditions of the original contract. Equipment no longer required by the University shall be promptly removed by the Contractor, at the Contractor's expense.
12. Washers shall be front loading with energy saving features and a minimum tub capacity of 16-20 pounds (dry weight) and shall not utilize more than thirty five (35) gallons of water per wash load. Washers shall have standard connections and be capable of operating on a twenty (20) amp circuit without overloading the electrical circuit during normal operations. The washers shall have a minimum of three (3) cycles.
13. Dryers shall be designed for operation on a thirty (30) amp circuit under normal conditions. Dryer shall be capable of removing a minimum of twelve (12) pounds of water per hour when loaded with twenty-five (25) pounds of wet clothing, having a moisture retention of seventy percent (70%). Dryers shall have a minimum tub capacity of 18-20 pounds (dry weight). Stacking dryers will be required where the University specifies.
14. Complete descriptive literature must be submitted with the proposal. This information is to include data on utility consumption. The University reserves the right to evaluate utility consumption as a factor in award.

**INSTALLATION:**

1. Contractor shall provide maximum ventilation for each dryer. This shall include, but is not limited to venting materials, vent or exhaust fans and labor. Venting may be to the outside or into an existing laundry exhaust system as determined by mutual agreement between the University and the Contractor. All venting and exhaust systems shall be installed in accordance with the BOCA National Building Codes. Changes to existing ventilation systems will be the financial responsibility of the Contractor.

2. All expenses for the installation or removal of washer and dryer machines shall be borne by the Contractor.
3. Upon award of the contract, the Contractor must be prepared to immediately assess and recommend within 15 days, changes to the existing utilities necessary to accommodate new equipment. The Contractor will absorb plumbing and electrical installation costs necessitated by additional equipment or new laundry areas.
4. All machines must be clearly and boldly labeled indicating machine number for easy call-in reference. Cost and cycle times must also be clearly labeled on each machine, as well as repair and refund procedures.

**F. VOUCHER REFUND SYSTEM:**

1. Contractor shall make available a refund voucher system. This voucher system shall include a form supplied by the Contractor and approved by the University to be filled out by the person making the refund claim. The form shall include the following information: what machines, when, what happened, date, building, method of payment and who suffered the loss. The Contractor shall expedite and be liable for maintenance of such refunds to the satisfaction of the University.
2. The University will designate a person to issue refunds. The Contractor will be provided with the name of the designated person.

- G. DAMAGE:** Contractor assumes full risk and responsibility for any loss, destruction or damages resulting from this contract occurring to Commonwealth of Virginia property, to include University property, and to any of the Contractor's property.

**H. SPACE AND STORAGE OF CONTRACTOR'S PROPERTY:**

Contractor shall not be required to pay any rental for the space occupied by the washer and dryer equipment furnished when in use on the premises of the University. Contractor is not authorized to make any improvement or alteration to the space or to the facilities in which the machines are installed without the prior written approval of the University. The University permits the Contractor to use such spaces as necessary to carry out the terms of this contract; such spaces are those areas presently used for laundry services. Any new areas not presently utilized for laundry vending services must be mutually agreed upon, in writing, between the University and the Contractor.

**I. MAINTENANCE SERVICE:**

1. Contractor shall provide maintenance and repair service five (5) days a week.
2. Contractor shall, at all times, at its expense, maintain the laundry machines, including any meters and special attachments, in proper mechanical working order and make all necessary repairs and replacement of parts. The Contractor shall also keep the laundry equipment, material handling equipment and properly identified service vehicles, in a clean, attractive and sanitary condition to the satisfaction of the University.
3. Contractor shall respond to emergency calls within twelve (12) hours of notification. Equipment which cannot be returned to full service within twenty-four (24) hours of notification of needed repair shall be replaced with comparable equipment of like

quality until the original equipment is returned to service or permanently replaced at no cost to the University.

4. The premises, equipment, supplies and facilities shall be maintained throughout the life of the contract in a condition satisfactory to the University. The Contractor shall ensure adherence to the highest standards of cleanliness and sanitary practices to insure continual sanitation in all functions and matters related to the execution of the term of this contract. The Contractor shall be responsible for the cleaning of machines, vents, and fans on a schedule mutually agreed to by the University. On a semi-annual basis, as a minimum, the Contractor shall clean behind and under all equipment. Acceptability of cleaning shall be determined by inspection by the University housekeeping services manager. Arrangements for inspection shall be made by the Lancer Card Manager.

I. PRICING:

1. Contractor shall propose prices and length of cycles. The rate shall be mutually agreed upon by the University and the Contractor and shall be fixed for the life of the contract.
2. The University reserves the right to increase the rates during the summer of each year during the contract period. The percentage of commission shall not be renegotiated to the disadvantage of the University. The Contractor shall make the necessary meter changes to accommodate rate changes, at no cost to the University.
3. Contractor shall propose the percentage commission on gross sales to be retained by the University.
4. Contractor shall propose annual guaranteed minimum revenue on gross sales to be retained by or paid the University.

II. REPORTING AND INSPECTION REQUIREMENTS:

1. Contractor shall provide the following documentation to the University for approval:
  - a. Revenue Statement
 

Contractor shall provide the University with a monthly statement detailing all revenue itemizing sales activity by location and by washer and dryer. All monthly financial statements (and payments) shall be sent not later than the 15th of each month for the preceding month to the attention of the Lancer Card Manager.
  2. All washer and dryer equipment shall be identified by equipment make, model, year of manufacture, serial number and location for the permanent files of the University. It is the responsibility of the Contractor to keep this information current.
  3. Contractor shall provide the specific equipment location with information as to where malfunction reports, operational comments, and refund requests may be directed. Information required to be posted, including permits, licenses and price regulations, shall be displayed by the Contractor in an appropriate manner approved by the University without defacing the facilities of the University.
  4. A Contractor management representative, other than the route person(s), shall conduct equipment and facilities maintenance and sanitation inspections at least every two (2)

weeks. An inspection report, detailing any problems or matters of concern, shall be provided to the University.

- 5. The University shall periodically and without advance notification, inspect the laundry facilities and equipment with or without a Contractor's employee.

V. **EVALUATION AND AWARD CRITERIA:**

- A. **EVALUATION CRITERIA:** Proposals will be evaluated by the University using the following criteria:

<b><u>CRITERIA</u></b>	<b><u>POINT VALUE</u></b>
Qualifications and experience of Offeror in providing the services.	20
Specific plans or methodology to be used to perform the services.	30
References	15
Compensation	15
Small Business Subcontracting Plan	<u>20</u>
<b>TOTAL</b>	<b><u>100</u></b>

- B. **AWARD OF CONTRACT:** Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including compensation, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. (Section 11-65D, *Code of Virginia*.) Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

VI. **GENERAL TERMS AND CONDITIONS:**

A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendor's and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the university purchasing office and may also be viewed at: <https://wascupp.cs.odu.edu/>.

B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (Governing Rules, § 56).

In addition, the following Commonwealth Security Standards and Policy shall be applicable to all purchases of software, hardware, or IT related services and maintenance, to include outsourced IT services. You and the supplier must meet and certify compliance with the following:

Information Technology Security Policy (SECS00-02)  
 Information Technology Security Standard (SECS01-01)  
 Information Technology Security Audit Standard (SECS02-00)

Note: All 3 documents articulate and reference each other and are available for review at:

<http://www.vita.virginia.gov/docs/psg.cfm> under "Information Security."

C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginia With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
  - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
- d. The contractor will include the provisions of 1. a above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFPs:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. **PAYMENT:**
  - i. **To Prime Contractor:**
    - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
    - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia, § 2.2-4363*).

☰ To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:
  - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
  - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
- 3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
- 4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.

- K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions COMMONWEALTH OF VIRGINIA PURCHASING MANUAL for INSTITUTIONS OF HIGHER EDUCATION and THEIR VENDORS, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTI-TRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **QUALIFICATIONS OF OFFERORS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the terms, conditions, or scope of the contract. Any additional goods or services to be provided shall be of a sort that is ancillary to the contract goods or services, or within the same broad product or service categories as were included in the contract award. Any increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt, unless the contractor intends to claim an adjustment to compensation, schedule, or other contractual impact that would be caused by complying with such notice, in which case the contractor shall, in writing, promptly notify the Purchasing Agency of the adjustment to be sought, and before proceeding to comply with the notice, shall await the Purchasing Agency's written decision affirming, modifying, or revoking the prior written notice. If the Purchasing Agency decides to issue a notice that requires an adjustment to compensation, the contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
    - a. By mutual agreement between the parties in writing; or
    - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or

- c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Vendors Manual. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076X.
- R. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the offeror clearly indicates in its proposal that the product offered is an equivalent product, such proposal will be considered to offer the brand name product referenced in the solicitation.
- S. **TRANSPORTATION AND PACKAGING:** By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.
- T. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the Code

of Virginia. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

**MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:**

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional Insured and so endorsed on the policy.
4. Automobile Liability - \$1,000,000 combined single limit. (Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)

<b><u>Profession/Service</u></b>	<b><u>Limits</u></b>
Accounting	\$1,000,000 per occurrence, \$3,000,000 aggregate
Architecture	\$2,000,000 per occurrence, \$6,000,000 aggregate
Asbestos Design, Inspection or Abatement Contractors	\$1,000,000 per occurrence, \$3,000,000 aggregate
Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.)	\$1,725,000 per occurrence, \$3,000,000 aggregate
(Limits increase each July 1 through fiscal year 2031, as follows: July 1, 2013 - \$2,100,000; July 1, 2014 - \$2,150,000. This complies with Code of Virginia § 8.01-581.15.	
Insurance/Risk Management	\$1,000,000 per occurrence, \$3,000,000 aggregate
Landscape/Architecture	\$1,000,000 per occurrence, \$1,000,000 Aggregate
Legal	\$1,000,000 per occurrence, \$5,000,000 Aggregate
Professional Engineer	\$2,000,000 per occurrence, \$6,000,000 aggregate
Surveying	\$1,000,000 per occurrence, \$1,000,000 aggregate

U. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on the DSS/DPS eVA VBO ([www.eVA.virginia.gov](http://www.eVA.virginia.gov)) for a minimum of 10 days.

V. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

W. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

X. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2011 thru December 31, 2013, the Vendor Transaction Fee is:
  - (i) DMBE-certified Small Businesses: 0.75%, capped at \$500 per order.
  - (ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, capped at \$1,500 per order.
- b. For orders issued January 1, 2014 and after, the Vendor Transaction Fee is:
  - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2011, the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov).

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- Y. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- Z. **SET-ASIDES:** This solicitation is set-aside for DMBE-certified small business participation only when designated "SET-ASIDE FOR SMALL BUSINESSES" in the solicitation. DMBE-certified small businesses are those businesses that hold current small business certification from the Virginia Department of Minority Business Enterprise. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. For purposes of award, offerors shall be deemed small businesses if and only if they are certified as such by DMBE on the due date for receipt of proposals.
- AA. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.
- BB. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

VIII. **SPECIAL TERMS AND CONDITIONS:**

- I. **AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- II. **AWARD OF CONTRACT:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4358D). Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
- III. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- IV. **eVA BUSINESS-TO-GOVERNMENT CONTRACTS AND ORDERS:** The solicitation/contract will result in purchase order(s) with the eVA transaction fee specified below assessed for each order.
  - a. For orders issued July 1, 2011 thru December 31, 2013, the Vendor Transaction Fee is:
    - (i) DMBE-certified Small Businesses: 0.75%, capped at \$500 per order;
    - (ii) Businesses that are not DMBE-certified Small Businesses: 0.75%, capped at \$1,500 per order.
  - b. For orders issued January 1, 2014, and after, the Vendor Transaction Fee is:
    - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
    - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services, approximately 30 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

The eVA Internet electronic procurement solution, website portal [www.eva.virginia.gov](http://www.eva.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or index page catalog for items awarded will be just cause for the Commonwealth to reject your bid/offer or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from [www.eVA.virginia.gov](http://www.eVA.virginia.gov). Contractors should email Catalog or Index Page Information to [eVA-CatalogManager@dps.virginia.gov](mailto:eVA-CatalogManager@dps.virginia.gov).

- 5. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth upon written agreement of both parties for four (4) successive one (1) year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.
- 6. **CONTRACT PARTICIPATION:** Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (copy available at <http://www.kanawood.edu/materialmanagement/>). Cooperative Procurement; It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions or lead issuing institution's affiliated corporations may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the public bodies indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify the lead-issuing institution in writing of any such institutions accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. Participating entities shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating public body as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes, as the need may be.

- 7. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal submitted shall be valid for (60 ) days. At the end of the (60) days the proposal may be withdrawn at the written request of the offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.
- 8. **IDENTIFICATION OF PROPOSAL ENVELOPE:** If a special envelope is not furnished, or if return in the special envelope is not possible, the signed bid/proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____	5/2/2014	2:00 p.m. Local Time
Name of Offeror	Due Date	Time
_____	21A-14-LaundryEquipSvcs	
Street or Box Number	RFP No.	
_____	Laundry Equipment Services	
City, State, Zip Code	RFP Title	
DMBE-certified Small Business No. _____		

Name of Contract/Purchase Officer or Buyer Cathryn B. Mobley, Director of Material Management

9. **INSPECTION OF JOB SITE:** My signature on this solicitation constitutes certification that I have inspected the job site and am aware of the conditions under which the work must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by the Commonwealth.
10. **INSTALLATION:** All items must be assembled and set in place, ready for use. All crating and other debris must be removed from the premises.
11. **SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:**
- A. It is the goal of the Commonwealth that 40% of its purchases be made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a DMBE-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to DMBE-certified small businesses. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Minority Business Enterprise (DMBE) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.
- B. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution on a quarterly basis, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DMBE certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
- C. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are not DMBE-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, and type of product or service provided.
- A SMALL BUSINESS SUBCONTRACTING PLAN template is included with this RFP as ATTACHMENT B.
12. **PRE-PROPOSAL CONFERENCE – OPTIONAL:** An optional pre-proposal conference will be held at 3:30 p.m. on April 22, 2014 at the Bristow Hall Conference Room (#211). The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend. Please bring a copy of the

solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

13. **PREVENTIVE MAINTENANCE:** The contractor shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition.
14. **PRODUCT INFORMATION:** The offeror shall clearly and specifically identify the product being offered and enclose complete and detailed descriptive literature, catalog cuts and specifications with the proposal to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. Failure to do so may cause the proposal to be scored lower.
15. **QUANTITIES:** Quantities set forth in this solicitation are estimates only, and the contractor shall supply at bid prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.
16. **REFERENCES:** Offerors shall provide a list of four (4) colleges or universities where similar services have been provided. Each reference shall include the name of the institution, the complete mailing address, and the name, telephone number and email address of the contact person. An OFFEROR DATA SHEET is provided as ATTACHMENT C for providing this information.
17. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
18. **WARRANTY (COMMERCIAL):** The contractor agrees that the goods or services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the contractor gives any customer for such goods or services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation. A copy of this warranty should be furnished with the proposal.
19. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Commonwealth's satisfaction at the contractor's expense.
20. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The contractor assures that information and data obtained as to personal facts and circumstances related to clients will be collected and held confidential, during and following the term of this agreement, and unless disclosure is required pursuant to court order, subpoena or other regulatory authority, will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

21. **CONTINUITY OF SERVICES:**

- a) The Contractor recognizes that the services under this contract are vital to the Agency and must be continued without interruption and that, upon contract expiration, a successor, either the Agency or another contractor, may continue them. The Contractor agrees:
- (i) To exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor;
  - (ii) To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor; and
  - (iii) That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
- b) The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval.
- c) The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

22. **PRODUCT AVAILABILITY/SUBSTITUTION:** Substitution of a product, brand or manufacturer after the award of contract is expressly prohibited unless approved in writing by the Contract Officer. The Agency may, at its discretion, require the contractor to provide a substitute item of equivalent or better quality subject to the approval of the Contract Officer, for a price no greater than the contract price, if the product for which the contract was awarded becomes unavailable to the contractor.

23. **STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:** Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the bidder or offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.

24. **E-VERIFY PROGRAM:** EFFECTIVE 12/1/13. Pursuant to Code of Virginia, §2.2-4308.2, any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with any agency of the Commonwealth to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to such public contract. Any such employer who fails to comply with these provisions shall be debarred from contracting with any agency of the Commonwealth for a period up to one year. Such debarment shall cease upon the employer's registration and participation in the E-Verify program. If requested, the employer shall present a copy of their Maintain Company page from E-Verify to prove that they are enrolled in E-Verify.

VIII. **METHOD OF PAYMENT:** The Contractor shall pay Longwood University at the negotiated rate arrived at through the negotiation process to:

Longwood University  
Manager, Lancer Card Center  
201 High Street  
Farmville, Virginia 23909

IX. **PRICING SCHEDULE:** The Offeror agrees to provide services in compliance with the STATEMENT OF NEEDS and Terms and Conditions contained herein at:

**SEE SECTION 8:  
FINANCIAL OVERVIEW**

\_\_\_\_\_ % Commission on Gross Sales

\$ \_\_\_\_\_ Annual Guaranteed Minimum

\$ \_\_\_\_\_ Charge Per Full Wash Cycle for \_\_\_\_\_ Minutes

\$ \_\_\_\_\_ Charge Per Full Dry Cycle for \_\_\_\_\_ Minutes

**Note:** Gross sales is defined as total sales transactions, minus applicable and excise taxes, refunds, and returns.

X. **ATTACHMENTS:**

- A – WRITTEN PRE-PROPOSAL QUESTION FORM
- B – SMALL BUSINESS SUBCONTRACTING PLAN
- C – OFFEROR DATA SHEET
- CAMPUS MAP – DIRECTORY



ATTACHMENT B – SMALL BUSINESS SUBCONTRACTING PLAN

**Definitions**

**Small Business:** "Small Business" means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Note: This shall not exclude DMBE-certified women- and minority-owned businesses when they have received DMBE small business certification.

**Women-Owned Business:** Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

**Minority-Owned Business:** Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at [www.dmba.virginia.gov](http://www.dmba.virginia.gov) (Customer Service).**

Offeror's Name: Caldwell & Gregory LLC

Preparer Name: Robert Dinnie Date: April 24, 2014

**Instructions**

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form. For the bidder to receive credit for the small business subcontracting plan evaluation criteria, the bidder shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in this section. Points will be assigned based on each bidder's proposed subcontracting expenditures with DMBE certified small businesses for the initial contract period as indicated in Section B in relation to the bidder's total price.

**Section A**

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (check only one below):

<input type="checkbox"/> Small Business	Certification Number: _____
<input type="checkbox"/> Small and Women-owned Business	
<input type="checkbox"/> Small and Minority-owned Business	Certification Date: _____

**Section B**

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

**Plans for Utilization of DMBE-Certified Small Businesses for this Procurement**

Small Business Name & Address DMBE Certificate #	Status if Small Business is also: Women (W) Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
Keener Communications DMBE# 5997	W	Jannemieke Keener 804-747-9987	Inbound Answering Service		\$900.00
Richmond Commercial Services DMBE#652372		Leon Thompson 804-358-4035	Moving & Storage		\$5000.00
Strategy Cafe DMBE# 652083		Greg Provo 804-306-3665 greg.provo@strategycafe.com	Website Development		\$50.00
Truckin Thunder DMBE#672736		Thomas Brooks 804-272-4321	Vehicle Decor		\$1000.00
Haberdasher Corporate Apparel DMBE# 682708		Helen Ilnicki 804-955-9470	Uniforms/ Apparel		\$1000.00
Keiter DMBE#685975		Kay Gotshall 804-747-0000 kgotshall@keitercpa.com	Accounting Services		\$2600.00
<b>Totals \$</b>					<b>\$10,550.00</b>

We will use DMBE suppliers whenever possible.

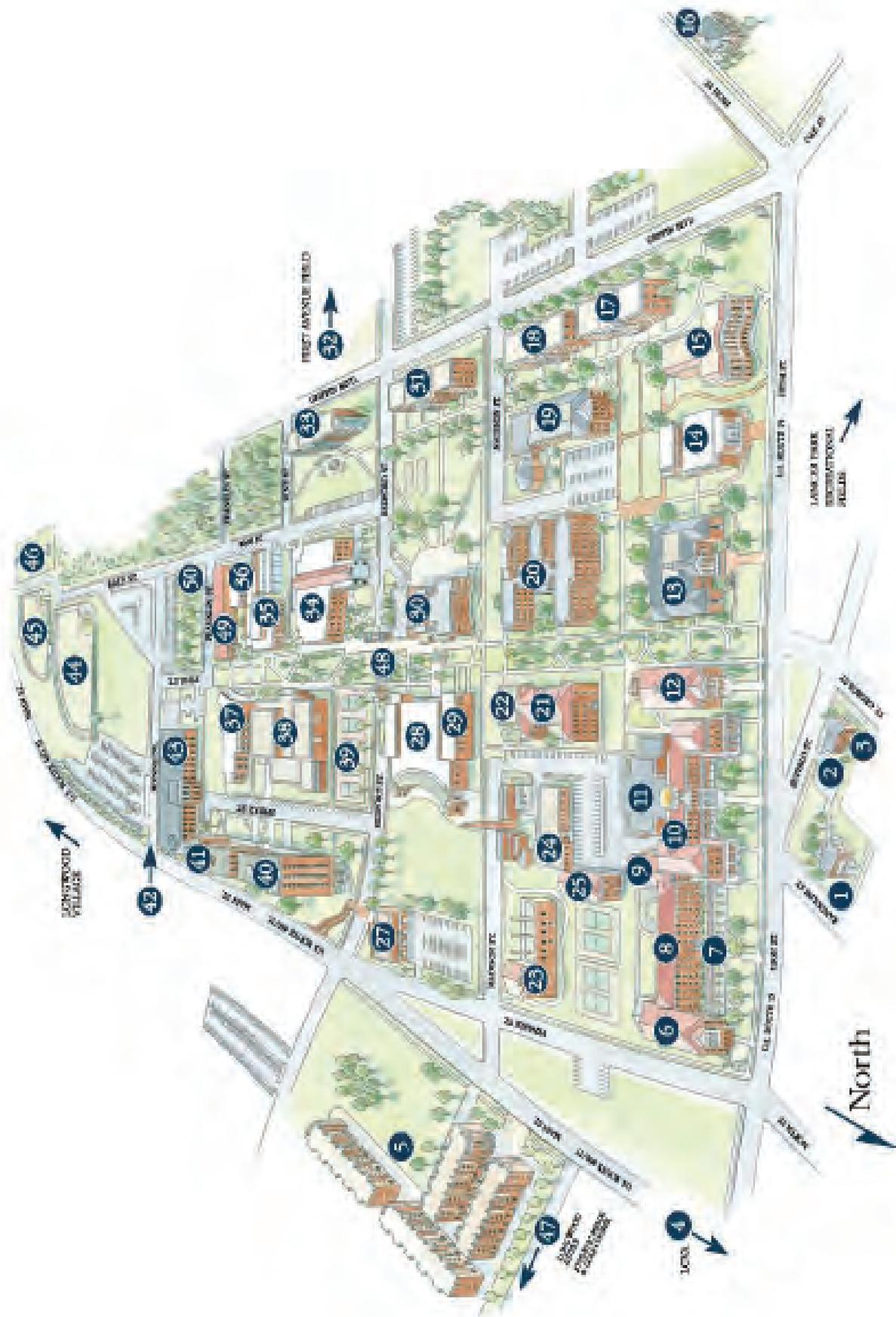
**SECTION 1• REQUIRED DOCUMENTS**

2. Offeror Data Sheet, included as an attachment to the RFP, and other specific items or data requested by the RFP.

ATTACHMENT C – OFFEROR DATA SHEET (TO BE COMPLETED BY THE OFFEROR)

1. **Qualification of Offeror:** The Offeror must have the capability and capacity in all respects to fully satisfy all of the contractual requirements.
  
2. **Years in Business:** Indicate the length of time you have been in business providing this type of service.  
  
23 Year(s) 0 Month(s)
  
3. **Reference:** Indicate below a listing of four (4) references from other colleges or universities for whom you have provided this type of service. Include the dates service was provided and the name, phone number, and email address of the person Longwood University has your permission to contact.

NAME AND ADDRESS OF INSTITUTION	DATES OF SERVICE	CONTACT PERSON, PHONE NUMBER, AND EMAIL ADDRESS
James Madison University MSC2401 Harrisburg, VA 22807	current account served since 6/23/1993	Joan Houff- Resident Facilities Administration 540-588-3414 houffje@jmu.edu
Old Dominion University Webb University Center Norfolk, VA 23529	current account served since 9/24/1990	Michael Joseph- Auxiliary Services 757-683-4572 mjoseph@odu.edu
University of Mary Washington 1301 College Avenue Fredericksburg, VA 22401	current account served since 5/3/1993	Erna Baker- Asst VP Business Services 540-654-2043 ebaker@umw.edu
College of William & Mary PO Box 8795 Williamsburg, VA 23185-8795	current account served since 9/1/1990	Chris Durdan- Asst Director Residence Life 757-221-3177 mcdurd@wm.edu



**Longwood University Directory**  
*(Residence halls are at the end of the list.)*

Admissions Office (Crafts House)	9	Jamier Field	46
Assessment & Institutional Research	50	Lankford Student Union	20
Athletic Department (Tabb Hall)	8	Lancer Café, Post Office	
Barlow Hall	75	Longwood Center for the Visual Arts (LCVA)	4
Registrar		(Main & Third Streets)	
Baseball Field (Buddy Boldin Stadium)	44	Longwood Estate	47
Bedford Hall	36	Athletic Fields, Golf Course	
Art, Bedford Auditorium		Longwood House	
Blackwell Hall	11	Longwood Landings	5
Prince Edward & Virginia rooms		Barnes & Noble Campus Bookstore	
Bisnow Hall	27	Residence Hall	
Physical Plant Operations/Material Mgmt.		Ruffner Hall	10
Campus Bookstore/Barnes & Noble	5	Academic Affairs	
Center for Communication Studies & Theatre	49	Cook-Cole College of Arts & Sciences	
Chichester Science Center	15	History, Political Science & Philosophy	
Natural Sciences		Liberal Studies	
Colonnade (Joanie on the Pony)	7	Mathematics & Computer Science	
Cormier Honors College (Wheeler Hall)	17	Psychology	
Goyner Hall	22	Sociology, Anthropology & Criminal Justice	
Information Technology		Cormier Honors Program	
Real Property Management		Graduate Studies	
Crafts House	9	Small Business Development Center	42
Admissions Office, Campus Tours		Longwood University Real Estate Foundation	
Donrill Dining Hall	28	Softball Field	45
Campus Police & Public Safety		Stevens/McCorkle/Jeffers Hall	19
Information & Visitor Center		Capital Planning & Construction	
First Avenue Field	32	Clean VA Waterways/Sustainability	
Graham Hall	24	International Affairs	
Disability Support Services		Nursing	
Parking, Printing Services		University Inn Bed & Breakfast	16
Granger Hall	12	Varsity Tennis Courts	39
English, Modern Languages		Visitor Parking	
Greenwood Library	34	Crafts Lot	2
Academic Support Center		Parking Garage - Bedford Street	48
Hardy House	1	Willett Hall	38
Conferences, Facility Scheduling		Health, Recreation & Kinesiology	
Internal Auditor		Lancer Gymnasium & Pool	
Health & Fitness Center	43	Wygal Hall	35
Campus Recreation		Music, Molnar Recital Hall	
Counseling Center, Student Health			
Hearing Plant	23	<b>On-Campus Residence Halls</b>	
Hiner Hall	21	ARC Residence Hall	33
College of Business & Economics		Cox Residence Hall	18
Hull Education Center	37	Cunningham Residence Hall	20
College of Education & Human Services		Cusy Residence Hall	40
Iler Hall	29	Frazer Residence Hall	41
Environmental Health & Safety, ROTC		French Residence Hall	6
Jarman Hall	14	South Ruffner Residence Hall	9
Jarman Auditorium		Stubbs Residence Hall	31
Lancaster Hall	13	Wheeler Residence Hall	17
Academic Advising/Career Center			
Administration, Office of the President		<b>Off-Campus Apartment Communities</b>	
Alumni Office, Cashier/Student Accounts		Lancett Park	(off-map: Grace St.)
Financial Aid, Human Resources		Longwood Landings	5
Student Affairs/Housing		Longwood Village	(off-map: Clark St.)
University Advancement			

**LONGWOOD**  
UNIVERSITY

201 High Street  
Farmville, Virginia 23909  
tel: 434.799.2893  
fax: 434.799.2240  
ext: 771

April 28, 2014

**ADDENDUM 1 TO ALL OFFERORS:**

Reference Request for Proposals: 214-14-LaundryEqptSvcs  
Commodity: Laundry Equipment Services  
Dated: April 11, 2014  
For Delivery To: Longwood University  
Material Management  
Farmville, Virginia 23909  
Proposal Due: **May 2, 2014 at 2:00 p.m. Local Time**  
Pre-Proposal Conference: April 22, 2014 at 3:30 p.m. Local Time

This Addendum 1 to the Request for Proposals (RFP) is being issued to provide clarification of or changes to the specifications as a result of the above referenced Pre-Proposal Conference, WRITTEN PRE-PROPOSAL QUESTION FORMS received and to publish the Pre-Proposal Conference Registry.

1. An offeror at the Pre-Proposal Conference asked if the University would accept alternate proposals.

**RESPONSE:** The University will accept alternate proposals. If an alternate proposal is submitted, it shall be included in the back of the same volume as the original proposal, but separated from the original proposal and clearly identified as an alternate proposal.

2. Reference Page 6, Section III. **STATEMENT OF NEEDS**, Subsection D, **Commissions, Accounting and Payments**, Paragraph 1.: What is the annual total gross sales revenue collected from Lancer Card and quarters history been for the past three years? Please detail by year and coin/card if possible.

**RESPONSE:**

	Card	Coin	Total Revenue
6/1/11 – 5/1/12	\$68,527.50	\$53,381.25	\$120,808.75
6/1/12 – 5/1/13	\$84,429.00	\$42,371.25	\$126,750.25
6/1/13 – 5/1/14	\$70,363.50	\$22,598.50	\$ 92,962.00

3. Reference Page 11, Section IV. **PROPOSAL PREPARATION AND SUBMISSIONS REQUIREMENTS**, Subsection B. **SPECIFIC PROPOSAL REQUIREMENTS**, Paragraph 4. **Facilities and Equipment**: Please confirm the Wheeler laundry room washer count. The chart has 6 washers and only 5 were installed in the room.

**RESPONSE:** There is approximately 164" of usable floor space in the Wheeler laundry room where washers are currently located. It is physically impossible to place more than five 27" front load washers. Although electric and water connections are present for a sixth unit, there is also an installed mop/laundry sink that is placed along the same wall. A "drain box" with a base measuring 24" in width utilizes the floor space that a sixth washer requires. Given the floor space limitation, the number of washers in the Wheeler laundry room is restricted to 5.

Office of the Director of Material Management  
Central Access and Security Control



All other general terms, conditions, and specifications shall remain the same.

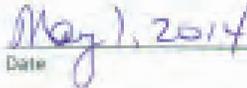
**Note:** A signed acknowledgment of this addendum must be submitted with your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,



Cathryn B. Mobley, CPA, VCO  
Director of Material Management

  
Name of Firm  
  
Signature/Title  
President

  
Date

SECTION 1 • REQUIRED DOCUMENTS

PRE-PROPOSAL CONFERENCE

ON-SITE REGISTRY

Page 1 of 1

PROJECT: RFP#214-14-LaundryEqptSvcs TITLE: Laundry Equipment Services BUYER: Debby Cooper

DATE: 4/22/14	TIME: 3:00
REPRESENTATIVE'S PRINTED NAME:	
REPRESENTATIVE'S SIGNATURE: <i>Justin B. Wilson</i>	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE
OTHER:	



Justin B. Wilson  
Sales Support Executive

www.caldwellandgregory.com

Tel: 804.784.7400  
Fax: 804.784.8222  
Tel: 804.784.7418

10700 West Airport Road  
Mechanicsville, VA  
21102  
804.784.7400

DATE: 4/23/14	TIME: 3:30
REPRESENTATIVE'S PRINTED NAME:	
REPRESENTATIVE'S SIGNATURE:	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE
OTHER:	

*ASI/MAC-GRAY visited campus on 4/24/14 for tour/questions.*

**STEVE BAUMER**  
Mid-Atlantic Regional Manager

C: 410.212.6764  
O: 607.253.3171

P.O. Box 1106  
Dayton, Ohio 45401

sbaum@macgray.com  
www.asiacampuslaundry.com

DATE: 4/22/14	TIME: 3:30
REPRESENTATIVE'S PRINTED NAME:	
REPRESENTATIVE'S SIGNATURE:	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE
OTHER:	

**NINA CARGAIN**  
Mid-Atlantic / Northeast Regional Manager

C: 616.629.6766  
O: 607.253.3171

P.O. Box 1106  
Dayton, Ohio 45401

ncargain@asiacampuslaundry.com  
www.asiacampuslaundry.com

DATE: 4/22/14	TIME: 3:30 p.m.
REPRESENTATIVE'S PRINTED NAME:	
REPRESENTATIVE'S SIGNATURE:	
NAME OF FIRM:	
ADDRESS OF FIRM:	
	EMAIL:
TELEPHONE NUMBER:	FACSIMILE NUMBER:
OTHER:	

## Section 2 Experience



*“Since partnering with Caldwell & Gregory, our service calls have decreased more than 95%, our revenue stream is up, and we have been recognized in the community for our inclusive laundry and eSuds programs.”*

*- Randy Moran, University of Richmond*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

LONGWOOD UNIVERSITY AND C&amp;G

# a great partnership



**A LOOK BACK** We think you'll agree that the best indicator of future performance is past performance! Every five years since 1993, you have evaluated your current program vs. what other companies could provide and each time, you have chosen Caldwell & Gregory.

Over the past 21 years, as the University's desires have changed, we have been right there with you to make sure that Longwood has been at the forefront of any new technologies and programs:

- In 2004, we encouraged the University to convert to all Front Loading Washers to satisfy your (and the Commonwealth of Virginia's) commitment to sustainability. This has allowed Longwood to save over 1.3 million gallons of water annually (vs. traditional top load washers). The machines we are proposing to install use less water than the current models, resulting in even more energy and water savings!
- When you decided to add the Lancer Card on campus in 2010 for laundry payment, we assisted you with the conversion over to the system that included consultation, investment in the laundry readers, wiring and installation.
- Over the years, we have invested tens of thousands of dollars in your laundry rooms. Including funding:
  - ▶ Fresh Paint
  - ▶ Professional Laundry Furniture
  - ▶ VCT Tile Flooring
  - ▶ Utility Upgrades
  - ▶ Venting Improvements
- As you have opened and closed residence halls, we have worked seamlessly with Housing to ensure that equipment was removed installed where and when needed.
- Last year, we worked with the Longwood Real Estate Foundation to provide laundry equipment including access with the Lancer Card in your North Campus Apartments.
- Kristan Wun has worked closely with Housing to provide laundry instruction to your Resident Assistants and students so they know how to use the machines properly.

Our entire proposal outlines our plan going forward that will give Longwood the ability to continue to provide a sustainable, customer-focused, first class laundry program!

CALDWELL & GREGORY

# history



Caldwell & Gregory was founded in 1990 by John Gregory and Don Caldwell, with a vision of creating an organization that focused primarily on the college and university market.

While it was vision that started Caldwell & Gregory, it has been our track record of proven performance that has been responsible for our continued success.

That vision started with one school, and we have grown one account at a time to now serving 190+ campuses in 20 states and the District of Columbia including 38 schools, colleges, and universities in Virginia.

Having served your campus since 1993, we have become a vital part of the Longwood community by dedicating the entire Caldwell & Gregory team to your campus. Our staff is comprised of superior individuals that take pride in service, provide immediate response time, and most importantly, care about YOUR students.

Caldwell & Gregory has a **99%** customer retention rate.

*proven performance...*

CALDWELL &amp; GREGORY

# philosophy & contact info

What differentiates one laundry program provider from another? At Caldwell & Gregory, the difference begins with our corporate structure and business philosophy.

We are who we say we are. We are a college and university laundry company, and our operations model is tailored specifically to the unique needs of students. Caldwell & Gregory is not a university marketing division of a national apartment laundry corporation. Why is this an important distinction? Because students' needs vary greatly from those of apartment residents, and marketing people do not respond to service calls.

We also grow our business one client at a time; a deliberate choice that allows us to create a first-class, custom laundry program for each of our client partners. We have not grown through acquiring businesses, nor are we interested in being acquired. With C&G, you have a stable partner you can count on for the long term.

Caldwell & Gregory has grown from a small, three-person operation to a thriving business that caters to colleges and universities throughout the mid-atlantic and southeast regions. We conduct all operations from our headquarters in Manakin-Sabot (suburb of Richmond), Virginia.

- Years in business: 24 years (since 1990)
- Privately owned Limited Liability Company
- Headquartered in the Commonwealth of Virginia
- 195+ campus partners
- Currently operating in 20 states and the District of Columbia
- \$25 million in annual revenues
- 62 employees with average tenure of 8 years
- 28 repair personnel that live in the areas they serve
- 23,000 square foot warehouse in Virginia



## HEADQUARTERS

Caldwell & Gregory  
129 Broad Street Road  
Manakin-Sabot, VA 23103

Phone: 800-927-9274 or 804-784-6100

Fax: 804-784-7418

email: [service@caldwellandgregory.com](mailto:service@caldwellandgregory.com)

Website: [www.caldwellandgregory.com](http://www.caldwellandgregory.com)



CALDWELL & GREGORY

# standards

## C&G VALUES

(as stated in our company manual)

- Exceed our customer's needs and expectations in a timely manner with honesty, integrity and attention to detail.
- Employ individuals who share our commitment to quality and dependability.
- Build long-standing relationships based on mutual respect and shared ethics, with customers, associates and affiliated professionals to provide consistent, quality products and services.
- Create a positive work environment that enables employees to develop their skills, knowledge and abilities and to be well compensated for their work.
- Give back to the community by volunteering our time, talents and finances.



## 4 core principles

1. Students are our top priority.
2. Our focus is service first.
3. We keep our promises.
4. We build reliable partnerships.

## WE PROVIDE

- The finest energy saving washers and dryers available.
- Immediate service performed by dedicated service technicians.
- Continuous suggestions to improve your laundry program.
- Laundry education and fun promotions.
- A green-focused laundry program for the good of the planet.



CALDWELL & GREGORY

# keys to success

We firmly believe that demonstration ultimately trumps conversation. Here are the top reasons why we stand out in the college laundry service business:

## OUR EMPLOYEES LOVE WHAT THEY DO

- All service team members are long-term, service-oriented industry veterans.
- Most of our service technicians have been with C&G for over 10 years.
- Local service saves travel time and expenses and allows for immediate response. We resolve the majority of service issues within 8 hours.
- Our technician, Duncan Thompson knows your staff including facilities, RAs, housekeepers, and students!
- Duncan is empowered to do the right thing for your campus.



## OUR FOCUS IS ON COLLEGES AND UNIVERSITIES

- 96% of our revenue is derived from schools; we cater specifically to college and university campuses.
- We are not a college division of a larger organization.
- Our programs are uniquely tailored to student's specific needs.



## WE MAKE LAUNDRY FUN

- For the last 12 years, C&G has conducted in-person training for our partner campuses, teaching Resident Assistants how to educate other students about laundry care.
- We get involved in your college's special events and campus promotions.
- We provide instructional materials for your residents so they learn how to do laundry properly.



# Section 3

## Our Team



*"There are a lot of student laundry services and programs out there and we have had most of them. By far, I can confidently say that the service, quality, and follow-up of Caldwell & Gregory beats them all."*

*- Chris Hurley, Pennsylvania State University*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

CALDWELL & GREGORY TEAM

# account management

**PARTNERSHIP** As a long time partner with C&G, you have gotten to know each of us personally. Our team members are passionate about laundry and serving your students!



**CARL HAFFLEY, SENIOR ACCOUNT EXECUTIVE**

(P) 540.389.3207 (F) 804.784.7418 (E) chaffley@caldwellandgregory.com

**RESPONSIBILITIES**

- Primary client contact: oversees all aspects of your laundry program.
- Personally visits campuses and key personnel regularly.
- Provides regular updates on income status, commissions, service, and overall laundry facility conditions.
- Sales Territory: Virginia, Mississippi, Arkansas, Tennessee, West Virginia.

**PROFESSIONAL EXPERIENCE**

- Carl has over 34 years experience in the laundry industry and joined C&G in 1994 after working for a national laundry company.
- He enjoys creating practical solutions for not just resident halls, but also athletic campus facilities.
- Carl has been instrumental in working with our schools to improve students' quality of life as it pertains to laundry.

**PERSONAL**

Carl lives in beautiful Salem, VA. He has 3 children and three granddaughters whom he loves to spoil. Carl also enjoys spending time antiquing and is a curator of vintage treasures.

*"We really enjoy the personal attention our laundries now receive from Carl and your excellent staff. It's a good feeling to be served by people who live in our neighborhood."*

- Michael Vaught  
Roanoke College



**KRISTAN WUN, SENIOR ACCOUNT EXECUTIVE**

(P) 804.678.8222 (F) 804.784.7418 (E) kristang@caldwellandgregory.com

**RESPONSIBILITIES**

- Plan and implement approved student/campus events including all "Laundrypalooza" training programs.
- Trade Show Coordination and Management

**PROFESSIONAL EXPERIENCE**

- Kristan joined C&G in 2002 after a career in the college & university bookstore business.
- She is involved in many of our Higher Education Associations. Kristan has presented programs at the national conference, as well as serving on multiple national and regional committees for NACAS- the National Association of College Auxiliary Services.

**PERSONAL**

A graduate of the University of Maryland, Kristan lives in Richmond, VA with her husband Gary, and enjoys spending her free time traveling and documenting her adventures.

*"I want to express my appreciation for the level of service your company provides. In particular Kristan, has always been very responsive to the needs of the students and Goucher College in general."*

- Calvin Gladden  
Goucher College

CALDWELL & GREGORY TEAM

# account management



## DUNCAN THOMPSON, SERVICE TECHNICIAN

(P) 800.927.9274 (F) 804.784.7418

### RESPONSIBILITIES

- Oversee all aspects of account service and operations.
- Coordinate preventive/venting maintenance visits.
- Provide prompt service so machines are working properly.
- Interact with campus contacts to report service performed.

### PROFESSIONAL EXPERIENCE

- Duncan joined C&G in 2013 and has more 8 years experience working on laundry equipment.
- He is always dressed professionally and knows how to interact properly with your residents.
- He has developed working relationships with the designated contacts as well as RAs, Resident Directors, maintenance, housekeepers and your students.

### PERSONAL

Duncan enjoys spending time with his grandchildren, fishing, traveling, and working on cars.

*"I believe that you are among the best vendors we work with at Hampden-Sydney."*

- LD Phaup,  
Hampden-Sydney  
College



## TOM COLLINS, REGIONAL SERVICE MANAGER

(P) 800.927.9274 (F) 804.784.7418

### RESPONSIBILITIES

- Coordinates installations and preventive maintenance program
- Assists Operations Manager with on-call duties
- Back-up service technician when primary technicians are unavailable
- Coordinates on-going Service Technician training

### PROFESSIONAL EXPERIENCE

- Tom has been with Caldwell & Gregory for over 22 years and he has served Longwood since the first day we arrived on campus.
- He is instrumental in tracking parts inventory and managing our warehouse/ inventory.
- Tom is an expert with the many card systems (including CBORD) and online monitoring programs we provide on our campuses, allowing him to diagnose and provide troubleshooting assistance.

### PERSONAL

When not immersed in laundry equipment, Tom enjoys spending time with his family and church activities.

*"Your staff is so proactive! They identify and service problems before we know they even exist."*

- Jim McConnel,  
James Madison  
University

CALDWELL & GREGORY TEAM

# account management



**BILL JENSEN, DIRECTOR OF OPERATIONS**

(P) 804.784.7404 (F) 804.784.7418 (E) wjensen@caldwellandgregory.com

**RESPONSIBILITIES**

- Oversee all operations, including customer service, installations, operations, and collections.
- Coordinate with facilities management on upgrades and improvements.
- Consult with facility architects and builders regarding new build/remodel technical requirements.
- Card system expert (all brands)

**PROFESSIONAL EXPERIENCE**

- Bill has been with C&G for 13 years and in the laundry business for over two decades. Previously, he was in the vending business, having worked for several food service companies.
- With his extensive experience, he brings operational best practices to C&G, making us an ultra-efficient enterprise.

**PERSONAL**

Bill is a graduate of Western Connecticut State, and enjoys gardening, and golf. He and his wife Jennifer have 6 children and 4 grandchildren.

*“Bill, you and your company truly represent the ideal business partner. I cannot accurately express how grateful I am at the installation and can do attitude of the folks at C&G.”*

- Steve Pappas,  
Christopher Newport University



**BOB DINNIE, PRESIDENT**

(P) 804.784.7427 (F) 804.784.7418 (E) rdinnie@caldwellandgregory.com

**RESPONSIBILITIES**

- Overall supervision for all company operations.
- Account management of large accounts.
- Supervisory role over entire sales process.
- Personally visits campuses and key personnel.

**PROFESSIONAL EXPERIENCE**

- Bob started in the laundry industry straight out of college in 1985, working for John Gregory at a national laundry company.
- He was asked to relocate to Virginia and join Caldwell & Gregory in 1993 and became President and Chief Executive Officer in June 2013.
- Bob’s extensive experience in the laundry business and true spirit of caring has helped many schools improve their students’ quality of lives.

**PERSONAL**

Bob lives in Richmond, VA with his wife Debbie, and two children. He enjoys coaching hockey, teaching Sunday school, and golfing.

*“Bob, if you can make our students excited about doing laundry, you have truly done the impossible!”*

- Mel Whelan,  
McDaniel College

CALDWELL & GREGORY TEAM

# account management



**PAUL KACHURAK, CHIEF FINANCIAL OFFICER**

(P) 804.784.7405 (F) 804.784.7418 (E) pkachurak@caldwellandgregory.com

**RESPONSIBILITIES**

- Execute accounting functions for all client accounts.
- Manage payment of contracted client monthly commissions.
- Prepare all annual account statements and financial statements.

**PROFESSIONAL EXPERIENCE**

- Paul brings 33 years of business expertise to C&G, serving as CFO for the past 14 years.
- He was previously with Ingersoll-Rand, where he held several positions ultimately leading to VP/Controller of its Professional Tools Group.

**PERSONAL**

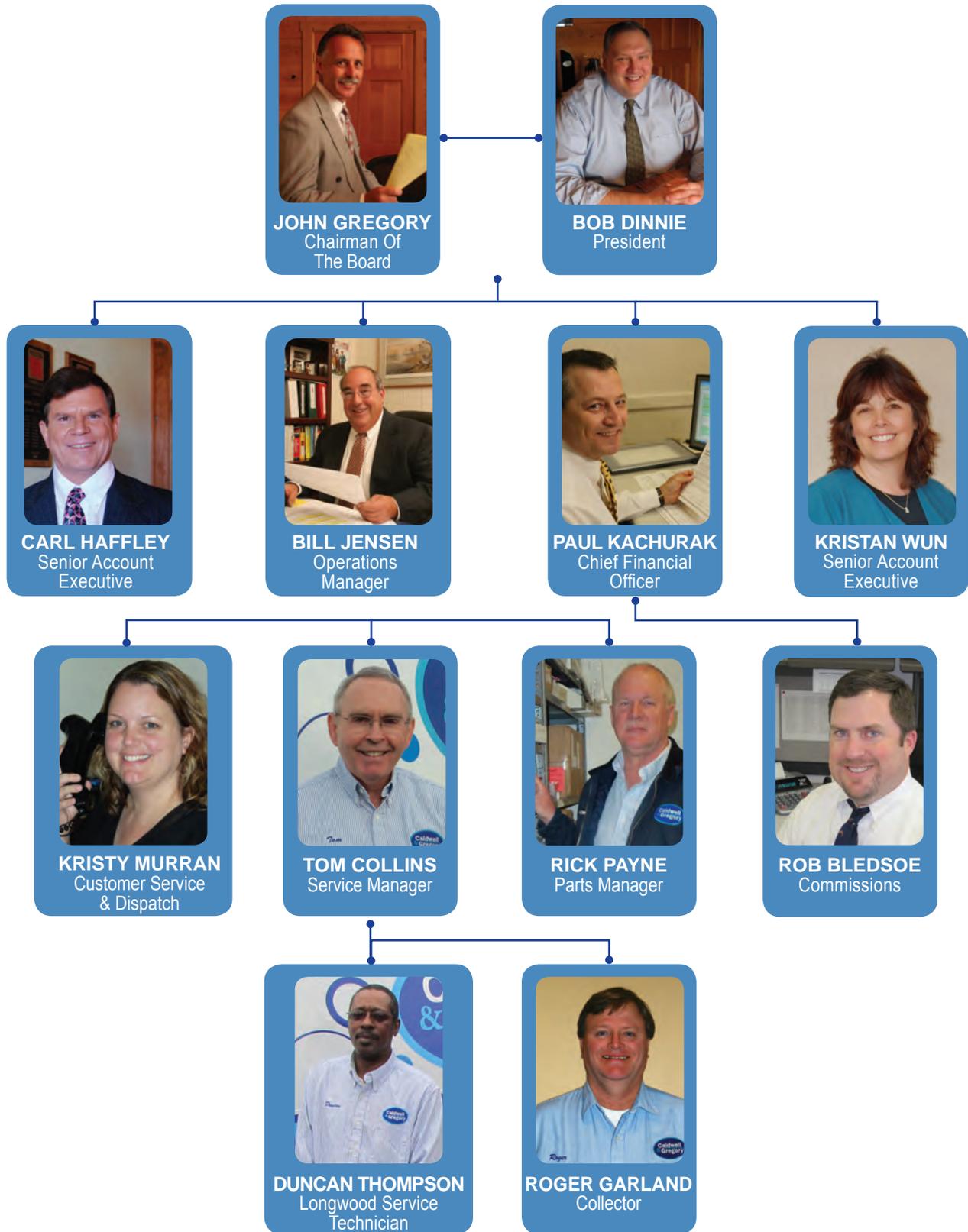
Paul is an honors graduate of King’s College and is married with three children and 5 grandchildren. His leisure time is spent doing foreign charity work and playing golf.

*“You have made this aspect of my job so worry free that the only time I remember that we operate laundry facilities are when we deposit the commission check!”*

- Margo Vickers,  
Howard University

CALDWELL & GREGORY

# organization chart



# Section 4

## References



*"... through a partnership with Caldwell & Gregory, we have been able to enhance the [laundry] service and experience for our students. C&G has constantly delivered on their promises to us and their response to calls for service has been superb."*

- Ken Boyer, Mercer University



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

OUR CAMPUS PARTNERS

# proven performance

*The best indicator of future performance... is past performance.*



As a long-time partner with Longwood University, you are quite familiar with our company, our people, and the laundry program we currently offer your residents. However, you still may want to contact some of our other campus partners and we encourage you to speak with them. They will answer this question candidly... **What makes Caldwell & Gregory the best choice?**

Our entire proposal outlines our 23+ year experience with providing successful laundry programs at over 190 colleges and universities. We have also provided our list of Virginia references and a full list of all of our references is available upon request. **We have renovated rooms at every Virginia account we serve.**

Attachment C (4 references) can be found in Section 1: Required Documents

## COLLEGE &amp; UNIVERSITY PARTNERS

## virginia

<b>Institution</b>	<b>Contact</b>	<b>Phone Number</b>
<b>Location</b>	<b>Title</b>	<b>Email Address</b>
<b>Averett University</b> Danville, VA	Marsha Foster Director of Residence Life	434-791-5628 marsha.foster@averett.edu
<b>Bluefield College</b> Bluefield, VA	Kelly Somers Director of Residence Life	276-326-4402 ksomers@bluefield.edu
<b>Bridgewater College</b> Bridgewater, VA	Teshome Molalenge Director of Sustainability	540-828-5750 tmolalen@bruidgewater.edu
<b>Chatham Hall</b> Chatham, VA	Ron Merricks Director of Business Services	434-432-2941 rmerricks@chathamhall.org
<b>Christopher Newport University</b> Newport News, VA	Bob Olson Exec Dir Auxiliary Services	757-594-7444 robert.olson@cnu.edu
<b>College of William &amp; Mary</b> Williamsburg, VA	Chris Durden Asst Director Residence Life	757-221-3177 mcdurd@wm.edu
<b>Eastern Mennonite University</b> Harrisonburg, VA	Daryl Bert Vice President for Finance	540-432-4107 daryl.bert@emu.edu
<b>Emory &amp; Henry College</b> Emory, VA	Pamela Gourley Vice President Student Life	276-944-6122 pgourley@ehc.edu
<b>George Mason University</b> Fairfax, VA	Jana Hurley Asst VP University Life	703-993-2789 jhurley4@gmu.edu
<b>Hampden-Sydney College</b> Hampden-Sydney, VA	W. Glenn Culley, Jr. VP for Business Affairs	434-223-6216 gculley@hsc.edu
<b>Hollins University</b> Roanoke, VA	Kerry Edmonds VP for Finance & Admin	540-362-6630 kedmonds@hollins.edu
<b>James Madison University</b> Harrisonburg, VA	Joan Houff Resident Facilities Admin	540-568-3414 houffje@jmu.edu
<b>Liberty University</b> Lynchburg, VA	Lee Beaumont Director of Auxiliary Services	434-589-3315 lbeaumont@liberty.edu
<b>Longwood University</b> Farmville, VA	Doug Howell Assoc Dir Residential Life	434-395-2080 howellde@longwood.edu
<b>Lynchburg College</b> Lynchburg, VA	John Lewis Assoc VP Business & Finance	434-544-8212 lewis.j@lynchburg.edu
<b>Mary Baldwin College</b> Staunton, VA	Brent Douglass Dir of Facilities Management	540-887-7201 bdouglass@mbc.edu
<b>Marymount University</b> Arlington, VA	Paul Lynch Director of Residential Life	703-284-1608 paul.lynch@marymount.edu
<b>Old Dominion University</b> Norfolk, VA	Michael Joseph Auxiliary Services	757-683-4572 mjoseph@odu.edu
<b>Randolph College</b> Lynchburg, VA	Terry Bodine Donor Relations Coordinator	434-485-8053 tbodine@randolphcollege.edu

## COLLEGE &amp; UNIVERSITY PARTNERS

## virginia

<b>Institution</b>	<b>Contact</b>	<b>Phone Number</b>
<b>Location</b>	<b>Title</b>	<b>Email Address</b>
<b>Regent University</b> Virginia Beach, VA	Adam Williams Director for Residence Life	757-352-4894 awilliams@regent.edu
<b>Roanoke College</b> Roanoke, VA	Tess Blethyn Director of Residence Life	540-375-2305 blethyn@roanoke.edu
<b>St. Margaret's School</b> Tappahannock, VA	Nancy Smith Chief Financial Officer	804-443-3357 nsmith@sms.org
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<b>Smithsonian-Mason School of Conservation</b> Front Royal, VA	Steve Morehouse Facilities Management	703-993-2764 smoreho2@gmu.edu
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<b>Virginia Union University</b> Richmond, VA	Ullin Rigby Director of Housing	804-257-5608 ukrigby@vuu.edu
<b>Virginia Wesleyan College</b> Virginia Beach, VA	Bruce Vaughan Vice President of Operations	757-455-3309 bvaughan@vwc.edu

## COLLEGE &amp; UNIVERSITY PARTNERS

## no longer served

<i>Institution</i>	<i>Contact</i>	<i>Phone Number</i>
<i>Location</i>	<i>Title</i>	<i>Reason</i>
<b>Southeastern Louisiana University</b> Hammond, LA	Connie Davis Director of Auxiliary Services	985-549-2094 Outbid by another vendor in 2011
<b>Unites States Naval Academy</b> Annapolis, MD	Ron Baronti Director of Auxiliary Services	410-293-2117 Outbid by another vendor in 2011
<b>Mountain State University</b> Beckley, WV		School closed in 2010

## Section 5

## Equipment



“The installation of new equipment and replacement of old venting have enhanced the efficiency of the laundry rooms. These much needed changes have resulted in more traffic and regular use of the laundry rooms.”

- Mimi Bassetti, Arcadia University



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

## NEW COMMERCIAL

## front load washers

We are recommending Speed Queen washers because they are the most durable machines available on the market and offer the most features and benefits for your students.

### FEATURES OF SPEED QUEEN® ENERGY STAR® RATED FRONT LOAD WASHERS

- Large capacity tub accommodates large items such as blankets and comforters.
- Reduce utility consumption by as much as 66%.
- Use 50% less water than a top-loading washer. The 1000 rpm spin cycle extracts significantly more water, which reduces drying time.
- Large opening and door has glass see-thru window.
- Front controlled models meet all ADA\* guidelines. Each room will have 1 front controlled washer.
- Durable enough to stand up to the punishment that residents give out!
- Computerized audit and time remaining features.
- 30 minute cycle.
- Gallons of water per load: 10.4

### COMMITMENT TO SUSTAINABILITY

Minimizing energy consumption and utility costs are ways that we can partner with our clients in making a “green” impact. Energy Star®-rated front load washers use 50% less water, and cut utility expenses in half.

Speed Queen® - CEE Tier III, MEF 2.16, WF 5.2

Clothes washer efficiency is measured by both Modified Energy Factor (MEF) and Water Factor).

MEF is the comprehensive measure of energy efficiency (higher number is better) and WF measures the water efficiency (lower number is better).



\*Americans with Disabilities Act

NEW COMMERCIAL

# dryers

## FEATURES OF SPEED QUEEN® DRYERS

- Large door openings make loading and unloading a breeze.
- Increased drum capacity accommodates up to a queen size comforter and speeds drying time.
- Digital “time remaining” display and computerized audit features.
- Door is reversible for installation flexibility.
- Multiple dry cycles available.
- Computerized audit features to insure accurate collections.
- Front control models (and bottom stack dryer) meet ADA\* guidelines. Each room will have at least 1 dryer that is front controlled.
- Utilizing stack dryers helps free laundry room space and shorten vent runs.
- 50 minute dry cycle recommended (can be changed).

*\*Americans with Disabilities Act*



## EQUIPMENT

## by room

Location	Front Load Washers	Front Control Front Load Washers (ADA)	Single Dryers	Stacked Dryers (= 2 pockets)
Curry	11	1	0	7 = 14
Frazer	11	1	0	7 = 14
Stubbs	5	1	6	0
Cox	5	1	6	0
Wheeler*	4	1	6	0
South Ruffner	1	1		1 = 2
ARC	3	1	4	0
New Hall (2016)^	5	1	6	0
<b>TOTAL</b>	45	8	28	15 = 30 pkts

\* Count in RFP was incorrect. There are 5 washers and 6 dryers in this room.

^ Once floor plan is finalized, single dryers may need to be stacked due to space issues.

**If the capacity of your facilities increases, we are willing to provide additional machines to accommodate more residents.**

EQUIPMENT

# specifications

- U.S. DOE Compliant for Water and Energy Standards
- ADA Compliant
- Ultra High Efficient With High Speed Extract and Low Water Consumption

**MULTI-HOUSING Micro Display Commercial Front Load Washer**  
Rear Control - Pump Drain  
**Speed Queen.**

Prep for Card (Y)    Prep for Coin (X)    Coin (C)

ENERGY STAR Qualified

**RELIABLE COMMERCIAL PRODUCTS**

- Large Door Opening With Stainless Steel Hinges
- Multi-Compartment Supply Dispenser
- Durable Stainless Steel Washtub
- High Speed Extract of 1000 RPM Spins Clothes Out Drier
- Energy Efficient Wash Cycles
- Door Swing 180°

**MICRO DISPLAY FRONT LOAD WASHER SPECIFICATIONS**

	SNBYSP 112TW01	SNBYSP 112TW02	SNBYSP 112TW01	SNBYSP 112TW02	SNBYSP 112TW01
Activation	Prep Card Y	Prep Coin X	Prep Coin Y	Coin C	Coin Y
Appearance	✓	✓	✓	✓	✓
Color - White	✓	✓	✓	✓	✓
Control Panel Location	Rear	Rear	Rear	Rear	Rear
Water and Energy Info					
Modified Energy Factor (MEF) kWh/Whycle (Liters/Whycle)	2.20 (62.30)	2.20 (62.30)	2.20 (62.30)	2.20 (62.30)	2.20 (62.30)
Water Factor (WF) gal/lin (Liters/lin)	4.5 (16.9)	4.5 (16.9)	4.5 (16.9)	4.5 (16.9)	4.5 (16.9)
Hot Water Consumption - gal (Liter)	10.4 (39.5)	10.4 (39.5)	10.4 (39.5)	10.4 (39.5)	10.4 (39.5)
Average Hot Water - gal (Liter)	0.9 (3.4)	0.9 (3.4)	0.9 (3.4)	0.9 (3.4)	0.9 (3.4)
CEE Tier Level 2	✓	✓	✓	✓	✓
Conditioning	✓	✓	✓	✓	✓
Technical Info					
Weight - lb (kg)	240 (109)	✓	✓	✓	✓
Shipping Weight - lb (kg)	240 (109)	✓	✓	✓	✓
Electrical Requirements	1 20A/11.5 amp	✓	✓	✓	✓
Overall Dimensions - Width in (mm)	24 7/8" (633) x 28" (711) x 43" (1092)	✓	✓	✓	✓
Stainless Steel Basket Volume cu. ft. (liters)	2.84 (80)	✓	✓	✓	✓
Cycle/Ring - Normal/Hot Perm Press/Warm Delicate/Cold	✓	✓	✓	✓	✓
Motor	1 HP 750 W	✓	✓	✓	✓
Water Pressure psi (Bar) Pressure Fill 20 to 120 psi	1.46-3	✓	✓	✓	✓
Spin Speeds - RPM	500, 650, 1000	✓	✓	✓	✓
High Capacity Motor Class - IRI 43 7/8" (1114)	✓	✓	✓	✓	✓
Drain	Pump	Pump	Pump	Pump	Pump
Performance Features					
Extra Large Capacity	✓	✓	✓	✓	✓
Handstanding Front Load Washer	✓	✓	✓	✓	✓
Agency Approval	ULAs	✓	✓	✓	✓

For the most accurate information, the installation guide should be used for all design and construction purposes. Due to continuous product improvements, design and specifications subject to change without notice. The quality management system of Alliance Laundry Systems, Ripon facility has been registered to ISO9001:2008.

**Caldwell & Gregory**  
1-800-927-9274

**Speed Queen.**

© 2012 Alliance Laundry Systems LLC. SNBY-030411  
Speed Queen 1100, 1102, 1103, 1104, 1105, 1106, 1107, 1108, 1109, 1110, 1111, 1112, 1113, 1114, 1115, 1116, 1117, 1118, 1119, 1120, 1121, 1122, 1123, 1124, 1125, 1126, 1127, 1128, 1129, 1130, 1131, 1132, 1133, 1134, 1135, 1136, 1137, 1138, 1139, 1140, 1141, 1142, 1143, 1144, 1145, 1146, 1147, 1148, 1149, 1150, 1151, 1152, 1153, 1154, 1155, 1156, 1157, 1158, 1159, 1160, 1161, 1162, 1163, 1164, 1165, 1166, 1167, 1168, 1169, 1170, 1171, 1172, 1173, 1174, 1175, 1176, 1177, 1178, 1179, 1180, 1181, 1182, 1183, 1184, 1185, 1186, 1187, 1188, 1189, 1190, 1191, 1192, 1193, 1194, 1195, 1196, 1197, 1198, 1199, 1200, 1201, 1202, 1203, 1204, 1205, 1206, 1207, 1208, 1209, 1210, 1211, 1212, 1213, 1214, 1215, 1216, 1217, 1218, 1219, 1220, 1221, 1222, 1223, 1224, 1225, 1226, 1227, 1228, 1229, 1230, 1231, 1232, 1233, 1234, 1235, 1236, 1237, 1238, 1239, 1240, 1241, 1242, 1243, 1244, 1245, 1246, 1247, 1248, 1249, 1250, 1251, 1252, 1253, 1254, 1255, 1256, 1257, 1258, 1259, 1260, 1261, 1262, 1263, 1264, 1265, 1266, 1267, 1268, 1269, 1270, 1271, 1272, 1273, 1274, 1275, 1276, 1277, 1278, 1279, 1280, 1281, 1282, 1283, 1284, 1285, 1286, 1287, 1288, 1289, 1290, 1291, 1292, 1293, 1294, 1295, 1296, 1297, 1298, 1299, 1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319, 1320, 1321, 1322, 1323, 1324, 1325, 1326, 1327, 1328, 1329, 1330, 1331, 1332, 1333, 1334, 1335, 1336, 1337, 1338, 1339, 1340, 1341, 1342, 1343, 1344, 1345, 1346, 1347, 1348, 1349, 1350, 1351, 1352, 1353, 1354, 1355, 1356, 1357, 1358, 1359, 1360, 1361, 1362, 1363, 1364, 1365, 1366, 1367, 1368, 1369, 1370, 1371, 1372, 1373, 1374, 1375, 1376, 1377, 1378, 1379, 1380, 1381, 1382, 1383, 1384, 1385, 1386, 1387, 1388, 1389, 1390, 1391, 1392, 1393, 1394, 1395, 1396, 1397, 1398, 1399, 1400, 1401, 1402, 1403, 1404, 1405, 1406, 1407, 1408, 1409, 1410, 1411, 1412, 1413, 1414, 1415, 1416, 1417, 1418, 1419, 1420, 1421, 1422, 1423, 1424, 1425, 1426, 1427, 1428, 1429, 1430, 1431, 1432, 1433, 1434, 1435, 1436, 1437, 1438, 1439, 1440, 1441, 1442, 1443, 1444, 1445, 1446, 1447, 1448, 1449, 1450, 1451, 1452, 1453, 1454, 1455, 1456, 1457, 1458, 1459, 1460, 1461, 1462, 1463, 1464, 1465, 1466, 1467, 1468, 1469, 1470, 1471, 1472, 1473, 1474, 1475, 1476, 1477, 1478, 1479, 1480, 1481, 1482, 1483, 1484, 1485, 1486, 1487, 1488, 1489, 1490, 1491, 1492, 1493, 1494, 1495, 1496, 1497, 1498, 1499, 1500, 1501, 1502, 1503, 1504, 1505, 1506, 1507, 1508, 1509, 1510, 1511, 1512, 1513, 1514, 1515, 1516, 1517, 1518, 1519, 1520, 1521, 1522, 1523, 1524, 1525, 1526, 1527, 1528, 1529, 1530, 1531, 1532, 1533, 1534, 1535, 1536, 1537, 1538, 1539, 1540, 1541, 1542, 1543, 1544, 1545, 1546, 1547, 1548, 1549, 1550, 1551, 1552, 1553, 1554, 1555, 1556, 1557, 1558, 1559, 1560, 1561, 1562, 1563, 1564, 1565, 1566, 1567, 1568, 1569, 1570, 1571, 1572, 1573, 1574, 1575, 1576, 1577, 1578, 1579, 1580, 1581, 1582, 1583, 1584, 1585, 1586, 1587, 1588, 1589, 1590, 1591, 1592, 1593, 1594, 1595, 1596, 1597, 1598, 1599, 1600, 1601, 1602, 1603, 1604, 1605, 1606, 1607, 1608, 1609, 1610, 1611, 1612, 1613, 1614, 1615, 1616, 1617, 1618, 1619, 1620, 1621, 1622, 1623, 1624, 1625, 1626, 1627, 1628, 1629, 1630, 1631, 1632, 1633, 1634, 1635, 1636, 1637, 1638, 1639, 1640, 1641, 1642, 1643, 1644, 1645, 1646, 1647, 1648, 1649, 1650, 1651, 1652, 1653, 1654, 1655, 1656, 1657, 1658, 1659, 1660, 1661, 1662, 1663, 1664, 1665, 1666, 1667, 1668, 1669, 1670, 1671, 1672, 1673, 1674, 1675, 1676, 1677, 1678, 1679, 1680, 1681, 1682, 1683, 1684, 1685, 1686, 1687, 1688, 1689, 1690, 1691, 1692, 1693, 1694, 1695, 1696, 1697, 1698, 1699, 1700, 1701, 1702, 1703, 1704, 1705, 1706, 1707, 1708, 1709, 1710, 1711, 1712, 1713, 1714, 1715, 1716, 1717, 1718, 1719, 1720, 1721, 1722, 1723, 1724, 1725, 1726, 1727, 1728, 1729, 1730, 1731, 1732, 1733, 1734, 1735, 1736, 1737, 1738, 1739, 1740, 1741, 1742, 1743, 1744, 1745, 1746, 1747, 1748, 1749, 1750, 1751, 1752, 1753, 1754, 1755, 1756, 1757, 1758, 1759, 1760, 1761, 1762, 1763, 1764, 1765, 1766, 1767, 1768, 1769, 1770, 1771, 1772, 1773, 1774, 1775, 1776, 1777, 1778, 1779, 1780, 1781, 1782, 1783, 1784, 1785, 1786, 1787, 1788, 1789, 1790, 1791, 1792, 1793, 1794, 1795, 1796, 1797, 1798, 1799, 1800, 1801, 1802, 1803, 1804, 1805, 1806, 1807, 1808, 1809, 1810, 1811, 1812, 1813, 1814, 1815, 1816, 1817, 1818, 1819, 1820, 1821, 1822, 1823, 1824, 1825, 1826, 1827, 1828, 1829, 1830, 1831, 1832, 1833, 1834, 1835, 1836, 1837, 1838, 1839, 1840, 1841, 1842, 1843, 1844, 1845, 1846, 1847, 1848, 1849, 1850, 1851, 1852, 1853, 1854, 1855, 1856, 1857, 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1866, 1867, 1868, 1869, 1870, 1871, 1872, 1873, 1874, 1875, 1876, 1877, 1878, 1879, 1880, 1881, 1882, 1883, 1884, 1885, 1886, 1887, 1888, 1889, 1890, 1891, 1892, 1893, 1894, 1895, 1896, 1897, 1898, 1899, 1900, 1901, 1902, 1903, 1904, 1905, 1906, 1907, 1908, 1909, 1910, 1911, 1912, 1913, 1914, 1915, 1916, 1917, 1918, 1919, 1920, 1921, 1922, 1923, 1924, 1925, 1926, 1927, 1928, 1929, 1930, 1931, 1932, 1933, 1934, 1935, 1936, 1937, 1938, 1939, 1940, 1941, 1942, 1943, 1944, 1945, 1946, 1947, 1948, 1949, 1950, 1951, 1952, 1953, 1954, 1955, 1956, 1957, 1958, 1959, 1960, 1961, 1962, 1963, 1964, 1965, 1966, 1967, 1968, 1969, 1970, 1971, 1972, 1973, 1974, 1975, 1976, 1977, 1978, 1979, 1980, 1981, 1982, 1983, 1984, 1985, 1986, 1987, 1988, 1989, 1990, 1991, 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 2681, 2682, 2683, 2684, 2685, 2686, 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2697, 2698, 2699, 2700, 2701, 2702, 2703, 2704, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2716, 2717, 2718, 2719, 2720, 2721, 2722, 2723, 2724, 2725, 2726, 2727, 2728, 2729, 2730, 2731, 2732, 2733, 2734, 2735, 2736, 2737, 2738, 2739, 2740, 2741, 2742, 2743, 2744, 2745, 2746, 2747, 2748, 2749, 2750, 2751, 2752, 2753, 2754, 2755, 2756, 2757, 2758, 2759, 2760, 2761, 2762, 2763, 2764, 2765, 2766, 2767, 2768, 2769, 2770, 2771, 2772, 2773, 2774, 2775, 2776, 2777, 2778, 2779, 2780, 2781, 2782, 2783, 2784, 2785, 2786, 2787, 2788, 2789, 2790, 2791, 2792, 2793, 2794, 2795

EQUIPMENT

# specifications

- Industry's Largest Door Opening 2.06 sq. ft. (1914 cm<sup>2</sup>)
- Quiet, Efficient Blower System
- Door is Reversible for Installation Flexibility

**MULTI-HOUSING Micro Display Commercial Single Load Dryer**  
Rear Control  
**Speed Queen.**

**RELIABLE COMMERCIAL PRODUCTS**

- Durable Galvanized Steel Cylinder
- Lighting Liner Filter: Easy to Clean and Secured
- High Efficiency Exhaust Blower With Superior Airflow of 220 cfm (105 liters/sec)
- 100% Serviceable From the Front
- Space-Saving Narrow Cabinet: 26-7/8" (683 mm)

**MICRO DISPLAY SINGLE LOAD DRYER SPECIFICATIONS**

	Elect <sup>1</sup> Gas <sup>2</sup>	SSE107WF1500 SDE107WF SDE107WF	SDE80R05 SDE80R05 SDE80R05	SSE107WF1500 SDE107WF SDE107WF	SDE80R05 SDE80R05 SDE80R05	SSE107WF1500 SDE107WF SDE107WF
		Prep. Code "Y"	Prep. Code "X"	Prep. Code "Y"	Prep. Code "X"	Prep. Code "Y"
<b>Activation</b>		✓	✓	✓	✓	✓
<b>Appearance</b>		✓	✓	✓	✓	✓
Color: White		✓	✓	✓	✓	✓
Door: Solid		✓	✓	✓	✓	✓
<b>Control Panel Selection</b>		✓	✓	✓	✓	✓
Front		✓	✓	✓	✓	✓
<b>Technical Info</b>						
Operational Steel Cylinder Volume cu. ft. (liters)	7.0 (198)	✓	✓	✓	✓	✓
Cycle Temperatures: High Medium Low Dehydrate		✓	✓	✓	✓	✓
Motor (Capacitor Start and Thermal Protection)	1/3 HP	✓	✓	✓	✓	✓
Weight - lb (kg)	Elect: 135 (61) Gas: 145 (66)	✓	✓	✓	✓	✓
Shipping Weight - lb (kg)	Elect: 150 (68) Gas: 160 (73)	✓	✓	✓	✓	✓
Electrical Requirements	Elect: 120/240/50/1-30 amp* Gas: 120/240/1-15 amp (eq)	✓	✓	✓	✓	✓
Overall Dimensions - Width (in/mm)	26 7/8" (683) x 28" (711) x 43" (1093)	✓	✓	✓	✓	✓
Type of Gas (See Models Only)	Factory Equipped Natural Gas**	✓	✓	✓	✓	✓
Air Outlet Diameter - in (mm)	4" (102)	✓	✓	✓	✓	✓
Exhaust Airflow - cfm (liters/sec)	220 (105)	✓	✓	✓	✓	✓
Efficient Dryer Heating	Elect: 4753W 209V (eq) Gas: 25,000 Btu (eq)	✓	✓	✓	✓	✓
ADA Compliant (bottom dryer only)		✓	✓	✓	✓	✓
<b>Performance Features</b>		✓	✓	✓	✓	✓
Cycle Status Indicators		✓	✓	✓	✓	✓
Touch Pad Control with Sound Announcement		✓	✓	✓	✓	✓
Agency Approval	Elect: cULus Gas: cULus	✓	✓	✓	✓	✓

**Speed Queen.**

- Industry's Largest Door Opening 2.06 sq. ft. (1914 cm<sup>2</sup>)
- Quiet, Efficient Blower System
- Door is Reversible for Installation Flexibility (solid door models only)

**MULTI-HOUSING Micro-Display Commercial Stack Dryer**  
Front Control  
**Speed Queen.**

**RELIABLE COMMERCIAL PRODUCTS**

- Durable Galvanized Steel Cylinder
- Lighting Liner Filter: Easy to Clean and Secured
- High Efficiency Exhaust Blower With Superior Airflow of 220 cfm (105 liters/sec)
- 100% Serviceable From the Front
- Space-Saving Narrow Cabinet: 26-7/8" (683 mm)

**MICRO DISPLAY STACK DRYER SPECIFICATIONS**

	Elect <sup>1</sup> Gas <sup>2</sup>	SSE107 WF1500 SSE107WF SSE107WF	SSE107 WF1500 SSE107WF SSE107WF	SSE107 WF1500 SSE107WF SSE107WF
		Prep. Code "Y"	Prep. Code "X"	Prep. Code "Y"
<b>Activation</b>		✓	✓	✓
<b>Appearance</b>		✓	✓	✓
Color: White		✓	✓	✓
Door: Solid Window Solid Window Solid Window		✓	✓	✓
<b>Control Panel Selection</b>		✓	✓	✓
Front		✓	✓	✓
<b>Technical Info</b>				
Operational Steel Cylinder Volume cu. ft. (liters)	7.0 (198) ea	✓	✓	✓
Cycle Temperatures: High Medium Low Dehydrate		✓	✓	✓
Motor (Capacitor Start and Thermal Protection)	1/3 HP	✓	✓	✓
Weight - lb (kg)	Elect: 125 (57) Gas: 275 (125)	✓	✓	✓
Shipping Weight - lb (kg)	Elect: 260 (117) Gas: 350 (157)	✓	✓	✓
Electrical Requirements	Elect: 120/240/50/1-30 amp* (eq) Gas: 120/240/1-15 amp (eq)	✓	✓	✓
Overall Dimensions - Width (in/mm)	26 7/8" (683) x 28" (711) x 76 5/8" (1946)	✓	✓	✓
Type of Gas (See Models Only)	Factory Equipped Natural Gas**	✓	✓	✓
Air Outlet Diameter - in (mm)	4" (102)	✓	✓	✓
Exhaust Airflow - cfm (liters/sec)	220 (105)	✓	✓	✓
Efficient Dryer Heating	Elect: 4753W 209V (eq) Gas: 25,000 Btu (eq)	✓	✓	✓
ADA Compliant (bottom dryer only)		✓	✓	✓
<b>Performance Features</b>		✓	✓	✓
Two Separate Controls Allow Two Dryers in the Space of One to Operate Independently		✓	✓	✓
Agency Approval	Elect: cULus Gas: cULus	✓	✓	✓

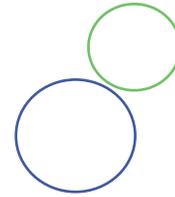
**Speed Queen.**

EQUIPMENT

# large machines

The benefits of having C&G on campus go far beyond the residence halls, and we are ready to help you take it to the court and the field as well! At many of our schools, we get involved with their athletic laundry facilities as well.

As your campus partner, we can provide equipment and service in this “arena” at significantly reduced rates in order to “take one for the team (or teams)”. We will commit to selling you large laundry equipment for use in your athletic facilities at our cost, or providing a Lease with Service at an extremely favorable rate. This is another way we bring additional value to Longwood University!



ROOM RENOVATIONS &  
**furniture**

Most of you laundry rooms are in decent shape, but a couple could use a bit of a face lift. We have provided Longwood with a Student Benefit Allowance (see Section 8- Investment for full details). These funds can be used for room renovations or other areas.

Regardless of whether you spend these funds on the rooms or not, we will continue to provide colorful fiberglass folding tables and 4-chair with table seating units that will coordinate with the laundry room decor. This attractive, yet durable furniture is specifically made for laundry rooms and will allow residents to fold their clothing right after removing from the dryer, which helps eliminate wrinkles.



<i>Location</i>	<i>Folding Table</i>	<i>4 chair /table Seating Unit</i>
Curry	2	2
Frazer	2	2
Stubbs	2	1
ARC	5	
New Hall*	1	

\* As space allows in New Hall

## PAYMENT OPTIONS

# lancer card




## kudos

"Bill Jensen has done a tremendous job juggling all our different projects, converting to CBORD and meeting with contractors and project managers. All of them have spoken highly of Bill's accessibility, knowledge and helpfulness – it saves them extra work and it is appreciated."

- Chris Durden  
College of William & Mary

**LANCER CASH WITH CBORD®** We will continue partner with Longwood University to accept the Lancer Card and coin in the machines. Caldwell & Gregory will continue to work closely with the Card Office to ensure that the machines are working properly with the CBORD System. This will include:

- C&G will provide all investments and installation requirements to connect the new equipment to the existing Laundry Controllers.
- Every machine and Controller will be tested to insure they are operating perfectly, and that any reprogramming required has been do so correctly.
- C&G will be responsible for troubleshooting and repairing any issues with card system hardware or wiring within the laundry rooms. There is no "finger pointing" with C&G when it comes to card system issues. We take full responsibility and get it fixed.
- We will have several readers coming out of the Cunninghams, which will give us extra readers that can be quickly installed if a card reader breaks. They can either be stored in the Card Office or your service technician, Duncan can carry these replacement readers on his van.
- Duncan will also work closely with your Card Office and IT departments to track any issues that are system or network related. This relationship will reduce the time required to resolve issues and minimize downtime.
- Our Director of Operations is an expert in the laundry application of the CBORD system, and will also work closely with your Card Office. He will continue to be a tremendous resource that you can utilize 24/7.
- We will work with the Card Office to get monthly usage reports to allow for timely monthly collection reporting and commission payments.



## PAYMENT OPTIONS: NEW CONCEPT

## pre-pay for laundry

**PARTNERING TO INCREASE USAGE & REVENUES** We are always looking for creative ways to increase usage as well as enhance your card program. We would like to offer our pre-sale laundry program at Longwood and look forward to discussing the details with you. The choice to implement this program is entirely up to you, but we have found that parents and students alike love the convenience.

**PARENTS CAN PAY FOR LAUNDRY IN ADVANCE!** Our summer pre-sale program allows parents to purchase a pre-paid laundry “package” so their students have one less thing to worry about.

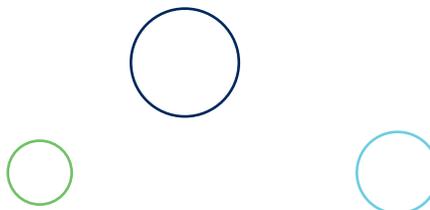
When encouraged by the University to set up this account, a majority of parents will participate and add funds to their child’s Lancer Card specifically for laundry. This will result in increased funds on their cards and students will not have to find coins.

This program is a win-win, resulting in happy parents and students and increasing Lancer Card transactions!

We will work with the Card Office to create a mailer to be sent to parents, encouraging them to set up a laundry account for their student. As part of the program, we typically offer a discount as an incentive for paying for laundry in advance.

**BENEFITS OF OFFERING A PRE-SALE**

- Parents are assured that their student’s laundry money is not being spent on other items.
- No need for residents to take laundry home.
- A \$110 laundry package costs \$100 (10% discount) at pre-sale (less than 1 textbook), and provides 40 loads of clothes washed and dried; enough for 2 semesters.
- Pre-sale helps to generate additional revenues for the laundry program because parents are taking care of it.
- First year parents tend to follow campus housing recommendations on what to set up for their student.
- Our experience with this program has been sensational, and you need a partner with a track record of innovative ideas that perform!



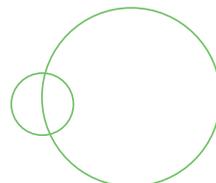
CBORD SIGNAGE &

# references

NEW CBORD ROOM SIGNAGE

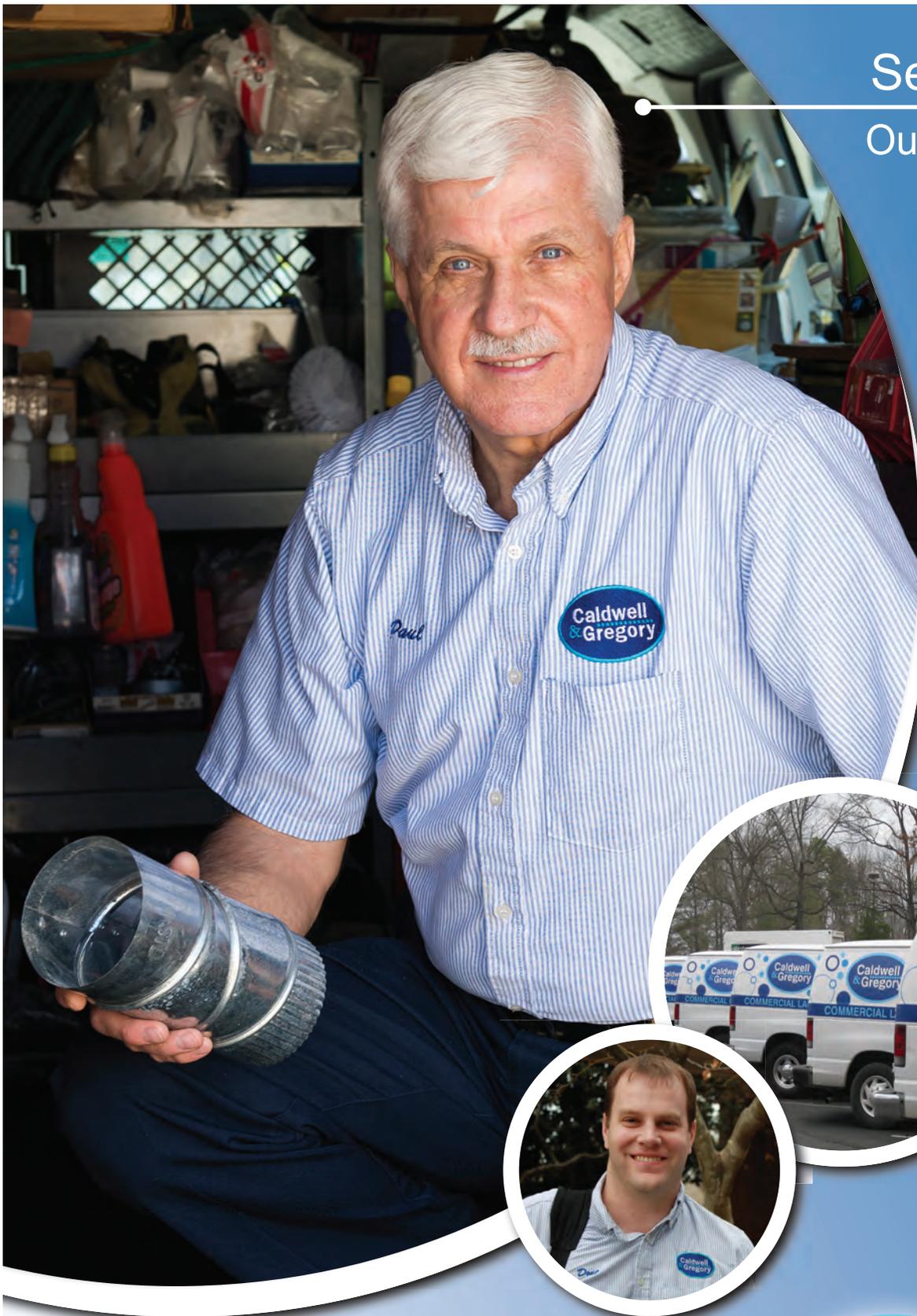
CBORD REFERENCES

<b>College/University</b>	<b>Contact</b>	<b>Phone Number</b>
Longwood University	Crissy Sampier	434-395-2152
West Virginia University	Tami Stalnaker	304-293-5721
The College of William & Mary	Bob Brest	757-221-1202
Virginia Commonwealth University	Patti Murdock	804-827-1660
Old Dominion University	Margaret Pollard-Brown	757-683-3508
Virginia Tech University	Julie Wessel	540-231-8669
University of Mississippi	Kathy Tidwell	662-816-6632
James Madison University	Jason Chandler	804-516-3936
Vanderbilt University	Heath Graton	605-339-6306
Louisiana Tech University	Linda Reynolds	318-257-4553
Clemson University	Ken Stanton	864-656-1458
The George Washington University	Vern Weisenburg	202-345-2177



## Section 6

### Outstanding Service



*"Your promise of Red Carpet service and total satisfaction has been upheld without question."*

*- Karen Frank, Georgetown University*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

## YOUR SERVICE TECHNICIANS

## friendly and reliable

Longwood University's primary service technician will continue to be Duncan Thompson, with back-up from Tom Collins. Your techs are on site regularly to ensure your equipment is in excellent condition. Resident satisfaction is guaranteed with Duncan and Tom on the job.

**HIRING THE BEST** We believe our employees represent our greatest assets. Our philosophy begins with identifying potential hires that are interested in careers as opposed to simple employment, and we search for people that evidence tremendous character and integrity. Simply stated, we can train most people to be technically exceptional, however, we cannot teach them to be honest, friendly, caring and servant minded. As per our policy, a full background check, including criminal background and drug testing is conducted on every employee that we hire.

**PROFESSIONAL IMAGE** Our service technicians are clean cut and always dressed in proper uniform. They are issued a C&G van that is marked and easily recognizable, so you know that we are on campus. Our technicians are professional and polite with residents and staff and are always respectful of your facilities.

**QUICK RESPONSE BY A DEDICATED TECHNICIAN** Duncan and Tom know your buildings and staff personally. This has created a relationship with C&G that you have come to trust. All service calls will continue to be handled quickly with a response time to Longwood averaging less than 8 business hours! Both Duncan and Tom live in Richmond so they are very close to campus. In addition, all of our service vehicles are equipped with WEXSmart GPS. Our dispatch office knows the exact location of your tech at all times, which maximizes efficiency with call routing and service requests.

**CONSTANT INSPECTIONS** We have found that 65% of service issues are not reported! Especially in locations where students are not paying per cycle, they feel that there is no reason to report the problem. The techs will continue to inspect all of your laundry rooms regularly to resolve unreported service issues.



*Caldwell & Gregory's service technician uniform consists of a blue and white vertical striped, woven shirt with a collar and C&G logo. It can be worn in short or long sleeves along with navy blue pants to complete the uniform.*

*The C&G service van is clearly marked with the logo, name, and phone number.*

**FULLY STOCKED WITH THE RIGHT**

**PARTS** Each technician has over \$10,000 of parts on board his vehicle to fix any issues immediately. Our parts department sends replacement parts to out techs no less than weekly. Since Duncan and Tom live near our parts department, they can get any parts needed quickly.

**FACTORY-TRAINED**

All of our service technicians, are factory trained for each equipment brand they service. They attend training sessions at least twice a year and receive training in the field.

RELIABLE SERVICE

# immediate response

The dispatch department is located in our corporate offices and provides support to the on-site management team as follows:

**A FRIENDLY VOICE** We do not use an automated phone system, and all of our calls are dispatched and scheduled by our trained customer service staff. This allows for prioritization of calls and emergencies. When you call other vendors for service, you may get a phone tree or voice mail, and your service request is processed by a computer to minimize cost, not response time.

**REAL PEOPLE ANSWERING YOUR CALLS 24/7**

Our phones are answered immediately at any hour to take service requests, process refunds, or just answer a question about any laundry issues your students are experiencing. Our staff is always happy to help!

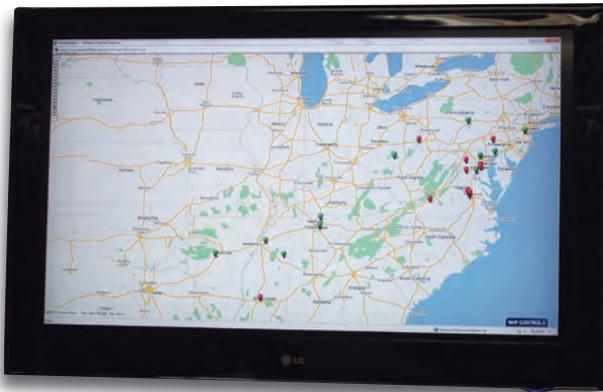
**SERVICE RECORDS** All reported issues, and any problems found by service personnel are recorded in our tracking system. This system keeps all service information on every machine we operate and is available to you at any time.



*Kristy Murran*



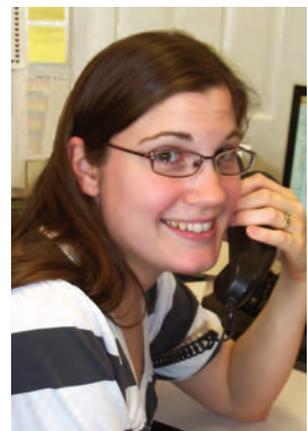
*Dawn Nuckols*



**MOVEMENT TRACKED BY WEXSMART GLOBAL POSITIONING SYSTEMS** We install WEXSmart GPS into our technician and collection vehicles. This allows our dispatch office to know the exact location of your dedicated technician at any given time. This maximizes efficient call routing and ensures that service requests are handled immediately.



*Christina Williams*



*Sara Gibson*

kudos

**“Your contacts with ‘the outside world’ are a joy! Often after speaking to them, I don’t need to talk to who I actually called for. That’s great!”**

*- Reid Raudenbush  
Washington College*

**24 hours a day, 7 days a week!**  
[service@caldwellandgregory.com](mailto:service@caldwellandgregory.com)

NEW TECHNOLOGY

# laundry app

Coming  
This  
Summer!



**SERVICE IS A SNAP!**  
Use a QR code to communicate service requests immediately using a system students are comfortable with and will support.



- qr for service
- Go to ServiceAbility
  - Choose Request Service
  - Press Phone To Scan
  - Scan QR On Machine
  - Service Call Is Reported



*we make laundry easy!*

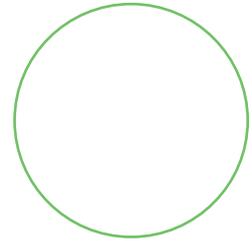
ACCESS TO INFORMATION

# accountability

Caldwell & Gregory offers online reporting of your account information. Easy access, anytime!



*find  
your information  
when you need it,  
where you need it*



In 2014, Caldwell & Gregory introduced AccountAbility, our online account portal.

It will provides instant access to the information you need to better manage your C&G laundry program.

**AccountAbility will allow you to:**

- View Collections History
- View Commission Payment History
- View Service History
- Submit service requests
- Contact us
- Submit your feedback

CLEARLY WORDED INSTRUCTIONAL

# signage

Upon installation of the new machines we will install corresponding colorful signage in each room that includes:

- How to use the equipment correctly.
- Tips on the proper type and amount of detergent to use.
- How to contact us if there is a problem.
- Tips that will ensure best cleaning performance.
- Online monitoring instructions.
- Spanish language signage is available upon request.

**Washing**  
High Efficiency Washer Instructions

Empty Pockets! No Powder

- 1 Load washer. Door will not open until cycle is done.
- 2 Add recommended amount of liquid high efficiency detergent only.
- 3 Too much soap will leave clothes wet and soapy. Use 1/4 cup or less.
- 4 Insert coins or card if required.
- 5 Select cycle to start the washer. Press START (Speed Queen only).

**Drying**  
Instructions

- 1 Clean lint filter.
- 2 Load dryer and close door securely. Leave room for clothes to move freely.
- 3 Insert coins or card if required.
- 4 Select setting. Press START (Speed Queen only).

**PLEASE**

Never use powder or more than 1/4 cup of detergent.  
 Leave washer door open after using.  
 Do not use 3 in 1 wash/dry sheets.  
 Do not wash rugs or bath mats.  
 Do not sit on machines  
 Do not overload.  
 Do not put shoes in the dryers.  
 One wash load = One dry load.

**Caldwell & Gregory**  
 Laundry Rooms Leased by Caldwell & Gregory, LLC  
 www.caldwellandgregory.com

For service phone  
**800.927.9274**  
 or e-mail  
 Service@caldwellandgregory.com

PREVENTIVE MAINTENANCE

# equipment

## ONGOING INSPECTIONS

- Your tech will inspect all equipment, plumbing connections, hoses, and venting.
- Equipment is leveled, signs and decals replaced and any unreported service problems, resolved.
- Our technicians will visit the Lancer Card Office (or other designated location) to “check in”, and alert you to any issues that are Longwood’s responsibility such as utilities or housekeeping.

## ANNUAL INSPECTION

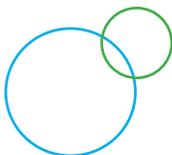
- Vent lines are disconnected and thoroughly cleaned.
- Machine service panel removed, inspected and serviced.
- Dryer interiors are vacuumed, including blowers and heating elements.
- Machine motors are cleaned and checked for wear.
- Belts are checked for glazing and replaced if needed.
- Hoses, hose connections, and fittings are inspected for leakage and weakening, and replaced as needed.
- Transmissions are checked for proper operation and potential seal failure.
- Machines are tested after maintenance completion to ensure proper operation.
- Any exterior chips and scratches are repaired.

Belts are replaced before they break!



**MACHINE PERFORMANCE GUARANTEED** Each machine’s service records are constantly checked. Any machine that is not performing properly is replaced at the discretion of our Operations Manager. The following items are used to determine “below average service performance:”

- Number of service calls within last 12-month period.
- Number of service calls since installation.
- Repeat service problems. Any machine requiring more than three (3) repairs in a thirty (30)-day period will be replaced.



PREVENTIVE MAINTENANCE

# venting

## VENTILATION MAINTENANCE WITH VENT BLAST

Lack of attention to ventilation issues causes the following problems:

- Dryers that will not dry in one cycle, causing users to operate the machine for a second cycle to get dry clothes.
- Greatly increased utility bills.
- Hot, moist rooms, with the potential for fire hazards.
- Frustrated students who take their laundry elsewhere.



Before using  
Vent Blast,  
vents are totally  
clogged!  
This is NOT  
efficient!



### C&G'S TWO-STEP APPROACH TO PROPER VENT CLEANING

**STEP 1** Caldwell & Gregory provides a properly engineered and installed vent system in every facility.

**STEP 2** We clean vent systems regularly as part of our scheduled preventive maintenance. Even correctly installed systems need maintenance, and cleaning is critical to continued dryer efficiency.

After  
Vent Blast,  
vents are clean!  
This is efficient!



NO HASSLE REFUNDS &

# clothing claims

**SIMPLE REFUNDS** We commit to no hassle refunds with our customers. If a student does not receive a satisfactory wash or dry, their money will be refunded immediately and easily. A refund request becomes an immediate service call.

Lancer Card: Residents just need to contact the card office in order to receive their refund.



Coin: A cash refund bank (Voucher System) will be set up in the Residential & Commuter Life Office (or other designated location). Both the money (\$25.00) and the forms to track refunds will be provided by C&G. The bank will be replenished as needed with a simple phone call or email to our dispatch office.



**CLOTHING CLAIMS** We do not have a *use at your own risk* policy. If a machine damages a student's clothing, claims are resolved quickly. When a claim is received at C&G, our service technician immediately picks up the damaged clothing and repairs the malfunctioning machine. Stained clothing is taken to a specialist to attempt stain removal. If that is successful, the clothing is returned.

When clothing is machine-damaged and cannot be successfully restored, Caldwell & Gregory calculates reimbursement value according to the Consumer Affairs guideline of "like value for like value" (based on clothing age and condition).

While clothing claims are extremely rare, they cause significant inconvenience. We want students to feel that we have settled their clothing issue promptly and fairly. After settlement, students are given the option of having their clothing returned or discarded – whichever they choose. Because of our insistence on quality equipment, and our extensive preventive maintenance measures, we virtually eliminate potential clothing damage.



# Section 7

## Laundry Training & Education



“Kristan’s presentation to our RA staff makes a real difference, I am surprised each year at how she is able to get 250 people on their feet, excited, and cheering about laundry, of all things.”

- Maggie Evans, James Madison University



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

WE MAKE LAUNDRY

educational

“You mean I really have to do my own laundry?”

“Can you find someone to help you?”



*We educate your residents so that laundry will be easy!*

THE TRUTH ABOUT YOUR INCOMING STUDENTS..

- Lots of parents forgot to teach their kids how to wash their clothes.
- As a result, many of your residents have never done laundry by themselves before.
- If they are uncomfortable with the machines and the laundry room, they will go elsewhere.
- Many students have never used a front load washer, which requires different habits (and high-efficiency detergent!).
- Laundry is a life skill that they need to learn while still in college!



STUDENT

# laundry instruction

College is full of new experiences and doing laundry is just one more thing to learn. We make doing laundry easy for your residents by providing lots of different instructional opportunities which are outlined in detail in this section.

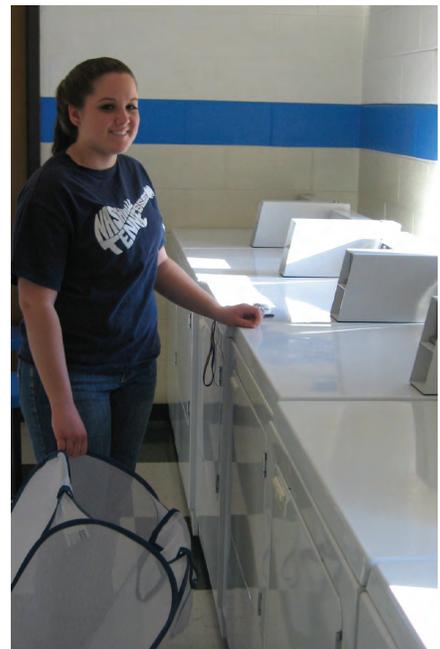
- **Laundrypalooza** In-person RA training
- Engaging and informative laundry room signage
- NEW laundry App! Coming in 2014!.
- On-campus promotions and event involvement
- Entertaining Laundry 101 video (Residence Life Cinema collaboration)
- Printed/email brochures
- Social Media
- Annual Contests
- C&G Website

*educated students = a successful laundry program!*

Students tend to think that MORE detergent is better.



1 cup of regular detergent = soap suds on the floor!



**PLEASE**  
Never use powder or more than 1/2 cup of detergent.  
Leave washer door open after using.  
Do not use 3 in 1 wash/dry sheets.  
Do not wash rugs or bath mats.  
Do not sit on machines.  
Do not overload.  
Do not put shoes in the dryers.  
One wash load = One dry load.

**Caldwell & Gregory**  
For service phone: 800.927.9274

Instruction starts with professional laundry room signage

**Kristan Wun**  
YOUR Laundry Expert



STUDENT

# laundry instruction

C&G PROVIDES VARIOUS TRAINING TOOLS TO MAKE LAUNDRY STRESS-FREE!



Residence Life Cinema (RLC) worked with us to create an entertaining *Laundry 101* instructional video that they routinely show as part of their campus programming. We are happy to provide a copy that would be available to show to your residents if you are not a RLC client.



We are happy to provide flyers that can be posted on bulletin boards or brochures that can be distributed to your residents. Email blasts are another option. These pieces give step by step instruction on how to use the machines, helpful laundry tips, and information on how to contact us if there is a problem.



[www.caldwellandgregory.com](http://www.caldwellandgregory.com) will become a great resource for your students! We have created a section just for students with lots of laundry tips and information as well as area exclusively for Resident Assistants. The "RAs only" section includes everything your staff needs to put on a great laundry program.

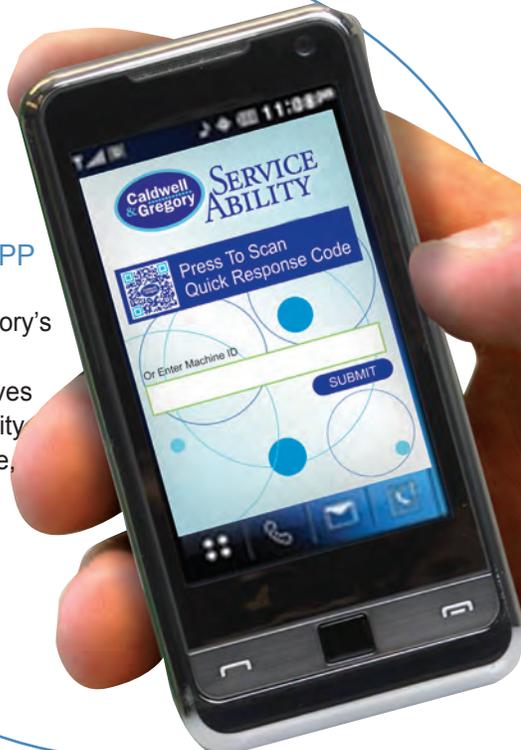


College students use social media every day and C&G has become part of the conversation. Our Facebook page is a hub for great laundry information from around the web. We sponsor regular giveaways and post winning entries from our contests here.

**NEW  
IN  
2014!**

**THERE'S AN APP FOR THAT**

Caldwell & Gregory's new phone app, ServiceAbility, gives you the opportunity to request service, monitor online, get laundry tips and more.



RESIDENT ASSISTANT

training



**RA TRAINING** Caldwell & Gregory was the first company to offer in-person Resident Assistant training and we have been doing so for more than 10 years. We call it *LAUNDYPALOOZA!* Conducted during your August (or spring) RA training week, we make training fun by playing laundry bingo, providing detergent samples, giveaways, and snacks. This annual event, gives your RAs the tools to train your students how to do laundry properly.

We have found that Laundrypalooza is a fun way to learn and important skill and we are told that RAs eagerly look forward to this session every year.

Laundrypalooza was added to your RA training last year and based on the survey conducted by Residence Life, was very well received! Kristan looks forward to coming to campus again in August.

Feedback from Longwood RAs Survey

“I really liked learning from Caldwell & Gregory Laundry because there were some really great clarifications and points specific to the machines at Longwood which I can pass on to my residents. I cannot wait to make a Laundry Do’s and Dont’s program!”

“I enjoyed that the laundry session was exciting This was a topic that could have been very uninteresting.”

“The Caldwell Gregory presentation was fun but also informative. that is good if I decide to repeat the program with my residents.”



A FEW OF THE COLLEGES WHERE WE CONDUCT IN-PERSON RA TRAINING

- Longwood University
- North Carolina A&T University
- James Madison University
- Elizabethtown College
- Virginia State University
- Clemson University
- Keystone College
- Virginia Union University
- Randolph-Macon College
- Shenandoah University
- University of Memphis
- Lynchburg College

ANNUAL EVENTS & CONTESTS

# bulletin board contest

**PROMOTIONAL EVENTS** We offer Longwood University student promotional events that your RAs and residents will enjoy participating in every year. These activities are not only fun, but allow us to get involved on campus. We will work with Residence Life to continue to implement the fun contests and events shown on the next few pages.



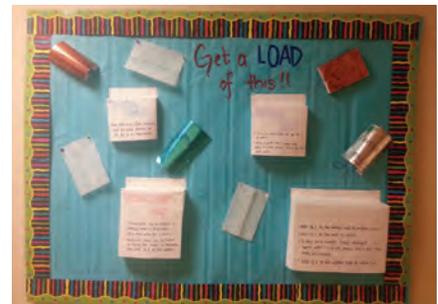
Held in the fall, in conjunction with other “Back to School” activities, is our annual RA “Laundry-themed” RA Bulletin Board contest. This is not only fun for the RA’s, but also provides them an incentive to help educate and train the residents on their floors.

Lots of fabulous prizes (70!) are awarded including VISA, Target, and Subway gift cards (valued at \$12,000) and every RA that participates receives a huge laundry bag! This contest, which we started in 2006 has grown in popularity and your RAs have enjoyed being involved in this event every year.

## kudos

Thank you... the RA’s really love doing the boards. I love watching them get recognized for what others would say are the small things like bulletin boards. Some RA’s as you can tell spend a lot of time creating and making the boards, which look fantastic, I’m so happy that many of them placed.

- Heather Hinchler  
Randolph-Macon College



## kudos

[C&G] has been amazing to work with! The training and goodies they give to the staff, and the information that they provide for programming is great!

-Charity Waldron  
Lynchburg College



SUSTAINABILITY

# green promotions

We love working with schools on promotions that teach ways to be more sustainable in the laundry room. We look forward to working with Longwood on these programs or any new event you would like to plan. Here are examples of what some of the schools are doing to promote sustainability and respect our planet.



We work with several schools, including The George Washington University on their *Green Move Out* promotion. We provide containers for each residence hall that encourage students to donate their partially used detergent, fabric softener, and dryer sheets. These items are then donated to local shelters.

We have partnered with James Madison University to sponsor their *Green Wars* contest. It has been a successful way to encourage their residents to cut down on their energy use.

The winning residence hall wins a “subs and suds” party that includes free detergent samples and Subway sandwiches.



Auburn University at Montgomery has a big party at the end of their Saving Watts Week.



CAMPUS INVOLVEMENT

# fun events

**LUCKY LAUNDRY WEEK** Students have a chance to win prizes by doing their laundry on their campus card for a specified period of time. We have this event at many campuses including McDaniel College, University of Louisiana at Monroe and University of Mary Washington.

**ORIENTATION & ACTIVITY FAIRS** Many campuses, including Shippensburg University and Randolph College have these types of fairs at the beginning of the semester. C&G arrives on campus with our famous duck pond that students love. Pick a duck with a number on it and you win a prize. You keep the duck either way!

**WACKY OLYMPICS** Old Dominion University has an annual day of fun that includes races, a dunk tank, prizes, etc. We have giveaways and judge the limbo contest!

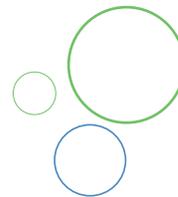
**RA BBQS & LUAUS** Louisiana Tech's tradition includes an annual RA BBQ and C&G has been involved with luaus at Arkansas State University and Wesleyan College, where we provide the food and of course have prizes and giveaways. Sometimes our resident musician (and Sales Rep), Mike Hatchell even plays a Jimmy Buffet set.

**SOAP PARTY** Slippery Rock University provided their residents with a pit filled with soap suds and they loved it! We enjoyed sponsoring this unique and clean event!



↑ Longwood Laundry Room Opening!

Tom Collins (2nd from Right) is still one of your Service Techs!



MEASUREMENT OF

# satisfaction

## RESIDENT SATISFACTION

Happy students is the most important indicator of great service and as an organization that serves Longwood University, we are concerned about this above anything else. We have always made efforts to listen to student feedback about our laundry program and respond quickly to any issues or concerns.

We would be happy to work with the Residential & Commuter Life office to create a student laundry survey through a online survey site such as Survey Monkey.



## ADMINISTRATIVE SUPPORT STAFF SATISFACTION

As recently as last spring, Kristan Wun met with all of the Residential Life support staff that included the Associate Directors of Residential Operations, On-Campus Life, and Off-campus Life as well as the Residence Education Coordinators of each residential area. There had been concern that the residents were not using the machines properly, causing frustration for staff and students.

The net result of this meeting was to add Laundrypalooza training to the RA schedule. In addition, we updated both Longwood and C&G's websites with laundry tips and information, including the proper type and amount of detergent to use. We also made sure that all rooms had proper instructional signage.

We will continue to work closely with both students and staff to ensure that everyone is happy with the laundry program at Longwood University.



Original page redacted.

HIGHER EDUCATION

# involvement



*Presented to Kristan Wun  
by NACAS President,  
Cheryl Crouch*

### ASSOCIATION PARTICIPATION

Caldwell & Gregory is actively involved with many higher education organizations supporting Housing and Auxiliary Services professionals, including the Association of College & University Housing Officers-International (ACUHO-I) and the National Association of College Auxiliary Services (NACAS).

We feel it is not only important to financially support these organizations, but also volunteer in various ways. This includes having Kristan Wun serve on several NACAS leadership, national, and regional committees over the years. In addition, we are recognized as a leader in the field and have been honored to be invited to make presentations at both the 2009 and 2012 national NACAS Conferences.

**AWARDS** Caldwell & Gregory has been privileged to receive several higher education awards over the years:

2009 NACAS Outstanding Business Partner of the Year

2006 MACUHO Vendor of the Year

2003 NACAS-East Mentor Award (Kristan Wun)

2001 ACUHO-I Foundation of Excellence

2000 MACUHO Vendor of the Year

1996 University of Delaware Distinguished Partner Award

University of Virginia Superior Customer Service Award

CALDWELL & GREGORY SUPPORTS THESE HIGHER EDUCATION ORGANIZATIONS.



## Section 8

### Financial Overview



*"When we signed on with Caldwell & Gregory, [C&G rep] Mike Hatchell assured me that I could relax and not worry about a thing. He was telling the truth!"*

*- Beverly Wyatt, Ohio University*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

## INTERNAL PROCEDURES

# accounting

The accounting department is located in our corporate offices and will provide to support to the on-site management team.

We utilize several levels of “checks and balances” to ensure accuracy of collection information. All income-producing units track income, and cycles generated, via internal computerized accounting.

- Our equipment counts cycles in a similar fashion to a non-resettable odometer.
- Accuracy and integrity is a given when comparing income counts, cycle counts, card readings, income collected, and supervised audit information.
- Monthly reports are submitted to the College, and account managers present year-end settlement information.

**REGULAR ACCOUNTING PROCESSES** All income collected from your card system is posted to individual location accounts which are set up by residence hall, floor, and washer and dryer (coin locations). Our Controller utilizes numerous reports to track income, including:

- Cash and revenue per day.
- Variance reports by location.
- Income Summaries.
- Collection and cycle reading comparison reports.

**ACCOUNTING CONTROLS** C&G uses standard accounting methods to ensure accurate collection and disbursement of commission payments. The manual audit trail, computerized performance and variance reports, ensure total accountability. All collection and commission disbursements follow generally-accepted accounting principals and IRS guidelines.

**INSURANCE** Caldwell & Gregory is dedicated to providing the most comprehensive laundry program available, and ample insurance coverage is an integral part of our program. We provide comprehensive liability and property damage coverage that meets or exceeds all of typical college requirements. Upon contract commencement, we will continue to provide a Certificate of Insurance listing Longwood University as an “additional insured.”



**Paul  
Kachurak,  
CFO**

Ensuring  
Accuracy

**AUDITING** Caldwell & Gregory is audited annually, and is audited by several college/university clients. No exceptions have been noted in any of these audits. All Caldwell & Gregory accounting practices meet or exceed IRS guidelines. Longwood University is welcome to audit cycle counts at any time.



*find your  
information  
when you need  
it, where you  
need it*

**YOUR ACCOUNT ONLINE** We are in the process of building a web-enabled *AccountAbility* access system that will allow the designated contact to:

- View Collections History.
- View Commission Payment History.
- View Service History.
- Submit service requests.
- Contact us.
- Submit your feedback.

We expect to have this available soon.

## TRANSITION

# installation

We will work with the University to make the transition process as smooth as possible and with little disruption to your residents. We will be ready to order equipment once we have received a Letter of Intent and then will schedule the installation to happen this summer.

Our time line: It typically takes 2-3 weeks to ship equipment, if you decide to make improvements to the rooms, this could take about 1-2 weeks and installation will take approximately a week.

Typically, our transition process consists of four major phases. Within each of these phases, we complete several key tasks. To best illustrate our process, we have mapped it out, step-by-step. Estimated timing per phase is indicated in range form, as completion time frames are dependent on total renovation/installation project scope.

A full installation schedule will be provided so that you know what is happening at all times. Our timeline is based on a June 1 start date, but that is subject to change if needed.

## 1 Facility Audit & Planning Estimated Timing: *Upon Award*

- Tom Collins/Carl Haffley will be on campus to conduct a full room by room audit and discuss the installation plan/schedule with designated contact.
- Equipment order is processed.
- (If desired) Contractors for Room Renovations are hired (with approval by Longwood).
- *Laundrypalooza* RA Training details are planned out with Kristan Wun and appropriate Residence Life contact.

## 2 Delivery & Installation Timing: *About June 2 - June 20, 2014*

- Tom Collins on site to coordinate installation of equipment and venting upgrades. All work completed by C&G personnel.
- Halls needed for summer residents completed first.
- Room Renovations completed (if implemented).
- Installation Team will install all new equipment and furniture.
- Daily progress updates to Lancer Card Center (or other designated contact)
- Carl Haffley conducts post-install walk-thru and review with designated contacts and any adjustments needed are made.

## 3 Training & Marketing Estimated Timing: *Every August*

- *Laundrypalooza* RA Training session.

## 4 Account Maintenance Timing: *Ongoing*

- Regular site visits by Carl Haffley including an annual review with designated contact.
- Duncan Thompson inspects rooms constantly.
- Preventive maintenance and vent cleaning conducted as outlined in proposal.

CURRENTLY ON CAMPUS

# additional incentives

We have several areas that currently have laundry equipment/coin changers that were not mentioned in the RFP. These items have been enhanced your residents' lives and we suggest that we continue to provide as well as service **at no cost to Longwood**:

- 4 sets of machines in Resident Director apartments. One of those sets is in Cunningham and we are willing to install it in the New Hall, again at no charge to Longwood.
- 2 Change Machines for students who prefer to pay for laundry with quarters.
- 1 Washer and 1 Dryer at Iler Gym.



## FINANCIAL OVERVIEW

## investment

**Representatives from Caldwell & Gregory have inspected the job site and are aware of the conditions under which the work must be accomplished.**

C&G is proposing to invest significantly in equipment, technology, room improvements, and student programs that are essential to a successful laundry program. By investing in the necessary aspects of a quality program, we guarantee student satisfaction and a level of service students demand. We propose to make the following investments:

New Speed Queen® Energy Star Coin Operated Washers & Dryers (includes D.U.S.T.)*	\$101,970.00
CBORD Laundry Controllers*	\$ 28,300.00
CBORD harnesses, wiring, electrical, installation, and connection**	\$ 8,675.00
CBORD marketing, signage and promotional materials budget	\$ 2,500.00
Ventilation Improvements (initial & ongoing)	\$ 3,500.00
Student Benefit Allowance (To be used at the discretion of Residential Life)	\$ 25,000.00
Student Training & Education	\$ 5,000.00

*Additional Services not included in the RFP that we will continue to provide at no charge to the University:*

*4 sets of Resident Director stack washer/dryer units (Cunningham's unit may be utilized in another location) including any required service and parts.*

*1 set of machines for the Iler Gymnasium, including any required service and parts.*

*2 Rhino Bill Changers currently located in Lankford.*

## FINANCIAL OVERVIEW

## pricing

## OPTION I: RFP REQUIREMENTS, CBORD CARD SYSTEM

- C&G will provide forty-eight (48) new Speed Queen® Commercial Energy Star coin operated front load washers, and fifty-three (53) new Speed Queen® Commercial Energy Efficient coin operated dryers.
- C&G will continue to supply four (4) pair of Homestyle stack washer/dryers for RD apartments.
- C&G will provide all Hardware, wiring, installation, and connection requirements to implement the CBORD laundry card system in all laundry rooms.
- C&G will provide a Student Benefit Allowance of \$25,000 to be used for room improvements, scholarships, or capital projects that benefit Longwood students. This allowance shall be utilized at the discretion of Residential & Commuter Life as they deem appropriate.
- C&G will provide initial venting improvements and ongoing maintenance and cleaning to maximize efficiency.
- C&G will continue to provide student training & education programs including RA training and educational contests and promotional programs.
- C&G will continue to provide equipment and service at no charge in the Iler Gym, and bill changers in Lankford Student Union.

## FINANCIAL STRUCTURE

- C&G will work with the University (if interested) to introduce a summer "pre-paid" laundry program to help promote the Lancer Card, provide added convenience for students, and increase revenues. This will give parents an added incentive to put funds on their students cards prior to coming to campus. Details to be discussed and approved by the University and the Lancer Card Office prior to implementation.
- C&G will provide a guarantee of \$22.00 per resident student per year, or a commission of 80% of all revenues collected in excess of \$32.50 average per machine per month, whichever is greater.
- At any time during this agreement the University may elect to implement an "Included" or free running program governed by the CBORD system. C&G will charge a fee of \$5.00 per machine per month, with a 3% annual increase.
- Vend Price: Washer- \$1.50      Dryer- \$1.50 for full dry cycle
- Term: 5 years

## ADDITIONAL BENEFITS

- Future Industrial Athletic Equipment: If the University needs equipment for sports teams, C&G will offer to sell the University equipment at "Cost" or provide a "Lease with Service" at a significantly reduced rate as part of our campus partnership.

FINANCIAL OVERVIEW

# pricing schedule

Pricing schedule: The Offeror agrees to provide services in compliance with the STATEMENT OF NEEDS and Terms and Conditions contained herein at:

Commission on Gross Sales: 80% of all revenues in excess of \$32.50 average per machine per month.

Annual Guaranteed Minimum\*: \$22.00 per resident student

\$1.50 Charge Per Full Wash Cycle for 30 Minutes

\$1.50 Charge Per Full Dry Cycle for 50 Minutes

Note: Gross sales is defined as total sales transactions, minus applicable and excise taxes, refunds, and returns, **and machine testing.**

At any time during this agreement the University may elect to implement an “Included” or free running program governed by the CBORD system. C&G will charge a fee of \$5.00 per machine per month, with a 3% annual increase.

\* **Caldwell & Gregory will pay Longwood University whichever is greater, the commission or the minimum guarantee.**

## Section 8

### Alternate Proposal



*“C&G has been our laundry provider since our first residence hall was built 18 years ago. They always work around our schedules with installations and service on machines is excellent.”*

*- Chris Bohaska, Maryland Institute College of Art*



YOUR COMMERCIAL LAUNDRY PROFESSIONALS

## FINANCIAL OVERVIEW

## alternate proposal

## ALTERNATIVE FINANCIAL OPTION: BETTER UTILIZATION OF EXISTING EQUIPMENT

The equipment that we currently have on campus is built to run from 10,000 to 12,000 cycles in its lifetime, which based upon current usage would take approximately 16 years. We have provided regularly scheduled preventive maintenance, and replacing them at this point is akin to taking a car with 20,000 miles and putting it in the scrap yard. We believe that there is a tremendous benefit that will be lost for both the University and C&G by removing these machines at this point, so we are proposing an alternative for your consideration that utilizes the equipment to its greater potential and provides a stronger financial benefit for the University. This is what we propose:

- C&G will continue to utilize the exiting equipment for an additional period of two years.
  - In the summer of 2016, C&G will replace these machines with forty-eight (48) new Speed Queen® Commercial Energy Star coin operated front load washers, and fifty-three (53) new Speed Queen® Commercial Energy Efficient coin operated dryers.
  - C&G will continue to supply four (4) pair of Homestyle stack washer/dryers for RD apartments.
  - C&G will provide all Hardware, wiring, installation, and connection requirements to implement the CBORD laundry card system in all laundry rooms.
  - C&G will provide a Student Benefit Allowance of \$85,000 to be used for room improvements, scholarships, or capital projects that benefit Longwood students. This allowance shall be utilized at the discretion of Residential & Commuter Life as they deem appropriate.
  - C&G will provide initial venting improvements and ongoing maintenance and cleaning to maximize efficiency.
  - C&G will continue to provide student training & education programs including RA training and educational contests and promotional programs.
- 
- C&G will continue to provide equipment and service at no charge in the Iler Gym, and bill changers in Lankford Student Union.

## FINANCIAL STRUCTURE

- C&G will work with the University (if interested) to introduce a summer "pre-paid" laundry program to help promote the Lancer Card, provide added convenience for students, and increase revenues. This will give parents an added incentive to put funds on their students cards prior to coming to campus. Details to be discussed and approved by the University and the Lancer Card Office prior to implementation.
- C&G will provide a guarantee of \$22.00 per resident student per year, or a commission of 80% of all revenues collected in excess of \$30.00 average per machine per month (front load washers count as 1.5 machines), whichever is greater.
- At any time during this agreement the University may elect to implement an "Included" or free running program governed by the CBORD system. C&G will charge a fee of \$5.00 per machine per month, with a 3% annual increase.
- Vend Price: Washer- \$1.50      Dryer- \$1.50 for full dry cycle
- Term: 5 years, with a 5 year performance based renewal

## ADDITIONAL BENEFITS

- Future Industrial Athletic Equipment: If the University needs equipment for sports teams, C&G will offer to sell the University equipment at "Cost" or provide a "Lease with Service" at a significantly reduced rate as part of our campus partnership.

FINANCIAL OVERVIEW

# alternate pricing schedule

Pricing schedule: The Offeror agrees to provide services in compliance with the STATEMENT OF NEEDS and Terms and Conditions contained herein at:

Commission on Gross Sales: 80% of all revenues in excess of \$30.00 average per machine per month. Front Load Washers count as 1.5 machines.

Annual Guaranteed Minimum\*: \$22.00 per resident student

\$1.50 Charge Per Full Wash Cycle for 30 Minutes

\$1.50 Charge Per Full Dry Cycle for 50 Minutes

Note: Gross sales is defined as total sales transactions, minus applicable and excise taxes, refunds, and returns, **and machine testing.**

\* **Caldwell & Gregory will pay Longwood University whichever is greater, the commission or the minimum guarantee.**