

**STANDARD CONTRACT**

Contract Number: RU22020

This contract entered into this 2nd day of June, 2022, by **CSC SERVICEWORKS, Inc.** located at 10990 Leadbetter Road, Ashland, VA 23005, hereinafter called the "**Contractor**" and **Radford University**, hereinafter called the "**Purchasing Agency or University**", located at 801 East Main Street, Radford, VA. 24142.

- I. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
- II. **SCOPE OF CONTRACT:** The Contractor shall provide goods/services for Student Laundry Services to Radford University as set forth in the Contract Documents.
- III. **TERM OF CONTRACT:** From Execution of contract defined as signature of both parties with the University executing final signature, for a period of **ten (10) years** with an option for **one (5) five-year renewal or** as negotiated, to include all contractual provisions contained herein.
- IV. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**
 - A. This signed form, Radford University Standard Contract inclusive of all referenced University General Terms and Special Terms and Conditions;
 - B. **Attachment A:** Radford University's Request for Proposal (RFP) R22-003 dated January 19, 2022, Addendum 1 dated February 25, 2022;
 - C. **Attachment B:** Contractor's Proposal signed and dated March 10th, 2022;
 - D. **Attachment C:** Contractor's supplemental documentation and correspondence; (e.g., clarification and negotiation summation) dated as follows:
 1. Clarification/Negotiation written response, dated April 22, 2022
 2. Power Point Presentation file provided during negotiations, dated 4/29/2022;
 3. Negotiation written response, dated May 4, 2022;
 4. Negotiation written response, dated May 17, 2022.
 - E. This Standard Contract identifies terms as negotiated and as agreed by both parties. In the event there is a conflict between the Standard Contract, Request for proposal #R22-003, the Contractor's Proposal or Clarification/Negotiation summation, the Standard Contract shall prevail.

V. DEFINITIONS:

SOFT MOUNT: washing machines that are built in a cradle with springs and shock absorbers.

VI. FINANCIAL CONSIDERATIONS:

Commissions is defined as a percentage of the actual vended amount collected by CSC SERVICEWORKS from the washers and dryers on campus, and in apartments, less any applicable fees or deposits ("Commissions"). Such Commissions shall be at the rate(s) set forth below (the "Commission Rate") and shall be calculated as follows:

(Vended amount – applicable fees/deposits) * Commission Rate = Commissions due

Laundry Machine	Machine Vend Price	Commission Rate
Washer	\$1.75	60%
Dryer	\$1.50	60%

1. **Commissions Payment.** CSC SERVICEWORKS will pay the University 60% of all collected gross revenue within thirty (30) days of the end of each 4-week accounting period established by CSC SERVICEWORKS. CSC SERVICEWORKS shall provide all revenue and sales records from washers and dryers on campus, and in apartments to validate monthly revenue payments. The University is responsible for reviewing such records. Claims or disputes relating to commissions must be brought by the University in writing within one (1) year of the date such Commissions payment is due.
2. **Vandalism or theft.** Commissions shall not be paid on the Contractor's revenue losses resulting from vandalism or theft of product from vending equipment at the University.
3. **Vend Prices.** Vend Prices are specified above. CSC SERVICEWORKS shall hold vend prices firm for the initial ten (10) year contract term.
4. **Monthly Sales and Commission Reports.** Contractor will provide monthly sales and commission reports to the Contract Administrator. Reports shall, at a minimum, provide the following details:
 - a. Detailed statement showing gross sales derived from each location for washers & dryers under this contract
 - b. Building location of machines
 - c. Machine number
 - d. Selling prices of product
 - e. Gross sales for month for each machine, each location, and each period and total
 - f. Total commission for each machine, each location for each period
 - g. Refunds, discards and tests for each item category
 - h. Prior to the start of the contract, the University and Contractor shall mutually agree on the format and content for the report(s) to satisfy these requirements.

5. **Expiration/termination of contract.** Commissions due to the University shall be paid on sales until all equipment has been removed. The removal date shall be indicated on the period statement when each piece of equipment was removed, including equipment reviewed at any time during the contract period prior to expiration.

6. **Student Scholarship Support shall be** paid annually as identified in the following table. Scholarship support shall be reviewed in subsequent renewals.

Contract Year	Applicable Time Period	Amount	Due Date: within 60 days after:
1	July 1, 2022 – June 30, 2023	\$3,000	Execution of this Contract
2	July 1, 2023 – June 30, 2024	\$3,000	July 1, 2023
3	July 1, 2024 – June 30, 2025	\$3,000	July 1, 2024
4	July 1, 2025 – June 30, 2026	\$3,000	July 1, 2025
5	July 1, 2026 – June 30, 2027	\$3,000	July 1, 2026
6	July 1, 2027 – June 30, 2028	\$3,000	July 1, 2027
7	July 1, 2028 – June 30, 2029	\$3,000	July 1, 2028
8	July 1, 2029 – June 30, 2030	\$3,000	July 1, 2029
9	July 1, 2030 – June 30, 2031	\$3,000	July 1, 2030
10	July 1, 2031 – June 30, 2032	\$3,000	July 1, 2031

VII. **FUTURE OPTIONS FOR CONSIDERATIONS:** As provided in the Additional Goods and Services clause the University reserves the right to consider the following optional services as referenced in the Contractor's proposal:

- Free Air Machines.
- Wash-Dry-Fold Program

VIII. **SCOPE OF REQUIREMENTS:**

A. **GENERAL REQUIREMENTS:**

1. The Contractor shall be responsible for the operation, maintenance, and repair of all laundry equipment. The contractor will install the technology to enable vending sales in all laundry rooms on campus and in apartments. The Contractor shall purchase any required interface software necessary for processing debit card sales. CSC will install kiosks in mutually agreed upon central areas on campus, as an alternative payment option for students without app access. To ensure ADA compliance the contractor has agreed to install a kiosk in an identified laundry room at no charge to the university.
2. The contractor will provide access to the CSC Premium Client Portal to enable detailed reporting and analytics, in addition to equipment monitoring and service notifications.

B. EQUIPMENT AND SERVICE:

1. The contractor shall install all, brand-new Speed Queen ADA compliant front load washers and dryers in all laundry rooms on campus and in apartments as indicated on Attachment E of the RFP, or the contractor has agreed to work with the university to identify optimal locations for laundry equipment, and equipment placement and/or changes will be mutually negotiated. In the event of laundry room closures due to building repairs/renovations, the contractor will remove laundry equipment off campus and return as requested by the university. CSC agrees that returned machines will be of same type, make, model and operating condition as those machines that were removed at no cost to the university. Folding tables will be provided at no charge in laundry areas where space allows.
2. The contractor shall provide the following tiered maintenance. After service calls the technician will wipe down machines, inspect dryer filter housings, check dryer vent connections, inspect washer hoses, investigate noises/odors, inspect/clean detergent compartments, align machines, pick up and clean around machines.
 - a. Emergency Service: same day service for emergency calls.
 - b. Annual Preventive Maintenance: includes diagnostic testing on all machines, replacement of worn parts/belts/hoses as needed, pulls out machines and reinstalls for cleaning, repairs, or renovations/campus requests, deep cleans inside & outside of all machines, cleans area around all machines, updates signage if required.
 - c. Vent Cleaning: vents cleaned from dryer to building exit annually, or as needed based on lint build up.

IX. **CONTRACT ADMINISTRATION:** Radford University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance to the contractual pricing schedule, and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators **do not** have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Contract Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is the Director of University Services.

X. GENERAL TERMS AND CONDITIONS:

- A. **PURCHASING 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 Procurement and Contracts Office. In addition, the manual may be accessed electronically at <https://vascupp.org> or a copy can be obtained by calling Procurement and Contracts at (540) 831-6106.

- 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.
- C. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of Radford University, an agency of the Commonwealth.
- D. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree to modify the scope of the contract. An 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 University 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. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University 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 University'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 University with all vouchers and records of expenses incurred and savings realized. The University 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 University within thirty (30) days from the date of receipt of the written order from the University. 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 dispute's clause provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors (Governing Rule §53). 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 University or with the performance of the contract generally.
- E. **DEFAULT:** Contractor may be considered in default if it fails to perform in accordance with the terms of the contract. The assigned University Contract Administrator will attempt to resolve

identified noncompliance contractual issues. If attempts are unsuccessful, the University Contract Administrator will communicate said noncompliance issues to Procurement and Contracts by means of the completion of a Noncompliance form. Procurement and Contracts will investigate, and if in agreement, will submit a Cure Letter to Contractor. The Cure Letter shall identify the areas of noncompliance as well as the attempts made to reconcile them. The Cure Letter will identify a cure period as well as required resolution. If Contractor fails to comply with the Cure Letter requirements, and a satisfactory resolution has not been reached, the University will send Contractor a Termination for Default Letter and will take steps to transfer services to a new bank. If Contractor disputes the Default, the parties agree to non-binding alternative dispute resolution to negotiate Contractor's assistance in the transfer of business, including whether Contractor will bear the cost of the transfer. Contractor shall not be liable for any excess cost if the failure to perform arises out of any act of war, order of legal authority, strikes, act of God, or other unavoidable causes not attributed to Contractor's fault or negligence.

F. **VA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal [eVA Electronic Virginia Portal](#) 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 should participate in the eVA internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors should self-register in eVA and pay applicable vendor transaction fees. Failure to register may result in the bid/proposal being rejected.

G. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor; or any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or failure of the issuing agency to use the material, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

H. **PAYMENT:**

1. **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. However, this shall not affect offers of discounts for payment in less than 30 days.

- c. All goods and services provided under this contract or purchase order, that are to be paid 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 the University of its prompt payment obligations with respect to those charges which are not in dispute (*Governing Rule §53. Contractual disputes*).

2. 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 record for work performed by the subcontractor(s) under the contract; or
- 2) To notify the University 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 prohibited under the terms of the contract) on all amounts owed by 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 as specified in the contract documents and 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 substantial shortfalls and to shortfalls

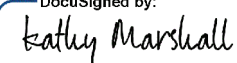
arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the University or institution, or other appropriate penalties may be accessed in lieu of withholding such payment.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CSC SERVICES WORKS, LLC

Print Name: Kathy Marshall

Title: Regional Manager

Signature: 
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6/2/2022 | 10:59 AM PDT

Date:

RADFORD UNIVERSITY

Print Name: Teresa Anders

Title: Associate Director of Procurement and

Signature: 
82871F64ABC046D...
6/2/2022 | 4:10 PM EDT

Date:

Attachment A
Request for Proposal (RFP) # R22-003 Dated January 19, 2022
and Addendum 1 Dated February 25, 2022



REQUEST FOR PROPOSAL # R22-003

STUDENT LAUNDRY SERVICES

JANUARY 19, 2022

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

REQUEST FOR PROPOSAL (RFP)

RFP # R22-003**GENERAL INFORMATION FORM**

QUESTIONS/INQUIRIES: All questions/inquiries for information regarding this solicitation should be directed to:

Name: Sheryl S. Sullivan
 Phone: (540) 831-6106
 Email: sssullivan@radford.edu.

Written questions to be submitted via email no later than 1/28/2022, at 3:00 PM Eastern Time

DUE DATE: Proposals will be received until 3/1/2022, up to and including 3:00 PM Eastern Time

LATE PROPOSALS: To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. The University is **not** responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. **It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time.**

ADDRESS: Proposals should be mailed or hand delivered to:

Radford University, Procurement and Contracts Department
 P. O. Box 6885 (if via mail)
 David E. Armstrong Complex, 501 Stockton St. (if via courier)
 Radford, VA 24142-6885.

Identify the envelope package as instructed in **Attachment A** – Terms and Conditions.

MANDATORY PRE-PROPOSAL CONFERENCE: A mandatory pre-proposal conference will be held on 2/17/2022. Attendees shall meet at 10:00 AM in Heth Hall, Room HE 044. See Section (13) for additional information. A site visit is scheduled to begin at 10:00 AM - 11:00 AM. The pre-proposal conference will be held at the same location as noted above beginning at 1:00 PM until 3:00 PM.

UNIVERSITY CLOSINGS: If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at www.radford.edu for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. **If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.**

TYPE OF BUSINESS: (Please check all applicable classifications). In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSB certification number. For assistance with SWaM certification, visit the SBSB website at <https://www.sbsd.virginia.gov/>

_____ **Large**

_____ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

_____ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity

ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

____ **Minority-owned business** – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, 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 who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)		EMAIL ADDRESS	
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER	EVA VENDOR ID NUMBER
			VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER

I acknowledge that I have received the following addenda posted for this solicitation.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ (Please check all that apply.)

SIGNATURE: _____ **DATE:** _____

1. **PURPOSE:**

The intent and purpose of this Request for Proposal (RFP) is to establish a cooperative contract through competitive negotiations with an experienced contractor to provide Student Laundry Facilities to Radford University located at 801 East Main Street, Radford, Virginia 24142, an agency of the Commonwealth of Virginia.

2. **SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:**

The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University's SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

3. **CONTRACT PERIOD:**

The term of this contract is for an initial ten (10) year period, or as negotiated with an option for one (5) year renewal, or as mutually negotiated.

4. **BACKGROUND**

Radford University Background:

Radford University is a comprehensive public university of 11,870 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Radford University serves the Commonwealth of Virginia and the nation through a wide range of academic, cultural, human service and research programs. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 204-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. The University offers 76 bachelor's degree programs in 47 disciplines, three associate degrees, and six certificates at the undergraduate level; 27 master's programs in 22 disciplines and six doctoral programs at the graduate level; and 13 post-baccalaureate certificates and one post-master's certificate. A Division I member of the NCAA and Big South Conference, Radford University competes in 16 men's and women's varsity athletics. With over 300 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for more than 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach and service.

Specific Background:

The Contractor should regularly monitor the amount of available equipment with the university Contract Administrator to determine the best possible service to the student population. The University currently uses CS Gold Card (Version 7.0.22) as its campus debit card system. The CBord Group, Inc. located at 61 Brown Road, Ithaca, NY 14850, <http://www.cbord.com>, developed the CS Gold system application. The University should not be responsible for any transaction methods recommended by the contractor, as well as any associated fees, etc. Currently, washers are set for a cycle duration of 30 minutes and dryers are set at 50 minutes. The wash cycles currently cost \$1.75 and dry cycles currently cost \$1.50. All machines must have the capability being CBORD Card reader compatible. Radford University is open to suggestions for alternative methods of connectivity.

5. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCURMENT SYSTEM:** The eVA internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Radford University, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. We are therefore requesting that your firm register as a **self-registered** vendor in the eVA system.

There are transaction fees involved with the use of eVA. These fees must be considered within the provision of quotes, bids, and price proposals offered to Radford University. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <https://eva.virginia.gov/register-now.html> and register with eVA. This process needs to be completed before Radford University can issue your firm a Purchase Order or contract. If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at <http://www.eva.virginia.gov>, or call eVA Customer Care at 866-289-7367 or 804-371-2525. Email eVACustomerCare@DGS.Virginia.gov

6. **CONTRACT PARTICIPATION-COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES**

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 (see https://vascupp.org/sites/vascupp/files/2020-05/vascupp_by_laws.pdf), it is the intent of this solicitation and resulting contracts 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, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with the contract terms. The Contractor shall notify Radford University in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor. 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 and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Radford University. Radford University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Radford University 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.

Refer to **Attachment D**, Zone Map if the Offeror wishes to submit a separate pricing structure based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

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

7. **CONTRACT ADMINISTRATION:** Radford University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance to the contractual pricing schedule, and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators **do not** have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Contract Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is the Director of University Services.

8. **DEFINITIONS:**

SOFT MOUNT: washing machines that are built in a cradle with springs and shock absorbers.

9. **STATEMENT OF NEEDS:**

In support of its mission and in an effort to maintain the highest quality laundry services for students on and off campus locations, Radford University seeks to establish a cooperative contract with a qualified Offeror capable of providing services as specified in this RFP. The proposal offered must provide quality services, advanced and efficient equipment that is easy to operate. The selected Offeror must address the immediate needs of the University and its students, and accomplish critical initiatives that will enhance laundry needs and services for our students through active involvement and education in using laundry services. In the support of Radford University's sustainability mission, the University desires Offerors who will support the mission and provide washers that conserve water, and machines that are energy efficient.

A. Service Expectations

1. The Offeror shall be responsible for the operation, maintenance, and repair of all laundry equipment (i.e. card readers, controllers) that enable vending sales. The selected Contractor will be responsible for the purchase of any required interface software necessary for processing debit card sales.
 - a. Maintenance and Cleaning Plan: Provide a plan inclusive of equipment maintenance schedules, cleaning service intervals, etc.
2. Identify your approach regarding reportability, rates, monitoring online laundry tracking etc. for the software system you propose.

B. The Offeror shall achieve the following objectives:

- a. Manage an efficient, high quality in-house laundry service for the University;
- b. Install all new washers, dryers and folding tables, etc.;
- c. Supply washers and dryers to accommodate the residential populations in all resident locations as specified in the Specific Background Statement, section four [4].
- d. Maintain and service all laundry facility equipment with a maximum of 24 hours of reporting an issue;
- e. Provide the University profits collected from laundry operations;
- f. Be responsible for the cleanliness of the laundry equipment.
- g. Provide annual dryer vent cleaning to maintain safety. Supporting documentation shall be provided to the Contract Administrator. Any identified safety concerns shall be communicated immediately to the Contract Administrator.

C. Equipment, Utility Consumption, Supplies and Appropriate Use of Space

1. All proposed machines at all laundry facilities must be new, modern in appearance, similar in color, and provide vandal proof mechanisms that must be compatible with CBord readers (or alternative readers if equipment is changed during the life of the contract). Installed washers and dryers shall be electric commercial machines from a reputable national manufacturer, and shall be of adequate durability, size and capacity for the intended use.
2. All machines proposed must conform to the current power, water and venting configurations. This information will be visible on completion of the site visit.
3. Washers proposed shall be High Efficiency (HE), 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.
4. All proposed dryers should be front loading, high efficiency commercial dryers with a capacity of at least 18-20 lbs. Dryers shall have various heat cycle selections.
5. Offerors must propose time and price per wash cycle, and a time and price per drying cycle. Offerors must also propose a minimum guarantee of revenue for the University, as well as a percentage scale of split revenue between the University and Contractor.
6. Each residence hall laundry facility shall have at least one ADA compliant washer and dryer. Such washing machines shall have a 18-20 lb. capacity, be front loading, and have accessible controls for use by people in wheelchairs, and all machines shall be soft mount.
7. Dryers shall conform with and match proposed washing machines. 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. The Offeror shall provide a document detailing their program for upgrading and replacing worn machines.

8. 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 installation costs of the equipment, and any required utility or other improvements to the physical plant. The University shall supervise the installation process.
9. Machines shall be operational during the entire year, but with reduced usage for the summer session and University vacation breaks. Operations will be limited in some residence halls during the summer. An Academic Calendar can be located on the University's website. You can click this link to access the calendar: <https://www.radford.edu/content/radfordcore/home/academics/courses-and-schedules/calendar.html> for a schedule of openings and closings.
10. In addition to the necessary operating instructions, the Contractor shall post in each laundry location, information on how users report malfunctioning machines, product quality, comments and refund requests.

10. **SPECIFIC REQUIREMENTS:**

A. Radford University ONE Card:

1. The Contractor shall be responsible for all the equipment (i.e., card readers, controllers) and necessary supplies to facilitate purchases through the University's ONE Card system. The Contractor shall also be responsible for the purchase of any required interface software necessary for connection to the debit card system. No physical credit card readers will be installed at any time. Radford University will not pay nor be responsible for any credit card merchant or application fees for any agreed upon method of connectivity and/or transactions.
2. If CBord readers are the agreed upon method of connectivity, all purchases would go through the CS Gold System , and will be reported by the One Card and paid to the Contractor on a monthly basis according to the negotiated rate. The Contractor will use the billing dates provided by ONE Card to reconcile.

B. Financial Considerations:

1. Commissions on Sales: Define your commission structure to include :
 - a. Percentage of sales.
 - b. Accounting Records
 - c. Reporting
 - d. Refunds
 - e. Payments
 - i. Monthly
 - ii. End of Contract Reconciliation
2. Commissions shall not be paid on the Contractor's revenue losses resulting from vandalism or theft of product from vending equipment at the University.
3. The Contractor shall provide monthly sales and commission reports to the Contract Administrator, or their designee? that provides the following information:
 - a. Detailed statement showing the gross sales derived from each location for washers and dryers under this contract
 - b. Building location of machines
 - c. Machine number
 - d. Selling prices of product
 - e. Gross sales for month for each machine, each location, and each period and total
 - f. Total commission for each machine, each location for each period
 - g. Refunds, discards and tests for each item category
 - h. Prior to the start of the contract, the University and Contractor shall mutually agree on the format and content for the report(s) to satisfy these requirements.

4. Payments: The Contractor shall pay the commission percentage of each period net (gross sales) vending sales on/before the 30th day of the period following the last day of the period in which commissions were earned, and a report shall accompany this payment with a detailed explanation of dollar sales by item category and location and an extension of commissions and a composite statement of said sales and commissions. Causes of abnormal revenue deviations shall be noted by the University as part of these statements.
5. On expiration or termination of this contract, commissions due to 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 any time during the contract period prior to expiration.
6. On request of the Contractor, the University shall meet with the Contract Administrator, or their designee 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.
7. 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.
8. Proposals should be as thoroughly detailed as possible, so that Radford University may properly evaluate an Offeror's capabilities to provide the required goods or services. Offerors are required to submit the following information/items:
 - a. References: Provide four (4) references, either educational (preferred) or governmental, for whom you have provided these services described herein. Include the dates services were furnished, client name, address, and name and phone number of the individual Radford University has your permission to contact.
 - b. *Participation of Small, Women-owned and Minority-owned business (SWaM) Business: If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on a SWaM subcontracting plan when spend when is requested. If your firm or any business that you plan to subcontract can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSB website at <http://www.sbsd.virginia.gov>.

11. SELECTION CRITERIA AND AWARD

A. Selection Criteria:

Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	Evaluation Criteria	Percentage of Points
1	Qualifications and experience of Offeror in providing the goods/services.	15
2	Quality of products/services offered and suitability for the intended purposes.	15
3	Specific plans or methodology to be used to provide the products/services (inclusive of a maintenance and cleaning plan as well as service interval plans)	30
4	Financial (Cost)	30
5	Participation of Small, Women-Owned and Minority-Owned (SWaM) Businesses.	10%
	TOTAL	100%

12. PROPOSAL PREPARATION AND SUBMISSION:

A. GENERAL INSTRUCTIONS:

1. **RFP Responses:** In order to be considered for selection, Offerors shall submit a complete response to this RFP to include.
 - a. **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.** Any proprietary information should be clearly marked in accordance with section 12.A.1.c below.
 - b. **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS** mailed along with the hard copy above. Any proprietary information should be clearly marked in accordance with 12.A.1.c below.
 - c. Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked “*Redacted Copy*”
 - d. Response shall be submitted to:

Radford University
Procurement and Contracts Department
Attn: Sheryl S. Sullivan
 P.O. Box 6885
 David E. Armstrong Complex
 501 Stockton Street
 Radford, VA 24142-6885

Identify the envelope/package as instructed in Attachment A – Terms and Conditions

No other distribution of the proposal shall be made by the Offeror.

B. PROPOSAL PREPARATION:

- a. **Sign and Complete:** 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 Radford University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Radford University. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. **Concise & Clear:** 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. **Organization:** 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. It is also helpful to cite the attachment, paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. 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 the RFP requirements are specifically addressed.
- d. **Word Usage:** 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 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. **Binding:** The original 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:** Ownership of all data, materials and documentation originated and prepared for Radford University pursuant to the RFP shall belong exclusively to Radford University 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 of Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other 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 proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in the rejection of the proposal.
- g. **Legal Agreement:** Unless noted in the proposal, a signed and submitted proposal certifies that the firm's principals or legal counsel has reviewed the Request for Proposal General Terms and Conditions and the Special Terms and Conditions and agrees that these provisions will become a part of any final agreement, and that the principals or legal counsel has reviewed and approved the firm's entire proposal prior to submission to the University.

C. **ORAL PRESENTATIONS:** Offerors who submit a proposal in response to this RFP may be invited to give an oral presentation of their proposal to Radford University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but in no way will change the original proposal. The University will schedule the time and location of these presentations. Oral presentations may be conducted at the option of Radford University; therefore, proposals should be complete.

13. **MANDATORY PRE-PROPOSAL CONFERENCE:** Our campus is open as of 8/16/2021, face masks are required in all indoor spaces regardless of vaccine status. For more information please reference the following website:

<https://www.radford.edu/content/radfordcore/home/reopening.html>

- A. A mandatory pre-proposal conference will be held Thursday, 2/17/2022, at 10:00 AM with a tour of Radford University's facilities.

Offerors who intend to submit a proposal are required to attend. It is recommended you have a copy of the solicitation readily available to review during the conference.

- B. The purpose of the pre-proposal conference is to allow potential Offerors an opportunity to present questions and requests for clarification, with final responses provided in an RFP Addendum that will be published on [eVA - Virginia's eProcurement Portal](#). The Addendum will include any updates to the RFP, including changes as well as responses to questions presented.

Attendance at the conference will be in person. Contact the Contract Officer identified in General Information, subsection Questions, of this document if you wish to attend the conference via teleconference.

14. **INVOICES and PAYMENT:** Invoices for goods or services provided under any contract resulting from this solicitation should be submitted by email to acctspayable@radford.edu. Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. **Email is the preferred method of invoice receipt.**

**RADFORD UNIVERSITY
ACCOUNTS PAYABLE**

**POST OFFICE BOX 6906
RADFORD, VA 24142-6906**

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the [Commonwealth of Virginia Prompt Pay Act](#) .

15. **ADDENDUM:** Any **ADDENDUM** issued for this solicitation may be accessed on Virginia Business Opportunities by going to www.eva.virginia.gov . Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.
16. **COMMUNICATIONS:** Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement and Contracts Department at Radford University rejects all proposals. Formal communications will be directed to the Contract Officer listed on this solicitation. Reference General Information – Questions/Inquiries. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement and Contracts Department representative may result in the offending Offeror's proposal being rejected.
17. **TERMS AND CONDITIONS:** This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A**.
18. **ATTACHMENTS:**
 - Attachment A – Terms and Conditions
 - Attachment B – Special Terms and Conditions
 - Attachment C – Sample of Standard Contract Form
 - Attachment D – Zone Map for Cooperative Contracts
 - Attachment E – Current Equipment Inventory & Location

Attachment A

TERMS AND CONDITIONS**GENERAL TERMS AND CONDITIONS:****See:**[**GENERAL TERMS AND CONDITIONS.pdf**](#)**ADDITIONAL TERMS AND CONDITIONS:**

1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
2. **AUDIT:** The Contractor hereby agrees to 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. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.
4. **CANCELLATION OF CONTRACT:** Radford University 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.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package and identified as follows:

From

Name of Offeror**Due Date****Time Due**

Street or Box Number**Solicitation Number**

City, State, Zip Code**Solicitation Title****Name of Procurement Officer:**

The envelope should be addressed to:

RADFORD UNIVERSITY
 Procurement and Contracts Department
 P.O. Box 6885
 501 Stockton Street
 Radford, Virginia 24142

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered, mailed or electronically submitted to the address of the respective party at the following address:

If to the Contractor: Address Shown on the RFP Cover Page
Attention: Name of Person Signing RFP

If to Radford University:

RADFORD UNIVERSITY
Procurement and Contracts Department
Attn: Contract Officers Name
P.O. Box 6885
501 Stockton Street
Radford, Virginia 24142

8. **PUBLIC POSTING:** Radford University maintains a web-based contract database with a public gateway access. Any resulting cooperative contract(s) to this solicitation will be posted to the publicly accessible website. Contents identified and mutually negotiated, as proprietary information will not be made public.
9. **SEVERAL LIABILITY:** Radford University will be severally liable to the extent of its purchase made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

Attachment B**SPECIAL TERMS AND CONDITIONS:**

1. **ACCEPTANCE PERIOD:** Any Proposal received in response to this solicitation shall be valid for (90) days. At the end of the (90) 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 cancelled.
2. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Radford University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that Radford University has purchased or uses its products or services, and the Contractor shall not include Radford University in any client list in advertising and promotion materials without the express written consent of the University.
3. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The Contractor assures that the information and data obtained as to personal facts and circumstances related to faculty, students or staff and affiliates will be collected and held confidential, during and following the term of this contract, and will not be divulged without the individual's and the University's written consent and only in accordance with federal law or the Code of Virginia. This shall include FTI, which is a term of art and consists of federal tax returns and return information (and information derived from it) that is in contractor/agency possession or control which is covered by the confidentiality protections of the Internal Revenue Code (IRC) and subject to the IRC 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as sensitive but unclassified information and may contain personally identifiable information (PII). 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 University of any breach or suspected breach in the security of such information. Contractors shall allow the University 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.
4. **CONTRACTOR PERSONNEL:** All employees of the Contractor shall comply with the rules, regulations, policies and procedures of Radford University and shall maintain proper conduct. In the event the University finds, at its sole discretion, that an employee of the Contractor is objectionable to the University that employee shall be removed by the Contractor from University grounds and shall not again be employed by the Contractor on University grounds until approved by the University.
5. **CONTINUITY OF SERVICES:**
 1. The Contractor recognizes that the services under this contract are vital to the University and must be continued without interruption and that, upon Contract expiration, a successor, either the University or another Contractor, may continue them. The Contractor agrees:
 - a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor;
 - b. To make all University 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
 - c. That the University Contract Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
 2. 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.
 3. 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.

8. **DELIVERY AND STORAGE:** It shall be the responsibility of the Contractor to make all arrangements for delivery, unloading, receiving and storing materials in the building during installation. Radford University will not assume any responsibility for receiving these shipments. Contractor shall check with Radford University and make necessary arrangements for security and storage space in the building during installation.
9. **FINAL INSPECTION:** At the conclusion of the work, the Contractor shall demonstrate to the authorized owner's representatives that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.
10. **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 Radford University.
11. **INSTALLATION:** All items must be assembled and set in place, ready for use. All crating and other debris must be removed from the premises.

12. **INSURANCE:**

INSURANCE COVERAGES AND LIMITS REQUIRED:

By signing and submitting a Proposal R22-003 under this solicitation, the Offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the contract is awarded.

INSURANCE COVERAGES AND LIMITS REQUIRED:

- ✓ Worker's Compensation - Statutory requirements and benefits.
- ✓ Employers Liability - \$100,000.00
- ✓ Commercial General Liability - \$1,000,000.00 per occurrence and \$2,000,00 in the aggregate to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. Radford University shall be named as an additional insured to the policy by endorsement.
- ✓ Automobile Liability - \$1,000,000 combined single limit.
- ✓ Builders Risk – For all renovation and new construction projects under \$100,000 Radford University will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the Contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the Contract and name Radford University as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
 *The Contractor agrees to be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the Contract, including but not limited to claims under the Worker's Compensation Act. The Contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the Contract.

13. **RENEWAL OF CONTRACT:** This Contract may be renewed by Radford University upon written agreement of both parties for one five-year period, under the terms of the current Contract, and at a reasonable time (approximately 90 days) prior to the expiration. Commission rates will only be negotiated at the time of renewal.
14. **SAFETY:** The Contractor bears sole responsibility for the safety of its employees. The Contractor shall take all steps necessary to establish, administer, and enforce safety rules that meet the regulatory requirements of the Virginia Department of Labor and Industry (VDLI) and the Occupational Safety and Health Administration (OSHA). The Contractor shall take steps as necessary to protect the safety and health of University employees, students, and visitors during the performance of their work. In addition, the Contractor must also provide the University with a written safety program that it intends to follow in pursuing work under this contract. No work under this Contract will be permitted until the university is assured that the Contractor has an adequate safety program in effect.
15. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this Contract shall be repaired to the Owner's satisfaction at the Contractor's expense.

Attachment C**SAMPLE CONTRACT FORM**

Standard Contract form for reference only
Offerors do not need to fill in this form.

**STANDARD CONTRACT**

Contract Number: **Rxxxxx**

This contract entered into this ___ day of _____, 20___, by _____, located at (insert complete physical address), hereinafter called the "Contractor" and Commonwealth of Virginia, **Radford University**, called the "Purchasing Agency or Radford University", located at 801 East Main Street, Radford, VA. 24142."

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide _____ to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From _____ through _____ with _____ **(number of years) year renewal options or as negotiated, to include all contractual provisions contained herein.**
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract. Document;

Radford University's Request for Proposal (RFP) **Rxx-xx** dated _____, Addendum **xxx** dated _____
(list all addendums in this format).

Contractor's Proposal signed and dated _____

Negotiation Summation: **(List each document by title and execution date)**

5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents. **(*Note: If advantageous you can list compensation here.)**

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:**RADFORD UNIVERSITY**

Print Name: _____

Print Name: _____

Title: _____

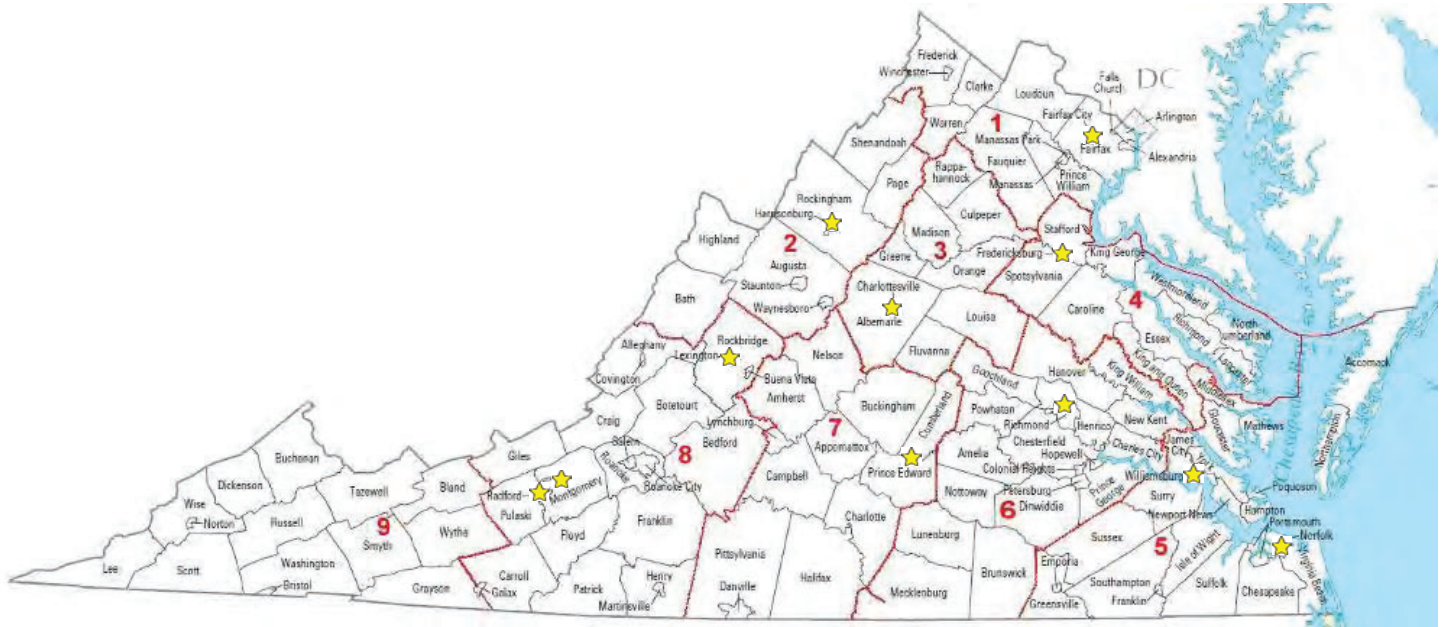
Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Attachment D**Zone Map****Virginia Association of State College & University Purchasing Professionals (VASCUPP)****List of member institutions by zones**

<u>Zone 1</u> George Mason University	<u>Zone 2</u> James Madison University (Harrisonburg)	<u>Zone 3</u> University of Virginia
<u>Zone 4</u> University of Mary Washington (Fredericksburg)	<u>Zone 5</u> College of William and Mary (Williamsburg) Old Dominion University (Norfolk)	<u>Zone 6</u> Virginia Commonwealth University (Richmond)
<u>Zone 7</u> Longwood University (Farmville)	<u>Zone 8</u> Virginia Military Institute (Lexington) Virginia Tech (Blacksburg) Radford University (Radford)	<u>Zone 9</u>

The zone map is provided for the Offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Attachment E**Current Inventory of Laundry Equipment by Location**

Building	Current Equipment		Occupancy/ # of Beds
	# of Washers	# of Dryers	
1028 Fairfax Street Apts [Gas]	2	2	12
1117 Clement Street Apts [Gas]	3	3	51
300 East Main Street Apts	3	3	48
404 Fairfax Street Apts	3	3	29
517 Fairfax Street Apts [Gas]	3	3	42
602 Calhoun Street Apts	3	3	9
608 Downey Street Apts	3	3	26
Residence Halls			
Bolling Hall	6	6	124
Draper Hall	6	6	123
Floyd Hall	5	8	134
Ingles Hall	6	6	127
Jefferson Hall	7	10	166
Madison Hall	7	10	164
Moffett Hall	24	24	334
Muse Hall	24	24	582
Norwood Hall	3	3	105
Peery Hall	5	8	142
Pocahontas Hall	6	6	122
Stuart Hall	5	8	130
Trinkle Hall	5	8	136
Tyler Hall	6	6	137
Washington Hall	10	10	185
Total	145	163	2928



Addendum No. 1

Date: February 25, 2022

Reference Request For Proposal Number:	R22-003
Commodity:	Student Laundry Services
Dated	January 19, 2022
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Original Proposal Due Date/Time:	March 1, 2022 at 3:00 PM EST

New Proposal Due Date:

Proposals are due **March 8, 2022, at 3:00 PM EST** to allow more time for preparation and submission.

Questions and Answers:

1. Are you looking to put CBord in apartments?

RU Answer: No, Radford University prefers the App payment option only for the apartments.

2. Will you require coins going forward?

RU Answer: Both CBord and APP options will be entertained; however, Radford University's preference is a coinless solution.

3. Do you want to use your Campus One Card in the student payment process?

RU Answer: Radford University prefers to have the One-Card as a tender type in the payment App as an option.

4. Is all new equipment required for the contract?

RU Answer: Yes, as referenced in Sections 9.B.b & 9.C.1, new equipment will be required for both the university campus & university apartments.

5. Will Contractor's be required to purchase parking passes for the tech staff? If yes, what is the cost?

RU Answer: Yes. Beginning August 2022, the awarded contractor will be required to purchase an **annual parking** permit for their employees conducting business on Radford University property. Costs for parking passes are reviewed on an annual basis.

6. Does the initial RFP have to be returned?

RU Answer: The RFP will be incorporated into the awarded contract by reference. It does not have to be submitted with the proposal; however, the completion instructions within the RFP document are still applicable.

7. Statement of Needs Section 9 change as follows:

Reference Section 9, Statement of Needs. Add the following as the last sentence:

“The university is open to a CBORD or coin operated approach; however, prefers a coinless App option.”

*Section 9.A.1 The first sentence has been changed to read: “The Offeror shall be responsible for the operation, maintenance, and repair of all laundry equipment (i.e. card readers, controllers, **mobile apps**) that enable vending sales.”*

*Section 9.C.1. has been changed to read: “All proposed machines at all laundry facilities must be new, modern in appearance, similar in color, and provide vandal proof mechanisms. **Any proposed option that includes use of campus card readers for transactions must be compatible with CBord readers (or alternative readers if equipment is changed during the life of the contract.)** Installed washers and dryers shall be electric commercial machines from a reputable national manufacturer, and shall be of adequate durability, size and capacity for the intended use.”*

*Section 9.C.4 has been changed to read “All proposed dryers **shall** be front loading, high efficiency commercial dryers with a capacity of at least 18-20 lbs. Dryers shall have various heat cycle selections.”*

B. Reference Page 7, Specific Requirements, Section 10.

Section 10.A.3 has been added to read: “Offeror should provide options for both a CBord system with coins and a fully automated APP solution. The APP solution should address all associated ADA compliance measures.”

C. Reference Page 11, section 18. Attachments.

1. Current Inventory of Laundry Equipment by Location - Attachment E has been updated and replaced with the revised Attachment E.
2. Reference Page 11, Section 18. Attachments. The following attachment has been added: **Attachment F** – Radford University Revenue Data 2018 – 2021.

Respectfully,

Sheryl S. Sullivan
Phone: 540-831-6106
Email: sssullivan@radford.edu

Attachment E (Revised February 25, 2022)

Current Inventory of Laundry Equipment by Location

Building	Current Equipment				Occupancy/ # of Beds
	# of Washers	# of Dryers	# of Stackable Dryers	# of ADA Front Load Washers	
1028 Fairfax Street Apts [Gas]	2	2	0	1	12
1117 Clement Street Apts [Gas]	3	3	1	1	51
300 East Main Street Apts	3	3	1	1	48
404 Fairfax Street Apts	3	3	1	1	29
517 Fairfax Street Apts [Gas]	3	3	1	1	42
602 Calhoun Street Apts	3	3	1	1	9
608 Downey Street Apts	3	3	1	1	26
Residence Halls					
Bolling Hall	6	6	6	6	124
Draper Hall	6	6	6	6	123
Floyd Hall	5	8	8	5	134
Ingles Hall	6	6	0	6	127
Jefferson Hall	8	11	10	7	166
Madison Hall	8	11	10	7	164
Moffett Hall	24	24	24	24	334
Muse Hall	24	24	0	24	582
Norwood Hall	3	3	0	3	105
Peery Hall	5	8	8	5	142
Pocahontas Hall	6	6	6	6	122
Stuart Hall	5	8	8	5	130
Trinkle Hall	5	8	8	5	136
Tyler Hall	6	6	0	6	137
Washington Hall	11	11	10	10	185
Total	145	163	110	132	2928

Attachment F

Radford University Revenue Data 2018 - 2021

Collection Date	Washers	Dryers	Gross Revenue
01/03/18	14	20	\$21.50
01/11/18	124	135	\$657.75

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01/29/18	129	140	\$5,050.50
01/31/18	135	146	\$7,515.00
02/13/18	129	140	\$6,047.80
02/27/18	125	138	\$4,712.10
02/28/18	135	146	\$7,654.25
03/13/18	123	134	\$1,843.75
03/22/18	129	140	\$2,529.65
03/31/18	135	146	\$15,917.00
04/11/18	129	140	\$6,570.15
04/24/18	129	140	\$4,041.50
04/30/18	135	146	\$10,193.00
05/04/18	135	146	\$29.75
05/08/18	129	140	\$2,479.80
05/17/18	44	50	\$101.25
05/31/18	135	146	\$13,673.00
06/01/18	19	22	\$71.50
06/14/18	27	27	\$99.75
06/27/18	81	96	\$805.75
06/30/18	135	146	\$1,455.75
07/17/18	81	93	\$4,248.90
07/27/18	57	60	\$617.80
07/31/18	135	146	\$206.50
08/15/18	49	64	\$124.75
08/28/18	129	140	\$1,873.50
08/31/18	135	146	\$277.25
09/11/18	129	140	\$9,859.05
09/20/18	2	2	\$123.50
09/25/18	127	138	\$8,071.65
09/30/18	135	146	\$2,189.25
10/09/18	129	140	\$7,667.15
10/21/18	135	146	\$17,548.50
10/23/18	86	94	\$3,599.45
10/24/18	43	46	\$2,130.70
11/06/18	129	140	\$6,954.50
11/18/18	135	146	\$17,036.25
11/19/18	129	140	\$4,393.05
12/05/18	129	140	\$3,261.55
12/19/18	125	138	\$3,482.75
12/25/18	135	146	\$10,774.00
			\$195,910.55

01/03/19	2	2	\$126.30
01/17/19	33	42	\$122.75
01/20/19	128	146	\$7,041.00
02/01/19	122	140	\$4,402.35
02/15/19	122	140	\$6,687.65
02/17/19	128	146	\$4,855.00

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03/01/19	122	140	\$5,548.90
03/13/19	120	138	\$2,942.75
03/17/19	128	146	\$16,383.75
03/28/19	122	140	\$3,105.90
04/12/19	122	140	\$5,043.50
04/21/19	128	146	\$11,781.25
04/24/19	122	140	\$3,526.55
05/13/19	98	116	\$4,159.60
05/19/19	128	146	\$15,118.50
05/22/19	46	46	\$470.00
06/06/19	19	22	\$129.00
06/16/19	128	146	\$3,697.00
06/20/19	81	96	\$642.75
07/03/19	86	104	\$1,908.25
07/18/19	59	62	\$3,509.25
07/21/19	128	146	\$289.00
08/01/19	42	48	\$317.00
08/08/19	128	146	\$251.25
08/13/19	26	32	\$63.00
08/18/19	128	146	\$267.75
08/25/19	128	146	\$47.91
08/29/19	18	146	\$2,583.10
09/16/19	148	165	\$11,252.50
09/22/19	148	165	\$968.52
09/27/19	148	165	\$5,712.20
09/29/19	148	165	\$2,754.25
10/10/19	148	165	\$6,508.00
10/20/19	148	165	\$18,220.50
10/24/19	10	13	\$5,986.75
10/27/19	148	165	\$1,110.98
11/07/19	9	12	\$6,557.35
11/17/19	148	165	\$16,841.75
11/20/19	148	165	\$5,132.90
11/24/19	148	165	\$984.19
12/09/19	148	165	\$2,904.10
12/20/19	49	55	\$791.15
12/22/19	148	165	\$12,851.50
12/29/19	148	165	\$294.81
			\$203,892.46

01/01/20	148	165	\$615.65
01/16/20	148	165	\$209.05
01/19/20	148	165	\$4,310.50
01/26/20	148	165	\$305.43
01/30/20	148	165	\$3,879.85
02/13/20	148	165	\$6,509.45
02/16/20	148	165	\$5,044.75

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02/23/20	148	165	\$1,379.69
02/27/20	60	165	\$2,074.75
03/02/20	118	135	\$4,341.25
03/16/20	2	2	\$2,620.25
03/22/20	148	164	\$16,352.32
03/26/20	148	164	\$81.25
03/29/20	148	164	\$515.45
04/19/20	148	164	\$3,630.00
04/26/20	148	164	\$137.30
05/24/20	148	164	\$58.75
05/31/20	148	164	\$237.75
06/18/20	148	164	\$90.75
06/21/20	148	164	\$139.75
06/22/20	78	85	\$187.75
06/28/20	148	164	\$4.67
07/19/20	148	164	\$68.50
07/26/20	148	164	\$9.64
07/29/20	148	164	\$42.50
08/17/20	148	164	\$4,823.19
08/23/20	148	164	\$820.35
08/30/20	148	164	\$236.50
08/31/20	148	164	\$6,405.51
09/14/20	148	164	\$5,049.41
09/20/20	148	164	\$10,470.75
09/27/20	148	164	\$1,698.40
09/28/20	148	164	\$5,080.20
10/12/20	148	164	\$4,049.45
10/18/20	148	164	\$13,612.75
10/25/20	148	164	\$1,526.84
10/26/20	148	164	\$3,836.00
11/04/20	148	164	\$3,001.75
11/19/20	148	164	\$1,928.30
11/22/20	148	164	\$1,123.04
11/29/20	148	164	\$14,050.25
12/20/20	148	164	\$8,380.50
12/27/20	148	164	\$293.10
			\$139,233.29

01/24/21	148	164	\$626.99
01/28/21	148	164	\$3,366.50
01/31/21	148	164	\$108.75
02/15/21	148	164	\$5,162.70
02/21/21	148	164	\$1,400.29
02/23/21	148	164	\$1,695.50
02/28/21	148	164	\$5,868.75
03/10/21	148	164	\$3,261.00
03/21/21	148	164	\$13,540.00

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03/28/21	148	164	\$1,731.52
04/08/21	148	164	\$5,343.65
04/18/21	148	164	\$13,877.75
04/25/21	148	164	\$1,408.13
05/06/21	148	164	\$3,729.05
05/23/21	148	164	\$128.53
05/27/21	13	119	\$145.60
05/30/21	148	164	\$11,854.75
06/20/21	148	164	\$5,647.25
07/18/21	148	164	\$183.25
07/25/21	148	164	\$23.67
08/04/21	148	164	\$2,894.15
08/19/21	148	164	\$1,499.60
08/22/21	148	164	\$414.00
08/29/21	148	164	\$172.49
09/09/21	148	164	\$9,863.65
09/19/21	148	164	\$4,506.00
09/24/21	148	164	\$7,257.50
09/26/21	148	164	\$1,955.91
10/07/21	148	164	\$5,583.10
10/22/21	148	164	\$5,086.85
10/24/21	148	164	\$1,747.47
10/31/21	148	164	\$15,431.00
11/03/21	148	164	\$4,758.10
11/18/21	148	164	\$4,722.00
11/21/21	148	164	\$15,950.50
11/28/21	148	164	\$1,463.00
12/02/21	148	164	\$1,160.30
12/16/21	148	164	\$2,333.85
12/19/21	148	164	\$10,604.00
12/26/21	148	164	\$581.14
			\$177,088.24

Attachment B
CSC SERVICEWORKS, INC. Proposal to RFP # R22-003
March 10, 2022

RFP R22-003

Campus Laundry Services at **RADFORD** UNIVERSITY



[CSCSW.COM](https://www.cscsw.com)

RU22020
2.2.2022

Sheryl S. Sullivan
Radford University
801 E Main St,
Radford, VA 24142

Dear Sheyrl:

On behalf of CSC ServiceWorks Academic Team, thank you for the opportunity to present our proposal to continue to serve Radford University, its students, and its administrators as your campus laundry provider. Our team has carefully considered your needs and created a custom laundry program based on the best combination of laundry equipment, service, technology, student training, and environmental programs.

As you know, college students are among the most technologically adept people around. With the CBord readers in need of updates - and the cost of new readers - *CSC GO* is the clear option for Radford students. CSC has made it our mission not to simply keep up with the times, but to also anticipate and deliver what students will want next. We are continually investing in, and deploying new technology and ideas throughout our partnership, this year we are pleased to introduce to Radford our industry-exclusive technology featuring touchless payments, enabled service and machine monitoring through the *CSC Digital Laundry*.

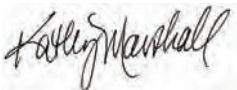
The *CSC Digital Laundry* is a fully connected system that provides students with access to touchless technology and real-time information from each laundry room and machine to deliver safer and smarter laundry room experience. CSC to provide high-quality, highly responsive service with minimal machine outages and service interruptions. Digital laundry machines will transmit error codes to your service technician. In many cases, the error can be resolved before it even rises to your attention. Quite simply: our machines alert us of any inconveniences before your students experience them.

Our technology is only matched by the service and organizational team behind it; only CSC has the local resources to provide Radford with technicians that are not only CSC trained and certified, but also proud community members of the campuses they serve. We are proud of our ability to provide our partner accounts with our own employees; we maintain a philosophy that subcontracting portions of our work out would result in a less specialized operation for our partners. Our commitment is to provide Radford with a laundry operation that is installed and maintained by employees who share in accountability of our company's values.

Mike Shelor, Radford's CSC Service Technician, lives in the area and is familiar with Radford campus. Mike has serviced this area for over 25 years, and currently starts and ends his day at Radford University, giving you and your students the peace of mind that the laundry program is always taken care of.

We appreciate the trust you have placed in CSC over the years and look forward to continuing our partnership by delivering our best-in-class campus laundry program - now exclusively enhanced with *CSC Digital Laundry* technology.

Sincerely,



Kathy Marshall
Northeast Regional Manager
kmarshall@cscsw.com
Office: (888) 274-9274 VoIP ext. 65212
Mobile: (937) 477-0984

RFP # R22-003**GENERAL INFORMATION FORM**

QUESTIONS/INQUIRIES: All questions/inquiries for information regarding this solicitation should be directed to:

Name: Sheryl S. Sullivan
Phone: (540) 831-6106
Email: sssullivan@radford.edu.

Written questions to be submitted via email no later than 1/28/2022, at 3:00 PM Eastern Time

DUE DATE: Proposals will be received until 3/1/2022, up to and including 3:00 PM Eastern Time

LATE PROPOSALS: To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. The University is **not** responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. **It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time.**

ADDRESS: Proposals should be mailed or hand delivered to:

Radford University, Procurement and Contracts Department
P. O. Box 6885 (if via mail)
David E. Armstrong Complex, 501 Stockton St. (if via courier)
Radford, VA 24142-6885.

Identify the envelope package as instructed in **Attachment A** – Terms and Conditions.

MANDATORY PRE-PROPOSAL CONFERENCE: A mandatory pre-proposal conference will be held on 2/17/2022. Attendees shall meet at 10:00 AM in Heth Hall, Room HE 044. See Section (13) for additional information. A site visit is scheduled to begin at 10:00 AM - 11:00 AM. The pre-proposal conference will be held at the same location as noted above beginning at 1:00 PM until 3:00 PM.

UNIVERSITY CLOSINGS: If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at www.radford.edu for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. **If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.**

TYPE OF BUSINESS: (Please check all applicable classifications). In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSD certification number. For assistance with SWaM certification, visit the SBSD website at <https://www.sbsd.virginia.gov/>

☒ **Large**

☐ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

☐ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity

ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

Minority-owned business – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, 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 who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) CSC ServiceWorks		FEDERAL TAXPAYER NUMBER (ID#) [REDACTED]	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice) CSC ServiceWorks	
PURCHASE ORDER ADDRESS CSC ServiceWorks P.O. Box 758698 Baltimore, MD 21275		PAYMENT ADDRESS CSC ServiceWorks P.O. Box 758698 Baltimore, MD 21275	
CONTACT NAME/TITLE (PRINT) Kathy Marshall / Regional Sales Manager		EMAIL ADDRESS kmarshall@cscsw.com	
TELEPHONE NUMBER 937.477.0984	TOLL FREE TELEPHONE NUMBER (844) 272-9675	FAX NUMBER	EVA VENDOR ID NUMBER C11126
			VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER [REDACTED]

I acknowledge that I have received the following addenda posted for this solicitation.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ (Please check all that apply.)

SIGNATURE:

Kathy Marshall

DATE: February 10, 2022

Table of Contents

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CSC agrees to meet and/or exceed all campus laundry specifications set forth by the RFP.

We have thoroughly addressed the Statement of Needs and thank you for your time and considerations.



About Our Company

In this section from the Radford University RFP's Evaluation Criteria:

Qualifications and experience of offeror in providing the goods/services.



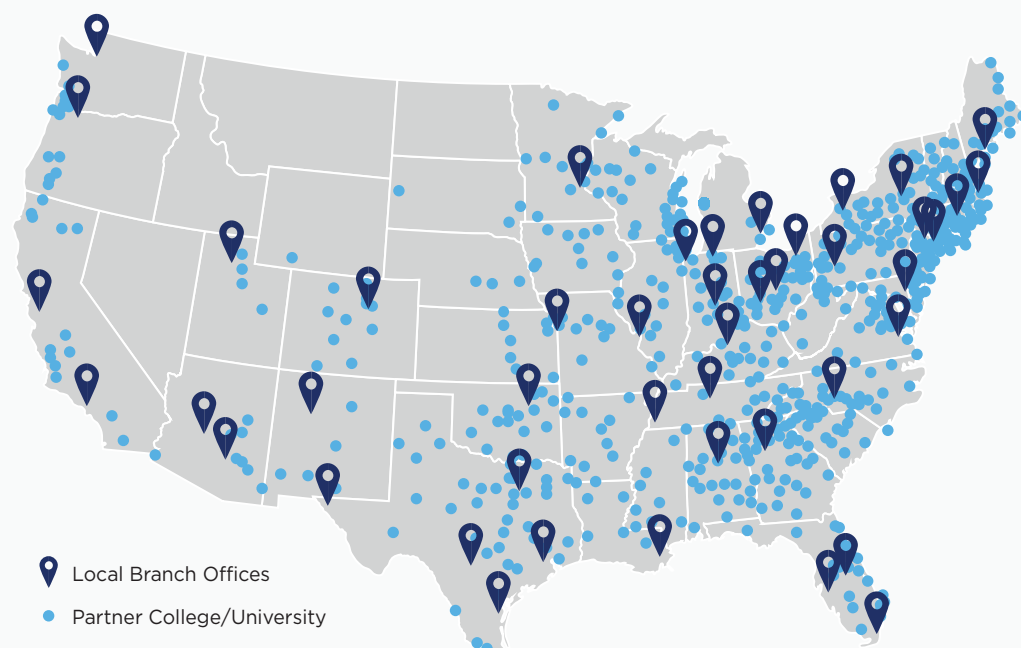


With more than 1.4 million machines in service, CSC is the leading provider of commercial laundry solutions to the academic market. Our team will manage processing, delivery, installation, repairs and moving so you can stay focused on your priorities. We offer students the convenience they have come to expect with the latest in laundry and payment technology, backed by a best in class service team to create a reliable and consistent laundry experience.



OUR MISSION

Every day, CSC team members enrich lives through business and community activities. We strive to exemplify what works—by making every day experiences better and enhancing the lives of more than 2 million students across the U.S. Our products and services help students look and feel good about themselves and keep them safe; but it's not just about laundry machines that need to work well. Our story is one about serving and caring for people.



2,300
Dedicated
Employees



43 Branch
Locations



2+ Million
Students Using
CSC Products &
Services



1,000+
Campus
Partnerships



OUR HISTORY

CSC started out as a single laundry facility on the banks of the Long Island Sound in 1927. More than 90 years later, we have grown to be the leading laundry equipment service provider in the U.S.

When you partner with CSC ServiceWorks Academic Division, you receive the benefit of familiar local technicians, plus the local resources and solutions only a national industry leader can provide.

OUR PEOPLE

Our dedicated team members share a passion for your success and a common set of values that empowers us to provide the highest level of service to students and opportunities for our people.



ACTING WITH CARE AND RESPECT

Our customers come from all walks of life and so do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our company stronger. We will continue to build an inclusive culture where our diverse associates, customers, and communities we serve are treated with courtesy, dignity and respect.

DIVERSITY & INCLUSION

CSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. It is CSC's policy to recruit, hire, and promote in all job classification without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

WHAT MAKES CSC DIFFERENT?

CSC ServiceWorks lives by a set of core values, beliefs, and behaviors that form the foundation of our company. We are committed to providing:

- Safety Awareness
- Customer Focus
- Teamwork and Collaboration
- Commitment Follow Through
- Integrity, Trust, and Respect
- Customer Engagement



cscsw.com

RU22020

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An Industry Leader



Serving clients since 1927, CSC has grown into the recognized industry leader with over 1 million machines in service across North America including over 1,200 colleges, universities, and Student Housing Associations.



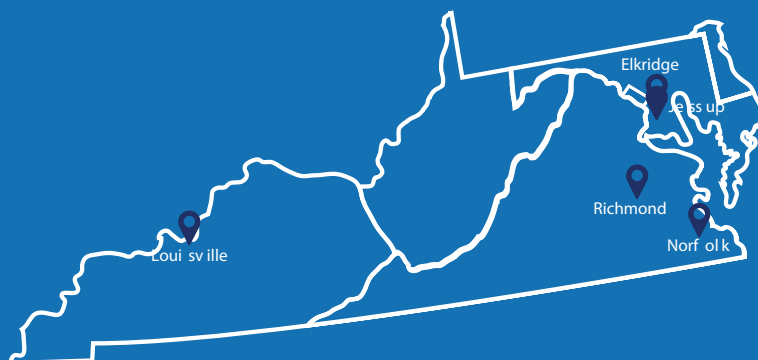
We pioneered digital laundry decades ago and now self-manage (no third-party tech supplier) the largest fleet of connected digital laundry machines in the world.



Our industry leading resources include in-house digital technology teams that include developers, product managers, digital marketing, and consumer research experts.



Finally, our 24/7 call center and service request system guarantees a response during business hours.



With Unmatched Regional & Local Presence

CSC is a tremendously resourceful organization that recognizes the importance of deploying resources close to our customers and establishing deep community ties.

With nearly 10,000 clients and 85,000 machines in service in the Mid-Atlantic region, we also have the regional density and fully staffed teams to serve your every need.

We have nearly 200 CSC team members that live and work in the region and are invested in the success of these communities and customers. These include certified technicians (not contractors) that work for us with an average tenure of 11 years.

A network of field support centers including locations in Richmond, Louisville, Norfolk, Jessup, and Elkrige.

More than \$800,000 dollars in parts in our local branches, warehouses and fleet of over 150 service vehicles.

All of these lead to prompt and reliable local service....guaranteed.

RU22020



A Portfolio of Marquee Academic Institutions

We serve more than 55 universities in the Mid-Atlantic region including marquee institutions like University of Kentucky, Norfolk State University, and Northern Kentucky University.



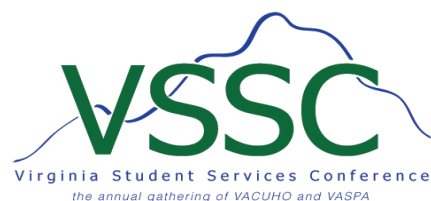
A Legacy of Community Support

CSC CommunityWorks establishes and activates long term relationships with local community center networks serving hundreds of neighborhoods in nearly 30 cities. Within the next year, we will be expanding our efforts into 20 additional cities where our teams apply their service expertise to enable local organizations to uplift people in underserved communities through equipment donations, installations and maintenance, hands-on volunteerism, and local giving. Our regional network includes organizations like Auberle Home and National Center for Children & Families. [Click here](#) to learn more about CSC's Signature Community Program.

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Industry Associations

We are proud to contribute to the success of local, regional, and national associations of which our partner schools are members and our team members are active contributors and participants. In addition to financial support our executives may actively serve on the boards of several of these organizations. Some of these organizations include:



Auberle Home

helps build strong individuals, families and communities by investing in young people and their families, believing in their potential and offering help when needed.



National Center for Children & Families

is dedicated to serving vulnerable children, youth, and families by providing access to programs and services that inspire their ability to thrive and give back.

Campus Laundry Credentials

Don't just take our word for it! Let our partner schools tell you how we're doing. Please contact any of the schools listed to learn more about the laundry programs CSC has developed for their campuses!

Washington & Lee University

Lexington, VA 24450

Chris Reid

540-458-8400

Partner Since: 1998



Norfolk State University

Norfolk, VA 23504

Mary Jeanne Hennessy

757-823-2351

Partner Since: 2012



Sweet Briar College

Sweet Briar, VA 24595

Richard Meyer

434-381-6100

Partner Since: 2020



SWEET
BRIAR
COLLEGE

Duke University

Durham, NC 27708

Patricia Walker

919-684-2318

patricia.walker@duke.edu

Partner Since: 2020



Elon University

Elon, NC 27244

Chris Fulkerson

fulkers@elon.edu

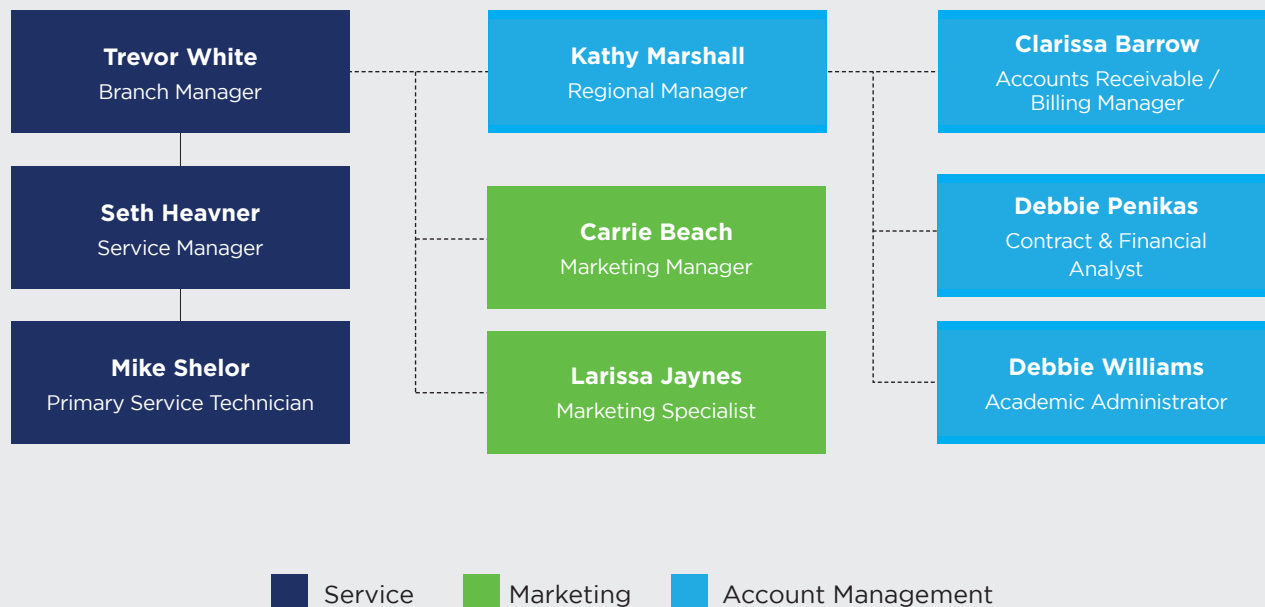
336-278-5003

Partner Since: 2020

ELON
UNIVERSITY

Meet Your Team

We have a dedicated team of professionals solely focused on campus laundry for colleges and universities. Our teams' expertise and commitment to service are the most important piece of our business model. Our team members share a passion for your success and a common set of values that empowers us to provide the highest level of service to our partner schools. Here's the team focused solely on you and your students:



Kathy Marshall, Regional Manager

Kathy brings more than 20 years of experience in the industry and has dedicated herself to being an asset to all of our customers in the Mid-Atlantic market. She loves what she does and takes personal responsibility for making sure you and your students are happy with the laundry operation.

Kathy will work closely with contract administrators to solicit feedback, review the performance of the laundry operation, and provide information about new products and services available that may enhance the level of our performance on campus. She has helped identify what will be needed to create a successful laundry management plan for Radford and is prepared to do whatever is needed to make it happen.

Trevor White, Branch Manager

Trevor has more than 7 years of laundry service experience with CSC ServiceWorks. Trevor manages quality assurance programs, supervising, hiring, and monitoring existing processes and analyzing their effectiveness. Trevor creates strategies to improve productivity and efficiency. Trevor's job is to ensure CSC's service is running as well as it possibly can, with a smooth efficient service that meets the expectations and needs of our partner schools.

Seth Heavner, Service Manager

Seth Heavner oversees the activity of highly-qualified and certified technicians in the area. He provides on going training for our CPS technicians, and will be involved with day-to-day service issues and maintain communication with Radford's CPS technician. Seth Heavner coordinates activities of CSC's PRO Campus Service Technicians to ensure that all inventory, installations, and repairs are completed in an efficient manner.

Mike Shelor, Primary Service Technician

Radford's Primary CPS technician will be Mike Shelor. Mike lives 9 miles from campus and brings more than 25 years of experience repairing washers and dryers on college campuses. His PROactive service will prevent up to 90% of service issues from ever inconveniencing students and staff.



Certified Technicians

Certified technicians at CSC undergo required annual training designed to prepare them to provide service and maintenance at our partner schools.

Technicians are Trained to:

- Provide timely and quality repairs of Speed Queen®, Maytag®, Whirlpool®, and GE® products
- Maintain high-quality customer service
- Meet key performance metrics and productivity goals
- Provide knowledgeable and courteous repair service
- Look for ways to enhance the customer experience
- Maintain truck stock inventory within the company standards

Held to High Standards

Our employees are carefully screened prior to employment. Each employee undergoes a thorough investigation/screening of:

- Possible criminal history
- Unsatisfactory driving records
- Drug/alcohol use (initial and random)

Uniforms and Identification

Our employees wear uniforms and IDs, and their vehicles are clearly identified with the CSC logo.

What sets CSC apart?

Our service technicians live in the communities of the campuses they service. We rely on certified technicians—not subcontractors—to service our partners' campus laundry programs. Our technicians truly care about the schools they service.

Covid-19 Safety & Protocols

We are committed to maintaining service while assuring the safety of our employees, partner schools, and students in the communities where we live and work.

Implementing Health & Safety Protocols

From the onset of the pandemic, we have been part of a group of essential businesses providing critical infrastructure and services essential to personal sanitation. We have and continue to act on CDC (Centers for Disease Control and Prevention) workplace (and home) practices that control the transmission of infectious diseases so that we can continue to provide services in the safest way for our teams, our partner schools and our communities. [Click Here](#) for some of the protocols that we have in place to do this.



Sharing Information

We are making necessary changes to keep our business running to ensure students have access to laundry services.

There are massive amounts of information related to the COVID-19 pandemic that we are all trying to process.

We want to share pertinent information that may be useful to our customers:

- [CDC Laundry Guidelines](#)
- [Laundry Room Safety](#)
- [Laundry Room Before Entering](#)
- [Laundry Room Clean Shared Areas](#)
- [Laundry Room Stay Home](#)
- [Sanitize Often](#)

In addition, we use our monitoring technology to share vital information with students, allowing them to save time and support overall safety and social distancing efforts.

We will continue to monitor the situation inside and outside of our company and our enterprise continues to receive updates, including policies, guidelines, and tools.

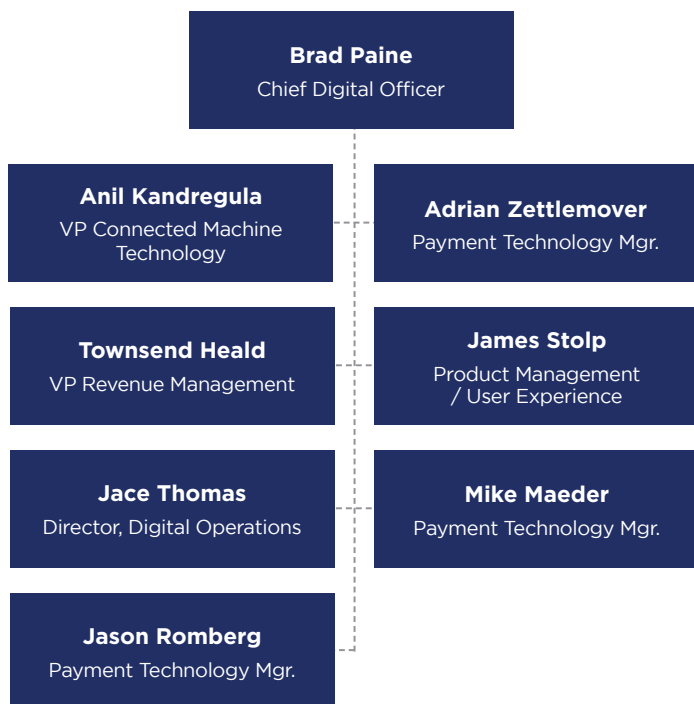
Digital Laundry Team

In addition to Kathy Marshall, the leadership team, and your service personnel you also have access to the full support of our technical experts.

CSC has been an industry leader in taking advantage of tech opportunities that improve the lives of students and we've reinvented how to complete an everyday task — laundry.

The CSC Digital Laundry Team has enabled constant improvements in end consumer experience to ensure ease of use, stability, data, analytics, monitoring, alerts, and increased fraud prevention and security.

While other companies offer factory or third-party systems with limited options, only CSC has a team solely dedicated to exclusive technology design and consumer engagement. We are not dependent on a third-party vendor for development, improvement or maintenance of our technology. And; Radford is not relying on a third-party vendor to hold all the students information.





Equipment

In this section
from the Radford
University RFP's
Evaluation
Criteria:

*Quality of
products/
services offered
and suitability
for the intended
purposes*

AND

*Participation
(SWaM)
Businesses*



CHOOSING THE RIGHT WASHERS AND DRYERS FOR YOUR CAMPUS LAUNDRY PROGRAM

At the heart of any laundry program is the equipment itself. At CSC ServiceWorks, we are proud of our ability to provide our partner schools with Speed Queen® commercial washers and dryers. The equipment we have chosen for your students is unmatched in quality, efficiency, usability, serviceability and overall features available in the market today. Speed Queen® is the world's largest commercial laundry equipment manufacturer, **and their equipment is made in the USA!**



Built for Reliable Performance

Speed Queen®'s commitment to multi-housing laundry is unmatched anywhere else in the industry. Built for performance and reliability, the laundry machines maximize your profitability and provide unparalleled convenience for your property.

Speed Queen®'s line of washers and dryers are designed to work as a single or stacked laundry setup, providing maximum energy efficiency and long-lasting performance. Speed Queen front load laundry products have met every design standard to be 100% ADA compliant.

Benefits:

- Easy-to-read digital display
- Manually program and audit
- Card / coin transactions
- ADA Compliant
- High Efficiency



TOP LOAD WASHERS WILL GO INTO APARTMENTS ONLY

SPEED QUEEN® MULTI-HOUSING LAUNDRY SOLUTIONS

Top Load Washer Peak Performance

Quantum® Gold Pro

Prep for Card | Coin Drop Installed | Prep for Coin

Built for Reliable Performance

Speed Queen's two-speed top load washer, defined by its simplicity and its performance, provides everything you need to get the job done – and nothing you don't. Speed Queen's top load washer combines heavy-duty construction with reliable operation proven to stand the test of time. Speed Queen® washers provide maximum energy efficiency and long-lasting performance.

- Touch pad control with sound annunciator
- 27 cycle selections

- Extract speed of 710 RPM spins clothes out drier
- Integrated meter case
- Advanced suspension system
- Easy-to-read digital display
- Cycle programming flexibility
- Multi-level vend pricing
- Individual cycle modifier keys
- Durable stainless steel tub standard
- 2.83 cu. ft. (80.14 liters) wash capacity
- Large capacity meter case standard
- Wash Alert™ capability



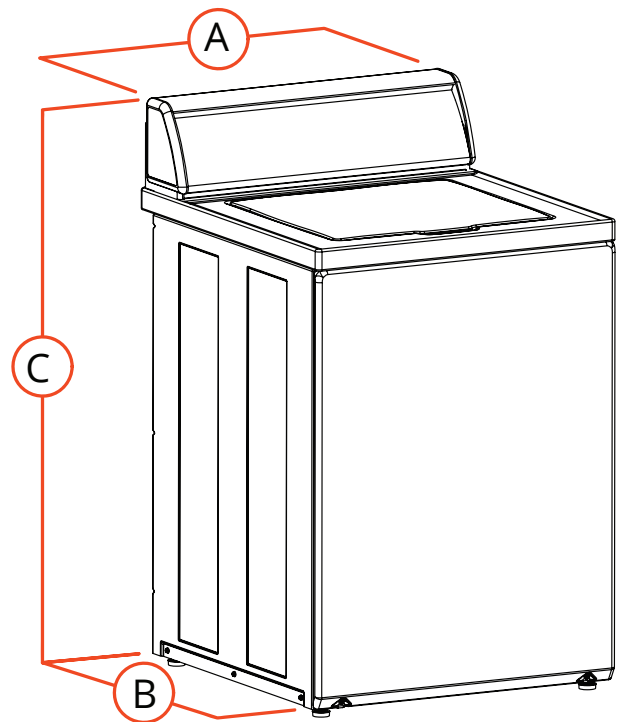
Quantum® Gold Pro Control

The Quantum® Gold Pro control delivers a truly premium experience to residents. From intuitive soft touch buttons that walk them through cycle options to multiple actuations (coin, card, mobile) for payment flexibility, this control gives residents the wash and dry options they want, and the revenue potential managers desire.




Top Load Washer Peak Performance

Quantum® Gold Pro

Specifications	
Control Option	Quantum Gold Pro
Color	White
Capacity - lb (kg)	14 (6.4)
Overall Width - in (mm)	25.63 (651)
Overall Depth - in (mm)	28 (711)
Overall Height - in (mm)	43 (1092)
Cylinder Volume - cu. ft. (liters)	2.83 (80.14)
Spin Speed G-Force (RPM)	150 (710)
Motor Size - HP (kw)	0.5 (0.37)
Water Consumption Per Cycle - g (liter)**	24.9 (94.3)
IWF (Water Factor) - gal/ft³ (liters/liter/cycle)**	8.8 (1.18)
MEF ₂ (Modified Energy Factor) ft³/kWh/cycle (Liters/kWh/cycle)**	1.35 (38.2)
Available Water Temperatures	Hot, Warm, Cold
Available Cycles	Light, Medium, Heavy, Small Load, Normal, Perm Press, Delicate
Electrical Requirements (v/Hz/Ph-Amp)	120/60/1 - 15 Amp
Water Pressure - p.s.i. (bar)	20-120 (1.4/8.3)
Drain	Pump
Cylinder Finish	Stainless Steel
Net Weight - lb (kg)	206 (93.4)
Shipping Weight - lb (kg)	218 (98.8)
Shipping Dimensions Approx. - in (mm)	Width 28 (711)
	Depth 30 (762)
	Height 45 (1143)
Agency Approvals	cULus



A. Overall Width - in (mm)	25.625 (651)
B. Overall Depth - in (mm)	28 (711)
C. Overall Height - in (mm)	43 (1092)

Models	Actuation
SWNNC2HP116TW01	Coin Drop Installed 
SWNNX2HP116TW01	Prep for Coin 
SWNNY2HP116TW01	Prep for Card 

** Average usage based on multiple load sizes and current DOE test protocol. Real usage will vary depending on load size, composition and cycle selectivity.

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 systems of Alliance Laundry Systems are registered to ISO 9001.

FRONT CONTROL FRONT LOAD WASHERS WILL GO INTO EVERY CENTRAL LAUNDRY IN RESIDENCE HALLS

SPEED QUEEN® MULTI-HOUSING LAUNDRY SOLUTIONS

Front Control Front Load Washer

Quantum® Gold Pro

Prep for Card | Coin Drop Installed

Built for Reliable Performance

Engineered and built like no other, the Speed Queen® front load washer is designed to be everything people thought a washer couldn't be, beginning with its revolutionary suspension and sensing technology. This groundbreaking innovation manages and redistributes out-of-balance loads to deliver uninterrupted cycles, virtually eliminate vibration and operate so quietly neighboring residents won't even know it's running. It also touts an incredible 440 G-Force extraction speed to maximize moisture removal, reduce dry times and minimize utility costs. And as if that's not game-changing enough, this smooth-running, laundry-optimizing machine delivers increased water efficiency. It's everything you never knew it could be. Front controlled products have met every design standard to be 100% ADA compliant.

- Revolutionary balancing technology
- Industry leading 1200 RPM spin speed exerts 440 G-force extraction
- Integrated meter case
- Extra-wide 15.5" door opening and 180° door swing
- Rugged suspension system
- Easy-to-read digital display
- Large capacity meter case standard
- Multi-level vend pricing
- Individual cycle modifier keys
- Durable stainless steel tub standard
- Four-compartment soap dispenser
- Wash Alert™ capability



ENERGY STAR®
Certified Washer





Quantum® Gold Pro Control

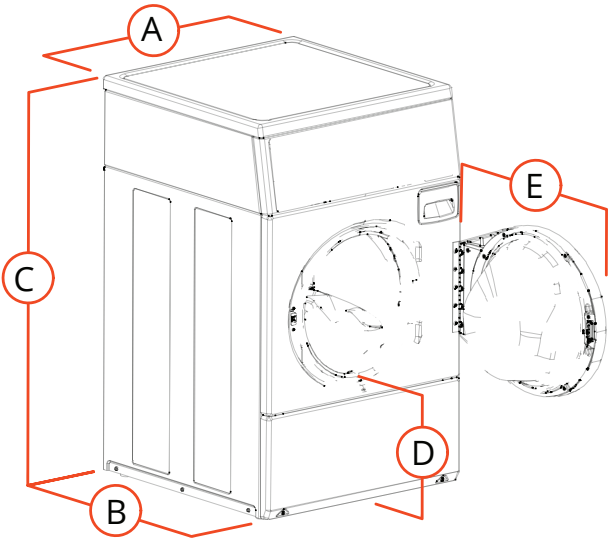
The Quantum® Gold Pro control delivers a truly premium experience to residents. From intuitive soft touch buttons that walk them through cycle options to multiple actuations (coin, card, mobile) for payment flexibility, this control gives residents the wash and dry options they want, and the revenue potential managers desire.

Front Control Front Load Washer

Quantum® Gold Pro

Specifications	
Control Option	Quantum Gold Pro
Color	White
Capacity - lb (kg)	21.5 (9.5)
Overall Width - in (mm)	26.875 (683)
Overall Depth - in (mm)	27.73 (704)
Overall Height - in (mm)	44.34 (1126)
Cylinder Volume - cu. ft. (liters)	3.42 (96.8)
Spin Speed G-Force (RPM)	440 (1200)
Motor Size - HP (kw)	0.9 (0.67)
Water Consumption Per Cycle - g (liter)**	13.68 (51.8)
IWF (Water Factor) - gal/ft³ (liters/liter/cycle)**	4.0 (0.53)
MEF _{j2} (Modified Energy Factor) ft³/kWh/cycle (Liters/kWh/cycle)**	2.20 (62.3)
Available Water Temperatures	Hot, Warm, Cold
Available Cycles	Normal, Perm Press, Delicates/Bulky
Electrical Requirements (v/Hz/Ph-Amp)	120/60/1 - 15 Amp
Water Pressure - p.s.i. (bar)	20-120 (1.4/8.3)
Cylinder Finish	Stainless Steel
Net Weight - lb (kg)	260 (118)
Shipping Weight - lb (kg)	270 (122.5)
Shipping Dimensions Approx. - in (mm)	Width 34 (864)
	Depth 30 (762)
	Height 44.5 (1130)
Agency Approvals	cULus

Models	Drain	Actuation
SFNNCASP116TW01	Pump	Coin Drop Installed 
SFNNCASG116TW01	Gravity	
SFNNYASP116TW01	Pump	Prep for Card 
SFNNYASG116TW01	Gravity	



A. Overall Width - in (mm)	26.875 (683)
B. Overall Depth - in (mm)	27.73 (704)
C. Overall Height - in (mm)	44.34 (1126)
D. Floor To Door Opening -in (mm)	14.6 (371)*
E. Door Swing - in (mm)	24 (610)

* For ADA compliance turn legs out from base 0.5 inches

Supply inject kits available.

** Average usage based on multiple load sizes and current DOE test protocol. Real usage will vary depending on load size, composition and cycle selectivity.

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 systems at Alliance Laundry Systems are registered to ISO 9001.

SPEED QUEEN® MULTI-HOUSING LAUNDRY SOLUTIONS

Front Control Single Dryer

Quantum® Gold Pro

Prep for Card | Coin Drop Installed

Built for Reliable Performance

Speed Queen's dryer, defined by its simplicity and its performance, provides everything you need to get the job done - and nothing you don't. Speed Queen's single load dryers combine heavy-duty construction with reliable operation proven to stand the test of time. They're designed with less moving parts for one reason: so you'll face fewer maintenance problems and less wear and tear down the road. Speed Queen's dryers provide the perfect balance of heat, airflow and tumble action for optimal performance and efficiency. Front load products have met every design standard to be 100% ADA compliant.

- Integrated meter case
- Industry's largest door opening 2.06 sq. ft. (1914 cm²)
- Quiet, efficient blower system
- Door is reversible for installation flexibility
- High efficiency exhaust blower with superior airflow 220 cfm (105 liters/sec)
- 100% serviceable from the front
- Space-saving narrow cabinet 26.875" (683 mm)
- Upfront lint filter easy to clean and secured
- Durable galvanized steel cylinder
- Large capacity meter case standard



Quantum® Gold Pro Control

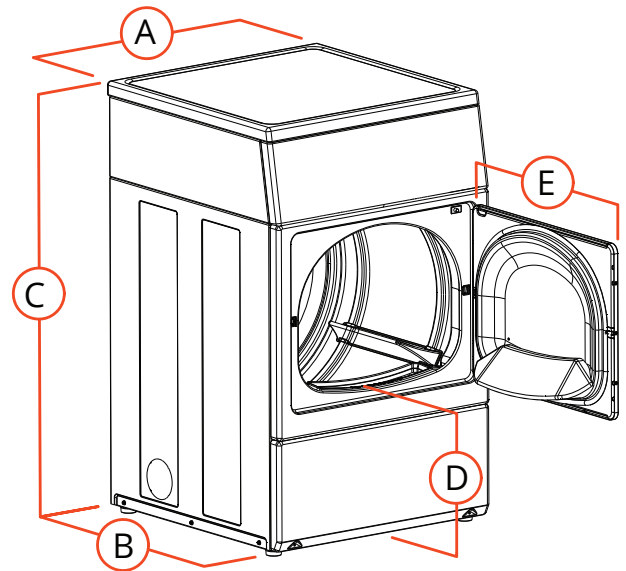
The Quantum® Gold Pro control delivers a truly premium experience to residents. From intuitive soft touch buttons that walk them through cycle options to multiple actuations (coin, card, mobile) for payment flexibility, this control gives residents the wash and dry options they want, and the revenue potential managers desire.

Front Control Single Dryer

Quantum® Gold Pro

Specifications			
Control Option	Quantum Gold Pro		
Color	White		
Capacity - lb (kg)	18 (8.2)		
Cylinder Volume - cu. ft. (liters)	7.0 (198)		
Motor (Thermal Protected)	0.33 HP		
Type Of Gas (Gas Models Only)	Factory Equipped Natural		
Air Outlet Diameter - in (mm)	4 (102)		
Exhaust Airflow - cfm (liters/sec)	220 (105)		
Available Cycles	High, Medium, Low, Delicates, No Heat		
Electrical Requirements	Electric	120/240/60/1-30 amp 120/208/60/1-30 amp	
	Gas	120/60/1-15 amp	
Heating Element	Electric	5350W, 240V 4750W, 208V	
	Gas	25,000 Btu	
Net Weight - lb (kg)	Electric	150 (68)	
	Gas	150 (68)	
Shipping Weight - lb (kg)	Electric	161 (73)	
	Gas	161 (73)	
Shipping Dimensions Approx. - in (mm)	Width	30.5 (775)	
	Depth	29.5 (762)	
	Height	45 (1143)	
Agency Approvals	Electric	cULus	
	Gas	cCSAus	

Models	Voltage/Freq/PH	Actuation	
SDENCAGS176TW01	208-240/60/1	Electric	Coin Drop Installed
SDGNCAGS116TW01	120/60/1	Gas	
SDENYAGS176TW01	208-240/60/1	Electric	Prep For Card
SDGNYAGS116TW01	120/60/1	Gas	



A.	Overall Width - in (mm)	26.875 (683)
B.	Overall Depth - in (mm)	28 (711)
C.	Overall Height - in (mm)	44.34 (1126)
D.	Floor To Door Opening - in (mm)	15.44 (392)
E.	Door Swing - in (mm)	23.5 (597)

Electric dryers come equipped for 240/60/1 operation. They can be field converted to operate on 208/60/1 with optional 61928 conversion kit. Gas dryers can be field converted for operation on LP gas with optional 458P3 conversion kit.

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 systems at Alliance Laundry Systems are registered to ISO 9001.



SPEED QUEEN® MULTI-HOUSING LAUNDRY SOLUTIONS

Stack Dryer

Quantum® Gold Pro

Prep for Card | Coin Drop Installed | Prep for Coin

Built for Reliable Performance

Speed Queen's stack dryer offers the same great features as the single load dryer. Two commercial dryers in the space of one, both operating independently, including independent controls for optimum usage. Defined by its simplicity and its performance, Speed Queen provides everything you need to get the job done - and nothing you don't. Speed Queen's stack dryer combines heavy-duty construction with reliable operation proven to stand the test of time. They're designed with less moving parts for one reason: so you'll face fewer maintenance problems and less wear and tear down the road. Speed Queen's dryers provide the perfect balance of heat, airflow and tumble action for optimal performance and efficiency. Bottom dryer is ADA compliant.

- Integrated meter case
- Industry's largest door opening 2.06 sq. ft. (1914 cm²)
- Quiet, efficient blower system
- High efficiency exhaust blower with superior airflow 220 cfm (105 liters/sec)
- 100% serviceable from the front
- Space-saving narrow cabinet 26.875" (683 mm)
- Upfront lint filter easy to clean and secured
- Durable galvanized steel cylinder
- Large capacity meter case standard



Quantum® Gold Pro Control

The Quantum® Gold Pro control delivers a truly premium experience to residents. From intuitive soft touch buttons that walk them through cycle options to multiple actuations (coin, card, mobile) for payment flexibility, this control gives residents the wash and dry options they want, and the revenue potential managers desire.



Bottom dryer is
ADA Compliant

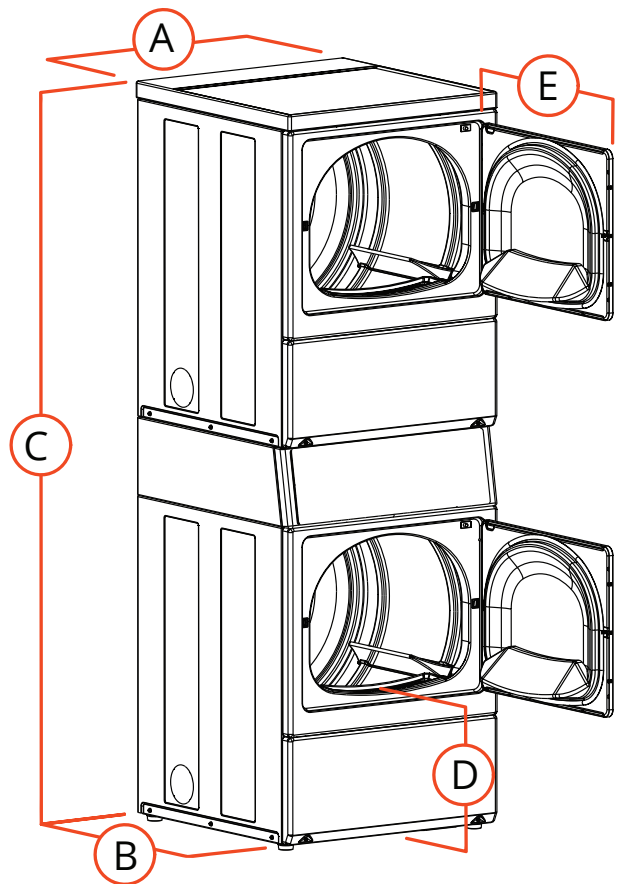
Stack Dryer

Quantum® Gold Pro

Specifications

Control Option	Quantum Gold Pro	
Color	White	
Capacity - lb (kg)	18 (8.2) ea	
Overall Width - in (mm)	26.875 (683)	
Overall Depth - in (mm)	28 (711)	
Overall Height - in (mm)	78.17 (1986)	
Cylinder Volume - cu. ft. (liters)	7.0 (198) ea	
Motor (Thermal Protected)	0.33 HP	
Type Of Gas (Gas Models Only)	Factory equipped natural	
Air Outlet Diameter - in (mm)	4 (102)	
Exhaust Airflow - cfm (liters/sec)	220 (105)	
Available Cycles	High, Medium, Low, Delicates, No Heat	
Electrical Requirements	Electric	120/240/60/1-30 amp 120/208/60/1-30 amp
	Gas	120/60/1-15 amp
Heating Element	Electric	5350W, 240V 4750W, 208V
	Gas	25,000 Btu
Shipping Dimensions Approx. - in (mm)	Width	33 (838)
	Depth	30 (762)
	Height	80 (2032)
Net Weight - lb (kg)	Electric	270 (122)
	Gas	270 (122)
Shipping Weight - lb (kg)	Electric	280 (127)
	Gas	280 (127)
Agency Approvals	Electric	cULus
	Gas	cCSAus

Models	Voltage/Freq/PH	Actuation	
SSENCAGW176TW01	208-240/60/1	Electric	Coin Drop Installed
SSGNCAGW116TW01	120/60/1	Gas	
SSENXAGW176TW01	208-240/60/1	Electric	Prep for Coin
SSGNXAGW116TW01	120/60/1	Gas	
SSENYAGW176TW01	208-240/60/1	Electric	Prep for Card
SSGNYAGW116TW01	120/60/1	Gas	



A. Overall Width - in (mm)	26.875 (683)
B. Overall Depth - in (mm)	28 (711)
C. Overall Height - in (mm)	78.17 (1986)
D. Floor To Door Opening - in (mm)	15.44 (392)
E. Door Swing - in (mm)	23.5 (597)

NOTE: Each stack dryer pocket requires its own separate power cord (not supplied).

Electric dryers come equipped for 240/60/1 operation. They can be field converted to operate on 208/60/1 with optional 61928 conversion kit. Gas dryers can be field converted for operation on LP gas with optional 458P3 conversion kit.

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 systems at Alliance Laundry Systems are registered to ISO 9001.

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Speed Queen by Alliance Laundry Systems

AM21-0007²¹

speedqueencommercial.com



Room Improvements: Supporting Virginia SWaM

Students enjoy and are more likely to use washers and dryers that sit in bright, attractive laundry room settings. We take great pride in the appearance of our laundry rooms and are committed to assisting Radford in making them functional and inviting. With Option 2 of our financial offering, we have set aside \$10,000.00 for room renovations. Our proposed renovation suggestions are made to enhance both functionality and aesthetics while being as cost-effective as possible.

While CSC is not a SwaM certified business, the \$10,000.00 enhancement fund can be set aside for eligible Virginia SWaM companies to utilize in helping Radford University to refresh all laundry areas.



Before

After

“

During construction of the WB, CSC ServiceWorks, through a competitive bid process was selected to provide laundry services to the RH portion of the WB. Additionally, the space was built out to support their equipment and card operation.

Resident Life and Athletics recommends that we extend the lease two more years. GREAT SERVICE!

Paul J. Matthews, Roosevelt University in Chicago



Local Service

In this section from the Radford University RFP's Evaluation Criteria:

Specific plans or methodology to be used to provide the products/services

“

You all are the best! Thank you so much for your quick response.

DR. CECILIA COMETSEVAH
DIRECTOR OF SIPI STUDENT AFFAIRS SW
INDIAN POLY TECH INSTITUTE



Three-Tiered Service Program

Our driving purpose is to ensure that our customers are experiencing the best in technology, equipment, and service. CSC's service program consisting of *PROactive*, *Responsive*, and *Preventive Service* does exactly that.



PROactive Service

Your dedicated local service technician will resolve issues before they have an opportunity to be reported. After signing in for his PROactive service check, he will conduct the following service inspection:

- Check all hoses and vents for wear and tear or functionality problems
- Inspect all machines for issues such as missing lint filters, dry soap residue, or water in the tub
- Assess door gaskets and drum belts for damage or wear
- Ensure that all machines are functioning properly
- Replace any parts, belts, or hoses as needed
- Check the connection to utilities

“

The service technician checks in with me every week, and I have had absolutely nothing to report to him regarding the service of the machines. They are very efficient. Every week he comes by and I tell him the same thing: “all is well.”

WENDIE LOREDO, UOP, MCGEORGE SCHOOL OF LAW

“

Perhaps the greatest asset in working with CSC is the commitment to service. Our students are not always good at reporting machines needing service. CSC typically finds as many, if not more service needs as are reported by our students. CSC's presence on campus keeps the machines in good working order and we receive very few complaints from students. I have found CSC to be very responsive and timely to all requests for service and repairs.

JOHN SHAFFER, SIU CARBONDALE

Preventive Maintenance

Preventive maintenance is the planned service of facilities and equipment designed to improve equipment life and avoid preventable mechanical failures. We perform diagnostic testing on all machines; replace worn parts, belts, and hoses as needed; clean all dryer vents from the dryer to the wall; and pull out the machines for cleaning and reinstallation, upon request.

Preventive Maintenance Checklist

COMMON CHECKS	
1. Clean area around washers and dryers	✓
2. Install manufacturers' replacement parts	✓
3. Install and/or replace wall signage	✓
SPECIFIC WASHER CHECKS	
1. Inspect fill hoses	✓
2. Check for foreign objects in pump trap	✓
3. Open all doors and dispensers	✓
4. Clean detergent and softener dispensers	✓
5. Thoroughly clean door seals and lifters	✓
SPECIFIC DRYER CHECKS	
1. Check/Clean air intake louvers	✓
2. Check/Clean venting from dryer to wall	✓
3. Disassemble, clean and replace worn parts	✓
4. Vacuum debris from lint screen housing	✓

“

CSC is the absolute easiest vendor we have on campus to work with, you fix issues quickly and I never have to call you. This was not the case with the past laundry vendor so thank you very much.

CRYSTAL BECKS, CAL STATE UNIVERSITY BAKERSFIELD

Please note: No employee of CSC ServiceWorks shall perform any type of asbestos work. All removal or disturbance of asbestos-containing materials must be performed under controlled conditions by trained and licensed asbestos abatement workers hired by the University.



Venting

We understand that dryers require special attention. When replacing dryer transitional venting, we will install only UL™ approved solid and metal flex venting where possible to further ensure clean and safe facilities. In addition to inspecting dryer vents on a regular basis, our pro service technicians clean the vents from the dryer to the wall on an annual basis (during summer or winter breaks).



Responsive Service

If a machine breaks down, help will be on the way quickly. There are several easy and accurate ways to report a service need. No matter which method is chosen, your service technician will respond within 8 business hours.

Each machine has a unique license plate, so we'll know exactly where each machine is located and any history of repairs from the moment the service request is made.

Placing a Service Request

There are a few easy and accurate ways to report a service need. Students and staff can place a service request through one of the following convenient methods:

1. Downloading our app
2. Visiting our website (cscsw.com)
3. Calling our 24-hour Customer Support Center

No matter which reporting method is used, as long as the license plate number is provided, you will receive automatic service dispatch, accelerated service repair time, identification of the machine location for fast, accurate routing, and notification of service completion through email or text message.

CSC Technician
responds within



Service
Technician is





Request Service in 4 Easy Steps with CSC GO

- 1. Download** the FREE CSC GO app from the Apple or Google Play Store.
- 2. Select** machine.
- 3. Click** 'Report a Problem'.
- 4. Select** the machine issue and hit submit.

“

I forgot to mention how happy we and the students are with the new laundry machines and accompanying apps, especially the apps. Laundry life has become much simpler around here for our student tenants, the laundry apps mesh well with their active lives. Thanks again for all your help and support. You are all doing a GREAT job.

HAROLD H. RIHNER, LSU HEALTH



Service is only
a tap away!

Download the CSC GO
Mobile App Today.

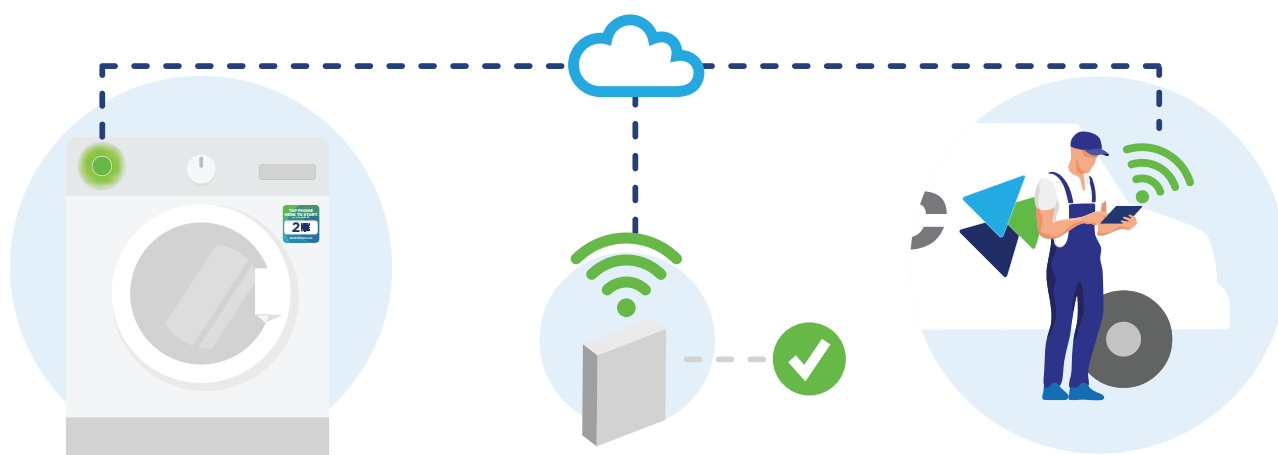


Advanced Service Technologies

We've integrated technology with our tenured experts and have created better experiences and greater value for you and your students.

How It Works

CSC Digital Laundry is cloud-based providing real-time monitoring and live diagnostic reporting sent straight to our service technicians to ensure our team is on-site faster to keep your machines up and running.



Real-Time Progress

Our connected machines remotely monitor machine health and initiates communication with certified technicians.

Wi-Fi Enabled Devices

CSC leverages IoT technology and equipts machines and rooms with Wi-Fi enabled devices.

CSC GO machine to hub communication operates on its own 2.4 GHz 802.11b network, within the U.S. channel range of 1-11 to allow for configuration to avoid interference with other area networks.

Worry-Free Service

Remote machine monitoring automatically communicates status with CSC service technicians.

People and Flexibility that make the difference

At CSC our machines and technologies make life easier, but it's our people who make the difference.



Damaged Clothing

It is rare for students to experience damaged clothing. But we have a plan in place for even the most unlikely event.

To report a damage claim:

1. Student will call the CSC customer support center at 1-800-762-3452.
2. A customer service agent will send the student a damaged clothing claim form.
3. Student will fill out the damaged clothing claim form and return it to CSC along with the damaged article(s) of clothing.
4. CSC will review the claim, and send payment for damaged articles.

Region: _____

Damaged Clothing Claim Form
Affidavit of Loss

Please fill out this form completely. Incomplete information will delay the timely processing of your claim.

- DO NOT discard any of the damaged articles. We must have the clothing for assessment to process a claim.
- Attach itemized receipts for all articles you are claiming.
- If your home address is different from the location of our laundry room equipment, please include both addresses.

I hereby certify that the following article(s) were damaged in the (washer / dryer) owned by CSC ServiceWorks, that said article(s) are reasonably worth \$_____ as detailed on the back of this page, that I am the sole owner of the articles being claimed as damaged, and that I have the right to claim damage for the article(s).

Date and time claimed loss occurred:	
Brief description of incident:	

Washer Machine #:	Dryer Machine #:
-------------------	------------------

I understand that CSC ServiceWorks is not responsible for loss or damage resulting from mis use of the equipment. I also understand that comforters, rugs, oversized items, synthetics, and some delicate items should not be laundered in this type of equipment and that no payment will be made on such items. I also understand that any payment made on behalf of CSC ServiceWorks will be made as a gesture of goodwill.

Name of Claimant (Please Print):
Signature of Claimant:
Date:
Home Address:

1-877-264-6622 | WWW.CSCSW.COM

“

The installation went incredibly smoothly! They finished around 3:30 yesterday afternoon. The guys were great to work with and the students are so excited about the new machines. I was going to e-mail today and ask about flyers - you read my mind! Thanks so much for the assistance and I look forward to the new year with new laundry services!

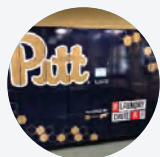
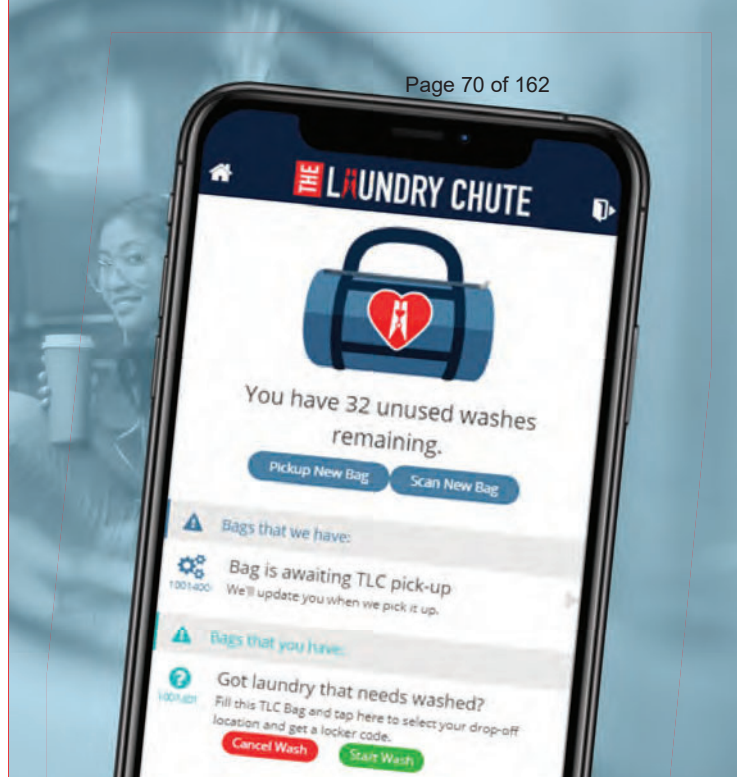
STEPHANIE ROELFSEMA, VALLEY CITY STATE UNIVERSITY



A CSC ServiceWorks Company

The Laundry Chute

The Laundry Chute is streamlining college laundry with an affordable, secure, and fully automated peer to peer service with 24/7 customer support. We use state of the art automated smart lockers with proprietary software to drive our full service laundry offering, with special attention to quality control. Save students time and give them flexible job opportunities with minimal impact to their busy college schedules.



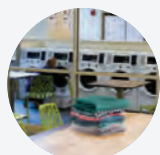
FAST, Secure, Accessible

TLC's patented lockers are fully automated and secure. Customers simply download our app, sign-up and find a locker cluster closest to them. Students may also select preferences, from detergent types to locker height, making TLC a service for everyone.



Revenue Building

We generate income for Students and Schools. Students can wash laundry on demand or join our elevated internship program and make money around their busy schedules. **Schools earn on average 10% of the revenue we generate on campus.**



Quality First

We guarantee a 24 hour turnaround, quality washes, and 24/7 customer support. Our Student Laundry Team is trained and held to strict standards, and continuously engaged. Top performers are rewarded and incentivized.

How it Works

Laundry washed, dried and folded with care, with a guaranteed 24 hour turnaround. It all starts with the TLC app, conveniently located secure smart lockers, and free laundry bags.

Laundry never leaves campus. We train and monitor our Student Laundry Team to ensure quality service and promote those that excel.



[Learn More](#)



Campus Operations Expectations

Laundry processed within 24 hours: The Campus Operations Team will delegate or complete washes within our 24 hour timeline.

Growth Culture: The Campus Operations Team mentor and guide Student Laundry Team members, fostering growth and community.

Office Hours: The Campus Operations Team will be available weekly for drop-in student processor training.

Locker Health: The Campus Operations Team will maintain functioning clean lockers, monitor locker status, replenish supply inventory, as well as report and troubleshoot locker malfunctions.

Customer Service: The Campus Operations team will act as front-facing points of contact dispatched to customers for issue resolution.

Special Projects: Each Campus Operations team member is chosen based on performance, areas of expertise, and interest. Tasks and special projects will be assigned to each team member based on TLC needs and team member interest.

Campus Operations

The Laundry Chute drives campus operations through our app, automated lockers, and dedicated Student Laundry and Campus Operations teams. We have created processes and utilize our tech to implement features that make us run like a well oiled washing machine. Including features like:

- Auto-pairing washes to active Student Laundry Team members.
- Dynamic machine use algorithms, so laundry rooms always have available machines for student use outside of TLC.
- Customer claims and ticketing in case of any laundry issues.
- Student Laundry Team Training, ratings and tracking are used to ensure quality.
- On-site Campus Operations Team our on-site student leadership team and paid internship program.





Our Locker Features

The Laundry Chute's patented lockers are secure, modular, easy to install (and remove), are multi-use (not just for laundry), and have independent secure wifi connections so your campus wireless resources aren't disrupted.



What is the size per locker?

Each locker is 15" W x 19" H x 25.5" D.



How can they be Configured?

Lockers are modular by design. The layout can be made to fit any space. Our largest locker bank is 8 lockers wide and 4 lockers tall, measuring 120" (10 ft) W x 80" (6.67 ft) H.



What do schools need to provide?

We need one 3-prong 120V outlet per locker bank, a flat level floor, and an abutting wall for the back of the locker bank so we can secure the unit by fastening, ensuring user safety.



How many KWH of electricity does a bank consume per day?

The lockers consume an average of 20 KWH per day.



Can we brand our lockers?

Yes, we brand our lockers with customized durable vinyl wraps.



Can we use lockers for packages?

Our multi-use lockers can easily be enabled for package delivery.



Technology

“

Our students gave the new system a standing ovation! The system has been easy to use, and the technology has empowered us to be on the same page as our students. Having machine availability, payments, and reminders all on their phones has increased student satisfaction.

JARAD RUSSELL, LEE UNIVERSITY



Technology Experience

For nearly a century, CSC has connected people to technology, changing the way efficiency is defined.

[Click here](#) to view CSC's history dating back to 1927.



1930

Pay As You Use

Mac-Gray pioneers the "pay-as-you use" laundry service industry with the first coin-operated washing machines and community laundry rooms.



2003

Online Monitoring

LaundryView® changes the way students do laundry.



2008

LaundryView® Goes Mobile

Text alert notifications quickly become a must have for students.



2010

Interactive Laundry

The Campus Clothes Line — a fun and interactive site — is launched.



2012

Online Dashboard

The first of its kind online dashboard allowing clients to check financial and service activity online.



2013

Service App

The *CSC ServiceWorks Service Request App* is created to enhance quick service.



2019

CSC Digital Laundry Room

The launch of CSC Digital Laundry architecture brings together a network of connected machines, digital payment technologies, remote diagnostics and a mobile app to revolutionize the laundry experience.



2020

CSCPay Mobile App Release

CSCPay Mobile provides the easiest and smartest complete laundry solution. This app allows you to pay for laundry cycles from your account by using Bluetooth to communicate with the washer or dryer.



2021

CSC GO Debut

The CSC Go product release takes Digital Laundry to next place with features that include Artificial Intelligence, app-less QuickStart and back office improvements that optimize service and client reporting.

Technology Enabled Laundry Experiences

Changing Environment and Demands

Student demands have changed and are no longer just about convenience. Students want to touch less, pay without cash, and have access to real-time information.

CSC's advanced technologies work on just about any machine to deliver safer and smarter laundry room experiences that extend from the laundry room to home and beyond.

Artificial Intelligence lets students know when rooms are less crowded, machines are available and laundry cycles are complete.

How Our Technology Works Inside the Laundry Room



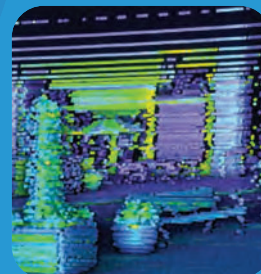
Secure payments are easily made by downloading the CSC GO app. Use the full featured app to view your payment and transaction history, request service or a refund and participate in rewards programs.



If students don't want to download an app, they can simply TAP or SCAN with a smartphone to use Apple Pay, Google Pay, or a credit/debit card.



In some configurations, students without smartphones can use cash, debit or credit to add funds to a CSC Go wallet for faster payments.

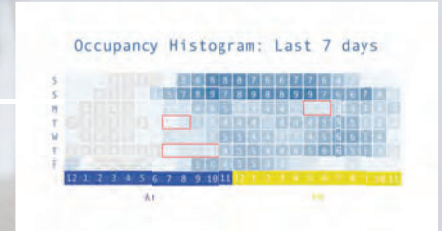


The in-room system includes an optical sensor that ties with machine data to help interpret traffic patterns as well as room and machine status.

How Our Technology Works Outside The Room

Non video data is used by CSC and clients to automatically dispatch service, track machine history and quickly process refunds.

A host of other actions allow us to optimize overall performance and student satisfaction.



Safer & More Convenient Student Experiences

Vital information can also be shared with students, allowing them to save time and supporting overall safety and social distancing efforts in our communities while also delivering the ultimate convenience.

University Apartment

To: Students

Laundry room is least crowded on Tuesday from 12PM-3PM.

Card System Experience Overview



In the age of smart phones and cars that park themselves, CSC knows that there can be more to student laundry facilities than washers and dryers.

We operate more card systems than all of the other companies in our industry combined. Consequently, our expertise is second to none. We have experience working with all monitoring and card systems (including the ones below):



Integrating with CSC Digital Laundry to Accept Student ID Payments



CSC recognizes the importance of payment flexibility and providing options for accepting stored value from Student Credential systems for laundry payment. We are also committed to creating a seamless and intuitive digital laundry experience that meets modern student expectations where laundry payment, monitoring, and service are unified into a single system.

At CSC, we have our own internal IT organization with coders and programmers who focus on continuous improvement and upgrades. CSC's Digital Team works with vendors like Cbord, Transact, Atrium, and Kiosoft to integrate their software to accept student account funds within the CSC GO app. No more dated and expensive card readers on the machines.

We are the only laundry partner providing an end to end solution for your laundry program.



A SEAMLESS LAUNDRY EXPERIENCE

Now students can link their Campus Student ID to the CSC GO Mobile app to allow for touchless payment and machine monitoring

CSC GO Mobile is now Integrated with Radford's Card System

Increase student convenience, eliminate coin collection, and improve reporting capabilities.

- **Enhance** student convenience by extending cashless payments at laundry facilities.
- **Eliminate** the need for coin collection by allowing students to pay for laundry services via a simple tap of their student ID on the CSC GO mobile app.
- **Improve** reporting capabilities and gain insights into credential driven transactions.

Student Benefits



Start a machine with the click of a button while using the app



Link Student ID card to the app for secure digital payments



Check laundry through real-time machine availability



Request service directly through the app



Receive alerts when a laundry cycle is complete



Track laundry usage

The FREE app is available for download on Apple and Google Play store





Touch Less Payment

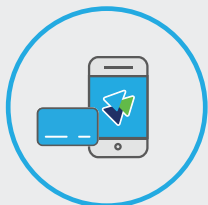
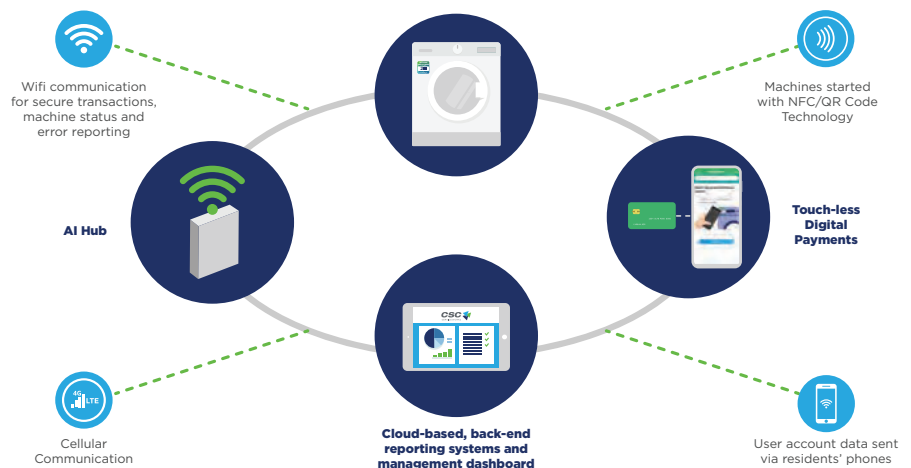
Your students will enjoy a seamless, convenient laundry experience by adding their Student ID card information to the CSC GO Mobile Payment app in four easy steps:

- 1 **Sign up** and create a CSC GO App Account
- 2 **Add** campus card as a payment method
- 3 **Add** funds
- 4 **Hit** pay now and funds are instantly added to your CSC GO account.

Once the campus card has been added as a payment method, students can use the app to scan and start the machine.

How It Works

We use a highly advanced—but easy-to-use—set of devices and technologies that work together behind the scenes through a common back end. The graphic on right illustrates how it all works!



Student ID card payment integrated with the app for a seamless touchless laundry experience.



Improve reporting capabilities and gain insights into credential driven transactions



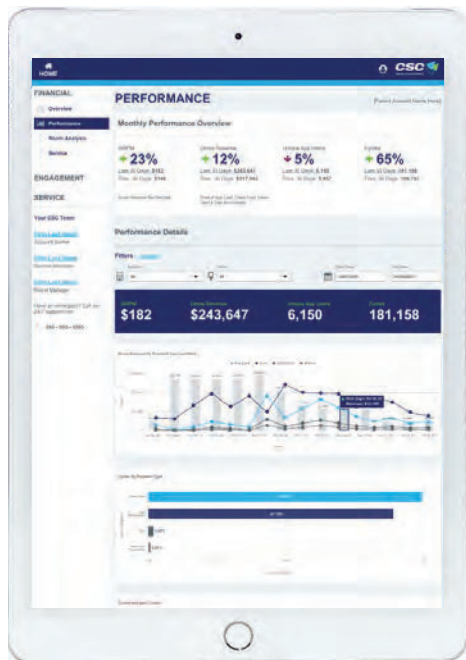
Works with all makes and models of washers and dryers



PCI-certified software meets industry security guidelines

Introducing CSC's Client Insights Portal

The CSC Client Portal provides you with access to actionable data and allows you to track consumer behavior to optimize your laundry program.



Most CSC digital laundry accounts receive BASIC access with monthly reporting on revenue, commissions, and service cases.

Our PREMIUM dashboard (shown above) gives you access to real-time data on revenue, customer engagement, and case level service with the ability to track by payment type, laundry room, and more.

With CSC's Premium Client Portal, you'll receive:



Easy-to-Use Dashboard

Track revenue, commissions, service status, and more through our basic or premium dashboard.



24/7 Data Access

Transition from desktop to mobile seamlessly and access data from anywhere at anytime.



Real-time Analytics

Learn when and where your residents do the most laundry and how they pay for it to make adjustments that increase resident satisfaction while generating more revenue.



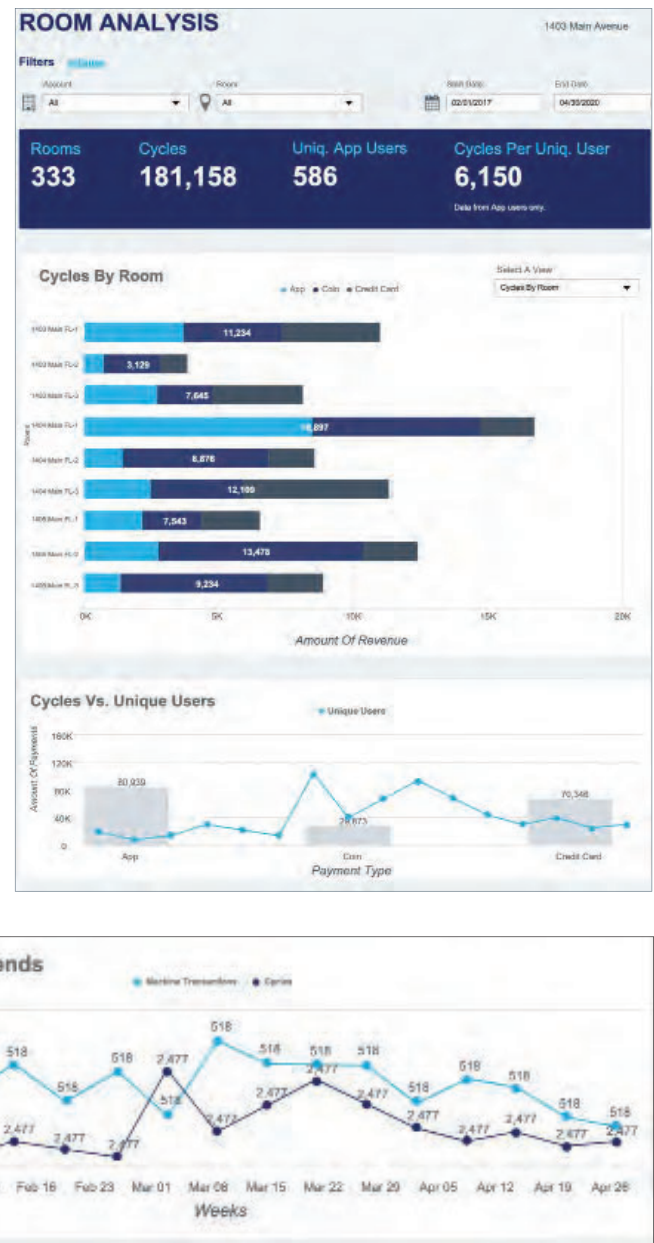
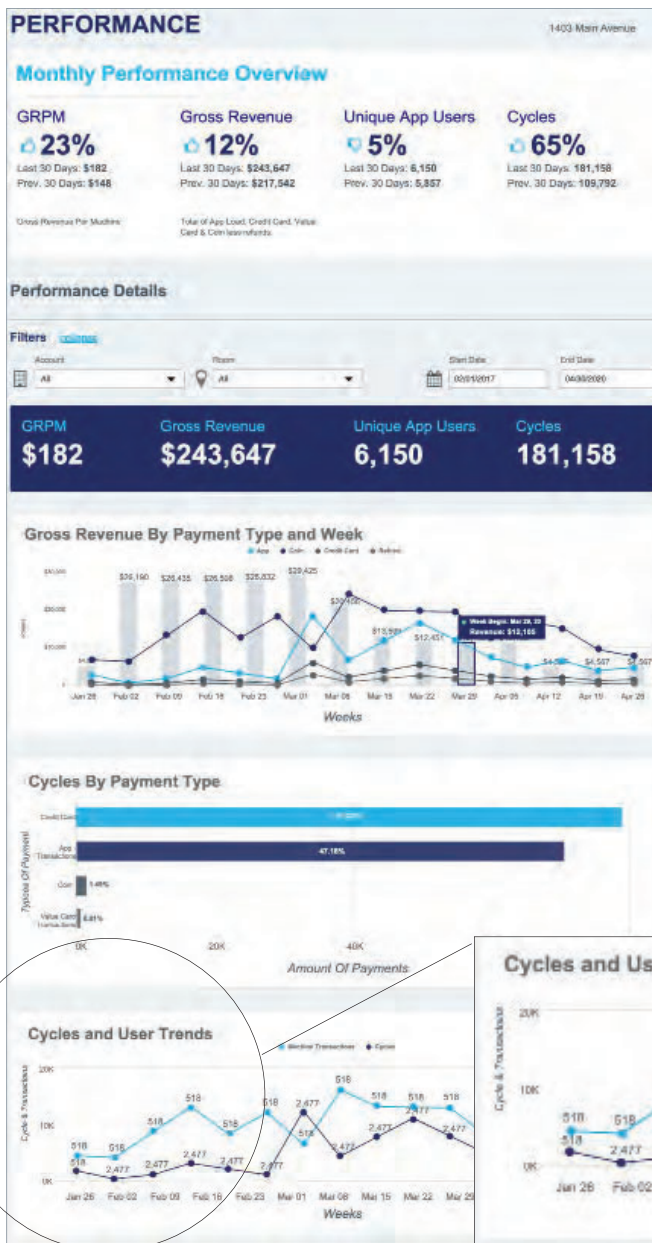
A Trusted and Secure Platform

Access and analyze laundry activity on a secure cloud-based platform.

See the Data for Yourself

We invite you to visit our proprietary [CSC Client Insights Portal](#). CSC offers [BASIC](#) and [PREMIUM](#) dashboards to fit your reporting needs.

Performance and Room Analysis Sample





Sustainability



Building a Cleaner World

Reducing the effect of campus laundry operations on the environment and maintaining sustainable practices throughout our organization matters to us, just as it matters to Radford and your students. We work hard to reduce energy consumption and continuously develop environmentally responsible technologies to help achieve our internal goals and the goals of our partners.



Equipment

The high efficiency equipment we've installed all over the U.S. has saved millions of gallons of water since 1998.



Technology

Our fleet is equipped with wireless GPS location-based capabilities powered to dispatch jobs and optimize driving routes, resulting in a 12% reduction in fuel consumption in our test market alone.



Recycling

Paper recycling programs have been standard at our corporate headquarters for years, and we are expanding bottle and can recycling programs across all of our branch offices.



Coinless Payment

We introduced the Maytag® Electronic Ticket system in the 1960s—the first of many steps we've taken away from coin-based vending systems in our business model. Moving toward card systems and free-vend laundry saves thousands of gallons of fuel that would otherwise be used for coin collection.



Carbon Offsetting

CSC has invested to offset more than 130 million pounds of laundry related carbon emissions

Lighten the Load™ Carbon Offset Program

We're ready to offset 100% of the carbon emissions created in Radford laundry rooms through our Lighten the Load™ carbon-offset program.

We share your commitment to reducing Radford's campus carbon footprint. Our Lighten the Load™ carbon offset program provides an opportunity for our partner schools to enjoy the benefits of participating in a worldwide effort to raise environmental awareness and to invest in emerging technologies and proven methods of carbon-footprint reduction.

We use the guidelines set forth by the November 2008 ACUPCC Voluntary Carbon Offsets Protocol and only invest in offsetting projects that represent absolute and immediate greenhouse gas reductions through our partner, Carbonfund.org.

We've invested more than \$500,000 on behalf of our partners to offset more than 130 million pounds of laundry-related carbon emissions.

Let's create a carbon neutral laundry program at Radford

In partnership with Radford, we will reduce the carbon footprint by more than 49,000 pounds of CO2 per year. We have estimated the cost to offset the carbon emissions created by Radford's laundry program to be \$1,100.00 annually.



“

I just wanted to thank you all for supporting the Green Kit initiatives of the College. This year we are submitting an application for Greenest of Easton Awards, and your products and support are highlighted. I think the vendor support we get for the College's Sustainability Program are unique, and are crucial to instilling and strengthening sustainability values in our campus community. So thank you all so very much for your support, it really does make a difference, and we are appreciative of your efforts.

Gregory J. Wolfe, Stonehill College



Marketing & Education

“

The fliers provided by CSC are colorful and easy to use for busy students. This is especially helpful for the younger students who have never done laundry before. Instructions are very clear.

JULIE CURTIS, BETHEL UNIVERSITY



Marketing & Training

The students' laundry experience is enhanced when they are confident in doing their laundry.

When students know how to load the machines properly and how much soap is too much it gives the students the confidence to use the laundry room and keeps the washers and dryers in good working condition.

We know each student learns differently which is why we deploy information in various forms, such as:

- In-person training
- **Virtual Welcome Session** allowing us to virtually welcome students and teach them the ins and outs of their laundry program
- **Marketing Pro website** allows you to download training materials at your leisure
- Laundry room signage
- Short videos
- Email marketing



Our marketing plan consists of communication with students throughout the entire year:

MARKETING & PROMOTIONAL PLAN												
EVENT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
RA Training							✓	✓				
Laundry Room Signage	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Spring Photo Contest			✓	✓	✓							
Social Media Marketing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to Online Resources	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Welcome packets for freshman								✓				
Email marketing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Marketing & Training Resources

We enhance the students' laundry experience using various platforms.



RA Training Sessions

Kathy Marshall can provide in-person training classes where RAs will be taught how to use the washers and dryers and will be given literature that they can pass on to resident students. We also offer a [Virtual Welcome Session](#) to introduce students to the laundry facilities.



The Campus Clothes Line™

Students can read laundry tips, ask questions, and download educational materials from our online resource:

www.campusclothesline.com



Welcome Packs

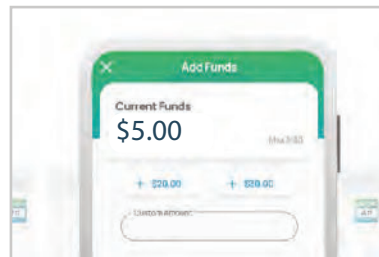
Our welcome packs include a laundry bag, detergent, and instructions on how to use the machines to ensure your machines will have fewer problems caused by user error.



Promotional Contests

CSC ServiceWorks offers promotional contests throughout the year to engage student excitement.

We've run an annual campus laundry photo contest for more than a decade. We love to see what students come up with. This is a student and staff favorite!



Bonus Funds

First impression is everything, right? We provide students with \$5 in free laundry just for downloading our CSC GO laundry app!



Laundry Room Signage

CSC ServiceWorks will place professionally designed instructional signs in all of your laundry rooms. The signs will show students how to use the washers and dryers, place service requests, avoid overloading, remove common stains, and more!

RA Training

Kathy can provide training classes for Radford upon request. RAs will be taught how to use the washers and dryers correctly and will be given literature that they can pass on to the resident students.



“

I'm reaching out, on behalf of everyone in our Student Activities office, to thank you for CSC ServiceWorks' participation in Carroll's annual Student Involvement Fair. It means so much to our student body to feel connected to the greater community that the University is apart of, and we couldn't have done it without you!

HENDERSON KEARNS, CARROLL UNIVERSITY

“

ORU Student Health Services sends you a heartfelt thank you for helping us to make our event a huge success. We received a lot of positive feedback from the students. truly appreciate your support. The event was exciting and beneficial, and your support meant a lot to us.

STUDENT HEALTH SERVICES, ORAL ROBERTS UNIVERSITY

Marketing and Promotions

Welcoming Incoming Freshman

Commercial washers and dryers can be intimidating for first time users. We want to make the students transition as easy as possible which is why we provide value-added services such as welcome packs that include a laundry bag, detergent, and instructions on how to use the machines to ensure your machines will have fewer problems caused by user error.



The First Impression

First impression is everything, right? We provide the students with \$5 in free laundry just for downloading our CSC GO app!

Promotional Contests

CSC ServiceWorks offers promotional contests throughout the year to engage student excitement.

We've run an annual campus laundry photo contest for more than a decade. We love to see what students come up with. This is a student and staff favorite!



“

CSC continues to provide great educational support for our Resident Assistants as well as publications and signage materials for our residence halls. They offer a photo contest that is extremely fun and goes above and beyond as a company than just providing laundry machines.

MATT ZIELINSKI, UW PLATTEVILLE



The Campus Clothes Line™

Students can read laundry tips, ask questions, and download educational materials from our online resource:

www.campusclothesline.com



Social Media Marketing

College students and staff use social media every day. That's why we connect with students via Facebook, Twitter, and Instagram. Radford students and staff can share their pride in their campus laundry program, carbon-off-set activities, or other campus involvement through our social media channels.





Laundry Room Signage

CSC ServiceWorks will place professionally designed instructional signs in all of Radford's laundry rooms. The signs will show students how to use the washers and dryers, place service requests, avoid overloading, remove common stains, and more!

Visit our [Campus Resources page](#) where you can download signage for your laundry room! We can also create customized flyers, promotional items, graphics for your residence life website, and anything else you might need!

CSC ServiceWorks
Rethinking Laundry.™

PAY FOR YOUR WASH & DRY USING THE CSCPay Mobile App

- 1 DOWNLOAD CSCPay Mobile App**
Free on Google Play or the App Store.
If you are in your laundry room, the app will automatically detect your location.
If you are outside your laundry room, enter the smartphone registration code above.
- 2 REGISTER AND ADD FUNDS**
Load funds into the app with your credit or debit card.
- 3 LOAD LAUNDRY AND SELECT CYCLE**
Load your laundry into machine and Select cycle.
- 4 USE APP TO START MACHINE**
Using the app, start the machine by entering the number or scanning the machine's QR code.



Financial Proposal

In this section from the Radford University RFP's Evaluation Criteria:

Financial (Cost)

“

The program seems to be going very, very well! Our students and student staff were elated to come back from Winter Break to free laundry. We also made great posters, placed balloon bouquets and added new rugs to each laundry room for the day our student's arrived. We made it a "special" and exciting new service provided at no additional cost to the students living on-campus.

Brian J. Kelley, University of Illinois Springfield



Financial Overview

TERM OF THE AGREEMENT

10 years

VEND PRICE

\$1.75/wash

\$1.50/dry

OPTION 1 COMMISSION

CSC will pay 60% of gross revenue to Radford University

OPTION 2 COMMISSION

CSC will pay 58% of gross revenue to Radford University

PLUS

\$10,000.00 renovation fund

SERVICES INCLUDE

- All, brand-new Speed Queen front load washers and dryers, as outlined on the following page
- CSC Go technology in all central laundry rooms, embedding student digital ID through payment app with CBord through Apriva or other gateway service (by using the app, we are offering a total laundry experience for the resident student)
- In apartments, we will continue to use the CSC Pay app system that students have become accustomed to
- Mike/CSC will continue to be on campus each day and repair issues within a 24 hour period, and most of the time within the hour; maintaining cleanliness of washers and dryers is just part of what we do
- CSC will contribute \$1,100 annually to carbonfund.org to offset Radford carbon footprint
- Installation and service for all laundry equipment
- Annual preventive maintenance performed on all equipment
- Annual dryer vent cleaning
- Reporting System: Provides 24/7 access to service history
- Laundry room instructional signage in each laundry room

Equipment Chart

Building	Residents	Top Load Washer	Front Load Washer	Single Dryer	Stack Dryer	Total Machine Pockets	Utility
1028 Fairfax St. Apts.	12	2		2		4	Gas
1117 Clement St. Apts.	51	3		1	1	6	Gas
300 East Main St. Apts.	48	3		1	1	6	Electric
404 Fairfax St. Apts.	29	3		1	1	6	Electric
517 Fairfax St. Apts.	42	3		1	1	6	Gas
602 Calhoun St. Apts.	9	3		1	1	6	Electric
608 Downey St. Apts.	26	3		1	1	6	Electric
		20		8	6	40	
Residence Halls							
Bolling Hall	124		6		3	12	Electric
Draper Hall	123		6		3	12	Electric
Floyd Hall	134		5		4	13	Electric
Ingles Hall	127		6	6		12	Electric
Jefferson Hall	166		7		5	17	Electric
Jefferson Penthouse			1	1		2	Electric
Madison Hall	164		7		5	17	Electric
Madison Penthouse			1	1		2	Electric
Moffett Hall	334		24		12	48	Electric
Muse Hall	582		24	24		48	Electric
Norwood Hall	105		3	3		6	Electric
Peery Hall	142		5		4	13	Electric
Pocahontas Hall	122		6		3	12	Electric
Stuart Hall	130		5		4	13	Electric
Trinkle Hall	136		5		4	13	Electric
Tyler Hall	137		6	6		12	Electric
Washington Hall	185		10		5	20	Electric
Washington Penthouse			1	1		2	Electric
Total of Equipment:			128	42	52	274	

We are invested in you.

Your residents can be confident that their satisfaction is our focus. This proposal illustrated the many reasons why more than 1,000 colleges, universities, and student-housing business have chosen to partner with CSC ServiceWorks.

We invest in local offices

Providing laundry service to a university campus requires available replacement equipment and parts and installers to move your equipment around as you open and close halls. We know that we would be doing you a disservice to get your business and figure out how we plan to service it after the fact. We grow intelligently, based on where our support framework exists.

We invest in our employees

Colleges and Universities can trust us to hire the right people and train them properly to do the job. Every CSC employee that visits your campus will have had criminal background checks and drug screening prior to stepping a foot on your campus.

We invest in accountability

Our Client Portal provides online access to your account information and service history for total transparency.

We invest in technology

Today's generation of college students is the first to have grown up in a mobile world, and they don't have time for outdated technology. We take pride in keeping a step ahead of the industry's cutting-edge innovations: offering instant mobile service requests, online monitoring, all the latest payment

technology, social media contests, on-demand service and financial reporting, and much more. If it exists in the campus laundry industry, we can offer it to you.

We invest in sustainability

Together, CSC and our campus partners are an important part of a worldwide effort to raise environmental awareness and to invest in emerging technologies and proven methods of carbon-footprint reduction. CSC has helped more than 100 schools realize carbon-neutral laundry operations through our Lighten the Load™ program.

Thank you for
allowing us to
participate in your
RFP process.

We welcome the opportunity to visit with you in-person to present our proposal and answer any questions you may have.





It Works for You™

CSCSWACADEMIC.COM

Attachment C

Negotiation Documents

Clarification/Negotiation written response dated April 22, 2022

**Power Point Presentation file provided during negotiations dated
April 29, 2022**

Negotiation written response dated May 4, 2022

Negotiation written response dated May 17, 2022

CSC SERVICEWORKS Clarification Responses

Radford University RFP# R22-003 Student Laundry Services

1. **RADFORD UNIVERSITY:** (Page 22) proposes if Radford elects Option 2 of the financial proposal CSC SERVICEWORKS will allocate \$10,000 towards laundry room renovations. The proposal specifies CSC will propose cost-effective renovation suggestions to enhance functionality and aesthetics. Does Radford University have the option to independently execute internal plans for renovations? Will the allocated amount be given to the university to complete renovations inhouse, or will CSC manage the renovation plans proposed by the university?

VENDOR: If this option is chosen; Radford will absolutely have the option to independently execute internal plans for renovations. We would prefer to give the funds to Radford to complete renovations in-house, however we are happy to work with the university if they would want us to manage the renovation.

Radford University Response: After committee review the decision has been made to defer the \$10,000 allocation for laundry room renovations. We elect to take the 60% commission rate.

2. **RADFORD UNIVERSITY:** Provide more details on how 'The laundry Chute' service works, mentioned on page 30. Discuss recruitment, training, funding, and management for this service. Detail the installation process for the "smart lockers" and software integration.

VENDOR:

Please see the following page for more detail on our wash/dry/fold program.

CSC SERVICEWORKS

Kathy Marshall

Print Name

Regional Sales Manager

Title


Signature

April 4, 2022

Date

Campus Operations

The Laundry Chute (TLC) drives campus operations with our patented technology, our on-site Campus Operations team, and a dedicated team of TLC Operations staff. We recruit, hire, and train exclusively on campus. Our student-led Campus Operations and Student Laundry teams are the foundation for The Laundry Chute's daily operation and overall customer happiness. Our goal is to ensure quick turn-around, quality delivery of service, and excellent customer service while fostering student growth and workforce development.

More than an average internship, we hand select high-performing students to make up our Campus Operations Team and train them to manage day-to-day campus operations and lead our Student Laundry Team success. TLC's Campus Operations programming gives students the opportunity to take on leadership positions and gain domain experience ahead of graduation.

They recruit, train, motivate, and mentor our Peer-to-Peer Student Laundry Team through our process. Not only will they assist TLC with our day-to-day operations but each Campus Team Lead will be able to gain major-relevant experience in special projects.

Students who are currently enrolled and want a flexible work environment are eligible to join our Student Laundry Team. Students work around their own schedules and make money doing laundry without leaving campus. TLC provides training, supplies, PPE, and related machine costs if applicable.

Installation

Installation is a simple one day process conducted by our local branch trained and insured maintenance service team. Once we mutually agree on a site (or sites) for the lockers, the installation of a locker bank takes less than 3 hours. Our lockers are modular, so they can be as large or small as we see fit. Our largest locker bank (of 32 lockers) takes up no more than 10 feet of wall space, and spans only 2 feet in depth. The TLC team will work with Radford's housing and facilities team to determine the best location(s) and modular configurations. The TLC lockers arrive on site "plug and play ready", with full quality control testing conducted off-site at our warehouse, so that each locker is ready for a quick and seamless installation by our service team. All we need from Radford is a standard wall outlet! Proposed installation date would occur during the summer term, prior to student arrivals for the fall term of 2022.

Compensation

TLC offers competitive compensation. Campus Operations Team members make \$12 - \$15 per hour. Student Laundry Team members earn 50% of our wash price per bag and many of our enterprising Student Laundry Team members can process 5 bags at a time increasing their earning potential.

Onboarding

We begin the recruitment process before installation to ensure we have a well-trained confident team of students before launch. TLC utilizes campus available career services, job boards, student life, and academic department outreach to build our Campus Operations Team and Student Laundry Teams.

Our Campus Operations recruitment is more rigorous. Once students submit a formal application, we vet students and interview them. Any students who are unresponsive after submitting an application, are removed from being potential candidates. Our goal is to find students who are available 10-20 hours per week, are highly accountable, personable, and resourceful. We don't require experience but we do look for past group work, leadership, or customer service experience as a bonus. Our Campus Operations Team is a good fit for

students who are interested in or majoring in IT, Computer Science, Mechanical Engineering, Supply Chain, Business, Marketing, and Communications.

We believe in team culture and hope to effectively find candidates who want to take on long-term positions with TLC/CSCSW as full-time employees after they have graduated. Any student who is interested in The Laundry Chute may become part of our Student Laundry Team through our app. Student Laundry Team Members are held to high standards and must wash and fold

laundry in a timely manner. Team members must pass a training period and maintain a minimum rating to remain in good standing. Team Members that surpass minimum performance standards earn access to enhanced benefits like increased numbers of wash jobs they can accept and a lower payout minimum. Team Members who excel are our first recruits to our Campus Operations positions.

Training & Outcomes

We conduct Campus Operations team training with our operations staff, who carefully walk our Campus Operations Team Leads through each step in the mobile application. They will become super users of the TLC app with the ability to track and monitor wash statuses, locker availability, and metrics. At the end of software training, we walk through our campus locations and adjacent laundry rooms.

In this stage, our Campus Operations Team leads are very carefully taught the wash process, our operations protocol, and basic equipment oversight. They will become experts at the TLC wash and fold so they can train and onboard Student Laundry Team members, as well as troubleshooting. Campus Operations Team Leads will be responsible for the day-to-day student-customer experience. They will be in regular contact with the TLC operations team who can field questions, feedback, or issues they may have. One of our favorite parts of the Campus Operations program is how we can uniquely empower each team member to utilize each their skills and interests through side projects. We allow them to hone their areas of study and make improvements in these areas. We pick our Campus Operations Team members from diverse backgrounds, from coders and engineers to social media and marketing gurus, and value the creative ideas they bring to the table.

CSC SERVICEWORKS Negotiation Points

Radford University RFP #R22-003 Student Laundry Services

As prefaced in the Purpose Section [1] of the Request for Proposal, the university is conducting negotiations with experienced contractors. We are requesting a response to the negotiation questions listed below.

CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:

1. **RADFORD UNIVERSITY:** Are you in agreement the terms and conditions as published in the RFP solicitation shall govern the contract if a contract is awarded to your company?

VENDOR: Yes, CSC is in agreement.

2. **RADFORD UNIVERSITY:** If awarded a contract do you agree the standard two-party contract made available in the RFP document will be the only document used to award the contract? If your response is no, provide any additional forms or documents that you will require to be incorporated into the contract document.

VENDOR: Yes, CSC agrees to the standard two-party contract made available in RFP.

3. **RADFORD UNIVERSITY:** Do you agree that the initial contract is for a period of an initial ten (10) year period, or as mutually negotiated.

VENDOR: Yes, CSC does agree to the initial period of ten (10) years

4. **RADFORD UNIVERSITY:** Upon completion of the initial contract period, does CSC SERVICEWORKS agree that the contract may be renewed by Radford University upon written agreement by both parties for one (5) year renewal, or as mutually negotiated under the terms of the current contract?

VENDOR: Yes, CSC does agree to one (5) year renewal period

5. **RADFORD UNIVERSITY:** Please state that you agree that, if awarded the contract, all sections identified in your proposal as **proprietary and confidential** can be made public since Radford University is a state agency and our records are available for public review.

VENDOR: Yes, CSC agrees to public records being made available.

6. **RADFORD UNIVERSITY:** Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP and agree to maintaining your eVA current throughout the contract term?

VENDOR: CSC is registered and willing to participate in the eVA internet

CSC SERVICEWORKS Negotiation Points

procurement solution site.

7. **RADFORD UNIVERSITY:** Do you acknowledge, agree and understand that Radford University cannot guarantee a minimum amount of business if a contract is awarded to your company?

VENDOR: CSC acknowledges that Radford University cannot guarantee a minimum amount of business if we are awarded the contract

8. **RADFORD UNIVERSITY:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Radford University or any other Commonwealth Entity?

VENDOR: CSC is an independent contractor/corporation with no employees of Radford University or any other Commonwealth Entity.

FINANCIAL CONSIDERATIONS:

1. **RADFORD UNIVERSITY:** Are there any additional financial or value-added incentives you would like to offer at this time? (i.e. signing bonus, scholarships, program support, marketing support, SWaM sponsorship, etc.)

VENDOR: CSC would like to offer Radford the following:

- **Air Machines:** 1 to 2 machines to be placed on campus for “free” air for students to use for car or bicycle tires. Value of \$3,000 minimum annually (based upon State DAR).
- **Wash-Dry-Fold:** One free wash for each student with Wash-Dry-Fold. Value of a minimum \$36,600.00 (2,928 students at \$12.50 per load) Additional income for students with WDF, as we will hire at least 3-4 upperclassmen as Campus Operations Team members at \$15-\$18 per hour and Student Laundry Team Members earn 50% of our wash price per bag. More than an average internship.
- CSC can also provide revenue share with Wash/Dry/Fold.
- CSC Go technology providing a new student experience in the laundry room plus new cycle data for the school administration.
- If Radford has apartments with washer/dryer in the unit, CSC can buy those existing units to be leased back at a discounted rate. Taking over service and replacement as needed.
- On-going online marketing, social media presence, and customized marketing materials
- Our annual Photo Contest paying out CSC

CSC SERVICEWORKS Negotiation Points

- **Student internships allow students to come work with us at any CSC branch across the U.S. valued at approximately \$20,000 over the agreement term.**
 - **Continue to provide folding tables where space permits.**
 - **CSC will offer Radford University a \$10,000 fund for laundry room enhancements.**
 - **CSC also supports all regional and national associations that support higher ed, for example: NAEP, ACUHO-I, NACAS and more.**
 - **CSC is also a major contributor to many local and national charities.**
 - **CSC is the only Energy Star Partner providing annual funds to CarbonFund.org to offset carbon in our laundry rooms.**
 - **CSC has partnered with Radford for over 25 years with a dedicated service technician familiar with the campus and expectations. (This is a tremendous value)**
2. **RADFORD UNIVERSITY:** Does CSC SERVICEWORKS agree to provide monthly invoices with payment due thirty (30) days after receipt of invoices or goods/services, whichever is later for billable goods/services to Radford University. These costs, if applicable, shall be inclusive of eVA fees.

VENDOR:

CSC does agree to provide monthly invoices with payment due thirty (30) days after receipt

3. **RADFORD UNIVERSITY:** Does CSC SERVICEWORKS have a free laundry solution? If yes, provide a scope and financial structure to support the proposed solution.

VENDOR: CSC can offer a free laundry solution for students. We offer this in many other higher education campuses. If this is chosen, CSC will set machines to operate free to students at the machine. We can also offer governed laundry, where there is a certain number of loads or dollar amount given to students per week/month or semester. Depending upon how this is set up, CSC would charge Radford University \$30.00 per machine per month. At \$30 per machine per month, this is approximately \$19.30 per student per semester. Radford University could then charge students a per semester fee, most schools are charging at a minimum \$50 per student per semester.

SCOPE IMPLEMENTATION:

CSC SERVICEWORKS Negotiation Points

1. **RADFORD UNIVERSITY:** If awarded a contract, identify all employees that will be working with Radford University to achieve the requirements of the contract.

VENDOR:

Kathy Marshall, Regional Manager main contact

Mike Shelor, Service Technician

Seth Heavner, Service Manager

Trevor White, Branch Manager

Nikki Ramsey, Installation Manager

Clarissa Barrow, Accounts Receivable/Billing Manager

Debbie Penikas, Contract & Financial Analyst

Debbie Williams, Academic Administrator

Carrie Beach, Marketing Manager

Larissa Jaynes, Marketing Specialist

James Stolp, Product Management/User Experience

Mike Maeder, Payment Technology Manager

James Janis, CEO and Co-Founder, The Laundry Chute/Wash/Dry/Fold

Carl Anderson, Area Vice President

Andrew Cloninger, Senior Vice President

Mark Hjelle, Chief Executive Officer

2. **RADFORD UNIVERSITY:** If awarded a contract by May 23, 2022 provide specific implementation steps, inclusive of a detailed timeline, and include what your expectations are of Radford University personnel. Also include your approach regarding a refresh to all campus laundry rooms (e.g., floors, painting walls, etc.) before installation of new equipment.

VENDOR: CSC will work closely with Radford University to determine the needs for renovation/refresh of laundry rooms. This will need to be coordinated with Radford personnel for a comprehensive plan to provide the most attractive laundry room settings for students. CSC can simply provide the \$10,000.00 funds to the University to complete these projects inhouse, OR CSC can coordinate Radford recommended and approved contractors to complete this work, utilizing eligible Virginia SWaM companies.

Once a contract is awarded, if CSC is the chosen vendor, we will order equipment immediately from the manufacturer. The equipment will take on average 8 weeks to receive in our warehouse (July timeframe). The equipment will then be prepared for

CSC SERVICEWORKS Negotiation Points

CSC trucks and installation crew to begin removing the current equipment and installing the new equipment. Our projected timeline would be:

Begin renovations week of June 13, 2022. Any residence halls without student occupants can begin removal of equipment. Residence halls with student occupants will be coordinated in order to limit any disruption for those students

Receive equipment week of July 11, 2022

Begin to remove current equipment and install new equipment week of July 18, 2022

Technology will be installed and tested during this time as well

Complete walk through and inspection by CSC week of July 25, 2022

RA Training with Kathy Marshall to be coordinated with Residence Life

3. **RADFORD UNIVERSITY:** If awarded a contract by May 23, 2022, do you have the equipment inventory available to affect a transition with the current contractor ensuring the university does not experience a break in laundry services? Provide detail to support your response.

VENDOR: If awarded the contract, equipment is ordered directly from the manufacturer to ensure brand new latest design. CSC will coordinate installation with removal, so that there will not be a break in laundry service.

4. **RADFORD UNIVERSITY:** Please describe your quickest turn-around time if emergency services are needed.

VENDOR: Emergency services will be same day, typically within 2 hours as our service tech lives within minutes of campus. There will be many times that he will arrive on campus before emergency crews.

5. **RADFORD UNIVERSITY:** Please discuss accessibility standards, training, tools, and ADA guidelines that ensure students with disabilities have the same opportunities to access the technology and APP to operate laundry machines.

VENDOR: CSC serves many clients – especially universities – that seek a high level of compliance and compatibility with accessibility standards and assistive technologies across the various touchpoints involved in the consumer use of a digital laundry room. Means of ensuring compliance vary, but often require (as we have prepared and shared) the completion of a detailed, but voluntary product accessibility document (typically prepared by an independent party) assessing and stating current levels of performance. Occasionally, some customers have brought student representatives into the process of evaluating compliance, and in some cases, the CSC Product Development team has worked with them to capture feedback for further consideration and potential inclusion in the CSC development roadmap. Further, the physical laundry machines manufactured by OEMs such as Alliance/Speed Queen or Maytag, are manufactured to compliance with physical ADA

CSC SERVICEWORKS Negotiation Points

requirements and have been for decades. CSC and our clients benefit from the compliance with ADA requirements of the OEMs.

Please see attached VPAT.

6. **RADFORD UNIVERSITY:** If awarded the contract, are you willing to work with Radford University to identify optimal locations for laundry equipment. Equipment will only be placed and/or changed as mutually negotiated.

VENDOR: CSC will work with Radford to identify optimal locations for laundry equipment. CSC understands that enrollment can be a moving target. We stand ready to discuss removal and additions of equipment where/when necessary, with implementation to immediately follow. CSC can also provide expertise in student to washer ratio along with infrastructure and design needs.

RADFORD UNIVERSITY response: When the university is required to close laundry rooms due to building repairs, renovations, etc. CSC agrees to remove laundry equipment off campus, returning back to campus as requested by the university. Returned machines will be of the same type, make, model and operating condition as those machines that were removed at no cost to the university. Does CSC agree?

VENDOR: CSC agrees

END OF CONTRACT TRANSITION TERM(S):

1. **RADFORD UNIVERSITY:** End of Contract Service Transition Expectations: If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperate fully in a successful transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process.

VENDOR: While we would certainly like to continue our long-term partnership with Radford University, we acknowledge that this is not always possible. We will, as we have in the past work with the awarded vendor in a professional, cooperative manner. We will ensure a seamless transition and that students are not affected

CSC SERVICEWORKS

Kathy Marshall
Print Name

CSC SERVICEWORKS Negotiation Points

____ Regional Manager _____

Title

Signature

____ 4/21/2022 _____

Date

FOLLOW UP NEGOTIATIONS:**Financial Considerations**

RADFORD UNIVERSITY: CSC has proposed \$1,100.00 annually to support University sustainability. We recognize and appreciate the support of your sustainability initiative; however, request proposed funds be identified for scholarships for our students and the amount be \$5,000.00 annually. Our students are being challenged today as they have never been challenged before. Our priority is their education.

VENDOR: If CSC is chosen, we can redirect the funds meant for sustainability to annual scholarship funds of \$3,000.00.

RADFORD UNIVERSITY response: Agree, it is mutually agreed the \$3,000 will be provided annually for the 10 (ten) year term, and for all subsequent renewals. Does CSC agree?

VENDOR: CSC agrees to provide \$3,000.0 annually for the ten year term.

CSC SERVICEWORKS

____ Kathy Marshall _____

Print Name

____ Regional Manager _____

Title

Signature

____ 5/4/2022 _____

Date

CSC SERVICEWORKS Negotiation Points

FOLLOW UP NEGOTIATIONS dated May 13, 2022:

RADFORD UNIVERSITY: Will instructional laundry room signage and ADA compliant signage be provided in all laundry all locations, both on and off campus?

VENDOR: Laundry room and ADA compliant signage will be provided by CSC for all locations, both on and off campus.

RADFORD UNIVERSITY: This contract allows for payment via an app by credit card and/or the student university (One Card). The university is required to ensure the security of student payment card information. Does CSC SERVICEWORKS agree to the following term regarding PCI compliance?

PCI COMPLIANCE: Contractor represents and warrants for the life of the Contract that it is responsible for the security of payment card information in its possession including all functions relating to storing, transmitting, and ensuring the security of Cardholder Data (CHD). The Contractor agrees that it and any Third-Party provider that Contractor engages, complies with the current version of the Payment Card Industry (PCI) Data Security Standard (PCI DSS) and will maintain compliance with the PCI DSS or any successor certification established by the PCI Security Standards Council (PCI SSC). Contractor agrees that all Payment Applications used are compliant with the Payment Application Data Security Standard (PA DSS), or any successor certification established by the PCI SSC. Contractor will immediately notify the University if it learns it is, or can reasonably expect to be, no longer PCI DSS compliant and will provide the University with the steps being taken to remediate the non-compliance status.

The Contractor agrees to provide the University at least annually or on written request a current (no more than 2 months old) and complete a copy of their Attestation of Compliance (AOC) signed by a duly authorized officer of the Contractor. Further, Contractor agrees to provide to the University proof of current (no more than 3 months old) passing external vulnerability scan as submitted by an Approved Scanning Vendor (ASV).

Contractor will keep data confidential and not copy, publish, sell, exchange, disclose, or provide to others or use any information, documents, or data provided or disclosed to the Contractor or any account information related to payment cards or cardholders for any purpose other than performing the Contractor's obligation under this Contract.

Contractor will inform the University within twenty-four hours if it has knowledge, or can reasonably expect that a security breach has occurred. Contractor takes responsibility for the payment of fines, penalties, lawsuits, and other costs incurred that result from a breach that can be traced to the action or inaction of the Contractor, and will assume 100% of those costs assuming no contributory negligence on the part of the University, merchant acquirer, merchant bank, or other negligent third-party.

Contractor agrees to indemnify and hold the University, its officers, employees, and agents, harmless for, from, and against any and all claims, causes of action suits, judgements, assessment, costs (including reasonable attorney's fees), and expenses arising out of or relating to any loss of University customer credit card or identify information managed, retained, or maintained by the Contractor, including, but not limited to fraudulent or unapproved use of such credit card or identity information.

Contractor agrees that, notwithstanding anything to the contrary in the Contract or the Addendum, the University may terminate the Contract immediately without penalty upon notice to the Contractor in the event Contractor fails to maintain compliance with the PCI DSS or fails to maintain the confidentiality or integrity of any cardholder data.

CSC SERVICEWORKS Negotiation Points

VENDOR: Please see attached compliance documents

RADFORD UNIVERSITY: Radford University's Information Security Officer requires CSC to provide a **PCI DSS Attestation Agreement (see above)**, and the following documents to validate security of hosted systems accessed by the university. Please forward the **PCI DSS Attestation Agreement, SSAE 16 or SOC2 Type 2 auditor report**, and the [HECVATFull211](#) (Higher Education Community Vendor Assessment Tool) to Donnie Wimmer, Information Security Officer, email: drwimmer@radford.edu, Ph (540)831-7770. Does CSC agree to provide these required reports and documentation by Wednesday, May 18th, 2022?

VENDOR: Please see attached documents

RADFORD UNIVERSITY: As required in Attachment B of the Special Terms and Conditions, subsection 12- Insurance. Provide a certificate of Insurance naming Radford University as an additional insured. This will be required prior to performing any work on campus under a term contract. Does CSC agree?

VENDOR: Yes, CSC agrees

RADFORD UNIVERSITY: It has been determined the existing CBORD card readers at Radford University belong to CSC SERVICEWORKS. Upon installation of new laundry equipment, all existing card readers will be physically removed from the laundry rooms by the contractor. As these card readers belong to CSC they will physical take possession of them. Do you agree?

VENDOR: Yes, CSC agrees

RADFORD UNIVERSITY: Provide detailed documentation regarding what Radford University and contractor responsibilities are for cleaning laundry rooms and equipment.

VENDOR: CSC will clean vents annually. CSC will also wipe down when in the laundry for repairs. Radford housekeeping will continue to clean laundry rooms daily/weekly.

RADFORD UNIVERSITY: Based on in person negotiations laundry equipment connectivity via the cloud by cellular services. Please confirm.

VENDOR: This is correct. CSC will connect via the cloud by cellular services.

CSC SERVICEWORKS Negotiation Points

RADFORD UNIVERSITY: To ensure ADA compliance, when requested, CSC will provide a Kiosk in an identified laundry room at no charge to the university. Do you agree?

VENDOR: CSC agrees.

CSC SERVICEWORKS

Kathy Marshall

Print Name

Regional Manager

Title



Signature

5/17/2022

Date

Presentation for Laundry Services at



April 2 , 2022





Introduction

Kathy Marshall, Mid-Atlantic Regional Manager

Carl Anderson, Area Vice President

Seth Heavner, Service Manager

Mike Shelor, Service Technician



About CSC ServiceWorks

For more than 0 years, our driving purpose has been to provide consistent innovation, dependable equipment and student-focused service to make life easier for more than 1,000 college campuses every day.



Your CSC Team



Local Team

Kathy Marshall, Account Manager
Trevor White, Branch Manager
Mike Shelor, Dedicated Technician
Seth Heavner
Carl Anderson, Area Vice President

ational Team

Clarissa Barrow, Billing Manager
Debbie Williams, Academic Admin
Debbie Penikas, Financial Analyst
ames Stolz, VP Product Management
/ User Experience

Company Leadership

Mark Helle, CEO
Lonny Warner, Chief Operating Officer
ay Epstein, Chief Financial Officer
Tony Sculthorpe, Chief Operating Officer
Brad Paine, Chief Digital Officer
Chantel Rammer, VP ational Sales
Academic



Experience Service Beyond the Machine

Trust us as their total laundry solutions provider because of our:



Years in
Business



Student
Users



Dedicated
Employees



Enduring
Partnerships

OUR MISSION

Every day, more than 2,300 CSC team members enrich lives through business and community activities. We strive to exemplify what works—by making every day experiences better and enhancing the lives of more than 2 million students across the U.S. Our products and services help students look and feel good about themselves and keep them safe; but it's not just about laundry machines that need to work well. Our story is one about serving and caring for people.



Industry Leader with a Local Presence in the Mid-Atlantic

10,000 client accounts and more
than **85,000 machines** in the Mid-
Atlantic

200 CSC team members that **live
and work in the Mid-Atlantic** and
are invested in the success of our
communities and customers.

**Pro Service Technicians (not
subcontractors)** serving Radford
University





Commitment to the Community

Too many Americans struggle to succeed with education, employment or socialization due to limited access to clean clothes; especially those in our most underrepresented neighborhoods. We're partnering with community centers to change that.



RU22020

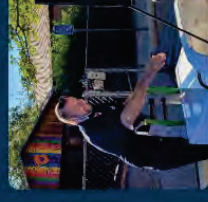


CSC CommunityWorks establishes and activates long term relationships with local community center networks serving hundreds of neighborhoods in nearly 30 cities.

Within the next year, we will be expanding our efforts into 20 additional cities where our teams apply their service expertise to enable local organizations to uplift people in underserved communities through equipment donations, installations and maintenance, hands-on volunteerism, and local giving.

Our regional network includes organizations like IMPOWER. [Click here](#) to learn more about CSC's Signature Community Program.

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CommunityWorks Initiatives

CSC Teams work with new and existing partners to support our local communities:

We've donated nearly 200 machines, enhancing the work of community centers that provide essential resources such as transitional housing, childcare, and job training programs to community members in need.

Hosted bike-building events in which we built bikes for youth who may not have otherwise have access.

Hosted laundry kit assembly events to donate goods to community members who do not have access to these essential supplies





Commitment to Sustainability

Reducing the effect of campus laundry operations on the environment and maintaining sustainable practices throughout our organization matters to us, just as it matters to Radford University and your students.



Our Clean & Green Vision

We provide more than \$70,000 annually to local, nationwide, and worldwide carbon-offset organizations creating carbon-neutral laundry programs throughout the United States.

CSC has provided over \$580,000 since the start of our initiative

We are E ER STAR partners and actively support many environmentally friendly organizations



Lighten the Load Carbon Offset Program

We use the guidelines set forth by the November 2008 ACUPCC Voluntary Carbon Offsets Protocol and only invest in offsetting projects that represent absolute and immediate greenhouse gas reductions through our partner, Carbonfund.org.

Lighten the Load initiative reduces college carbon footprints while educating students on the benefits of making sustainable choices in the laundry room.

In partnership with Radford, we will **reduce the carbon footprint by more than 49,000 pounds of CO2 per year.** We have estimated the cost to offset the carbon emissions created by Radford University's laundry program to be **\$1,100 annually.**



Partners in Sustainability

We are proud to have helped the institutions on the right work toward carbon-neutral laundry operations on their campuses.

We'd love to keep your campus on the list:



Building a Cleaner World



Equipment

The high efficiency equipment we've installed all over the U.S. has saved millions of gallons of water since 1 8.



Technology

Our fleet is equipped with wireless PS location-based capabilities powered to dispatch obs and optimize driving routes, resulting in a 12% reduction in fuel consumption in our test market alone.



Recycling

Paper recycling programs have been standard at our corporate headquarters for years, and we are expanding bottle and can recycling programs across all our branch offices.



Coinless Payment

We introduced the Maytag Electronic Ticket system in the 1 60s the first of many steps we've taken away from coin-based vending systems in our business model. Moving toward card systems and free-vend laundry saves thousands of gallons of fuel that would otherwise be used for coin collection.



Carbon Offsetting

CSC has invested to offset more than 130 million pounds of laundry related carbon emissions

Nationwide Internships

Students everywhere are looking for experience to enhance their education and give them a professional edge at graduation.

CSC can help with opportunities available at our branch locations across the U.S.

During a summer or a semester, students can engage in an 8-week paid internship reporting to a business leader in Sales or Operations. Spend time in one or several areas of Warehouse, Service, Collections, Installations and Account Management.

A Few of Our Interns



Christina Wisman
Wright State University
Accounting Major
Worked as an Accounting Intern
March 2014 to September 2015



Alex Russo
Bentley University
Marketing Major
Started as a Marketing Intern June 2011,
became a full-time employee in 2013, and is
now an Inside Sales Representative



Brianna Bertke
Wright State University
Education Major
Worked as a Marketing Intern
March 2014 to July 2014



Elena Gruber
Wright State University
Accounting Major
Worked as an Accounting Intern
December 2014 to September 2015



Jenny Beth Freeman
Sinclair Community College
Design Major
Worked as a Marketing Intern
July 2017 to August 2017



Cecelia Freeman
Sinclair Community College
Design Major
Worked as a Marketing Intern
from January 2017 to August 2017,
from February 2019 to November 2019,
and is currently a Marketing Specialist



Caitlyn Holmes
Wright State University
Business Major
Worked as an intern
March 2016 to August 2018



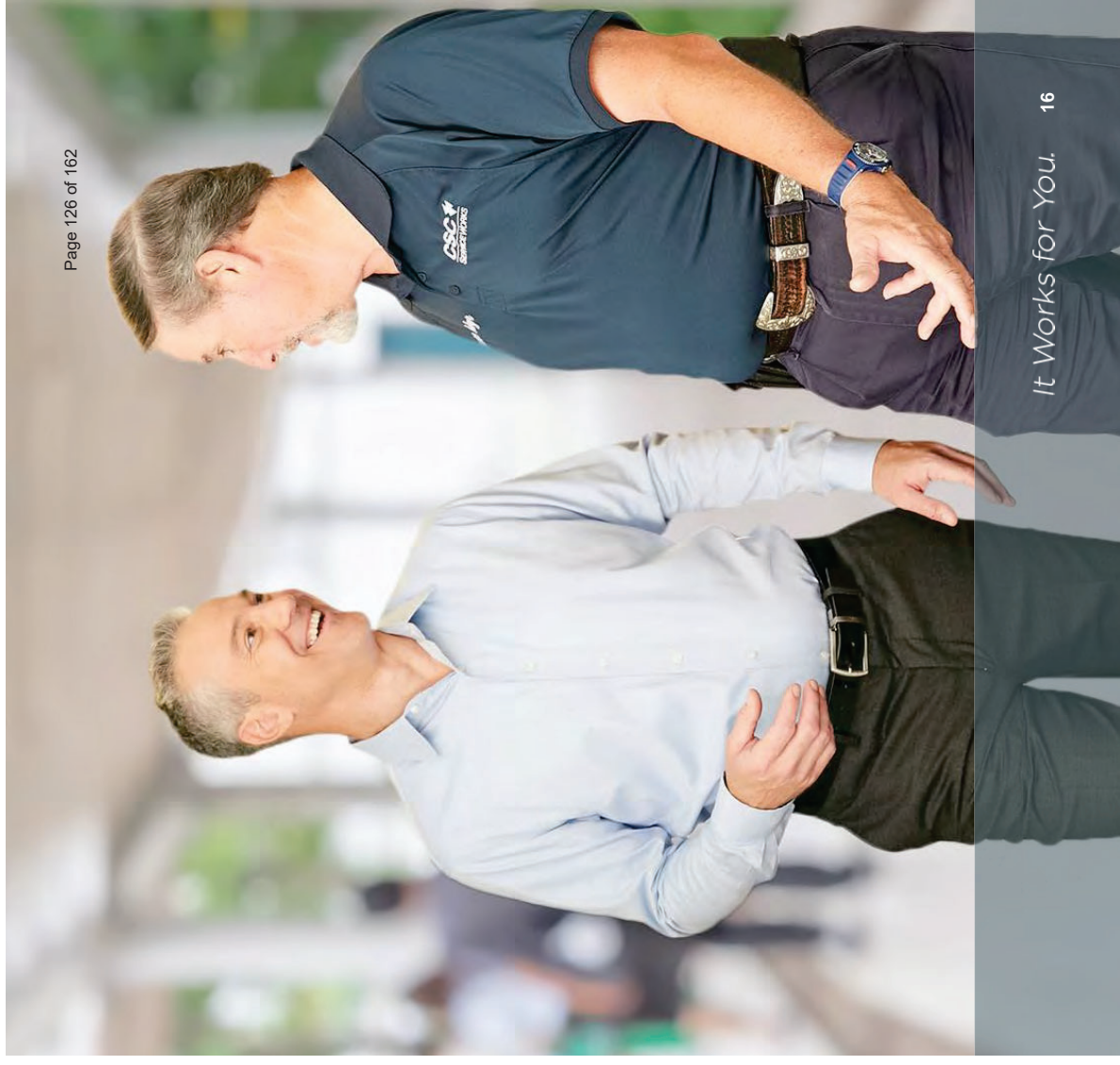
Susie Doerman
Sinclair Community College
Design Major
Worked as a Marketing Intern
February 2017 to May 2017



Local Service

Mike Shelor, who has been servicing
Radford for almost 2 years

Seth Heavner, Service Manager



Three-Tiered Service

Proactive Service

Issues will be eliminated by proactively looking at all machines in the room, not just the machine reported. With each visit to a room the technician will:

- Wipe down machines
- Dryer filter housings inspected
- Check dryer vent connections
- Inspect washer hoses
- Listen for noises
- Investigate odors
- Inspect/Clean detergent compartments
- Align machines
- Repair other out of service machines
- Pick up/clean the area around the machines

CSC will do whatever it takes to ensure the equipment is operating as designed and serviced as promised.



Three-Tiered Service

Preventive Maintenance

- Diagnostic testing on all machines
- Replace worn parts, belts, and hoses as needed
- Pull out the machines and reinstallation for cleaning, repairs, or renovations by campus staff (as requested)
- Deep clean the inside and out of all machines
- Clean the area around all the machines
- Update signage if required
- Vent cleaning from the dryer to the building exit annually at a minimum, or as needed based on lint build up.



Three-Tiered Service

Responsive Service

Responding to service calls is completed by our Campus Service Technician, Mike Shelor.

He will ensure all machines are being proactively maintained and repaired promptly.

His vehicle is stocked with parts so repairs can be done efficiently.

Will respond to service calls within same or next business day by your service technician.

Mike lives minutes from Radford campus. He starts his day and ends his day on campus to ensure that laundry is never an issue for Radford administration.





Please describe your quickest turn-around time if emergency services are needed.

Emergency services will be same day, typically within 2 hours as our service tech lives within minutes of campus. There will be many times that he will arrive on campus before emergency crews.

Estimated Schedule of Events

We will work with Radford University's schedule to replace machines. CSC places equipment orders daily with the knowledge of current and future installation requirements. We are confident that the machines required are in stock in many of our 44 warehouses or on order through routine Inventory replacement

Here is the step-by-step process:

1. Removal Crew removes existing machines based on approved schedule.
2. Allow time for campus custodial staff to clean the room.
3. Clean venting as needed
4. Installation crew installs all new equipment according to manufacturers recommendations.
5. Set machines to run free and test for proper operation.
6. Walk the rooms with Radford University representative, checks signage, reviews any room/equipment issue.

April:

Award of contract
Order additional equipment
Implementation meeting

May, June, July:

Installation process

July:

Completed room inspections

Room Improvements: Supporting Virginia SWaM

Students enjoy and are more likely to use washers and dryers that sit in bright, attractive laundry room settings. We take great pride in the appearance of our laundry rooms and are committed to assisting Radford in making them functional and inviting. With Option 2 of our financial offering, we have set aside \$10,000.00 for room renovations. Our proposed renovation suggestions are made to enhance both functionality and aesthetics while being as cost-effective as possible.

While CSC is not a SwaM certified business, the \$10,000.00 enhancement fund can be set aside for eligible Virginia SWaM companies to utilize in helping Radford University to refresh all laundry areas.





If Radford elects Option 2 of the financial proposal CSC SERVICEWORKS will allocate \$10,000 towards laundry room renovations. The proposal specifies CSC will propose cost-effective renovation suggestions to enhance functionality and aesthetics. Does Radford University have the option to independently execute internal plans for renovations? Will the allocated amount be given to the university to complete renovations inhouse, or will CSC manage the renovation plans proposed by the university?

If this option is chosen; Radford will absolutely have the option to independently execute internal plans for renovations. We would prefer to give the funds to Radford to complete renovations in-house, however we are happy to work with the university if they would want us to manage the renovation.

Installation Schedule

1. Once a contract is awarded, if CSC is the chosen vendor, we will order equipment immediately from the manufacturer. The equipment will take on average 8 weeks to receive in our warehouse (uly timeframe). The equipment will then be prepared for CSC trucks and installation crew to begin removing the current equipment and installing the new equipment. Our pro ected timeline would be:
2. Begin renovations week of une 13, 2022. Any residence halls without student occupants can begin removal of equipment. Residence halls with student occupants will be coordinated in order to limit any disruption for those students
3. Receive equipment week of uly 11, 2022
4. Begin to remove current equipment and install new equipment week of uly 18, 2022
5. Technology will be installed and tested during this time as well
6. Complete walk through and inspection by CSC week of uly 25, 2022
7. RA Training with Kathy Marshall to be coordinated with Residence Life

If awarded the contract, equipment is ordered directly from the manufacturer to ensure brand new latest design. CSC will coordinate installation with removal, so that there will not be a break in laundry service.



If awarded the contract, are you willing to work with Radford University to identify optimal locations for laundry equipment. Equipment will only be placed and/or changed as mutually negotiated.

CSC will work with Radford to identify optimal locations for laundry equipment. CSC understands that enrollment can be a moving target. We stand ready to discuss removal and additions of equipment where/when necessary, with implementation to immediately follow. CSC can also provide expertise in student to washer ratio along with infrastructure and design needs.



Wash-Dry-Fold

A Fully Automated Peer-to-Peer Laundry Ecosystem where laundry is washed, dried and folded with care.



Wash-Dry-Fold Laundry Service

It all starts with inherent capacities of existing laundry equipment and 24/7 service and support. We then add a state-of-the-art app, secure smart lockers, and free custom laundry bags.

Growth in Revenue. Schools earn on average 10% of the revenue we generate on campus.

Increase Student Satisfaction by delivering the ultimate in convenience and service - students having their laundry done for them in a short amount of time at an affordable price point.



A Peer-to-Peer Model

Wash-Dry-Fold **freed up valuable time** for some students **while providing well paying, flexible job opportunities** for others.

Student processors work and earn when they can, based on their schedule and it's all automated through the app.

In addition to WDF laundry service, the Processors help walk the laundry rooms on campus, place service requests for machines that need our attention, and wipe down machines, this ensures:

- Students experience better service

- Machines are reported quickly

- Laundry rooms are cleaner



Wash-Dry-Fold Benefits

It's **risk free.**

We utilize patented smart lockers featuring independent secure Wi-Fi connections (so campus wireless resources aren't disrupted) to serve as the transfer point between Student Processors and Student Customers.

Same day turn around time: We guarantee students laundry will be done within 24 hours.

Unbeatable laundry prices for students.

Multi-use lockers can easily be enabled for package delivery. They are secure, modular, and are easy to install (and remove).

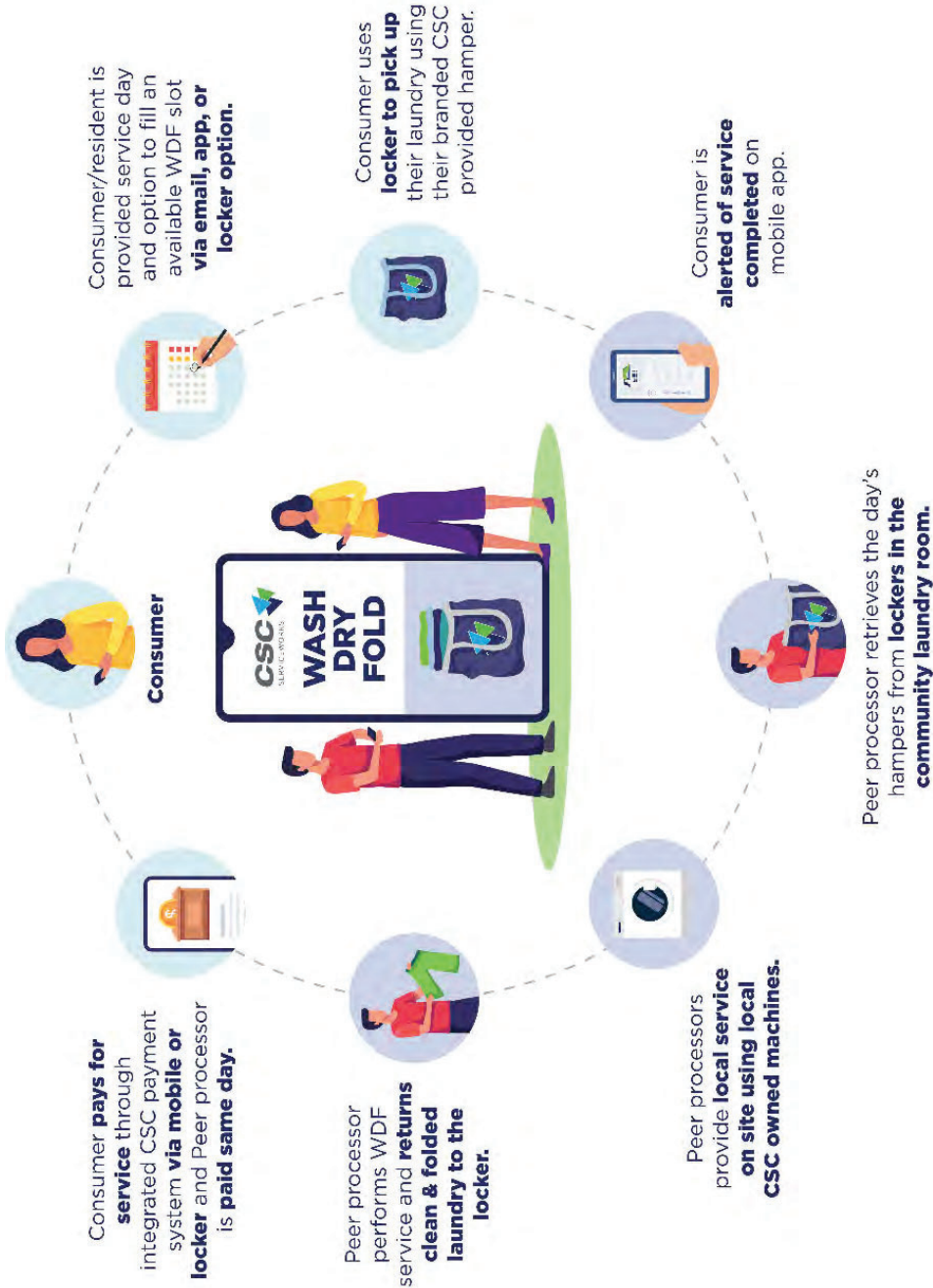
Customizable lockers with durable vinyl wraps.



Radford University's Projected Impact

- ✔ **700** washes per week
- ✔ **23,000** washes per academic year
- ✔ **\$5** per bag rate is paid to student laundry team members (average student processes 3 bags/hour)
- ✔ **\$115,000** in student laundry team member stimulus per year
- ✔ **3 to 5** students selectively chosen to lead CSC's campus operations team
- ✔ **\$15 to \$18** hourly compensation range for an average 15 hours per week
- ✔ **\$8,000** average academic year earnings per campus operations team member
- ✔ **\$32,000** additional stimulus for campus student management team leader

How Wash-Dry-Fold Works





Provide more details on how 'The laundry Chute' service works, mentioned on page 30. Discuss recruitment, training, funding, and management for this service. Detail the installation process for the "smart lockers" and software integration.

As you can see from the previous slides, this is a risk-free program as CSC handles all recruitment, training, funding and management.

Installation is a simple one-day process conducted by our local branch trained and insured maintenance service team. Once we mutually agree on a site (or sites) for the lockers, the installation of a locker bank takes less than 3 hours. Our lockers are modular, so they can be as large or small as we see fit. Our largest locker bank (of 32 lockers) takes up no more than 10 feet of wall space, and spans only 2 feet in depth. The TLC team will work with Radford's housing and facilities team to determine the best location(s) and modular configurations. The TLC lockers arrive on site "plug and play ready", with full quality control testing conducted off-site at our warehouse, so that each locker is ready for a quick and seamless installation by our service team. All we need from Radford is a standard wall outlet. Proposed installation date would occur during the summer term, prior to student arrivals for the fall term of 2022.



CSC Digital Laundry

Provide your students with a modern, easy-to-use laundry experience that results in improved service quality and higher levels of student satisfaction.

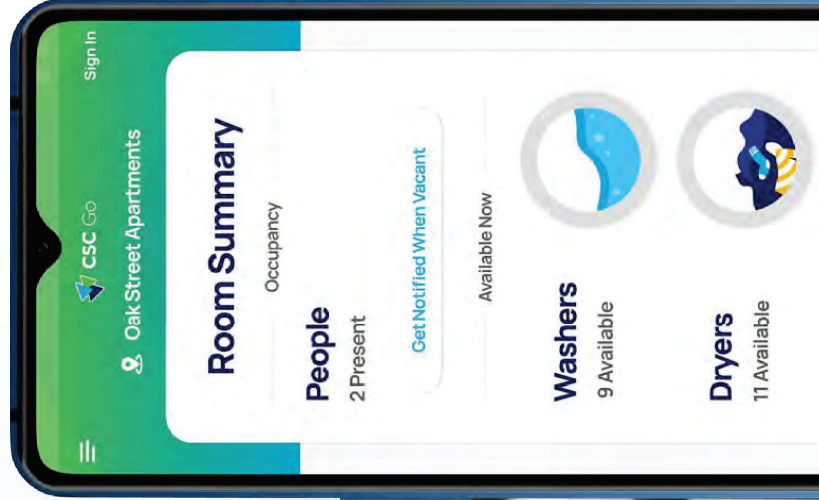


CSC Digital Laundry

Wireless Installation
Monitoring of Laundry Room and
Machine Status
Alerts of Completed Cycles
Request Service Tab
Detailed Reporting and Analytics
Equipment Error Code Monitoring
otifications

**Over 110,000+ machines currently
connected including University of
California at Davis and University
of Maryland – College Park.**





Student demands have changed and are no longer just about convenience

Resident students want to know when laundry rooms are less crowded.

CSC is using advanced technologies to deliver safer and smarter laundry room experiences that extend beyond the laundry room.

Letting consumers know when machines are available, laundry cycles are complete and more.

Putting the latest technologies to work in the room

Students can **use the full featured app** to view machine status, receive alerts, request service and more.

If students **don't want to download an app**, they can simply walk up to a machine, select cycle, and start.

AI optical data collection ties with room and machine data to help estimate traffic patterns and machine status.

CSC O monitors the room and machines and sends notifications to our service team if any machines are showing fault codes, and if a machine or room not communicating



CSC GO App

With the CSC GO app, students can:

1. **Start** a machine with or without the CSC GO app.
2. **Check** laundry status through real-time machine availability
3. **Request** service directly through the app
4. **Receive** alerts when a laundry cycle is complete
5. **Track** laundry usage



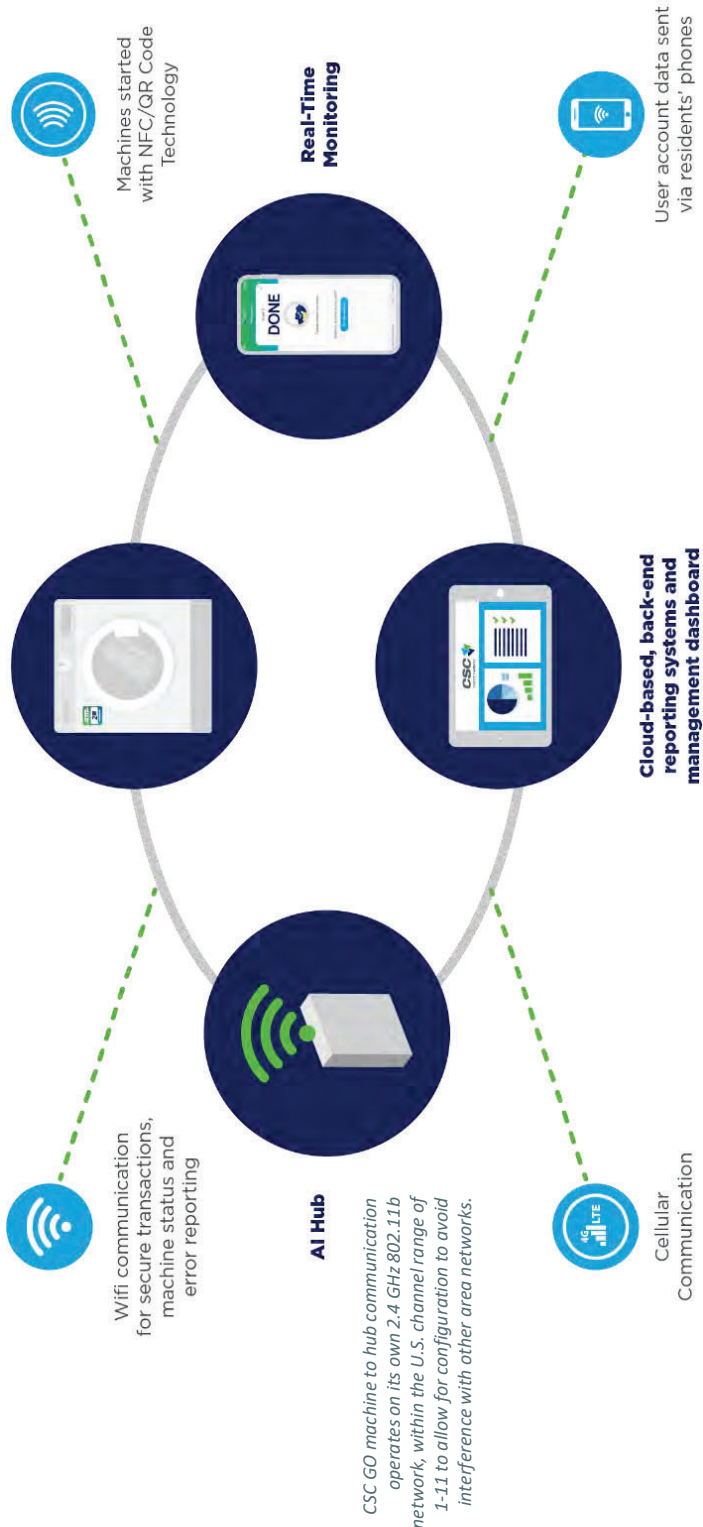


Please discuss accessibility standards, training, tools, and ADA guidelines that ensure students with disabilities have the same opportunities to access the technology and app to operate laundry machines.

CSC serves many clients especially universities that seek a high level of compliance and compatibility with accessibility standards and assistive technologies across the various touchpoints involved in the consumer use of a digital laundry room. Means of ensuring compliance vary, but often require (as we have prepared and shared) the completion of a detailed, but voluntary product accessibility document (typically prepared by an independent party) assessing and stating current levels of performance. Occasionally, some customers have brought student representatives into the process of evaluating compliance, and in some cases, the CSC Product Development team has worked with them to capture feedback for further consideration and potential inclusion in the CSC development roadmap. Further, the physical laundry machines manufactured by OEMs such as Alliance/Speed uen or Maytag, are manufactured to compliance with physical ADA requirements and have been for decades. CSC and our clients benefit from the compliance with ADA requirements of the OEMs.

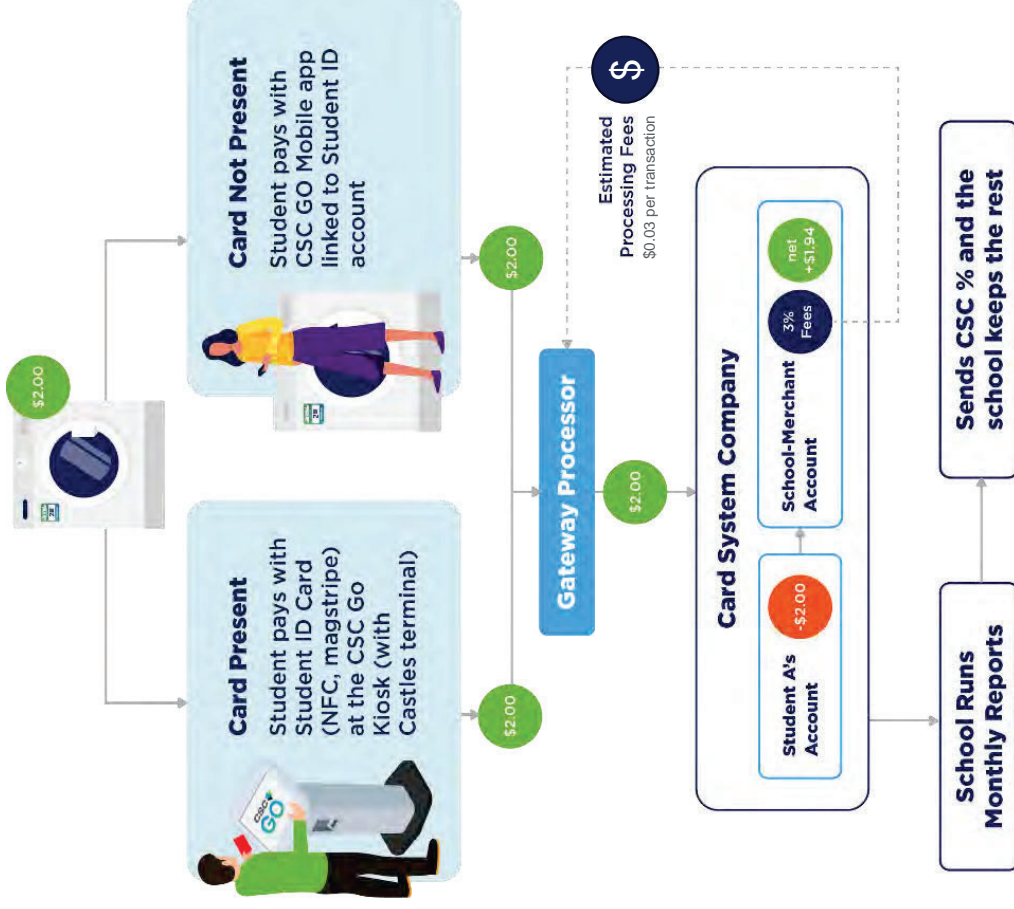
How the Connected System Works

We use a highly advanced, but easy-to-use set of devices and technologies, all tied together through a common back-end, providing a seamless, convenient laundry experience for your students, while giving you up-to-date information about your laundry room performance.



CSC GO is integrating with Radford's Card System

CSC GO technology in all central laundry rooms, embedding student digital ID through payment app with CBord through Apriva or other gateway service (by using the app, we are offering a total laundry experience for the resident student)



CSC Digital Insights

Transparent Reporting Feature

24/7 access to cycles, financial, and service reports

gross revenue by timeline, location, room, machine and payment type

Cycle data by timeline, location, room, and machine

Service metrics (calls per machine, days to close, issue tracking)

Visual machine status by room

All usage data is reported by type, machine, student, and laundry room in the CSC Premium Dashboard.

[Demo Client Portal](#)





Does CSC SERVICEWORKS agree to provide monthly invoices with payment due thirty (30) days after receipt of invoices or goods/services, whichever is later for billable goods/services to Radford University. These costs, if applicable, shall be inclusive of eVA fees.

CSC does agree to provide monthly invoices with payment due thirty (30) days after receipt



Marketing & Training



It's not about a machine, it's about the student laundry experience

We deploy information in various formats and on a variety of platforms to connect with your students, such as:

[Virtual Training Sessions](#) with Daryl

Caldwell

Social Media Posts

Laundry Room Signage

Marketing Materials

Short Videos:

[How to wash Front-Load Video](#)

[How to wash Top-Load Video](#)



Laundry Room Signage

<https://www.cscswacademic.com/campus-resources/>



Financial Overview

TERM OF THE AGREEMENT

10 years

VEND PRICE

\$1.75/wash\$1.50/dry

OPTION 1 COMMISSION

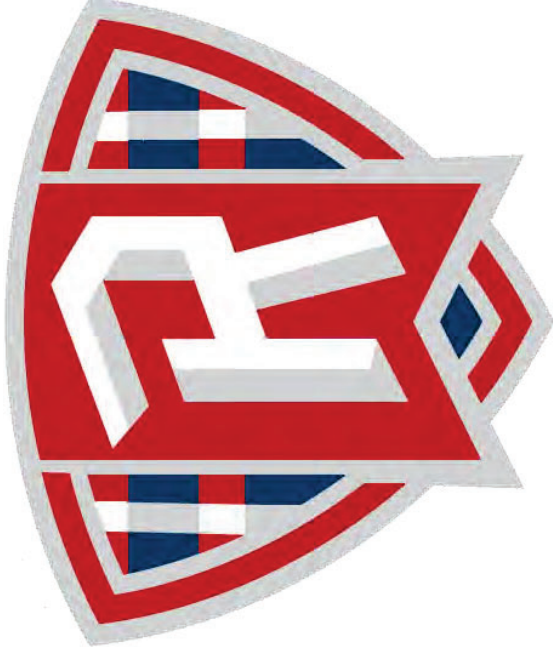
CSC will pay 60% of gross revenue to Radford University

OPTION 2 COMMISSION

CSC will pay 58% of gross revenue to Radford University

PLUS

\$10,000.00 renovation fund



Services Include

All, brand-new Speed Queen front load washers and dryers

CSC's technology in all central laundry rooms, embedding student digital ID through payment app with CBord through Apriva or other gateway service (by using the app, we are offering a total laundry experience for the resident student)

In apartments, we will continue to use the CSC Pay app system that students have become accustomed to

Mike/CSC will continue to be on campus each day and repair issues within a 24 hour period, and most of the time within the hour; maintaining cleanliness of washers and dryers is just part of what we do

CSC will contribute \$1,100 annually to carbonfund.org to offset Radford carbon footprint

Installation and service for all laundry equipment

Annual preventive maintenance performed on all equipment

Annual dryer vent cleaning

Reporting System: Provides 24/7 access to service history

Laundry room instructional signage in each laundry room



Are there any additional financial or value-added incentives you would like to offer at this time?

CSC would like to offer the following:

- Air Machines: 1 to 2 machines to be placed on campus for “free” air for students to use for car or bicycle tires. Value of \$3,000 minimum annually (based upon State DAR).
- Wash-Dry-Fold Service:
 - One free wash for each student with Wash-Dry-Fold. Value of a minimum \$36,600.00 (2, 28 students at \$12.50 per load)
 - Additional income for students with WDF, as we will hire at least 3-4 upperclassmen as Campus Operations Team members at \$15-\$18 per hour and Student Laundry Team Members earn 50% of our wash price per bag. More than an average internship.
 - CSC can also provide revenue share with Wash-Dry-Fold.
- CSC o technology providing a new student experience in the laundry room plus new cycle data for the school administration.
- CSC will provide Radford with t-shirts, detergent, and other giveaways during RA training sessions as well as at move in. Value of over \$500 annually.
- If Radford has apartments with washer/dryer in the unit, CSC can buy those existing units to be leased back at a discounted rate. Taking over service and replacement as needed.
- Ongoing online marketing and social media presence including our annual Photo Contest paying out \$500, \$250 and \$250 to winners.
- Student internships allow students to come work with us at any CSC branch across the U.S. valued at approximately \$20,000 over the agreement term.
- Continue to provide folding tables where space permits.
- CSC will offer Radford University a \$10,000 fund for laundry room enhancements.

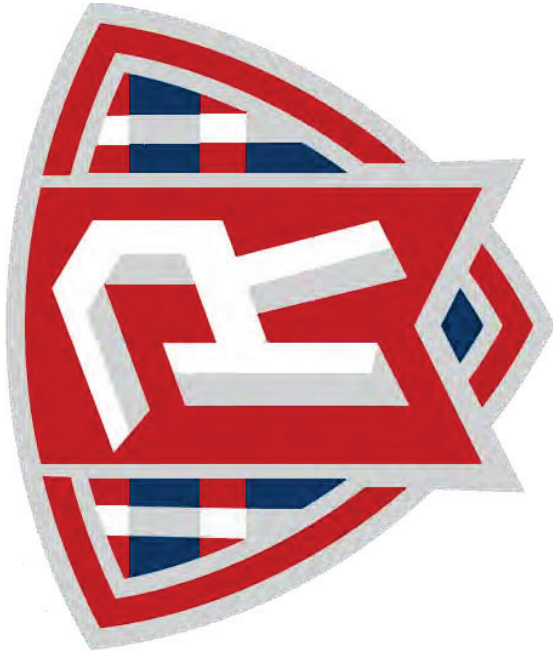


Does CSC SERVICEWORKS have a free laundry solution? If yes, provide a scope and financial structure to support the proposed solution.

CSC can offer a free laundry solution for students. We offer this in many other higher education campuses. If this is chosen, CSC will set machines to operate free to students at the machine. We can also offer governed laundry, where there is a certain number of loads or dollar amount given to students per week/month or semester. Depending upon how this is set up, CSC would charge Radford University ~~\$30.00~~ \$2 .25 per machine per month. At \$2 .25 per machine per month, this is approximately ~~\$1-.30~~ \$18.82 per student per semester. Radford University could then charge students a per semester fee, most schools are charging at a minimum \$50 per student per semester.

Our Commitment to Radford University

Student friendly equipment, services technology
Exciting student marketing and training
Local, dedicated service personnel
Cutting-edge, modern technology
Large investment in the student-housing industry
Commitment to a sustainability and the local community
The best possible student-laundry experience



THANK YOU.



| It Works for You.

2022 US CIO 100 winners: Celebrating IT innovation and leadership

The CIO 100 celebrates 100 IT organizations for driving digital business growth through technology innovation. Honorees will be recognized at the annual CIO 100 Symposium & Awards Ceremony in August.



The voice of IT leadership

Chief Information Officer - Digital Magazine

The US CIO 100 awards, now in its 35th year, recognizes 100 organizations for their achievements in technology innovation. The award is an acknowledged mark of enterprise excellence.

This year's winning projects, chosen by a team of external judges (many of them former CIOs), exemplify what it means to deliver business value through the innovative use of technology, creating competitive advantage in their organizations, improving business processes, enabling growth and improving relationships with customers.

CSC ServiceWorks