

Caldwell & Gregory

QUALITY • INTEGRITY • SERVICE



**WILLIAM
& MARY**

RFP Number: WM20-2303

Description: Residential Laundry Services

Proposal Due Date: March 5, 2020



COMMERCIAL LAUNDRY PROFESSIONALS

Dear Selection Committee,

On behalf of the entire team at C&G, thank you for the opportunity to submit this proposal to continue our successful partnership. We have been providing laundry services at William & Mary since 1990. In fact, your account was one of our first! **In our business, promises are promises, but performance is reality!** As such, we don't take our partnership for granted, rather we are laser-focused on providing a great customer experience for you and your residents each and every day.

Accomplishing the objectives that were set at the start of our relationship have become a solid foundation on which to keep building, and we are offering W&M new equipment and technology options that will keep your campus ahead of the curve in comparison to peer institutions. Caldwell & Gregory will continue this effort moving forward by...

- continuing to provide the best commercial washers and dryers available on the market. We are confident that this is Speed Queen.
- working hand in hand with the Tribe Card Office to ensure that your CBORD system is always working properly in the laundry rooms.
- always providing William & Mary with the most up to date information on changes in the college and university laundry industry such as new technology, payment options, etc.
- reinvesting in your laundry room decor so that they enhance your buildings and are a pleasant, efficient benefit of living on campus.
- continuing to provide superior service technicians in Duncan Thompson and Tom Collins, who have always ensured that your rooms were walked no less than weekly and that any issues were fixed immediately.
- producing happy residents, parents and W&M staff while generating a strong financial return for the University!

We appreciate your consideration of our recommendations and welcome your thorough evaluation. I personally look forward to answering any questions you have about our proposal or providing any additional information you might need.

Our entire company stands ready to get started on implementing the new and exciting laundry changes at W&M and guarantee that our performance not only meets but exceeds your expectations.... always!

Best Regards,

A handwritten signature in blue ink that reads 'Kristan G. Wun'.

Kristan G. Wun
Senior Account Executive
804-678-8222 (cell/direct)

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COMPANY OVERVIEW

KUDOS

“The improvements have been dramatic. Outcomes Have been reflective in improved student satisfaction. We are encouraged by Caldwell & Gregory’s commitment to Clemson University.”

~ Randy Rice, *Clemson University*

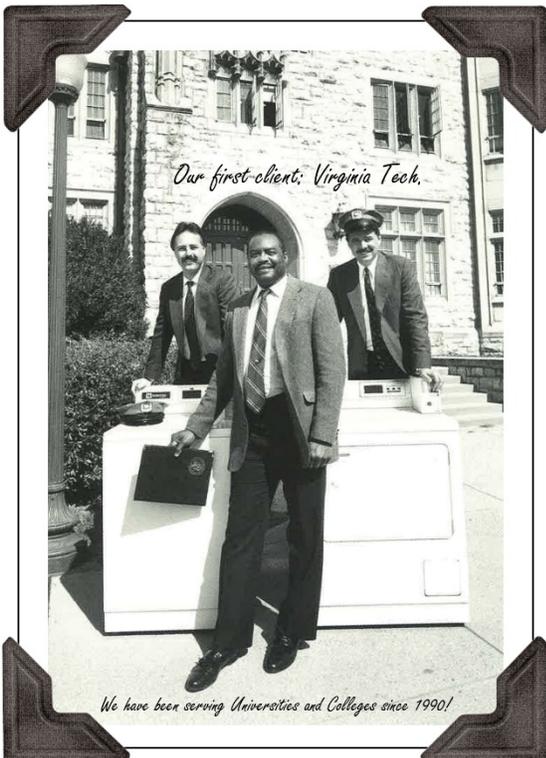


OUR HISTORY

Caldwell & Gregory offers comprehensive campus laundry services that go beyond your expectations.

Founded in 1990 as an alternative to the national apartment-focused laundry companies, Caldwell & Gregory's mission was to provide colleges and universities with exceptional laundry programs, maximizing student satisfaction and value. Our philosophy was to meet or exceed the expectations of our clients, believing our success would follow. Our focus was not to be the least expensive, as the "low bidder" approach was already failing schools and their students. We chose to invest in aspects guaranteeing an exceptional experience and providing the greatest value. By maintaining this mission, Caldwell & Gregory has become **the most trusted name in the industry**.

Pictured: Founders John Gregory & Don Caldwell with customer Don Williams at Virginia Tech University





Caldwell & Gregory Who we are today.

OUR STORY

What differentiates one laundry program provider from another? At Caldwell & Gregory, the difference begins with our corporate structure and business philosophy. We are who we say we are. Caldwell & Gregory is not a campus division of a national laundry corporation. Our focus remains on maximizing student satisfaction and offering the greatest value.

We grow our business one client at a time, a deliberate choice allowing us to create a first-class, custom laundry program for each of our client partners.

- Serving since 1990
- Privately owned Limited Liability Company
- 260+ campus partners
- Currently operating in 25 states and the District of Columbia
- Each technician has a specially equipped van serving as a regional operating center
- Technology such as tablets, a real time online service dispatch system, and daily delivery of parts means we have all the resources on your campus daily



OUR VALUES

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



Students are our top priority.



Our focus is service first.

We keep our promises.



We build reliable relationships.



Caldwell & Gregory
CORE VALUES

ASSOCIATION INVOLVEMENT

Caldwell & Gregory knows that involvement in organizations who support Housing and Auxiliary Services professionals improves our service to you and your students.



Through the years, Caldwell & Gregory's incomparable service has been recognized and awarded.

NACAS Outstanding Business Partner of the Year.

MACUHO Vendor of the Year (2001 & 2017)

*NACAS Regional Mentor Award – East Region
(Kristan Wun)*

ACHUO-I Foundation of Excellence Honoree

University of Delaware Distinguished Partner Award

University of Virginia Superior Customer Service Award

STATES WE SERVE

ALABAMA
ARKANSAS
DELAWARE
FLORIDA
GEORGIA
ILLINOIS
INDIANA

IOWA
KENTUCKY
LOUISIANA
MARYLAND
MISSISSIPPI
MISSOURI
NEW JERSEY

NEW MEXICO
NEW YORK
NORTH CAROLINA
OHIO
OKLAHOMA
PENNSYLVANIA
SOUTH CAROLINA

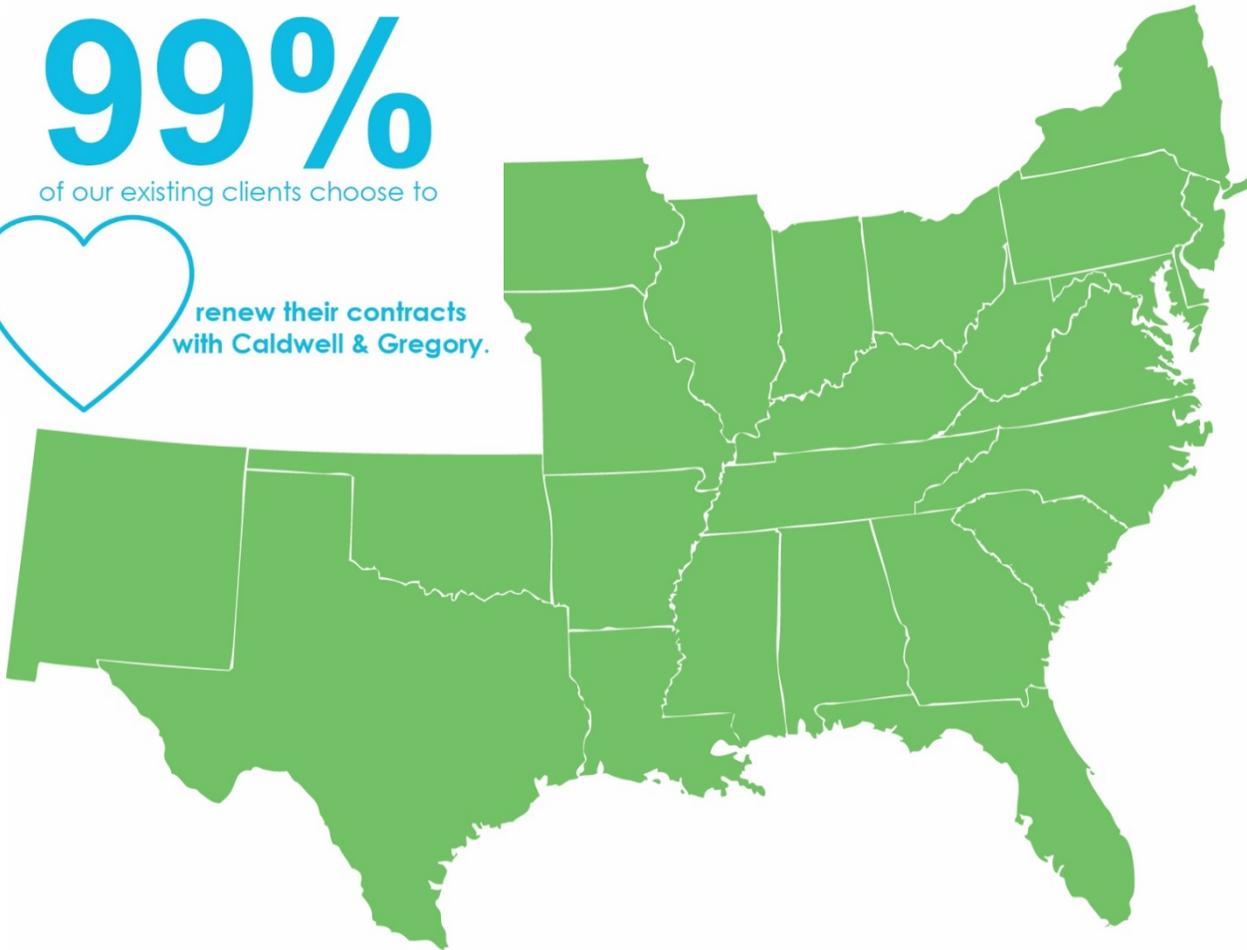
TENNESSEE
TEXAS
VIRGINIA
WASHINGTON DC
WEST VIRGINIA

99%

of our existing clients choose to



renew their contracts
with Caldwell & Gregory.





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ACCOUNT MANAGEMENT

KUDOS

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

~ Chris Hurley, *Pennsylvania State University*

YOUR TEAM

Our team members are passionate about laundry and serving your students. Kristan, Tom, and Duncan have been your consistent day-to-day laundry team for many years.



Kristan Wun *Senior Account Executive*
(P) 804.678.8222 (F) 804.784.7418
kristang@caldwellandgregory.com

Kristan is the account manager for our colleges and universities in Western Tennessee, Maryland, Pennsylvania, Virginia, Washington DC, and West Virginia and has been the Account Manager for William & Mary since 2002. She also oversees all our training and education programs, including our annual RA training program, Laundrypalooza! Kristan is involved in many of our higher education associations and has presented programs at the NACAS (National Association for College Auxiliary Service) national conference, as well as serving on multiple national and regional committees for NACAS. Kristan was awarded the 2017 C&G John Gregory Founders Award, the highest honor given at C&G.

Kristan joined C&G in 2002 after a career in the college and university bookstore business. She is a graduate of the University of Maryland, lives in Richmond, VA with her husband Gary, and enjoys spending her free time traveling and documenting her adventures.



Duncan Thompson *Primary Service Technician*
(P) 800.927.9274
dthompson@caldwellandgregory.com

Duncan will continue to oversee all aspects of daily account service on your campus, including routine repairs to washers and dryers. He will also be responsible for ongoing preventive maintenance of the machines as well as inspection and cleaning of the dryer ventilation systems. His objective is to make sure “his” washers and dryers work at peak performance and that your students are never inconvenienced with out-of-order machines. Like all Caldwell & Gregory service technicians, Duncan is not only good at fixing machines, he understands the value and importance of good communication. As your Primary Service Technician, he will become a trusted member of your campus community and make your students’ satisfaction his #1 priority.

Duncan joined C&G in 2013 and has more than ten years of experience fixing laundry equipment. He is a Speed Queen Alliance Laundry Systems University Certified Technician and participates in ongoing online training for our service techs. He is always dressed professionally and will interact properly with your residents. He was a 2016 nominee for the Caldwell & Gregory Proven Performer Award. Duncan lives in Richmond and in his free time loves working on cars, fishing, and spending time with his grandchildren.

YOUR TEAM



Tom Collins *Regional Service Manager*
(P) 800.927.9274
tcollins@caldwellandgregory.com

Tom has 27 years of laundry service experience with Caldwell & Gregory and has served W&M as your campus since day one! He provides on-going service technician training and performance reviews. He coordinates installations, preventive maintenance programs, and provides technical assistance and supplemental service as needed. Tom is an expert in all models of Speed Queen and Maytag machines and all major card systems including online monitoring.

Tom is Speed Queen ALSU Tier 3 Certified and Maytag Red Carpet Service certified.

Tom is a devoted husband, father, and grandfather as well as an exceptional leader. When not immersed in laundry equipment, Tom enjoys spending time with his family and church activities. Tom loves spending time in the garden and enjoys reading.



Bob Dinnie *President*
(P) 804.784.7427
rdinnie@caldwellandgregory.com

As President, Bob is responsible for the overall supervision for all company operations and account management. He provides a supervisory role over the entire sales process. Bob personally visits campuses and key personnel. He started in the laundry service business in 1985 and joined Caldwell & Gregory in 1993. He became Sales Manager in 2007, COO in 2009, and President in 2013.

Bob lives in Richmond, VA with his wife Debbie, and has two children, a daughter who is a teacher and a son who is in sales with Caldwell & Gregory. He enjoys coaching hockey, teaching Sunday School, and golfing.



Robert Booth *Director of Operations*
(P) 804.484.4420
rbooth@caldwellandgregory.com

Bob started in the laundry service business in 1982 and oversees all operations, including service, installations and collections. He coordinates with facilities management on upgrades and improvements. He also consults with facility architects and builders regarding new build/remodel technical requirements. He is the newest member of our team but has worked in the industry for 30 plus years.

Bob is a transplanted Ohio native and he and his wife Andrea have three children and three grandchildren. He enjoys Olympic lifting, kick boxing, entertaining friends, and fishing.

YOUR TEAM



Andrew Sims *Chief Financial Officer*
(P) 800.927.7405
asims@caldwellandgregory.com

Andy is responsible for all the financial activities of Caldwell & Gregory. He manages the finance and accounting operations that impact client accounts. He directs financial planning, forecasting and analysis, and ensures that information systems are designed to support management. Andy joined Caldwell & Gregory in 2018 with comprehensive and extensive financial, accounting and audit experience. Prior to joining Caldwell & Gregory, he served as Chief Financial Officer of C.W. Wright Construction Company, Vice President & Controller for Lumber Liquidators Inc., and Audit Manager for Ernst & Young LLP.

Andy has a B.S. in Accounting from Le Moyne College, Syracuse, NY and is married with two children.



DJ Ashlock *Outside Technology Manager*
(P) 800.927.9274
djashlock@caldwellandgregory.com

DJ is new to C&G and has become one of our most versatile and valuable employees in a fairly short period of time. His primary task is to oversee the Speed Queen Insights program and work directly with key IT staff from schools that utilize the Insights technology. DJ will be on your campus when we install the Speed Queen system and will be on call to deal with any concerns.

DJ is an extremely talented individual with a tremendous level of energy. DJ has an avid passion for Volleyball and plays weekly at a local club.



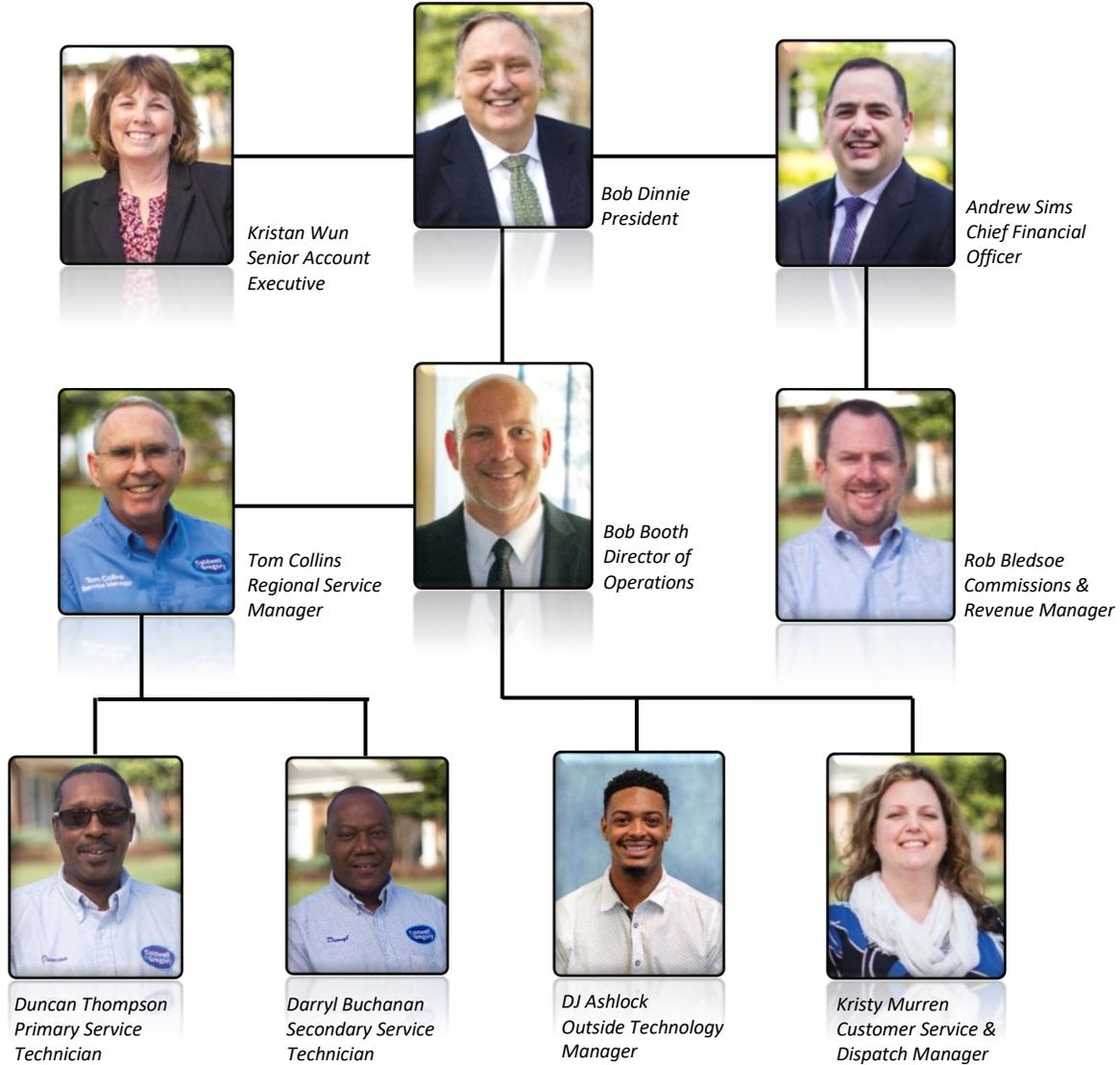
Cathy Chambers *Director of Human Resources*
(P) 804.499.8403
cchambers@caldwellandgregory.com

Cathy serves as Director of Human Resources bringing over 25 years of HR experience to the team. Prior to joining Caldwell & Gregory, Cathy has two decades of HR experience in the multi-family housing industry. Her areas of expertise include policy and procedure development, performance management, employee relations and benefit administration.

Cathy earned a B.S. in Business from Mars Hill University. She and her family reside in South Carolina.

OUR ORGANIZATION

The organizational structure of Caldwell & Gregory is crucial to our success. The best staff, products and services allow us to capitalize on our strengths toward a successful and profitable partnership. Accessibility is the key to customer satisfaction. Your service tech, the president, and anyone on the team is here to serve you, the customer.





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EQUIPMENT

KUDOS

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

~ Ken Boyer, *Mercer University*

GREAT SERVICE STARTS WITH THE RIGHT MACHINE

NO GUTS, NO GLORY

With Speed Queen, you get the finest commercial laundry products on the market. You get state-of-the-art laundry technology, including multiple payment platforms, accurate monitoring, and automatic service reporting. Durable, American made machines are built to last, easily handling 15,000+ cycles. Paired with C&G's outstanding service and preventive maintenance program, Speed Queen washers and dryers are the best machines for your campus.

EASY CYCLE SELECTION

allows students to choose hot, warm or cold water, and has 27 different cycle combinations to maximize fabric care.

SUPERB WASHING RESULTS

come from the curved, four-vane agitator that delivers a 210° agitation stroke, the longest in the industry.

DURABLE STAINLESS-STEEL WASH TUB STANDARD won't corrode, chip, crack or put in normal use.

RELIABLE PERFORMANCE the heavy-duty, tub-mounted, two-speed motor provides high 710RPM spin speeds for years to come.

RESISTS MOLD AND MILDEW with a porcelain coated steel outer drain tub.



EASY-TO-READ DIGITAL DISPLAY

makes programming the machine a breeze and is easy to use, displaying vend price, cycle time and cycle status.

IMPROVED PERFORMANCE

with the automatic balance system (ABS) which allows lateral motion of the washer module.

LESS MAINTENANCE AND WEAR the ever-smooth transmission is all metal and has only six moving parts.

COMMERCIAL GRADE porcelain enamel top and lid for optimum durability.

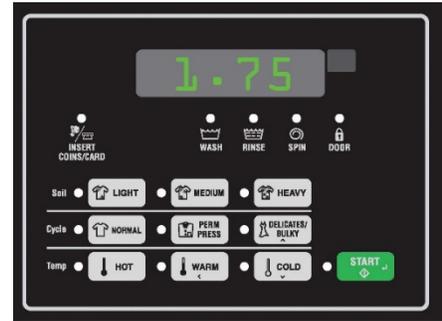
LONG-LASTING DURABILITY the galvanized steel base, cabinet, front panel and meter case are pre-coated and corrosion resistant.



WASHERS

BENEFITS OF SPEED QUEEN QUANTUM FRONT LOAD WASHERS

- Will accept both coin and Tribe Card (CBORD via gang reader)
- Optional: Insights technology offers multiple payment options, real-time monitoring and automatic service reporting features.
- Energy Star compliant
- Commercial design is far superior to other models.
- More reliable and durable than other brands.
- 27 cycle options offer users maximum flexibility.
- Front load, front control washers meet ADA guidelines.



SUGGESTED VEND PRICE: \$1.75 per wash cycle. Time varies depending on cycle chosen.

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ALTERNATE WASHER OPTION

One of the benefits of partnering with Caldwell & Gregory is that we always keep the University up to date on new products, technology, and trends in the industry. Recently, we have had quite a few colleges/universities “go back” to providing top load washers instead of front load models.

FOR YOUR CONSIDERATION: SPEED QUEEN QUANTUM ENERGY-SAVING TOP LOAD WASHERS

For years universities have specified front load washers, primarily for one reason: they use less than half the water of top load models. Unfortunately, to save water, it was necessary to accept several problems inherent with front loaders:

- They require High-Efficiency (HE) detergent and are subject to over-sudsing.
- Front load washer doors lock and cannot be opened during the cycle, frustrating users.
- Front load models are prone to mildew issues including unpleasant odors on clothing.
- Students are not familiar with how to use them correctly!

While frustrating users was not optimal, it was the price to be paid for energy efficiency. Speed Queen’s Peak Performance High-Efficiency top load washers change the dynamic in programs like yours, combining energy efficiency with a much-improved user experience.

Regardless of which machine you choose, all laundry rooms will contain 1 ADA-compliant Front Control Front Load Washer.

High Efficiency top load washers perform well with **any detergent.**

These models continue to be more dependable and fail 40% less often than front loaders.

Top loaders are significantly more cost-effective as well.

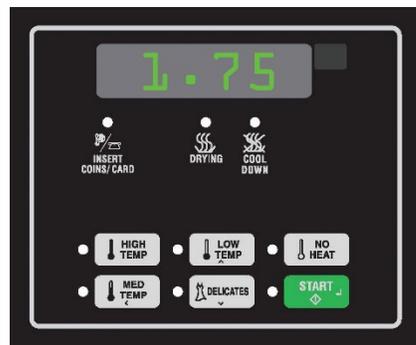
For these reasons we are proposing both a front load washer plan and a top load washer plan so you can decide what will work best for you.

High Efficiency top load washers now use only 18.6 gallons of water per cycle compared to 32 gallons previously.

DRYERS

BENEFITS OF SPEED QUEEN QUANTUM DRYERS

- Will accept both coin and Tribe Card (CBORD via gang reader)
- Optional: Insights technology offers multiple payment options, real-time monitoring and automatic service reporting features.
- Most energy efficient dryers available, based on DOE standards.
- Improved blower technology means clothes dry in one cycle.
- Increased drum capacity will accommodate a queen-size comforter.
- 5 cycle options offer users maximum flexibility.
- Front control single and stack dryers meet ADA guidelines.



SUGGESTED VEND PRICE: \$1.75 for a full dry cycle (50 minutes)

EQUIPMENT BY BUILDING

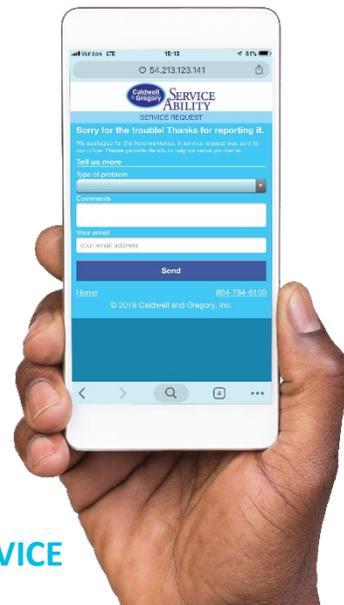
BUILDING	# of rooms	TL or FL Washer	Washer/Dryer Stack	Single Dryer	Stack Dryers	CBORD Reader	Folding Table
Barrett Hall	3	1	6	1		3	2
Dinwiddie	2	2		2		2	
Fauquier	3	3		3		3	
Gooch	3	3		3		3	
Nicholson	3	3		3		3	
Spotswood	3	3		3		3	
Brown Hall	1	2			1	1	1
Bryan Hall	2	10			7	2	
House 10- DST	1	1		1		1	
Chandler	2	5		2	2	2	
DuPont	2	6			4	2	2
Fraternity 670	1	2		2		1	
Grad 300	1	6		6		1	
Griffin	5	5		5		5	
Eagle	4	4		4		4	
Lion	3	3		3		3	
Hunt	1	2		2		1	
Jamestown	2	10		2	4	2	2
Jefferson	1	5		5		1	
Landrum	1	6			3	1	1
House 12	1	1		1		1	
Monroe	1	3		3		1	
Old Dominion	1	3		3		1	
One Tribe Place	1	12			7	2	1
Reves	2	2		2		2	
Richmond	2	7		7		2	1
Taliaferro	1	3			2	1	1
Tazewell	1	6		4		1	1
Tribe Square	2	4		4		2	
Yates	1	8			5	2	
TOTAL	57	131	6W/6D	71	35 = 70*	59	12

- C&G will install new Speed Queen Washers and Dryers as listed in Attachment J and will meet or exceed all requirements in **Section B: Equipment, Utilities, and Space Use in the Statement of Needs**. We will continue to work with W&M on any future equipment needs.
- **ADA Units:** All rooms will have one ADA compliant Front Control Front Load Washer and matching Dryer (Single Front Control Dryer or Bottom pocket of Stack Dryer).
- *Stack Dryers have 2 drying pockets. 35 units = 70 dryers.

LAUNDRY INSTRUCTION

College is full of new experiences and doing laundry is part of it! Many students come to school never having used a washer and dryer before. We make doing laundry easy for residents by providing various active and passive instructional opportunities.

- Engaging and informative laundry room signage with instruction on how to use the machines as well as how to contact us with any service issues.
- Students can call, email, or scan a QR Code located on each machine to quickly report service issues.
- In our Education & Training section, we outline our active instructional program: Laundrypalooza RA Training.



SCAN FOR SERVICE

Caldwell & Gregory's ServiceAbility allows for immediate service reporting via QR codes on every machine.



B.4.b: Capabilities & Skills

The Offeror's capabilities and skills to perform the services stated in the proposal including references. List current accounts on the Contractor Data Sheet and lost account Contractor Data Sheet (Attachment B). If the University is listed as a reference, then the Offeror's past performance for any and all University contracts may be used to evaluate the Offeror's capabilities and skills, as well as to determine subsequent award of contract.

REFERENCES

KUDOS

“Overall our laundry program has improved dramatically with Caldwell & Gregory and I would proactively recommend them to any university seeking a high-quality laundry company. Please feel free to have any such schools contact me directly.”

~ Thomas D. Martin, *Texas A&M - Kingsville*

PROVEN PERFORMANCE

PEER INSTITUTIONS CURRENTLY SERVED BY C&G

No other company serves more Colleges and Universities in the Commonwealth of Virginia than C&G! Most importantly, we continue to renew our business when our contracts expire. **Why? Because our proposal promises are not just promises, they are reality!**



Perhaps the most meaningful portion of a company’s proposal is the reference section. We believe you will find a strong consistent message when you contact Caldwell & Gregory customers. At some point they decide to trust their laundry operation to us, and they are happy to share their experience. Even though we have served W&M for many years, we encourage you to contact as many of our references as possible, and when you do, ask them this question...

What makes Caldwell & Gregory the best choice?

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REFERENCES BY STATE

VIRGINIA

School	State	Contact	Position	Phone	Email
Averett University	VA	Lee Wilkerson	Dir of Residence Life	434-791-2740	lwilkerson@averett.edu
Bluefield College	VA	Kelley St. Clair	Director of Finance & Administration	276-326-4590	kstclair@bluefield.edu
Bridgewater College	VA	Suzanne Mullins	Director of Res Life	540-515-3794	smullins2@bridgewater.edu
Chatham Hall	VA	Friso Kuiper	Business Office	434-432-5530	fkuiper@chathamhall.org
Christopher Newport University	VA	Tracy Leota	Director of Captains Card	757-594-8834	tleota@cnu.edu
College of William & Mary	VA	Maggie Evans	AVP of Student Affairs	757-221-3178	mbevans@wm.edu
Eastern Mennonite University	VA	Cheryl Montgomery	Director of Auxiliary Services	540-432-4662	cheryl.montgomeryt@emu.edu
Emory & Henry College	VA	Ryan Bowyer	Dean of Students	276-944-6528	rbowyer@ehc.edu
George Mason University	VA	John Rogers	Assoc Director of Housing Operations	703-993-2720	jroger22@gmu.edu
Hampden-Sydney College	VA	Shirley Robertson	Business Operations Manager	434-223-6308	srobertson@hsc.edu
Hollins University	VA	Kerry Edmonds	Vice President of Business & Finance	540-362-6630	kedmonds@hollins.edu
James Madison University	VA	Holmes Browne	Facilities Operation Manager	540-568-3490	browneht@jmu.edu
Liberty University	VA	Dianne Hogan	Strategic Procurement Mgr	434-434-592-3629	dthogan@liberty.edu
Longwood University	VA	Crissy Sampier	Director of Lancer Card	434-395-2i52	sampiercm@longwood.edu
Mary Baldwin University	VA	Sylvia Fielding	Facilities Management	540-887-7209	sfielding@marybaldwin.edu
Marymount University	VA	Susan Boyd	AVP for Student Living	703-284-1609	sboyd@maymount.edu
Old Dominion University	VA	Terry Durkin	Housing Operations	757-683-4283	tdurkin@odu.edu
Randolph College	VA	Amanda Denny	Director of Residence Life	434-947-8291	adenny@randolphcollege.edu

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REFERENCES BY STATE

VIRGINIA CONTINUED

School	State	Contact	Position	Phone	Email
Randolph-Macon College	VA	Tom Dwyer	Director of Operations	804-752-3750	tdwyer@rmc.edu
Regent University	VA	Adam Williams	Asst VP for Student Life	757-352-4894	awilliams@regent.edu
Roanoke College	VA	Jimmy Whited	Dir of Residence Life & Housing	540-375-2308	whited@roanoke.edu
Shenandoah University	VA	Pam Burke	Director of Auxiliary Services	540-665-4925	psmulovi@su.edu
Southern Virginia University	VA	Tyson Cooper	Director of Housing	540-261-2716	tyson.cooper@svu.edu
St. Margaret's School	VA	Nancy Smith	Chief Financial Officer	804-443-3357	nsmith@sms.org
Sweet Briar College	VA	Rich Meyer	Associate Director Physical Plant	434-381-6290	rmeyer@sbc.edu
University of Lynchburg	VA	Kristen Cooper	Associate Dean of Students	434-544-8320	cooper.k@lynchburg.edu
University of Mary Washington	VA	Barbara Quann	Eagle One Card Center	540-654-1005	bquann@umw.edu
University of Richmond	VA	Jerry Clemmer	Dir of Business Development	804-289-8794	jclemmer@richmond.edu
University of Virginia	VA	Gay Perez	Exec Director of Housing & Res Life	434-243-3605	bgd2j@virginia.edu
University of Virginia's College at Wise	VA	Joe Kiser	Director of Purchasing	276-328-0143	jbk5b@uvawise.edu
Virginia Commonwealth University	VA	Kevin Baker	Assoc Director of Facilities/Event Svcs	804-828-7666	krbaker@vcu.edu
Virginia Military Institute	VA	Lee Clark	Asst Director of Auxiliary Services	540-464-7094	clarkhl@vmi.edu
Virginia State University	VA	Derrick Peterson	Director of Residence Life	804-524-5717	dpeterson@vsu.edu
Virginia Tech	VA	Don Williams	Executive Dir Virginia Tech Services	540-231-5991	dowilli3@vt.edu
Virginia Union University	VA	Gregory Lewis	Senior Vice President & CFO	804-257-5750	gelewis@vuu.edu
Virginia Wesleyan College	VA	David Stuebing	Director of Residence Life	757-455-8709	dstuebing@vwu.edu

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REFERENCES BY STATE

ALABAMA

School	State	Contact	Position	Phone	Email
Alabama School of Math & Science	AL	Robert Shoemaker	Operations Manager	251-331-0163	rshoemaker@asms.net
Alabama State University	AL	Nitra Avery	Director of Auxiliary Enterprises	334-229-4551	navery@alasu.edu
Auburn University at Montgomery	AL	Iyisha Hampton	Director of Housing	334-244-3296	ihampton@aum.edu
Birmingham-Southern College	AL	David Miller	Director of Residence Life	205-226-4723	wdmiller@bsc.edu
Coastal Alabama Community College	AL	Danielle Pitts	Associate Director of Housing	251-580-2121	danielle.pitts@coastalalabama.edu
University of Alabama at Birmingham	AL	Brad Goggins	Assistant Director Student Housing Facilities	205-996-0413	gogginsb@uab.edu
University of Alabama in Huntsville	AL	Elisabeth Johnson	Assistant Director of Housing Operations	256-824-6592	elisabeth.a.johnson@uah.edu
University of Montevallo	AL	John Denson	Director of Housing	205-665-6235	jdenson1@montevallo.edu

ARKANSAS

School	State	Contact	Position	Phone	Email
Arkansas State University - Beebe	AR	Zakery Tucker	Assistant Director of Student Life	501-882-4428	zatucker@asub.edu
Arkansas State University	AR	Clint Halcom	Director of Building Maintenance	870-680-4719	chalcom@astate.edu
Arkansas Tech University	AR	Delton Gordon	Associate Dean for Residence Life	479-968-0376	dgordon5@atu.edu
Central Baptist College	AR	Jerry Clifton	Physical Plant Director	501-426-0721	jclifton@cbc.edu
Harding University	AR	Chad Joice	Assistant Dean of Students	501-279-4441	cjoice@harding.edu
Henderson State University	AR	Nikki Laird	Director of Residence Life	870-230-5076	lairdn@hsu.edu
Hendrix College	AR	John Omolo	Director of Residence Life	501-450-1416	omolo@hendrix.edu
Lyon College	AR	Kimberley Hinds-Brush	Director of Campus Life	870-307-7375	kimberley.hindsbrush@lyon.com

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REFERENCES BY STATE

ARKANSAS CONTINUED

School	State	Contact	Position	Phone	Email
Ouachita Baptist University	AR	Jason Tolbert	Chief Financial Officer	870-245-5410	tolbertj@obu.edu
Southern Arkansas University	AR	Brad Stout	Director of Student Affairs Facilities	870-235-4144	bradstout@saumag.edu
University of Arkansas at Little Rock	AR	Dr. Patti Light	Director of Campus Living	501-661-1743	palight@ualr.edu
University of Arkansas at Monticello	AR	Rachel Cooper	Director of Housing	870-460-1245	carterrac@uamont.edu
University of Arkansas at Pine Bluff	AR	Elbert Bennett	Vice Chancellor Student Affairs	870-575-8938	bennette@uapb.edu
University of Arkansas	AR	Jeffrey Vinger	Director of Residential Facilities	479-575-2217	vinger@uark.edu
University of Central Arkansas	AR	Stephanie McBrayer	Dir of Housing & Res Life	501-450-3132	smcbrayer@uca.edu

DELAWARE

School	State	Contact	Position	Phone	Email
University of Delaware	DE	Rose Gaasbeck	Manager Auxiliary Support Services	302-831-2099	gaasbeck@udel.edu
Wesley College	DE	Christopher Willis	Director of Residence Life	302-736-2458	christopher.willis@wesley.edu

FLORIDA

School	State	Contact	Position	Phone	Email
Rollins College	FL	John Overberger	Director of Business Services	407-646-2112	joverberger@rollins.edu
Southeastern University	FL	Darrell Hardt	Dean of Student Services	863-667-5438	dwhardt@swu.edu
University of North Florida	FL	Bob Boyle	Director of Housing & Residence Life	904-620-4661	rboyle@unf.edu

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GEORGIA

School	State	Contact	Position	Phone	Email
Abraham Baldwin Agricultural College*	GA	Chris Kinsey	Director of Residence Life	229-391-5140	ckinsey@abac.edu
Albany State University	GA	Kristi Studstill	Assistant Director of Housing	229-500-2025	kristi.studstill@asurams.edu
Augusta University*	GA	Herman Paul	Operations Manager	706-414-1123	herman.paul@corvias.com
College of Coastal Georgia*	GA	Gerald Dent	Operations Manager	912-279-4561	gerald.dent@corvias.com
Columbus State University*	GA	Bob Chiarella	Operations Manager	706-507-8439	robert.chiarella@corvias.com
Dalton State College*	GA	Jeff Rickett	Operations Manager	706-217-5271	jeff.rickett@corvias.com
East Georgia State College*	GA	Robert Bodenhamer	Operations Manager	478-289-2391	robert.bodenhamer@corvias.com
Georgia Gwinnett College	GA	Douglas Belcher	Assistant Dir of Auxiliary Services	678-407-5197	tblcher1@ggc.edu
Georgia Southern University - Armstrong Campus*	GA	Mark Alderman	Operations Manager	912-856-0987	mark.alderman@corvias.com
Georgia State University*	GA	Jeff Gill	Operations Manager	770-359-7517	jeffrey.gill@corvias.com
Gordon State College	GA	Tonya Coleman	Director of Residence Life	678-359-5435	tonya_c@gordonstate.edu
Mercer University	GA	Ken Boyer	Director of Auxiliary Services	478-301-2691	boyer_k@mercer.edu
Middle Georgia State University	GA	Ryan Greene	Director of Auxiliary Services	478-757-2511	ryan.greene1@mga.edu
University of Georgia	GA	Gary Thompson	Director of Facilities	706-542-8982	gtthomps@uga.edu
University of North Georgia*	GA	Michael Anderson	Operations Manager	706-974-3048	michael.anderson@corvias.edu
Valdosta State University	GA	Shannon McGee	Director of Auxiliary Services	229-333-5706	slmcgee@valdosta.edu
Wesleyan College	GA	Dionne George	Director of Housing	478-757-5215	dgeorge@wesleyancollege.edu

Many of the Institutions in the state of Georgia have a P3 Partnership with Corvias to manage their housing. At the Institutions designated with *, we provide the equipment in the Corvias managed buildings only.

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IOWA

School	State	Contact	Position	Phone	Email
Iowa State University	IA	Rich Garrey	Facilities Manager Res Life	515-294-6836	rgarrey@iastate.edu

INDIANA

School	State	Contact	Position	Phone	Email
Ball State University	IN	George Edwards	Director of Auxiliary Enterprises	765-285-1532	gedwards@bsu.edu

KENTUCKY

School	State	Contact	Position	Phone	Email
Bellarmine University	KY	John Kissel	Director of Vending Services	502-213-8330	jkissel@bellarmine.edu
Sullivan University	KY	Lauren Kelly	Director of Housing and Residence Life	502-213-8330	lkelly@sullivan.edu
University of Louisville	KY	Mark Baker	Assoc Dir Ops & Facilities	502-854-3736	mark.baker@louisville.edu

LOUISIANA

School	State	Contact	Position	Phone	Email
Centenary College of Louisiana	LA	Montgomery Mewers	Dir of Residence Life	318-869-5111	mmewers@centenary.edu
Dillard University	LA	Michelle Matthew	Manager of Auxiliaries	504-816-4258	mmatthew@dillard.edu
Grambling State University	LA	Taryne Standifer	Business Services Coordinator	318-274-2081	godfreyt@gram.edu
Louisiana College	LA	Randall Hargrove	VP of Business Affairs	318-487-7129	hargis@lacollege.edu
Louisiana State University - Eunice	LA	Kyle Smith, Ed.D.	Dean of Student Affairs	337-550-1219	kdsmith@lsue.edu
Louisiana State University	LA	Steve Waller	Exec Director Residential Life	225-578-5388	swaller@lsu.edu
Louisiana Tech University	LA	Casey Ingram	Director of Residence Life	318-257-3036	casey@latech.edu
Southern University of Baton Rouge	LA	Anthony Jackson	Vice Chancellor Student Affairs	225-771-3922	anthony_jackson@subr.edu

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LOUISIANA

School	State	Contact	Position	Phone	Email
University of Louisiana at Lafayette	LA	Stephen A Cruthirds	Assistant Director of Housing	337-482-6471	s.cruthirds@louisiana.edu
University of Louisiana at Monroe	LA	Tresea Buckhaults	Director of Housing	318-342-5247	buckhaults@ulm.edu

MARYLAND

School	State	Contact	Position	Phone	Email
Georgetown Preparatory School	MD	Jeffrey Jones	Headmaster	571-379-9092	jjones@gprep.org
Goucher College	MD	Alex Antkowiak	Comptroller	410-337-6061	alex.antkowiak@goucher.edu
Johns Hopkins University	MD	Roger Becks	Exec Dir of Housing & Dining	410-516-3940	rbecks1@jhu.edu
Loyola University of Maryland	MD	Jay Ayd	Director of Print & Mail	410-617-1131	gtayd@loyola.edu
Maryland Institute College of Art	MD	Chris Bohaska	Sr Dir Operations Business Services	410-225-2490	cbohaska@mica.edu
McDaniel College	MD	Mary Jo Colbert	Director of Auxiliary Services	410-857-2212	mcolbert@mcdaniel.edu
Morgan State University	MD	Nakisha McLaurin	Asst Director of Residence Life	443-885-3386	nakisha.mclaurin@morgan.edu
Notre Dame of Maryland University	MD	Sean Delaney	VP Finance & Administration	410-532-5371	sdelaney@ndm.edu
Peabody Institute of Johns Hopkins University	MD	Larry Catron	Manager of Business Operations	410-234-4548	lcatron1@jhu.edu
St. John's College	MD	JR Pappas	Director of Buildings & Grounds	443-482-6563	john.pappas@sica.edu
Stevenson University	MD	Robert Reed	Director of Auxiliary Services	443-334-2240	rreed1951@stevenson.edu
Towson University	MD	Jacob Smith	Director of Finance and Information Systems	410-704-3516	jwsmith@towson.edu
Washington Bible College (Washington Education Zone)	MD	Brian Smith	Director of Physical Plant	240-965-6819	
Washington College	MD	Valerie RiChard	Director of Physical Plant	410-778-7210	vrichard2@washcoll.edu

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MISSOURI

School	State	Contact	Position	Phone	Email
Missouri Southern State University	MO	Josh Doak	Director of Residence Life	417-659-4460	doak-j@mssu.edu

MISSISSIPPI

School	State	Contact	Position	Phone	Email
Belhaven University	MS	David Potvin	Assistant VP Campus Operations	601-968-5904	dpotvin@belhaven.edu
Copiah-Lincoln Community College	MS	Allen Kent	Housing Director	601-643-8304	allen.kent@colin.edu
Delta State University	MS	Julie Jackson	Director of Housing	662-846-4151	jjackson@deltastate.edu
Hinds Community College	MS	DeAndre House	Director of Housing/Residence Life	601-857-3701	Deandre.House@hindscc.edu
Hinds Community College	MS	Jessie Taylor	Director of Housing/Residence Life	601-885-7088	jessie.taylor@hindscc.edu
Jackson State University	MS	Kamesha Hill	Director of Contractual Services	601-979-1065	kamesha.m.hill@jsums.edu
Millsaps College	MS	Louise Burney	Vice President for Finance	601-974-1101	burnesl@millsaps.edu
Mississippi College	MS	Julie Kerr	Director of Residence Life	601-925-7759	jkerr@mc.edu
Mississippi Gulf Coast Community College	MS	Trey Robertson	Director of Residence Life	601-928-6306	trey.robertson@mgccc.edu
Mississippi School for Mathematics & Science	MS	LaToya Bledsoe	Residence Life	662-241-7475	lbledsoe@msms.k12.ms.us
Mississippi State University	MS	Dei Allard	Exec Director of Housing & Res Life	662-325-3555	dallard@saffairs.msstate.edu
Mississippi University for Women	MS	Andrew Moneymaker	Dir of Housing & Residence Life	662-329-7127	amoneymaker@muw.edu
Mississippi Valley State University	MS	Suzanne Williams	Director of Laundry Services	662-254-3584	sjwilliams@mvsu.edu
Northeast Mississippi Community College	MS	Rod Coggin	Dir of Event Planning & Housing	662-720-7306	rbcoggin@nemcc.edu
Northwest Mississippi Community College	MS	Tara Dunn	Dean of Students	662-562-3939	tdunn@northwestms.edu
Rust College	MS	Don Manning Miller	VP Business Affairs	662-252-8000	manningmiller@rust.edu

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MISSISSIPPI

School	State	Contact	Position	Phone	Email
University of Mississippi	MS	Kathy Tidwell	Manager of Contractual Services	662-915-7445	ktidwell@olemiss.edu
William Carey University	MS	Valerie Bridgeforth	Director of Housing	601-318-6102	ybridgeforth@wmcarey.edu

NORTH CAROLINA

School	State	Contact	Position	Phone	Email
Brevard College	NC	Burke Ulrey	Director of Facilities	828-206-8309	ulreydb@brevard.edu
Greensboro College	NC	Shana Plasters	Director of Residence Life	336-272-7102 x5406	shana.plasters@greensboro.edu
Methodist University	NC	Barbara Morgan	Dir Housing & Residence Life	910-630-7256	bamorgan@methodist.edu
North Carolina A&T State University	NC	Angela Peterson	Director of Auxiliary Services	336-334-7876	angelap@ncat.edu
North Carolina Central University	NC	James Leach	Director of Residential Life	919-530-6227	jleach@ncsu.edu
North Carolina State University	NC	Pete Fraccaroli	Director of Facilities	919-830-0064	pdfracca@ncsu.edu
University of North Carolina Asheville	NC	Vollie Barnwell	Director of Housing	828-251-6418	vbarnwell@unca.edu
University of North Carolina Greensboro	NC	Tim Johnson	Director of Housing & Residence Life	336-334-4563	tjohns3@uncg.edu
University of North Carolina Pembroke	NC	Karen Swiney	Dir of Business Services	910-521-6292	karen.swiney@uncp.edu
University of North Carolina School of the Arts	NC	Ramona Richmond	Assoc Dir of Housing	336-770-3279	richmondr@unca.edu
Wake Forest University	NC	Wesley Todd	Assist Director of Housing	336-758-5185	toddwe@wfu.edu
Winston-Salem State University	NC	Chantal Bouchereau	Dir of Housing & Residence Life	336-750-3372	bouchereauc@wssu.edu

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NEW JERSEY

School	State	Contact	Position	Phone	Email
College of Saint Elizabeth	NJ	Jim Gerrish	Director of Facilities Management	973-290-4479	jgerrish@cse.edu
Felician University	NJ	Laura Pierotti	Director of Residence Life	201-559-3504	pierottil@felician.edu
Montclair State University	NJ	Thea Dyer	Director of Housing	973-476-5282	tdyer@msu.edu
New Jersey Institute of Technology	NJ	Sean Dowd	Associate Director of Facilities	973-596-3039	sdowd@njit.edu
Rowan University of New Jersey	NJ	Jim Waddington	Asst Dir Housing Operations	856-256-4266	waddington@rowan.edu
Rutgers University - New Brunswick	NJ	Henry Velez	Assoc Dir of Business Affairs	732-932-1011	hxvelez@rci.rutgers.edu
Rutgers University - Newark	NJ	Angie Bonilla	Director Housing & Res Life	973-353-1037	bonillan@andromedia.rutgers.edu

NEW MEXICO

School	State	Contact	Position	Phone	Email
St. John's College	NM	Cesar Cervantes	Director of Student Life	505-984-6052	cesar.cervantes@sjc.edu
University of New Mexico	NM	Ruth Stoddard	Residence Life Operations Manager	505-277-0133	rstoddar@unm.edu

NEW YORK

School	State	Contact	Position	Phone	Email
EF School of International Language	NY	Diana Duque	Assistant to the President	914-597-7100	diana.duque@ef.com

OHIO

School	State	Contact	Position	Phone	Email
Ohio University	OH	Peter Trentecoste	Director Housing & Residence Life	740-593-4090	trentaco@ohio.edu

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REFERENCES BY STATE

OKLAHOMA

School	State	Contact	Position	Phone	Email
Northeastern State University	OK	Chris Adney	Director of Housing	918-444-2500	adneyc@nsuok.edu
University of Central Oklahoma	OK	Adam Rogers	Housing Facilities	405-315-7646	arogers13@uco.edu

PENNSYLVANIA

School	State	Contact	Position	Phone	Email
Arcadia University	PA	Mimi Bassetti	Director of Administrative Services	215-572-2941	bassetti@arcadia.edu
Cheyney University of Pennsylvania	PA	Elisabeth Ann Burton	Asst Dean Student Affairs	610-399-2428	eburton@cheyney.edu
Delaware Valley University	PA	Carey Haddock	Director of Residence Life & Housing	215-489-4567	carey.haddock@delval.edu
Dickinson College	PA	Kristen Chirillo	Dir of Facilities Reporting	717-245-8166	chirillk@dickinson.edu
Elizabethtown College	PA	Dominick DiLoreto	Asst Dir of Residence Life	717-361-1596	diloretod@etown.edu
Gettysburg College	PA	Jim Biesecker	Exec Director of Facilities	717-337-6742	jbieseck@gettysburg.edu
Keystone College	PA	Patricia Lione	Dir of College Administrative Services	570-945-8361	patricia.lione@keystone.edu
Lancaster Bible College	PA	Josh Beers	Vice President Enrollment Management	717-862-1856	jbeers@lbc.edu
Lebanon Valley College	PA	Caitlin Lenker	Dir of Residence Life	717-867-6231	lenker@lvc.edu
Lincoln University of Pennsylvania	PA	Lynn Powell	Interim Director, Purchasing	484-365-8051	lpowell@lincoln.edu
Lycoming College	PA	Dan Miller	Dean of Student Affairs	570-321-4039	millerda@lycoming.edu
Penn State University - Abington	PA	Elizabeth Kearns	Dir of Housing/Food Services	267-633-3735	eap162@psu.edu
Penn State University - Altoona	PA	Erin McConnell	Dir of Housing/Food Services	814-949-5408	eem131@psu.edu

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REFERENCES BY STATE

PENNSYLVANIA CONTINUED

School	State	Contact	Position	Phone	Email
Penn State University - Beaver	PA	Jeremy Lindner	Dir of Housing/Food Services	724-773-3777	jml236@psu.edu
Penn State University - Behrend	PA	Mike Linder	Dir of Housing/Food Services	814-898-6161	mv18e@psu.edu
Penn State University - Berks	PA	Jonathan Kukta	Dir of Housing/Food Services	570-450-3120	jak294@psu.edu
Penn State University - Brandywine	PA	Elizabeth Kearns	Dir of Housing/Food Services	267-633-3735	eap162@psu.edu
Penn State University - Greater Allegheny	PA	Heidi Leiden	Dir of Housing/Food Services	412-675-9100	hxl2@psu.edu
Penn State University - Harrisburg	PA	Craig Cook	Dir of Housing/Food Services	717-948-6244	cac50@psu.edu
Penn State University - Hazleton	PA	Mark Tranguch	Interim Dir of Housing/Food Services	570-450-3125	mdt131@psu.edu
Penn State University - Mont Alto	PA	Craig Cook	Dir of Housing/Food Services	717-948-6244	cac50@psu.edu
Penn State University - Schuylkill	PA	Cheryl Holland	Director of Business Services	570-385-6200	czh6@psu.edu
Penn State University - State College	PA	Jim Richard	Sr Dir Enterprise Services Housing/Food Svcs	814-863-8404	jer5@psu.edu
Shippensburg University	PA	Bill Yost	Director of Housing	717-477-1615	wjyost@ship.edu
Slippery Rock University	PA	Daniel Brown	Director Housing Operations	724-738-4828	daniel.brown@sru.edu
Temple University	PA	Domenic Rudi, Jr.	Finance & Admin Housing	215-204-9636	drudi@temple.edu
University of the Sciences	PA	Vince Horn	Director of Purchasing/Aux Services	215-596-7932	v.horn@usp.edu
Wilson College	PA	MaryBeth Williams	Director of Residence Life	717-264-2670	marybeth.williams@wilson.edu

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SOUTH CAROLINA

School	State	Contact	Position	Phone	Email
Clemson University	SC	Anthony Harvey	Director of Facilities - Housing	864-656-6175	harvey8@clemson.edu
Francis Marion University	SC	Cheryl Tuttle	Director Residence Life	843-661-1360	ctuttle@fmarion.edu
Lander University	SC	Zach Helms	Director Residence Life	864-388-8709	ehelms@lander.edu
Spartanburg Methodist College	SC	Marty Woods	Director of Facilities	864-587-4044	woodsm@smsc.edu
University of South Carolina - Aiken	SC	Kevin Kerr	Dir of Res Life & Housing	803-641-3246	kevink@usca.edu
University of South Carolina - Upstate	SC	Julie McMahon	Dir for Housing & Res Life	864-503-5422	juliem2@uscupstate.edu

TENNESSEE

School	State	Contact	Position	Phone	Email
Austin Peay State University	TN	Joe Mills	Director of Housing & Residence Life	931-221-6198	millsj@apsu.edu
Baptist College of Health Sciences	TN	Jeremy Wilkes	Manager of Student Services	901-572-2670	jeremy.wilkes@bchs.edu
Belmont University	TN	Anthony Donovan	Director of Residence Life	615-460-5802	Anthony.donovan@belmont.edu
Bryan College	TN	Tim Hostetler	Vice President of Operations	423-775-7262	hostetti@bryan.edu
Carson-Newman University	TN	Shanna Carmack	Director of Residence Life	865-471-3049	scarmack@cn.edu
Christian Brothers University	TN	Alton Wade	Director of Housing	901-321-4102	awade2@cbu.edu
Cumberland University	TN	Catherine Straube	Director of Residence Life	615-547-1285	cstraube@cumberland.edu
Fisk University	TN	Christopher Duke	Director of Residence Life	615-329-8843	cduke@fisk.edu
Freed-Hardeman University	TN	Richard Taylor	Vice President Business Affairs	731-989-6008	rtaylr@fhu.edu
King University	TN	Rob Littleton	Vice President of Student Affairs	423-652-4740	ralittle@king.edu
Lane College	TN	Darryl McGee	VP Student Affairs & CBO	731-426-7539	hamlett@lanecollege.edu

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REFERENCES BY STATE

TENNESSEE

School	State	Contact	Position	Phone	Email
Lincoln Memorial University	TN	Travis Smith	Director of Residence Life	423-869-7469	travis.smith02@lmunet.edu
Lipscomb University	TN	Laurie Sain	Dean of Housing and Residence Life	615-966-1181	laurie.sain@lipscomb.edu
Martin Methodist University	TN	Jamie Hlubb	Asst VP HR & Ops	931-424-7379	jhlubb@martinmethodist.edu
Meharry Medical College	TN	Larry Holden	Associate VP of Finance	615-327-6767	lholden@mmc.edu
Middle Tennessee State University	TN	Michelle Safewright	Director of Housing	615-898-2231	michelle.safewright@mtsu.edu
Milligan College	TN	Brent Nipper	Dir of Property/Risk Management	423-461-8740	wbnipper@milligan.edu
Rhodes College	TN	Aretha Milligan	Director of Residence Life	901-843-3241	milligana@rhodes.edu
Sewanee: The University of the South	TN	Sam McNair	Director of Business Services	931-598-1250	scmcnair@sewanee.edu
Tennessee Technological University	TN	Charlie Macke	Director for Residential Life	931-372-3415	cmacke@tntech.edu
Tennessee Wesleyan College	TN	Scott Mashburn	Vice President Student Life	423-746-5203	smashburn@tnwesleyan.edu
Tusculum College	TN	David Martin	Director of Facilities	423-525-7161	dmartin@tusculum.edu
University of Memphis	TN	Steve Logan	Director for Residence Life	901-678-5913	selogan@memphis.edu
University of Tennessee at Martin	TN	Ryan Martin	Asst Director of Housing	731-881-7731	rmartin@utm.edu
Vanderbilt University	TN	Ann Nielson	Director of Housing Facilities	615-322-2965	ann.i.nielson@vanderbilt.edu

TEXAS

School	State	Contact	Position	Phone	Email
Abilene Christian University	TX	Shannon Kaczmarek	Director of Residence Life	325-513-5297	srb04a@acu.edu
Angelo State University	TX	Tracey Baker	Director of Residence Life	325-942-2035	tracey.baker@angelo.edu
Blinn College	TX	Peter Rivera	Director of Residence Life	979-830-4189	peter.rivera@blinn.edu

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TEXAS CONTINUED

School	State	Contact	Position	Phone	Email
Abilene Christian University	TX	Shannon Kaczmarek	Director of Residence Life	325-513-5297	srb04a@acu.edu
Angelo State University	TX	Tracey Baker	Director of Residence Life	325-942-2035	tracey.baker@angelo.edu
Blinn College	TX	Peter Rivera	Director of Residence Life	979-830-4189	peter.rivera@blinn.edu
Cisco College	TX	H. Bryan Cottrell	Dean of Student Services	254-442-5173	bryan.cottrell@cisco.edu
Dallas Theological Seminary	TX	Drew Williams	Director of Housing	214-887-5211	dwilliams@dts.edu
Hardin-Simmons University	TX	Holly Edwards	Director of Residence Life	325-670-1691	holly.edwards@hsutx.edu
Jarvis Christian College	TX	Melvin Hamlett	VP for Finance & Admin	903-730-4890	mhamlett@jarvis.edu
Lamar University	TX	Mary Atkinson	Director of Residence Life	409-880-8550	Kyle.smith@lamar.edu
McMurry University	TX	Allen Withers	Dean of Students & Campus Life	325-793-4680	withers.allen@mcm.edu
Midwestern State University	TX	Kristi Schulte	Director, Res Life & Housing	940-397-4217	kristi.schulte@msutexas.edu
North Central Texas College	TX	Shelby Johnson	Coordinator of Residence Life	940-498-6455	sthompson@nctc.edu
St. Mary's University	TX	James Villarreal	Director of Residence Life	210-431-4312	jvillarreal12@stmarytx.edu
Tarleton State University	TX	Ben Kunze	Exec Director Res Life, Facilities & Events	254-968-9083	kunze@tarleton.edu
Texas A&M University - Kingsville	TX	Thomas Martin	Exec Dir Of Housing & Residence Life	361-593-2139	katdm00@tamuk.edu
Texas A&M University	TX	Michael Krenz	Assoc Dir Residence Life	979-862-3158	mikek@housing.tamu.edu
Texas Southern University	TX	Yvette Barker	Director of Residence Life & Housing	713-313-7201	yvette.barker@tsu.edu
Texas State Technical College	TX	Jeremiah Bland	Director of Housing	254-867-3824	jeremiah.bland@tstc.edu
Texas Woman's University	TX	Jill Eckardt	Director Housing & Residence Life	940-898-3676	jeckardt@twu.edu

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REFERENCES BY STATE

TEXAS CONTINUED

School	State	Contact	Position	Phone	Email
University of Dallas	TX	Betty Perretta	Director of Housing Operations	972-721-5394	bboop@udallas.edu
University of Houston - Clear Lake	TX	Matthew Perry	Director, Residential Life	281-283-3661	perrym@uhcl.edu
University of North Texas	TX	Gina Vanacore	Exec Dir Housing & Res Life	940-565-2282	gina.vanacore@unt.edu
West Texas A&M University	TX	Kat Kane	Assoc Director of Residence Life	806-651-3000	kkane@mail.wtamu.edu

WASHINGTON, DC

School	State	Contact	Position	Phone	Email
American University	DC	Christopher Silva	Director of Housing	202-885-2580	csilva@american.edu
Catholic University of America	DC	Tim Carney	Director of Housing	202-319-5615	carneyt@cua.edu
Gallaudet University	DC	Gary Aller	Director of Business Operations	202-651-6202	gary.aller@gallaudet.edu
Georgetown University Law Center	DC	Chris Hall	Director of Residential Life	202-662-9298	halljc@law.georgetown.edu
Georgetown University	DC	Jonalyn Green	AVP & Business Officer	202-687-7553	warej@georgetown.edu
Howard University	DC	Tashni Ann Dubroy	Exec VP & Chief Operating Officer	202-806-2546	tashni.dubroy@howard.edu
New York University in Washington, DC	DC	Caroline Klein	Director of Facilities	202-654-8311	c.klein@nyu.edu
The George Washington University	DC	Karen Zinn	Exec Director of Business/Aux Service	202-994-7972	kzinn@email.gwu.edu

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REFERENCES BY STATE

WEST VIRGINIA

School	State	Contact	Position	Phone	Email
Alderson-Broaddus University	WV	David Falletta	Director of Residence Life	304-457-6348	fallettad@ab.edu
Concord University	WV	Rick Dillon	Vice President of Administration	304-384-5231	rdillon@concord.edu
Fairmont State University	WV	Monica Cochran	Director of Procurement	304-367-4711	monica.cochran@fairmontstate.edu
Glenville State College	WV	John Beckvold	Chief Financial Officer	304-462-6181	john.beckvold@glenville.edu
Potomac State College	WV	William Letrent	Dean of Student Affairs	304-788-6843	wmlentrent@mail.wvu.edu
Shepherd University	WV	Liz Sechler	Director of Residence Life	304-876-5172	esechler@shepherd.edu
University of Charleston	WV	Cleta Harless	VP for Administration & Finance	304-357-4736	cletaharless@ucwv.edu
West Virginia University Institute of Technology	WV	Emily Sands	Associate Dean of Students	304-981-6699	eisands@mail.wvu.edu
West Virginia University	WV	Chris MacDonald	Exec Dir of Housing/Res Life	304-293-4491	chris.macdonald@mail.wvu.edu
West Virginia Wesleyan College	WV	Alisa Lively	Director of Housing	304-473-844	lively_a@wwvc.edu
Wheeling Jesuit University	WV	Malek Stewart	Dir of Residence Life	304-243-2175	mstewart@wju.edu

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FORMER ACCOUNTS

We are no longer serving the following institutions (within last 3 years). We highly encourage you to contact them and ask how our service compares with what they are currently receiving, and whether a “low bid” decision has been a good one for their students. We have never lost an account based on performance!

School	State	Contact	Position	Phone	Email
Fort Valley State University	GA	Shawn Modena	Director of Housing	478-825-6100	modenas@fsu.edu
Lee University	TN	George Bostanic	Director of Residence Life & Housing	423-614-6001	gbostanic@leeuniversity.edu
University of New Orleans	LA	Margaret Vinti Royerre	Interim Director of Student Housing	504-280-6590	mroyerre@uno.edu
University of Southern Mississippi	MS	Scott Blackwell	Director of Housing	601-266-4783	edward.blackwell@usm.edu

At Caldwell & Gregory, we do not trade customers “back and forth” with our competition as demonstrated above. If they are forthcoming, their lists are long, and **our growth has come from their losses.**

Since your last RFP process, the laundry business has gotten smaller. Many companies have been purchased by one large national company that is consolidating its operations and reorganizing. It has been great for us, as these mergers allowed Caldwell & Gregory to have our best year ever in 2019!

We may not be the largest laundry equipment and service provider in the market, but we are the most financially stable. A quick google search of the other companies that are competing for your business tells quite a different story about their financial stability, loss of business, and customer satisfaction.



B.4.c: Responsiveness

The degree to which the Offeror has responded to the purpose and scope of services -- e.g. services to be provided, additional information to be provided, flexibility of the proposal to meet the University's needs. Approach to providing services described herein.

SERVICE

KUDOS

“Turnaround time for service calls is amazing with our students noticing minimal downtime. The quality equipment and service by our technician has been a key factor in our satisfaction with Caldwell & Gregory.”

~ Stephanie Swanger, *Wesleyan College*

RAPID RESPONSE



What can you expect if you do encounter a service issue? Most importantly, know your Service Technician will respond to every service request within **eight hours** or less. We respond to emergency service requests (fire, flood, locked machines, etc.) within **four hours** or less.

When you contact Caldwell & Gregory, you get real people. Our friendly Customer Service Representatives are always available (24 hours a day, 7 days a week) to take any service request, process a refund, or simply answer any laundry question you or your students may have.

- In addition to our toll free phone number (800-927-9274), we also offer the convenience of automated service request capabilities. Your students can place a request through our website (www.caldwellandgregory.com), via email (service@caldwellandgregory.com).
- Students can also use C&G's ServiceAbility to place a service request by simply scanning the QR code provided on all laundry equipment.

Communication is key in providing the best laundry experience available. We respond to every request. *Your students will never wonder if anyone has heard from them or if anyone cares, because we do.*

Additionally, each Caldwell & Gregory service van is equipped with Verizon tracking which allows our Dispatch Office to pinpoint our Service Technician's location and provide you with an accurate response time and information.

1

Scan QR code on machine.

2

Fill out Service Request.

3

Service is dispatched.

RELIABLE TECHNICIANS

UNIFORM

C&G's service technician uniform consists of a royal blue woven shirt with a collar and logo. It is worn with gray pants to complete the uniform.

PREVENTIVE MAINTENANCE

Our technicians visit campus weekly to provide scheduled preventive maintenance and ventilation cleaning. Caldwell & Gregory technicians are responsible for fewer machines than most laundry vendors, allowing us to respond immediately to any service request.



INSPECTIONS

Your technician spends over 50% of his time inspecting your laundry rooms. This proactive measure ensures the machines are always in excellent condition.

RESPONSE

The average response time to a service request is less than 8 hours! The C&G service van is clearly marked with our logo, name, and phone number.

YOUR ALS CERTIFIED TECHNICIAN



Duncan Thompson
C&G Certified Technician

Every Caldwell & Gregory employee is here to serve you, but your most frequent contact will be with your Service Technician. We value this relationship and are confident our Service Technicians are superior in every way.

Campus security is important, and we want your students to feel safe. All Service Technicians are clean-cut, wearing a Caldwell & Gregory uniform, and driving a marked Caldwell & Gregory service van.

Your dedicated Service Technician is Duncan Thompson. Duncan will keep your equipment in excellent condition and become a part of your campus community. He will know your buildings and staff personally and create a relationship you can trust.

TRAINING

Basic technical aptitude is not good enough for Caldwell & Gregory Service Technicians. Every member of our Service Team is factory-trained and certified to diagnose problems and repair the specific equipment in place on your campus.



Your Service Technician is a graduate of Speed Queen's® Alliance Laundry Systems University and has achieved Maytag Red Carpet Service® certification, ensuring accurate, rapid repairs to any of our equipment models. All Service Technicians receive regular equipment updates and attend Caldwell & Gregory's biannual Service School to update their skills and learn about technical advancements.

USE OF SUBCONTRACTORS

Caldwell & Gregory employees perform all laundry related services. With your approval and supervision, qualified contractors will perform facility construction and/or laundry room remodeling.



Potential Employees are subject to background checks examining the following areas:

- Criminal, arrest, incarceration, and sex offender records.
- Citizenship, immigration or legal working status
- Driving and vehicle records
- Education and employment records
- Comprehensive drug testing results
- Financial information/credit check

PREVENTIVE MAINTENANCE



INSPECT



PREVENT



RESPOND

Caldwell & Gregory's triple-tiered service model ensures your students consistently receive the positive laundry experience they deserve.



WEEKLY INSPECTIONS

Your service technician conducts a weekly inspection of each laundry room to evaluate the functionality of each machine, the ventilation system and rectify any service issues. He has the tools at hand to maintain or repair your equipment during each weekly inspection. Our service vans are fully stocked and are regularly replenished from our 23,000 square foot warehouse.

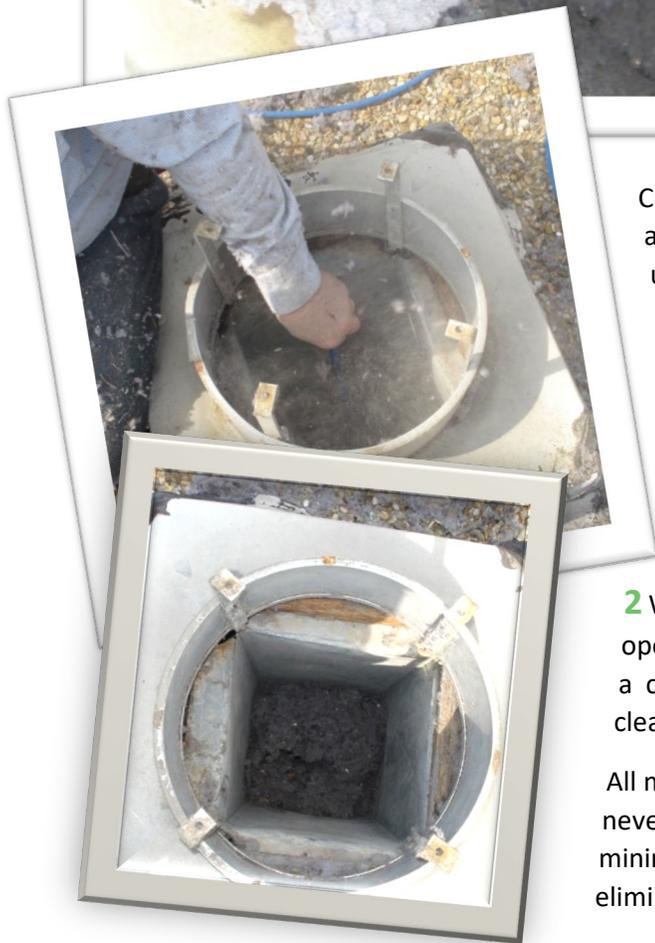


MACHINE PERFORMANCE GUARANTEED!

Machine service records are monitored regularly. Any machine not performing properly is replaced at the discretion of our Operations Manager. Below-average performance is determined by:

- Number of service calls within the last 12-month period.
- Number of service calls since installations.
- Repeat service problems.
- Three repairs within a thirty-day period.

VENTILATION MAINTENANCE



Clogged dryer ventilation systems reduce dryer efficiency and are a serious fire hazard. Poor ventilation increases utility bills and creates hot, humid laundry rooms. Caldwell & Gregory's **two-step** approach ensures all ventilation is the safest and most efficient available.

1 Caldwell & Gregory takes the time to examine all existing dryer ventilation systems to determine if any modifications should be made and then plans accordingly.

2 We keep the vents clean to ensure the ventilation systems operate safely and efficiently. C&G's *VentBlast* system uses a combination of high-pressure air and nylon brushes to clean every inch of your ventilation system.

All machines are available during this service, so students are never disrupted. Caldwell & Gregory's *VentBlast* system minimizes fire hazards, decreases utility expenses, and eliminates dryer downtime.

C&G agrees to clean the vent/ducting between the dryers and the wall twice a year per the addendum.

CLOTHING CLAIMS AND REFUNDS

CLOTHING CLAIMS

While clothing claims are **extremely rare**, they cause a significant inconvenience. We fairly settle claims, so students feel well compensated. After settlement, students can have their clothing returned or have C&G discard it. Our insistence on quality equipment and extensive preventive maintenance measures virtually eliminates clothing damage.



If a machine damages a student's clothing, Caldwell & Gregory resolves the claim. Our technician picks up the damaged clothing and repairs the machine immediately. Stained clothing is taken to a specialist for stain removal. If that is successful, the clothing is returned. If the clothing is damaged and cannot be restored, C&G calculates the reimbursement value according to the Consumer Affairs Guideline of like-for-like value.

REFUNDS

Caldwell & Gregory commits to “no hassle” refunds for our customers. If a student does not receive a satisfactory wash or dry, their money will be refunded immediately. Refunds are processed the same way they are paid:

- COIN: We can set up a refund bank in a secure location on campus OR we will send the student a check.
- CAMPUS CARD: Students can go to the Tribe Office to receive a refund.
- INSIGHTS (if applicable): They contact C&G and the refund goes right back onto their phone app.

A refund request becomes an immediate service call.



B.4.c: Responsiveness

The degree to which the Offeror has responded to the purpose and scope of services -- e.g. services to be provided, additional information to be provided, flexibility of the proposal to meet the University's needs. Approach to providing services described herein.

FACILITIES

KUDOS

"....continuing to hear from students and parents just how happy they are with the program....We are in the process of planning for facilities updates and the free laundry program has been by far the best update we have made."

~ Suzanne Mullins, formerly at *King University*, now at *Bridgewater College*



LAUNDRY ROOM RENOVATIONS

Students feel most comfortable in clean, bright and attractive laundry rooms. Over the years, we have provided funding to upgrade several laundry rooms including Grad 300 Housing, Dupont, and Jefferson. This has included fresh paint, new tile floors, fiberglass folding tables, and dryer enclosures.

We have provided funding (see Financial Overview) to continue to upgrade your laundry rooms that require it and will work with you to find approved contractors to complete the work.

PROFESSIONAL LAUNDRY FURNITURE

This attractive, durable furniture is specifically manufactured for laundry facilities. The surfaces are smooth, easy to clean and available in multiple colors

Caldwell & Gregory will replace any current folding tables that need updating. We will consult with you to coordinate design options and deliver bright, functional rooms for your students.





B.4.c: Responsiveness

The degree to which the Offeror has responded to the purpose and scope of services -- e.g. services to be provided, additional information to be provided, flexibility of the proposal to meet the University's needs. Approach to providing services described herein.

TECHNOLOGY/PAYMENT

KUDOS

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

~ Randy Moran, *University of Richmond*

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TECHNOLOGY WITHOUT THE SPIN

Regardless of the technology used in your laundry rooms, Caldwell & Gregory is the unparalleled partner in laundry technology. Over the past 30 years, we have watched technology inside and outside of the laundry room change and develop rapidly. With each change and development, we have strived to stay ahead of the technology game and become experts in all laundry technology available.

We have built relationships with the companies like Alliance, Heartland and CBORD, to name a few, so we can stay up-to-date on their technology and work with them to trouble shoot any issues you may have quickly and efficiently to keep your laundry technology platform operating at 100%.

We are not afraid to step up to the challenge, and we will not leave you hanging either. We will work diligently with your campus IT department and residence life to make sure the technology we install works efficiently and is user friendly for your students. We may not develop or own the technology, but as your laundry partner, we do everything we can to make sure the technology in your laundry rooms is functioning at the highest levels.



**Meet DJ, our C&G
technology expert!**

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PAYMENT VIA CBORD/TRIBE CARD

CARD OPERATED LAUNDRY WITH CBORD®

We currently partner with W&M and many of your peer schools to support CBORD® card systems and laundry programs. Caldwell & Gregory has the experience to make your program a tremendous success. We get involved with the card system and manage all the aspects of the project. When you partner with C&G, we provide:

- Experienced project management to ensure a successful launch of the card platform.
- The investment to purchase the CBORD® Laundry Controllers, wiring, installation, and connections to make the system operational.
- Testing to ensure every machine and controller is operating perfectly, and that all required programming is complete.
- Full responsibility to troubleshoot and repair any issues with card system hardware or wiring within the laundry rooms.
- A replacement reader in your service technician's van in case of reader failures.
- A relationship between your technician and your Card Office and IT department to track system or network related issues.
- The 24/7 expert CBORD® system advice of our Director of Operations.
- Active participation with your card system and Card Office.
- Collaboration with your Card Office for monthly usage reports, timely monthly collection reporting, and commission payments.

CBORD® LAUNDRY STATUS MONITORING

This module is accessed through WebManager and provides all the benefits of online monitoring including:

- Current status view by washer or dryer for every room on campus.
- Time remaining status for in use machines.
- Reserve machines for a period of time, however, the reserve time is adjustable by management.
- Anonymously email a person requesting them to empty the machine.
- Request a text or email notification for cycle completion and machine availability.

ADDITIONAL BENEFITS OF CBORD® MONITORING

- Monitoring is included in every room with a CBORD® Laundry Controller at no additional cost.
- No additional network drops required for monitoring.
- Students access information through the University's website/CBORD® portal.
- CBORD® monitoring is more cost-effective than other systems.

cbord®



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PAYMENT VIA CBORD/TRIBE CARD

WHAT WE WILL PROVIDE: INSTALLATION, SERVICE & TECHNICAL SUPPORT

Caldwell & Gregory is the only laundry company in the country that gets involved in every aspect of the card system implementation. Given the complexity, planning and issues that will need to be overcome for this transition to work properly, you need a partner that will take the lead and guarantee success.

1. Technical Support - We will:

- Oversee of the laundry card reader conversion process and coordinate scheduling.
- Partner with the Card Office to provide the machine/reader matrices in the proper format to ensure a flawless implementation and troubleshoot any potential issues during installation.
- Provide a network of CBORD® Card Office contacts that are experienced in this laundry applications to be used as a resource.
- Continue to offer support long after installation. You have a partner for the entire term of our agreement.

2. Communication with Students -If desired, we will:

- Partner with the Card Office to create customized instructional web pages for your website. We have provided sample pages ready for modification and implementation upon University approval.
- Design, produce and install instructional signage in all laundry rooms for starting equipment, using readers, and online/smartphone monitoring.
- Provide content for an email blast program and custom informational handouts for students.

3. Service and Maintenance - We will:

- Troubleshoot and rectify all card or laundry related issues, including wiring, connections, readers, and laundry machines.
- Minimize downtime by partnering our service technician and our Operations Manager, Bob Booth, with your Card Office to identify problems.



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PAYMENT VIA CBORD/TRIBE CARD

While CBORD® does not provide many marketing or training materials, we provide signage and marketing assistance to maximize your card program and generate more revenues.

We are happy to collaborate with your Card Office to create customized instructional web pages to add to your existing website.

VCUCard: Rams Laundry Guide

What is Rams Laundry?
Tired of waiting for an open washer or dryer? Don't want to wait for your cycle to end? Washing your clothes just got a whole lot easier with Rams Laundry! It won't fold your clean clothes or iron your shirts, but it can save you a lot of time, all you need is your computer or your cell phone.
With Rams Laundry you can:

- Find out when machines in your dorm will be vacant.
- Notify someone if they forgot their laundry in a machine.
- Get emailed when your machine becomes available.
- Get a text message when your cycle is done.
- Reserve your favorite machines.
- View the current status of every laundry facility on campus.

Best of all, it's simple to use. So simple, you'll be itching to wash more clothes! Don't waste any more time sitting in the laundry room...
Schedule your wash NOW with two ways to log in:
Directly at ramslaundry.vcu.edu
OR
Through the VCUCard Online Card Office at vcu.netcardmanager.com

MORGAN STATE UNIVERSITY
Home > Administration > Student Affairs > Office of Residence Life
Laundry
Washing machines and dryers are provided in all dorms. Machines are operated using your student ID card. Please report service problems via ramslaundry@vcu.edu.

All New Monitoring System
MSU recently adopted a web-based monitoring system for all of the University this year. This system provides real-time status of washers and dryers online. You can receive notifications via email, cell phone or PDA when a machine is complete.

Utility Outlets
Laundry rooms are also equipped with outlets for electric clothes irons.

MORGAN STATE UNIVERSITY BEAR NECESSITY CARD
Jane Doe
XXXXXXXXXX
Student
22028123456789

Get Help
So you're stuck, huh? Don't worry - it happens to the best of us. We're here to help get you back on track.

FAQS
A topical listing of our frequently asked questions will help you find answers on our website.

TECHNOLOGY SUPPORT CENTER
Most campus tech-related questions can be answered via **IT's Technology Support Center (TSC)**.
Phone: 757-221-4357 (HELP)
Email: support@msu.edu
Walk-in: Monday - Friday 8am-5pm (except holidays)
If there is a system-wide IT emergency after hours, contact the **MSU Police Department** for support - 757-221-4596.

Additional Links
Residence Life Policies
Academic Enrichment Program
Tuition & Fees
Frequently Asked Questions

Contact Information
Office of Residence Life
Tubman Hall, Rm. 114
1700 E. Cold Spring Lane
Baltimore, Maryland 21251
Phone: 443.885.3217
Questions? Please submit them to: reslife@morgan.edu

PAYMENT OPTION: COIN

There are students that prefer to use coins and that option will still be available to them.



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NEW TECHNOLOGY/ALTERNATIVE PAYMENT OPTION

We are excited to introduce a new technology platform to William & Mary that we encourage you to add to your residents' payment options: paying by phone via the Speed Queen Insights App.

PAY BY PHONE VS. ONE CARD

The overwhelming success of Speed Queen's Insights pay by phone platform (formerly called Washalert) has greatly increased discussions about the value of traditional One Card platforms when it comes to laundry. Students are clearly wanting to move away from campus card payments as they prefer to use their own credit and debit cards as well as app-based payments such as Apple Pay. This is important to consider when looking at the future of laundry at William & Mary.

Insights requires an internet drop and 110 outlet in each laundry room to be provided by William & Mary and can be paid for from the renovation/student benefits budget.

We have recently replaced the Blackboard Card system with Insights at the University of Mary Washington and at Longwood University, they have replaced CBORD with Atrium, which is fully compatible with Insights. This is giving their residents all options: campus card (Lancer Card), debit/credit cards, Apple Pay, Google Pay, and coin.

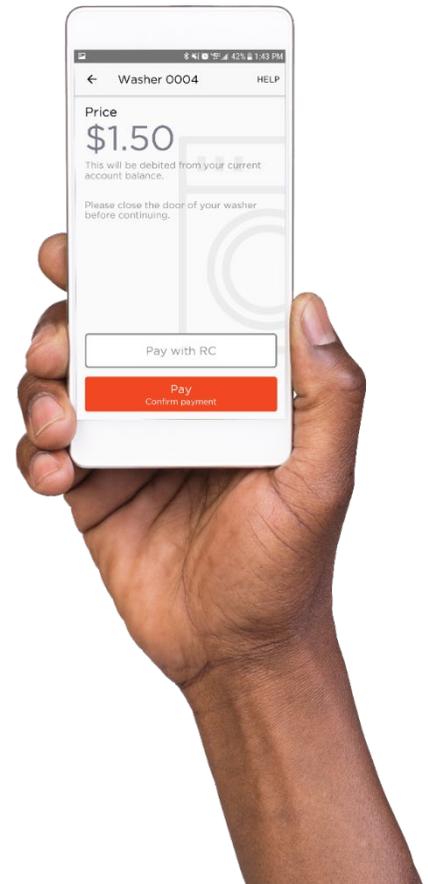
In the next couple pages, we present a case study of Rutgers University that will show exactly why for students, more payment options are better!

WITH NEW TECHNOLOGY, EXPERIENCE MATTERS!

Caldwell & Gregory was chosen by Speed Queen as the preferred partner to help create and implement the Insights platform. We have over 9,000 machines on more than 60 campuses utilizing this technology and it has provided us with a significant advantage in offering the technology that students are demanding.

We have learned a great deal over the past two and a half years, and the most important lesson was how this technology cannot be considered "plug and play". With C&G as a partner, we guarantee a smooth implementation, which will not be the case if you become someone else's first attempt at learning this platform. Many companies can talk about Insights, but only C&G has the experience and ability to make this a success for your campus!

We would be happy to discuss this technology at length and answer any questions you may have about its benefits and implementation. What students were essentially telling us was they were spending more money than they had before (few leave One Card dollars unspent) and both they and their parents were happier. This is a critical phenomenon to understand when determining the best payment platform for laundry moving ahead AND the best part? It is affordable!



SPEED QUEEN® INSIGHTS

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INSIGHTS CASE STUDY: RUTGERS UNIVERSITY

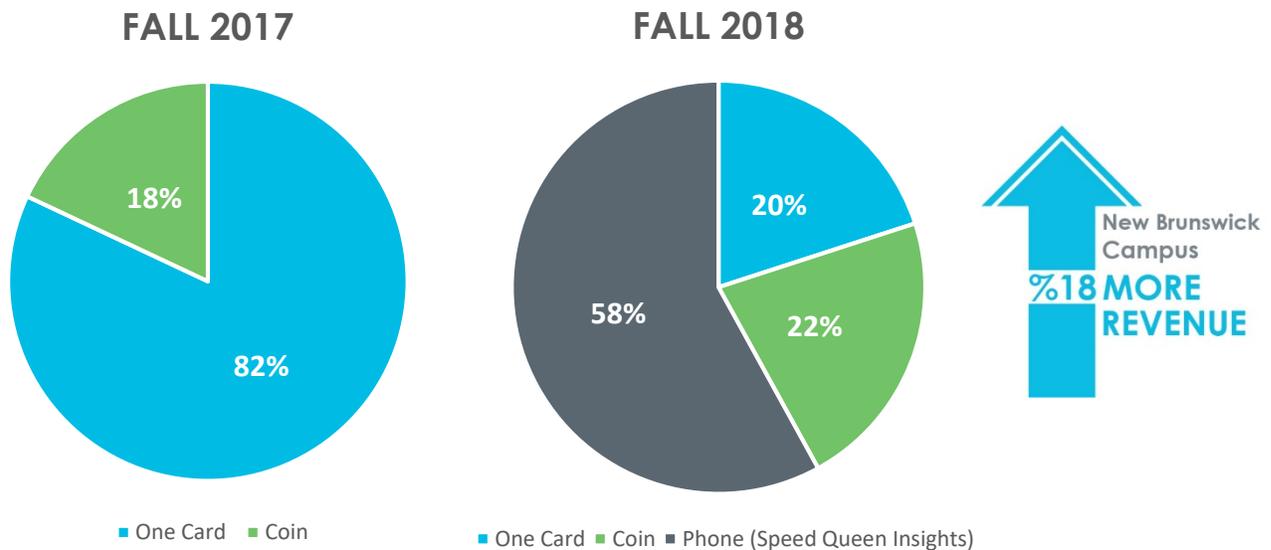
For years we have provided students at Rutgers University with two payment options for laundry: **One Card** using *RU Express* dollars and **coins**. As part of their last proposal process, C&G proposed the implementation of the Speed Queen Insights system, just as we are at William & Mary.



Rutgers was excited about what the new pay by phone option would do for their students and their revenue. C&G installed Quantum machines and implemented the Speed Queen Insights system, thus providing students with **three** payment options starting Fall 2018.

The following shows laundry revenues at the two Rutgers' campuses that charge per cycle for the 2017 and 2018 Fall semesters. This is not "marketing hype"; this is the future of payment not only for laundry, but for every aspect of students' lives. *The results speak volumes about the value using the technology that students prefer!*

NEW BRUNSWICK CAMPUS



Payment Platforms: **One Card** and **Coin**

One Card: 82%
Coin: 18%

Total Revenue: \$325,093

Payment Platforms: **One Card**, **Coin** and **Phone**

One Card: 20% (-62%)
Coin: 22% (+4%)
Phone (Insights): 58% (+58%)

Total Revenue¹: \$382,740 (+18%)

¹Adjusted after removing impact of vend increase.

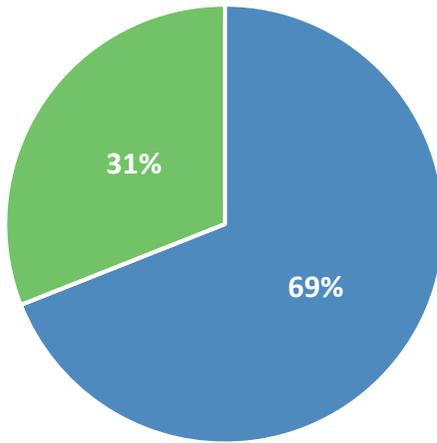
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INSIGHTS CASE STUDY: RUTGERS UNIVERSITY

At the Newark campus, prior to 2018, students did not have a One Card option. Rutgers elected to add both a new One Card system along with Speed Queen Insights for the Fall 2018 semester at this campus.

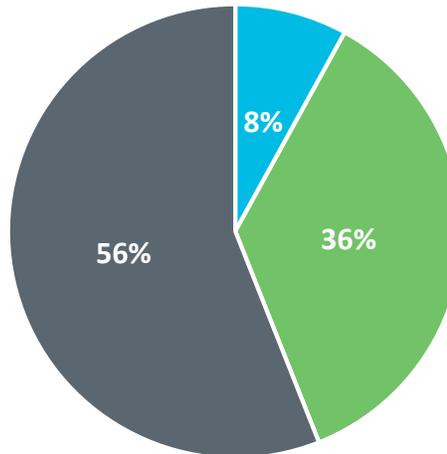
NEWARK CAMPUS

FALL 2017



■ Debit/Credit ■ Coin

FALL 2018



■ One Card ■ Coin ■ Phone (Speed Queen App)



Payment Platforms: Debit/Credit and Coin

Debit/Credit: 69%
Coin: 31%

Total Revenue: \$39,713

Payment Platforms: One Card, Coin and Phone

One Card: 8%
Coin: 36%
Phone (Insights): 56%

Total Revenue¹: \$46,463 (+17%)

¹Adjusted after removing impact of vend increase.

After investing significantly in the One Card hardware, wiring and installation at the Newark campus, only 8% of students opted to use One Card to pay for laundry; 56% of students preferred paying by phone. The investment required to provide One Card payment for laundry is significantly expensive yet cannot be justified by the revenue it produces.

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INSIGHTS CASE STUDY: RUTGERS UNIVERSITY

RESULTS

This case study taught us three main lessons:

1. The majority of students want to pay for laundry using a phone app.
2. A significant number of students still want to use cash to pay for their laundry.
3. Most students would rather use their One Card funds elsewhere on campus and not in the laundry room.

Adding a pay by phone option to these campuses saw a **dramatic decrease in the number of students using their One Card to pay for laundry.**

Most surprisingly, 22% of students at the New Brunswick campus and 36% at the Newark campus still chose to use coins, even when provided with two other “high tech” payment options. In speaking with Rutgers, they shared with us that *every other laundry company had recommended eliminating cash* in their proposal. After seeing these results, they wholeheartedly agreed that eliminating cash would have had a significant negative impact on their revenue and student satisfaction.

The story we kept hearing in speaking with RU students gave us tremendous insight into how students think about paying for laundry and using their One Card funds.

- Most students told us their parents were providing both their One Card funds and paying for their debit/credit card purchases.
- Students also shared their debit/credit cards were to be used for necessities and not “non-essentials.” Their One Card dollars could be used for things such as snacks, sweatshirts and other on-campus items (considered non-essentials by many parents).
- According to most, their parents considered laundry a necessity and had no problem with them paying for laundry with their debit/credit card. This allowed students to use their One Card funds to purchase other on-campus items they wanted to buy, a huge victory in their eyes.

What students were essentially telling us was they were spending more money than they had before (few leave One Card dollars unspent) and both they and their parents were happier. This is a critical phenomenon to understand when determining the best payment platform for laundry moving ahead and **why we are recommending that William and Mary add Speed Queen Insights as a payment option.**

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ADDITIONAL FEATURES OF THE INSIGHTS APP

Using Insights as an alternative payment option is just one of the many benefits that this phone app will offer you residents. It also includes Online Monitoring and it will contact us directly when a machine is broken! **The payment portion of the App is optional, meaning it can be used for just the monitoring/service notification features only. The Payment option can be added now, later, or never.**

MONITORING & NOTIFICATION

Is the machine on? If this is all you want to know, an outdated proprietary laundry monitoring system is for you. The Speed Queen app does so much more by bringing your laundry program to the next level. Far beyond simple monitoring, this exciting new laundry technology platform is a cloud-based app providing real-time monitoring, pay-by-phone capabilities, and live diagnostic reporting sent straight to our service technicians.

- Real time tracking provides accurate monitoring notifications.
- Machine activation by app. No additional investment in card technology needed.
- Occupied machines show exact time remaining; no estimations are used.
- Alerts can be sent through email or text at the student’s preference.
- Anytime. Anywhere. Open the app, see the machines. Making laundry easy, as it should be.



CONFIDENTIAL

ADDITIONAL FEATURES OF THE INSIGHTS APP

SERVICE

Insights allows us to be in constant communication with each machine on your campus. We know the moment a service issue arises, and we fix the problem before your students ever notice.

Speed Queen notifies us immediately when a machine needs service, so we can fix it before a service request is submitted! The machines come equipped with this technology already seamlessly integrated. Updates are automatic and do not require additional hardware or software.

Students get a great phone app experience and the university gets a laundry benefit with actual value.

- Students typically don't report machine failures. Being notified directly from the machines drastically reduces downtime by allowing us to promptly dispatch your technician whenever an issue arises.
- Down laundry machines are a thing of the past. Our preventive maintenance coupled with Insights' diagnostic codes virtually eliminates machine downtime.
- Prompt and efficient service that you have come to depend on from C&G!



Much like your car, the insights system will automatically forward machine (washer and dryer) error codes to our service team. This shortens machine downtime.

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NOT ALL LAUNDRY TECHNOLOGY IS CREATED EQUAL

Because students are more technically savvy than ever before, their technology expectations leave no room for options that are heavy on marketing but light on performance. Laundry technology is no exception, so we provide the industry's most advanced platform: Speed Queen Insights. Insights is the only technology that has been developed by an equipment manufacturer and offers access to the critical data needed for a top performing laundry experience.

Other companies utilize third party technology that is big on promises but not on performance, but we understand that students will only accept the real thing. Once you cut through the marketing hype and get down to what the technology can actually provide, the difference is very clear, and these links confirm what students think about our competitors' technology. The following shows the power that comes only through Insights technology and a C&G technology partnership:

	 THE SPEED QUEEN APP	 KIASOFT Technologies Inc.
VIEW OF LAUNDRY ROOM	✓	✗
MACHINE STATUS	ACTUAL	ESTIMATED
TIME REMAINING	ACTUAL	ESTIMATED
SHOWS FINISHED BUT CLOTHES NOT COLLECTED	✓	✗
EMAIL/TEXT NOTIFICATION	✓	✓
EXPERIENCE WITH OVER 10,000 UNIVERSITY MACHINES	✓	✗
ACTUAL FAILURE REPORTING	✓	✗
DIAGNOSTIC CODE PROVIDED	✓	✗
ACTIVATION BY PHONE	✓	✓
CREATED BY MACHINE MANUFACTURER	✓	✗
SQ FACTORY SUPPORT	✓	✗
YEARS OF PROVEN EXPERIENCE IN A UNIVERSITY SETTING	✓	✗

NOTE: As of January 2020, Speed Queen has “closed the back door” to every monitoring system other than Insights. This means that the machines will not send error codes nor offer real time monitoring with Kiasoft-based products such as Digital Laundry (CLR) offered by CSC Serviceworks and Sudkick offered by Automatic Laundry or any other system on the market today.

CONFIDENTIAL

HOW TO USE THE INSIGHTS APP

DOWNLOAD THE APP / CREATE ACCOUNT

Download the Speed Queen app from your app store and create a free account.

ENTER THE SCHOOL CODE

Enter the code found on the room sign. This will give you access to the laundry equipment at your school or location.

SELECT YOUR ROOM

Scroll through the list of rooms and find the one you are in.

SELECT YOUR MACHINE

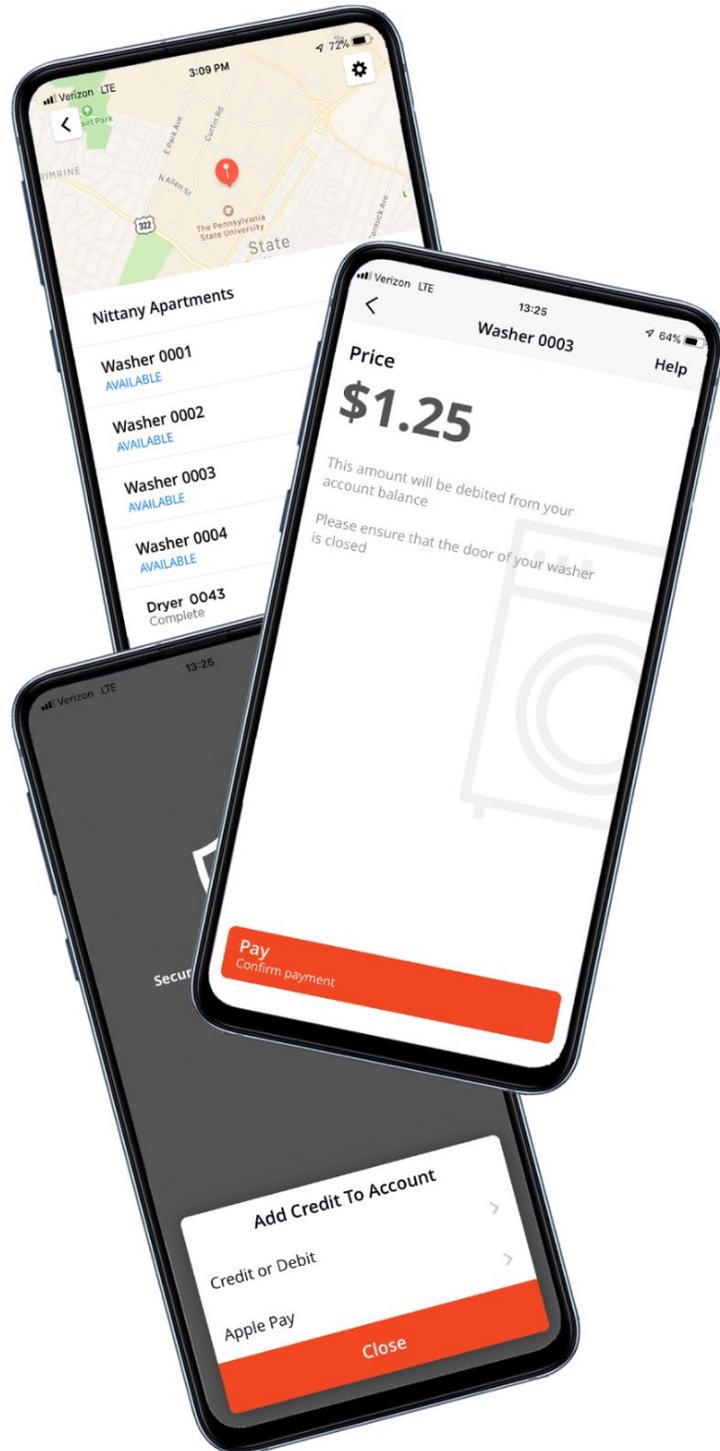
From the room view, you can see all the machines in the room. Available machines will always appear in blue.

ADD FUNDS

You can add funds to your account using Apple Pay, credit card, or debit card.

START THE MACHINE!

Select your cycle on the machine and pay with your phone.





B.4.d: Partnership

The manner in which the Offeror will engage with the University staff and students to provide education, training and awareness regarding equipment use, features, efficiencies and Offeror expertise.

EDUCATION AND TRAINING

KUDOS

“Caldwell & Gregory has been our laundry vendor for over 20 years, and I cannot imagine ever using anyone else.”

~ Deb Boykin, *The College of William and Mary*

WE MAKE LAUNDRY EDUCATIONAL



THE TRUTH ABOUT INCOMING STUDENTS

- Many students have never done laundry by themselves before.
- If they have, they have never used a front load washer.
- If students are uncomfortable with the machines, they will go elsewhere.
- Laundry is a life skill we teach them while they are still in college.
- More than 50% of machine problems are due to user error – proper education and training can cut down on service calls!

CONFIDENTIAL

RESIDENT ASSISTANT TRAINING



Caldwell & Gregory was the first company to offer Resident Assistant training in-person. We have been conducting our Laundrypalooza for over a decade! Choose a time during your August (or Spring) RA training week and we will make training fun by playing laundry bingo, providing detergent samples, doing giveaways and enjoying snacks. This annual event gives your RAs the tools to train your residents on doing laundry properly.

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



STUDENT EDUCATION & COMMUNICATION

Kristan Wun, our Resident Laundry Diva, will work with your Housing department to schedule all the training and educational programs we provide, including her Laundrypalooza RA Training Tour. Along with this education training, C&G also sponsors an RA Bulletin Board Contest each year. We use a mixture of fun and promotions to give students a chance to win prizes while gaining helpful life skills.

"I am an RA at James Madison University! First, I just wanted to say that I am a senior and this is my third year as an RA and without fail EVERY year of training, everyone gets excited about your laundry presentation! We love it and it is something that is fun and engaging, be we are also learning. So, thank you!"

WE HAVE CONDUCTED RA TRAINING AT A MAJORITY OF OUR CAMPUSES INCLUDING:

- William & Mary • University of Lynchburg • Randolph-Macon College • James Madison University
- West Virginia Wesleyan • Regent University • Marymount University
- Clemson University • North Carolina A&T • Mercer University • Old Dominion University
- University of the Sciences • Christopher Newport University • University of Memphis
- Rutgers-Camden • Mary Baldwin College • Mississippi State University

CONFIDENTIAL

ANNUAL CONTESTS

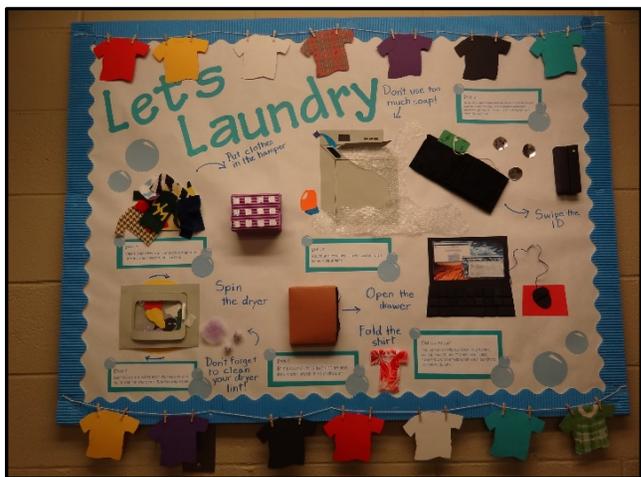
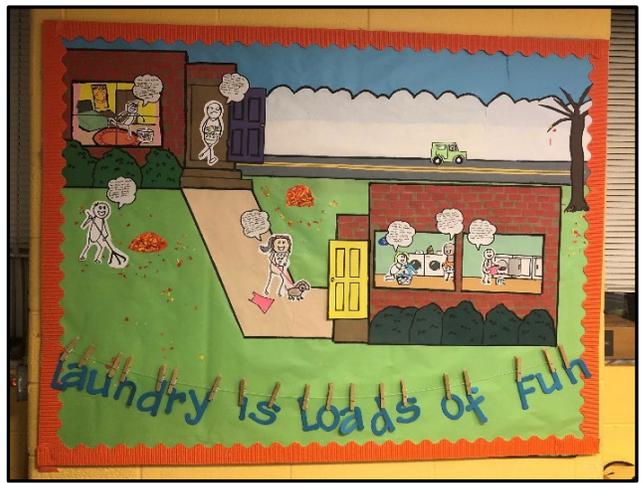
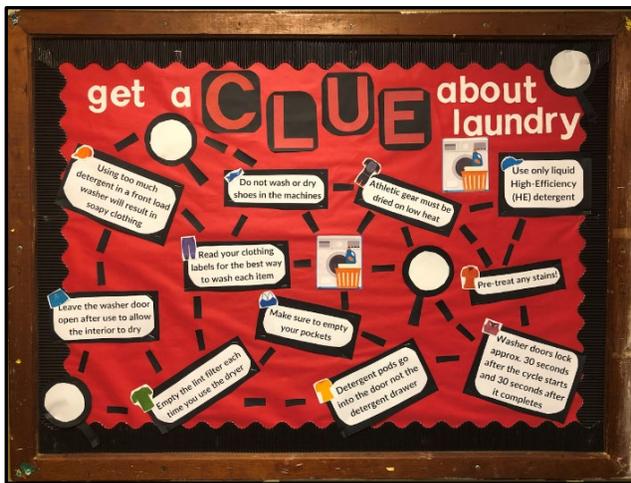
RA BULLETIN BOARD CONTEST

Held in the fall in conjunction with other “Back to School” activities is our annual “laundry-themed” RA Bulletin Board contest. It is creative and fun for the RAs and provides them an incentive to help educate and train the residents on their floors.

Prizes are awarded for the three best overall boards and 50 honorable mention winners! This contest, which we started over 15 years ago, has grown in popularity and RAs enjoy being involved in this event. Over 1000 RAs have entered over the years and each year we have participants from over 50 schools.

2019 Overall Contest Winner: Keyyatta Bonds

2018 Honorable Mention Winner: Matthew Bice



2010 Most Creative Winner: Cynthia Brausch

2013 Staff Favorite Winner: Katherine Young

William & Mary RAs have entered and won prizes every year. Shown here are some of W&M's winning boards!

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INTERNSHIPS

Caldwell & Gregory will provide funding over the life of the agreement for internship opportunities at our headquarters. We have had students from several schools take advantage of this real-world educational experience and we are excited to provide the same opportunity to your school. Students can intern in several aspects of the business or can focus in one specific area. Here are some of the possibilities:



ACCOUNTING: Gain hands-on exposure to the full range of service sector accounting as an assistant in accounts payable, accounts receivable, and reconciling/analyzing general ledger accounts. Become familiar with the varied world of corporate controller: cash management, asset security and record keeping, business ethics, insurance monitoring, tax issues, and standard accounting procedures.



SALES: Experience the excitement of expanding a company. Learn from seasoned professionals and experience relationship building, cold calling, and site visits. Learn to project proposed investments and calculate internal rates of return. Prepare professional proposals and learn the importance of selling with integrity.



OPERATIONS: Corporate reputations are built on performance. Operations turn the promises of sales into reality. Learn about coordinating service technicians, collection personnel, warehouse management, counting procedures, security and fleet maintenance. Collaborate with contractors, review quotes, and award projects. Understand how to focus on quality decisions and value, rather than pricing alone.

“Working at Caldwell & Gregory gave me the opportunity to be part of a small business. During my time there, I contacted future customers and was in charge of distributing information to potential clients. The projects I worked on really helped me develop my customer service skills. Being at Caldwell & Gregory showed me that customer service is a crucial part to any business, and I am sure that I will be able to carry these skills into my future career.”

Caldwell & Gregory will pay competitive rates and train students for life in the workplace. We are excited to offer this program and will work closely with your staff to design a beneficial experience. Our goal is to properly train students at a professional level and prepare them for their future.

We will work with the William & Mary Cohen Career Center to facilitate this program.

CONFIDENTIAL

SPONSORSHIP/STUDENT BENEFIT OPPORTUNITIES



C&G is committed to working together with Residence Life in different ways to promote our commitment to the students at William & Mary. We want to provide funding for meaningful programs that make students' lives easier.

We have set aside funding designated as a **Student Benefit Allowance** that can be used for sponsorship opportunities, additional improvements to facilities, and upgraded laundry furnishings, and/or scholarship funds for students.

William & Mary will determine how the funds will be used.

"President Broderick asked our department if we had any additional scholarship funds to assist an honor student who was experiencing financial hardship. Thanks to the scholarship money provided by C&G we were able to meet this special request.

Melvine Walker
Old Dominion University



FINANCIAL OVERVIEW

KUDOS

“Your staff has exhibited pride in service; providing immediate response time and a superior quality of customer care. Your technicians are well-groomed and always in uniform. They check-in with us every time they come on campus and we always know what they are doing.”

~ Jerry L. Bartley, *Alabama State University*

ACCOUNTING

We employ checks and balances to ensure accurate collection information. All income producing units track income and cycles generated via internal computerized accounting.

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

REGULAR ACCOUNTING PROCESSES

All income collected from card systems is posted to individual location accounts set up by residence hall, floor, and machine (coin locations). Our Controller uses numerous reports to track income, including:

- Cash and revenue per day
- Variance reports by location
- Income summaries
- Collection/cycle reading comparison reports

ACCOUNTING CONTROLS

Caldwell & Gregory LLC uses standard accounting methods to ensure accurate collections and disbursement of commission payments. A manual audit trail, computerized performance, and variance reports ensure total accountability. All collection and commission disbursements follow generally accepted accounting principles and IRS guidelines.

CONTROL OF CASH HANDLING

Collection methods are complex and detailed to ensure security:

- Collection routes are pre-scheduled.
- Each location is collected separately, with income separated by washer and dryer.
- Income collected is counted by location and posted to the appropriate account. Counter receipts are matched against both total and individual location income.
- Income is bagged and sent to our bank facility.



Andrew Sims, CFO
Ensuring Accuracy

COLLECTION PERSONNEL

Our collection staff is carefully selected with a full security clearance, including extensive background and criminal checks. All our employees are covered by a commercial crime insurance policy. Collection procedures and personnel are under constant review by management and security professionals. Housing personnel (or a designated representative) may escort our collector at any time during collections.

AUDITING

Caldwell & Gregory LLC subscribes to generally accepted accounting practices applied on a consistent basis and is audited annually by Kieter CPA. No exceptions have been noted in any of these audits. All Caldwell & Gregory LLC accounting practices meet or exceed IRS guidelines. The University is welcome to audit cycle counts at any time.

COLLECTIONS

We stagger our collection schedule and use per diem machine accounting to determine commissions due. This is the most accurate payment method in the industry. Annually, commissions earned are set against any guarantees paid, with any overage forwarded to the University.

YOUR ACCOUNT ONLINE

To provide the highest level of transparency, Caldwell & Gregory LLC now offers web access to one contact at each of our accounts giving them the ability to view collections, payment, and service history.

SAMPLE REPORTING

The following pages show revenue reports and cycle count collection sheets, which are reconciled to assure accountability (coin locations). Monthly card reports are reconciled with user account deductions for card systems.

INSURANCE

Caldwell & Gregory LLC is dedicated to providing the most meticulous laundry program available with ample insurance coverage included. We provide comprehensive liability and property damage coverage that meets or exceeds all requirements. When the contract agreement is complete, we will provide a Certificate of Insurance listing William & Mary as an "additional insured."

Client#: 915682		35CALDWGRE															
ACORDTM CERTIFICATE OF LIABILITY INSURANCE			DATE (MM/DD/YYYY) 12/06/2019														
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).</p>																	
PRODUCER McGriff Insurance Services 2108 W. Laburnum Ave Suite 300 PO Box 17370 Richmond, VA 23227		CONTACT NAME: Tammy Baugh PHONE (A/C, No, Ext): 804 678-5034 FAX (A/C, No): 888 751-3010 E-MAIL ADDRESS: certificatesVAWV@McGriffInsurance.com															
INSURED Caldwell & Gregory LLC 129 Broad Street Road, Suite A Manakin Sabot, VA 23103		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A : Travelers Property Casualty Co of Amer</td> <td>25674</td> </tr> <tr> <td>INSURER B : Charter Oak Fire Insurance Company</td> <td>25615</td> </tr> <tr> <td>INSURER C : Phoenix Insurance Company</td> <td>25623</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Travelers Property Casualty Co of Amer	25674	INSURER B : Charter Oak Fire Insurance Company	25615	INSURER C : Phoenix Insurance Company	25623	INSURER D :		INSURER E :		INSURER F :	
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INSURER D :																	
INSURER E :																	
INSURER F :																	
COVERAGES		CERTIFICATE NUMBER:															
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		REVISION NUMBER:															
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WWD	POLICY NUMBER														
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			POLICY EFF (MM/DD/YYYY) 11/04/2019														
			POLICY EXP (MM/DD/YYYY) 11/04/2020														
			LIMITS														
			EACH OCCURRENCE \$1,000,000														
			DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000														
			MED EXP (Any one person) \$5,000														
			PERSONAL & ADV INJURY \$1,000,000														
			GENERAL AGGREGATE \$2,000,000														
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			11/04/2020														
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			BODILY INJURY (Per person) \$														
			BODILY INJURY (Per accident) \$														
			PROPERTY DAMAGE (Per accident) \$														
			\$														
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000		CUP040673A														
			11/04/2019														
			11/04/2020														
			EACH OCCURRENCE \$15,000,000														
			AGGREGATE \$15,000,000														
			\$														
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below.	Y/N N/A	UB0P373293														
			11/04/2019														
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			E.L. EACH ACCIDENT \$1,000,000														
			E.L. DISEASE - EA EMPLOYEE \$1,000,000														
			E.L. DISEASE - POLICY LIMIT \$1,000,000														
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Reference: Any and all operations to which this insurance applies.																	
CERTIFICATE HOLDER		CANCELLATION															
Caldwell & Gregory LLC 129 Broad Street Road #A Manakin Sabot, VA 23103		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.															
		AUTHORIZED REPRESENTATIVE 															
© 1988-2015 ACORD CORPORATION. All rights reserved.																	
ACORD 25 (2016/03) 1 of 1 #S24763811/M24584824		The ACORD name and logo are registered marks of ACORD															
		MT5															

FINANCIAL OVERVIEW

1. EQUIPMENT C&G will provide the following new Speed Queen Quantum Washers & Dryers:

- 131 Top or Front Load Washers
- 6 Washer/Dryer Stacks
- 71 Single Dryers
- 35 Stack Dryers (70 dryer pockets)
- 12 New Professional Laundry Folding Tables

2. TECHNOLOGY C&G will provide the following:

- Support of the CBORD Laundry Controllers and system.
- Speed Queen Insights laundry room monitoring and service reporting system in each of the laundry facilities*. This includes hardware, software, installation, and maintenance.
- *The University agrees to provide one (additional) data line and a 110 outlet per laundry room.

3. STUDENT BENEFIT ALLOWANCE OR RENOVATION FUND ALLOWANCE

- This fund can be used for Internships, Sponsorships, additional Renovations, rewiring for new CBORD readers, internet drops for Insights, or any other areas that will benefit William & Mary students.
- C&G will provide \$100,000.00 over the life of the contract.

4. PAYMENT MODEL:

- C&G will pay William & Mary Eighty Percent (80%) of all revenue over average \$30.00 per machine per month calculated annually.
- Energy Star Front Load Washers and High Efficiency Top Load washers shall be considered 1.5 machines each, Stack Washer/Dryers = 2.5 machines each, Single Dryers = 1 machine each, Stack Dryers = 2 machines each.
- C&G shall provide 11 monthly payments of \$12,500 (\$137,500 total) with an annual settlement and commission calculation done at the end of 12 months. The 12th annual check will be based upon the difference between the amount of the annual commission calculation and the \$137,500 previously paid.
- If the University chooses to implement the Insights payment option allowing students to use their debit & credit cards in addition to your One Card for payment, debit and credit processing, bank and insights fees will be deducted from gross revenue prior to calculating commissions due.

4. INCLUDED MODEL:

- \$42.00 per machine per month (included) billed twice per year for 6 months' fees each with Fall semester payment due September 1 and Spring semester due February 1 of each year.
- Energy Star Front Load Washers and High Efficiency Top Load washers shall be considered 1.5 machines each, Stack Washer/Dryers = 2.5 machines each, Single Dryers = 1 machine each, Stack Dryers = 2 machines each.
- Rate subject to a three percent (3%) annual increase.

4. VHEPC COOPERATIVE PROCUREMENT

- C&G is committed to supporting the VHEPC in its mission to encourage and provide quality Cooperative Purchasing programs That benefit colleges/universities and their students. In addition to becoming actively involved as a provider, C&G will also donate \$1,000.00 to VHECP (or William & Mary, whichever is preferred) each time this Contract is utilized by another institution.

PRICING MATRIX

**ATTACHMENT I
RFP WM20-2303
Residential Laundry Services**

PRICING MATRIX

PRICING MATRIX: The Offeror agrees to provide services in compliance with the STATEMENT OF NEEDS and Terms and Conditions contained herein. The University, and any VHEPC institution using the contract may choose between payment model or an "included" model:

A. \$ 100,000.00 Fund Allowance for Renovation or programs that benefit students and to be used at the discretion of the Director of Housing.

B.

Payment Model

 %Commission on Gross Sales (Pay)
 80 %Commission Over Average Monthly Machine Revenue of \$ 30.00 (Pay) calculated annually. Energy Star front load washers and High Efficiency top load washers shall be considered 1.5 machines each. C&G shall provide 11 monthly payments of \$12,500 (\$137,500 total) with an annual settlement and commission calculation done at the end of 12 months. The 12th annual check will be based upon the difference between the amount of the annual commission calculation and the \$137,500 previously paid. If the University chooses to implement the Insights payment option allowing students to use their debit & credit cards in addition to the One Card for payment, debit and credit processing, bank and Insights fees will be deducted **OR** from gross revenues prior to calculating commissions due.

Included Model

\$ 42.00 Charge Per Machine per month (Included) billed twice per year for 6 months' fes each with fall semester payment due September 1 and spring semester payment due February 1. Energy Star front load washers and High Efficiency top load washers shall be considered 1.5 machines each. Rate subject to a three percent annual increase.
 \$ Charge Per Student (Included)

C. Additional proposed VHEPC member benefits (provide details below):

C&G is committed to supporting the VHEPC in its mission to encourage and provide quality Cooperative Purchasing programs that benefit Universities and their students. In addition to becoming actively involved as a provider, C&G will also donate \$1,000 to VHEPC each time this Contract is utilized by another institution.

EXCEL SPREADSHEET ATTACHMENT I ATTACHED SEPARATELY



APPENDIX: MACHINE SPECS & REQUIRED FORMS

KUDOS

“Your promise of Red Carpet service and total satisfaction has been upheld without question.”

~ Karen Frank, *Georgetown University*

EQUIPMENT SPECIFICATIONS

Speed Queen® Multi-Housing

Quantum® Commercial Front Load Washer

Rear Control

Pump Drain



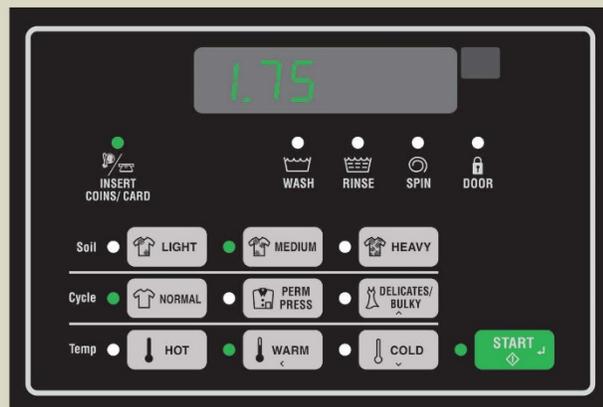
 ENERGY STAR® Certified

BUILT FOR RELIABLE PERFORMANCE

- Suspension with out-of-balance logic
- Industry leading 1200 spin speed exerts 440 g-force extraction
- U.S. DOE compliance for energy and water efficiencies
- Commercial-grade stainless steel washtub
- Extra-wide 15.5" door opening and 180° door swing
- Four compartment supply dispenser

QUANTUM CONTROL

- Easy-to-read digital display
- Cycle programming flexibility
- Multi-level vend pricing
- Cycle modifier selection
- Card and coin transactions
- Wash Alert with Service Alert capable

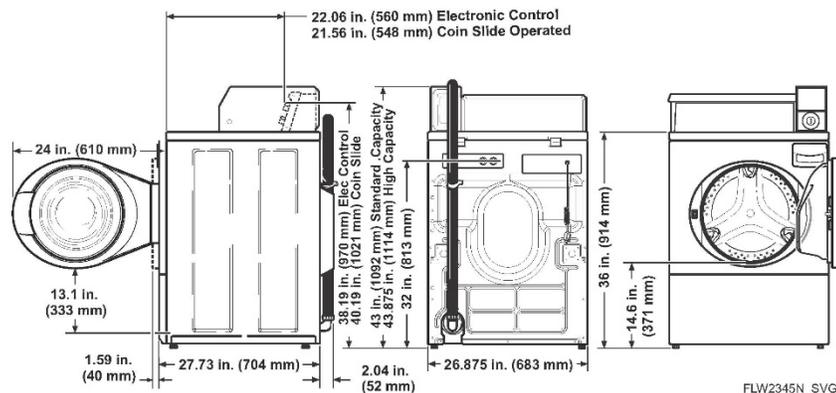


EQUIPMENT SPECIFICATIONS

QUANTUM® COMMERCIAL FRONT LOAD WASHER SPECIFICATIONS

MODELS and ACTIVATION { NOTE: Coin Box Sold Separately }	SFNNCRSP113TW01  Coin "C"	SFNNCRSP113TW02  Coin "C"	SFNNYRSP113TW01  Prep Card "Y"	SFNWYRSP113TW01  Prep Card "Y"	SFNNXRSP113TW02  Prep Coin "X"
Appearance					
Color Top Finish	White Porcelain	White Porcelain	White Porcelain	White Porcelain	White Porcelain
Control Panel Selection	Rear	Rear	Rear	Rear	Rear
Meter Case	Standard	High Capacity	--	--	High Capacity
Water and Energy Info					
Modified Energy Factor "MEF" ft³/kWh/cycle (Liters/kWh/cycle)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)
Water Factor "WF" - gal/ft³ (Liters/Liter/cycle)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)
Water Consumption - gal (Liter)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)
Technical Info					
Cylinder Volume - cu. ft. (liters)	3.42 (96.8)	3.42 (96.8)	3.42 (96.8)	3.42 (96.8)	3.42 (96.8)
Weight - lb (kg)	253 (114.8)	253 (114.8)	253 (114.8)	253 (114.8)	253 (114.8)
Shipping Weight - lb (kg)	273 (123.8)	273 (123.8)	273 (123.8)	273 (123.8)	273 (123.8)
Electrical Requirements	120/60/1-15 amp	120/60/1-15 amp	120/60/1-15 amp	120/60/1-15 amp	120/60/1-15 amp
Overall Dimensions WxDxH - in (mm): 26 7/8 (683) x 27 3/4 (704) x 43 (1092) High Capacity 26 7/8" (683) x 28" (711) x 43 7/8" (1114)					
Cycle - Normal, Perm Press, Delicates/Bulky	Yes	Yes	Yes	Yes	Yes
Temperature - Hot, Warm, Cold	Yes	Yes	Yes	Yes	Yes
Motor	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W
Water Pressure PSI (Bar)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)
Drain	Pump	Pump	Pump	Pump	Pump
Wireless Network Card Installed	--	--	--	Yes	--
Spin Speeds - RPM	500, 800, 1200	500, 800, 1200	500, 800, 1200	500, 800, 1200	500, 800, 1200
Performance/Features					
Secured Automated Audits	Yes	Yes	Yes	Yes	Yes
Safe Door Lock Release at Cycle Completion	Yes	Yes	Yes	Yes	Yes
Agency Approval	cULus	cULus	cULus	cULus	cULus

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



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EQUIPMENT SPECIFICATIONS

Speed Queen. Multi-Housing Quantum® Commercial Stack Washer/Dryer Front Control



 ENERGY STAR® Certified Washer

BUILT FOR RELIABLE PERFORMANCE

- Secured coin vaults with integrated meter case (coin only)
- U.S. DOE compliance for energy and water efficiencies
- ADA compliant (washer only)
- Suspension with out-of-balance logic
- Industry leading 1200 spin speed exerts 440 G-force extraction
- Extra-wide 15.5" door opening and 180° door swing
- Four compartment supply dispenser
- Industry's largest door opening 2.06 sq. ft. (1914 cm²)
- Quiet, efficient blower system
- End-of-cycle signal
- High efficiency exhaust blower with superior airflow 220 cfm (105 liters/sec)
- 100% serviceable from the front
- Space-saving narrow cabinet 26-7/8" (683 mm)
- Upfront lint filter easy to clean and secured

QUANTUM CONTROL

- Secured automated audits
- Easy-to-read digital display
- Cycle programming flexibility
- Multi-level vend pricing
- Individual cycle modifier keys
- Card and coin transactions
- Wash Alert™ with Service Alert capable



EQUIPMENT SPECIFICATIONS

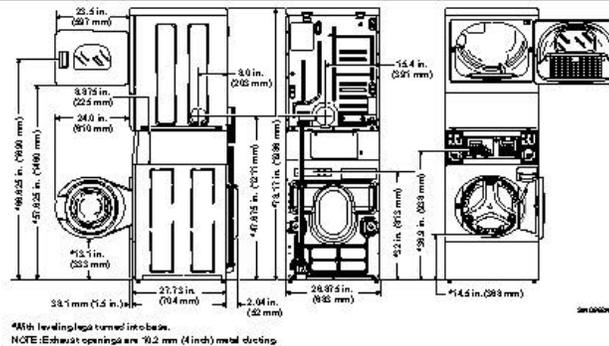
QUANTUM® COMMERCIAL STACK WASHER/DRYER SPECIFICATIONS

MODELS and ACTIVATION { NOTE: Coin Box Sold Separately }	STENCASP173TW01 STGNCASP113TW01	STENWASP173TW01 STGNWASP113TW01	STEWYASP173TW01 STGWYASP113TW01	STENXASP173TW01 STGNXASP113TW01	STGNXASG113TW01
					
Appearance					
Color	White	White	White	White	White
Meter Case	High Capacity	--	--	High Capacity	High Capacity
Water and Energy Info					
Modified Energy Factor "MEF" ft ³ /kWh/cycle (Liters/MWh/cycle)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)	2.98 (84.48)
Water Factor "WF" gal/ft ³ (Liters/Liter/cycle)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)	3.8 (0.52)
Water Consumption - gal (Liter)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)	11.7 (44.3)
Technical Info					
Weight - lb (kg)	390 (176.9)	390 (176.9)	390 (176.9)	390 (176.9)	390 (176.9)
Shipping Weight - lb (kg)	425 (192.8)	425 (192.8)	425 (192.8)	425 (192.8)	425 (192.8)
Overall Dimensions - WxDxH in (mm): 26 7/8 (683) x 27 3/4 (704) x 78 3/16 (1986)					
WASHER - Stainless Steel Basket Volume - cu. ft. (liters): 3.42 (96.8)					
Motor	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W	0.9 HP 671 W
Water Pressure PSI (Bar)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)	20-120 (1.4-8.3)
Spin Speeds - RPM	500, 800, 1200	500, 800, 1200	500, 800, 1200	500, 800, 1200	500, 800, 1200
Drain	Pump	Pump	Pump	Pump	Gravity
Electrical Requirements	120V/60/1 15 amp	120V/60/1 15 amp	120V/60/1 15 amp	120V/60/1 15 amp	120V/60/1 15 amp
DRYER - Galvanized Cylinder Volume - cu. ft. (liters): 7.0 (198)					
Air Outlet Diameter - in (mm)	4 (102)	4 (102)	4 (102)	4 (102)	4 (102)
Exhaust Airflow - cfm (liters/sec)	220 (105)	220 (105)	220 (105)	220 (105)	220 (105)
Cycle Temperatures - High, Medium, Low, Delicate, No Heat					
Heating Element	Elec 5380W 240V Gas 25,000 Btu	5380W 240V 25,000 Btu	5380W 240V 25,000 Btu	5380W 240V 25,000 Btu	-- 25,000 Btu
Wireless Network Board Installed	--	--	Yes	--	--
Motor	1/3 HP 5.5 amps	1/3 HP 5.5 amps	1/3 HP 5.5 amps	1/3 HP 5.5 amps	1/3 HP 5.5 amps
Electrical Requirements	Elec 240V/60/1 30 amp* Gas 120V/60/1 15 amp	240V/60/1 30 amp* 120V/60/1 15 amp	240V/60/1 30 amp* 120V/60/1 15 amp	240V/60/1 30 amp* 120V/60/1 15 amp	240V/60/1 30 amp* 120V/60/1 15 amp
Performance/Features					
Top and Lower Unit Factory Assembled	Yes	Yes	Yes	Yes	Yes
Agency Approval	Elec cULus Gas cCSAus	cULus cCSAus	cULus cCSAus	cULus cCSAus	cULus cCSAus

NOTE: Stack washer/dryer requires two power cords. One for washer, one for dryer.

- * Electric dryers come equipped for 240V/60/1 operation. They can be field converted to operate on 208V/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 system of Alliance Laundry Systems' Ripon facility has been registered to ISO9001:2008.



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EQUIPMENT SPECIFICATIONS

Speed Queen. Multi-Housing

Quantum® Commercial Single Load Dryer

Rear Control



BUILT FOR RELIABLE PERFORMANCE

- Secured coin vault meter case (coin only)
- Industry's largest door opening 2.06 sq. ft. (1914 cm²)
- Quiet, efficient blower system
- Door is reversible for installation flexibility
- End-of-cycle signal
- High efficiency exhaust blower with superior airflow 220 cfm (105 liters/sec)
- 100% serviceable from the front
- Space-saving narrow cabinet 26-7/8" (683 mm)
- Upfront lint filter easy to clean and secured
- Durable galvanized steel cylinder

QUANTUM CONTROL

- Secured automated audits
- Easy-to-read digital display
- Cycle programming flexibility
- Multi-level vend pricing
- Individual cycle modifier keys
- Card and coin transactions
- Wash Alert™ with Service Alert capable



EQUIPMENT SPECIFICATIONS

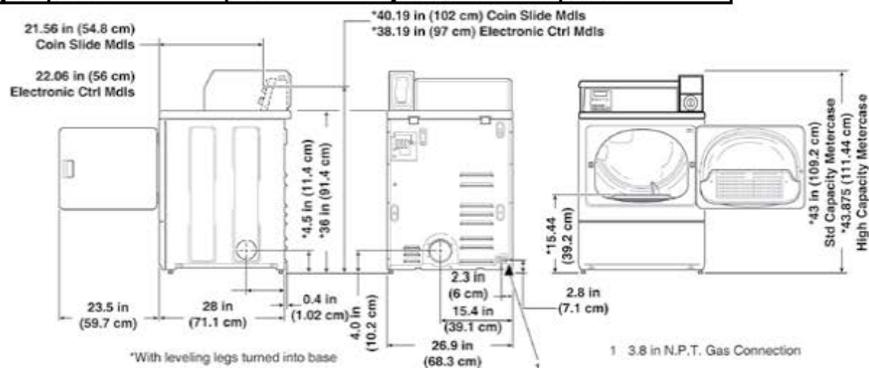
QUANTUM® COMMERCIAL SINGLE LOAD DRYER SPECIFICATIONS

MODELS and ACTIVATION { NOTE: Coin Box Sold Separately }	SDENCRGS153TW01 SDENCRGS173TW01 SDGNCRGS113TW01	SDENYRGS153TW01 SDENYRGS173TW01 SDGNYRGS113TW01	SDEWYRGS153TW01 SDEWYRGS173TW01 SDGWYRGS113TW01	SDENXRGS173TW01 SDGNXRGS113TW01
	 Coin™C"	 Prep Card™Y"	 Prep Card™Y"	 Prep Coin™X"
Appearance				
Color	White	White	White	White
Top	Porcelain	Porcelain	Porcelain	Porcelain
Control Panel Selection	Rear	Rear	Rear	Rear
Meter Case	Standard	--	--	Standard
Technical Info				
Cylinder Volume cu. ft. (liters)	7.0 (198)	7.0 (198)	7.0 (198)	7.0 (198)
Cycle Temperature - High, Medium, Low, Delicate, No Heat				
Motor (Capacitor Start and Thermal Protected) - 1/3 HP				
Weight - lb (kg)	Elec	135 (61)	135 (61)	135 (61)
	Gas	140 (64)	140 (64)	140 (64)
Shipping Weight - lb (kg)	Elec	145 (66)	145 (66)	145 (66)
	Gas	150 (68)	150 (68)	150 (68)
Electrical Requirements	Elec	208/60/1-30 amp 240/60/1-30 amp*	208/60/1-30 amp 240/60/1-30 amp*	208/60/1-30 amp 240/60/1-30 amp*
	Gas	120/60/1-1.5 amp	120/60/1-1.5 amp	120/60/1-1.5 amp
Overall Dimensions - WxDxH in (mm): 26 7/8 (683) x 28 (711) x 43 (1092)				
Type Of Gas (Gas Models Only) ** Factory-Equipped Natural/Mixed Gas				
Air Outlet Diameter - in (mm)	4 (102)	4 (102)	4 (102)	4 (102)
Exhaust Airflow cfm (liters/sec)	220 (105)	220 (105)	220 (105)	220 (105)
Wireless Network Board Installed	--	--	Yes	--
Heating Element	Elec	4750W, 208V 5350W, 240V	4750W, 208V 5350W, 240V	4750W, 208V 5350W, 240V
	Gas	25,000 Btu	25,000 Btu	25,000 Btu
Performance/Features				
Cycle Status Indicators	Yes	Yes	Yes	Yes
Touch Pad Control with Sound Annunciator				
Agency Approval	Elec	cULus	cULus	cULus
	Gas	cCSAus	cCSAus	cCSAus

* 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 system of Alliance Laundry Systems' Ripon facility has been registered to ISO9001:2008.



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EQUIPMENT SPECIFICATIONS

Speed Queen® Multi-Housing

Quantum® Commercial Stack Dryer

Front Control

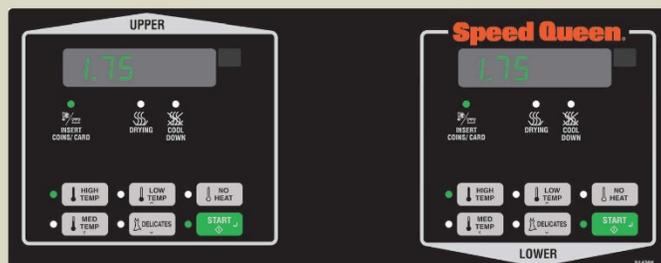


BUILT FOR RELIABLE PERFORMANCE

- Secured coin vaults with integrated meter case (coin only)
- Industry's largest door opening 2.06 sq. ft. (1914 cm²)
- Quiet, efficient blower system
- End-of-cycle signal
- ADA compliant (bottom dryer only)
- High efficiency exhaust blower with superior airflow 220 cfm (105 liters/sec)
- 100% serviceable from the front
- Space-saving narrow cabinet 26-7/8" (683 mm)
- Upfront lint filter easy to clean and secured
- Durable galvanized steel cylinder

QUANTUM CONTROL

- Secured automated audits
- Easy-to-read digital display
- Cycle programming flexibility
- Individual cycle modifier keys
- Card and coin transactions
- Wash Alert™ with Service Alert capable



EQUIPMENT SPECIFICATIONS

QUANTUM® COMMERCIAL STACK DRYER SPECIFICATIONS

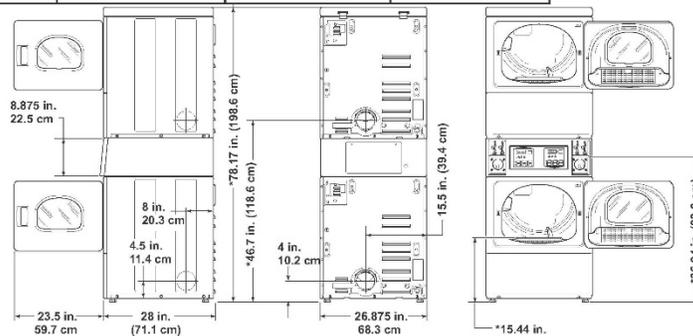
MODELS and ACTIVATION	SSENCAGW153TW01 SSENCAGW173TW01 SSGNACGW113TW01	SSENYAGW173TW01 SSGNYAGW113TW01	SSEWYAGW173TW01 SSGWYAGW113TW01	SSENXAGW173TW01 SSGNXAGW113TW01
{NOTE: Coin Box Sold Separately}	 Coin "C"	 Prep Card "Y"	 Prep Card "Y"	 Prep Coin "X"
Appearance				
Color	White	White	White	White
Control Panel Selection	Front	Front	Front	Front
Door	Window	Window	Window	Window
Meter Case	High Capacity	--	--	High Capacity
Technical Info				
Cylinder Volume cu. ft. (liters)	7.0 (198) (ea)	7.0 (198) (ea)	7.0 (198) (ea)	7.0 (198) (ea)
Cycle Temperature - High, Medium, Low, Delicates, No Heat				
Motor (Capacitor Start and Thermal Protected) - 1/3 HP				
Weight - lb (kg)	Elec	265 (120)	265 (120)	265 (120)
	Gas	275 (125)	275 (125)	275 (125)
Shipping Weight - lb (kg)	Elec	280 (127)	280 (127)	280 (127)
	Gas	290 (132)	290 (132)	290 (132)
Electrical Requirements (ea)	Elec	208/60/1-30 amp 240/60/1-30 amp*	240/60/1-30 amp*	240/60/1-30 amp*
	Gas	120/60/1-15 amp	120/60/1-15 amp	120/60/1-15 amp
Overall Dimensions - WxDxH in (mm): 26 7/8 (683) x 28 (711) x 78 3/16 (1986)				
Type Of Gas (Gas Models Only) ** Factory-Equipped Natural/Mixed Gas				
Air Outlet Diameter - in (mm)	4 (102)	4 (102)	4 (102)	4 (102)
Exhaust Airflow cfm (liters/sec)	220 (105)	220 (105)	220 (105)	220 (105)
Wireless Network Board Installed	--	--	Yes	--
Heating Element (ea)	Elec	4750W, 208V 5350W, 240V	5350W, 240V	5350W, 240V
	Gas	25,000 Btu	25,000 Btu	25,000 Btu
Performance/Features				
Cycle Status Indicators	Yes	Yes	Yes	Yes
Touch Pad Control with Sound Annunciator				
Agency Approval	Elec	cULus	cULus	cULus
	Gas	cCSAus	cCSAus	cCSAus

NOTE: Each stack dryer pocket requires its own separate power cord.

* 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 system of Alliance Laundry Systems' Ripon facility has been registered to ISO9001:2008.



* With leveling legs turned into base.
NOTE: Exhaust openings are 10.2 cm (4 inch) metal ducting.



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REQUIRED DOCUMENTS FROM RFP

Attachment A

Original page with signature in hard copy of proposal.

REQUIRED DOCUMENTS FROM RFP

Attachment B

ATTACHMENT B
RFP WM20-2303
Residential Laundry Services
CONTRACTOR DATA SHEET

QUALIFICATIONS OF OFFEROR: Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.

Indicate the length of time you have been in business providing this type of service. _____ 29 _____ Years
 _____ 4 _____ Months

Provide a list of current references, either Colleges, Educational Institutions, and/or other companies that your firm is servicing. Include the length of service, dollar volume, year contract was entered into, and the name and address of the person the State has your permission to contact. Such listing shall be comprehensive of your firm's customer base and can be formatted as follows:

CURRENT ACCOUNTS:

Account Name, Address & Phone #	Length of Service	\$ Volume/Year
James Madison University	27 years	\$570,000
Virginia Tech University	30 years	\$900,000
Clemson University	12 years	\$502,000
University of Georgia	9 years	\$237,000
University of Virginia	26 years	\$562,000
University of Delaware	28 years	\$495,000

LOST ACCOUNTS:

Account Name, Address & Phone #	Length of Service	\$ Volume/Year
Fort Valley State University	5 years	\$34,000
Lee University	7 years	\$83,000
University of New Orleans	5 years	\$107,000

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Our full list of current and lost accounts with contact information is found in the "Reference Section" of our proposal.

REQUIRED DOCUMENTS FROM RFP

Attachment D

ATTACHMENT D:

**RFP WM20-2303
Residential Laundry Services**

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: Caldwell & Gregory LLC **Preparer Name:** Kristan Wun **Date:** March 4, 2020

It is the goal of the University to have over 42% of its purchases be made from SWaM businesses. All potential Offerors are required to submit a SWaM subcontracting plan.

W&M SWaM Goals by Type		
Small Businesses (SBE)	Women-owned Businesses (WBE)	Minority-owned Businesses (MBE)
30%	8%	4%

Instructions: *Populate the table on the following page to show your firm's plans for utilization of small (including Micro Businesses), women-owned and minority-owned business enterprises for the subcontracting plans for the response to the solicitation. Describe plans to utilize SWaM businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Note: All small, micro, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department Small Business and Supplier Diversity (SBSD) to be counted in the SWaM program. Certification applications are available through SBSBD at 804-786-6585, or online at www.sbsd.virginia.gov (Customer Service).

For detailed definitions of the SWaM designations, please visit:
<https://www.sbsd.virginia.gov/certification-division/swam/>

If your firm is already a SWaM vendor certified through SBSBD, please provide the following:

SWaM Type (S,O,W,M)	Certification Number

As a SBSBD certified SWaM vendor, if your company is utilizing SWaM suppliers, W&M strongly encourages you to complete the SWaM utilization plan.

Questions or concerns regarding the completion of the SWaM subcontracting form may be directed to procure@wm.edu.

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REQUIRED DOCUMENTS FROM RFP

Attachment D (continued)

ATTACHMENT D CONTINUED

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan Listing of Sub-Contractors, to include SWaM Businesses for this Bid/Proposal and Subsequent Contract

Offeror/Bidder: Caldwell & Gregory **Address:** 129 Broad Street Road, Manakin-Sabot, VA 23103 **Contact:** Kristan Wun, 804-678-8222, kristang@caldwellandgregory.com

<u>Subcontractor's Name and Address</u>	<u>Federal Employer Identification Number</u>	<u>Contact Person & Phone Number & Email</u>	<u>SBSD Certification Number</u>	<u>Services or Materials to be Provided</u>	<u>Total Subcontractor Contract Amount</u>
Tire & Automotive Service Centers 200 Seminole Court Charlottesville, VA 22901		Larry Miller (434) 975-2500 larry@universitytireandauto.com	683616	Service Van Parts/Service	\$ 15,000.00
Haberdasher Corporate Apparel LLC PO Box 14857 Richmond, VA 23221	27-0430704	Helen Ilnicky (804) 955-9470 helen@haberdashercorporateteapparel.com	682708	Uniforms	\$ 40,000.00
Keiter, Stephens, Hurst, Gary, & Shreaves PC 4401 Dominion Boulevard Glen Allen, VA 23060	54-1631262	Coleen Moore (804) 747-0000 c.moore@keitercpa.com	685975	Accounting Services	\$ 1,093,245.00
Parrish Motor Company, Inc. 2900 River Road West Goochland, VA 23063		Ray Parrish (804) 556-4444 ray@parrishford.com	659853	Service Vans	\$ 1,500,000.00
Richmond Commercial Services, Inc. PO BOX 27976 Richmond, VA 23261	54-1695327	Miller Isley (804) 358-4035 misley@rcsmoving.com	652372	Moving Services	\$ 1,132,095.00
Richmond Security, Inc. 491 Southlake Blvd Richmond, VA 23236		Stephen Wilkinson (804) 378-1010 stephen@richmondsecurity.com	651844	Access Control	\$ 500,000.00
Dominion Sign Company 3825 Gaskins Road Richmond, VA 23233		John Warren (804) 346-8922 john@dominionssign.com	725464	Signs & Sign supplies	\$ 80,000.00

REQUIRED DOCUMENTS FROM RFP

Attachment E

ATTACHMENT E
RFP WM20-2303
Residential Laundry Services

W&M SWaM Subcontracting Reporting Form

As part of the SWaM initiative, *Executive Order 35*, issued by Governor Northam on July 3, 2019, mandates that all state institutions receive SWaM subcontract reporting from any contract anticipated to be \$100,000 or greater for the term of the contract.

1. In order to fulfill these reporting requirements, please click the following link to reach the W&M SWaM Subcontracting Reporting Page: <https://www.wm.edu/offices/procurement/suppliers-resources/supplier-diversity/swam-subcontracting-reporting/index.php>. You will be brought to the following page:



2. Once at the portal, click on the words "W&M subcontracting report" to download the W&M subcontracting form.
3. Submit the W&M quarterly subcontracting form electronically by clicking the "W&M Subcontracting Reporting" button.

Caldwell & Gregory has submitted the SWAM Subcontracting Reporting Form for First and Second Quarters.

REQUIRED DOCUMENTS FROM RFP
Attachment G

Original page with signature in hard copy of proposal.

REQUIRED DOCUMENTS FROM RFP

Addendum No. 001

Original page with signature in hard copy of proposal.

REQUIRED DOCUMENTS FROM RFP

Addendum No. 2

Original page with signature in hard copy of proposal.

REQUIRED DOCUMENTS FROM RFP

Checked acceptance of ALL W&M Terms and Conditions

on legal action for such determinations (Governing Rules § 56). However, the University reserves the right to use Alternate Dispute Resolution (ADR) for hearing appeals from decisions on disputes arising during the performance of a contract or when it is deemed to be in the best interest of the University.

B. SPECIFIC REQUIREMENTS:

1. The return of the RFP cover sheet.
2. Complete Contractor Data Sheet, included as **Attachment B** to the RFP, and other specific items or data requested in the RFP.
3. The Offeror must submit proof of SBSD SWaM certification or utilization of small, women-owned and minority-owned businesses for the initial contract period. Forms for submission of this data are provided in **Attachment E**.
4. A written narrative statement to include how the Offeror plans on accomplishing the work in the Statement of Needs, as follows:
 - a. **Experience** - The expertise of staff assigned, the number of staff assigned, qualifications and areas of expertise of staff. Provide resumes for each key personnel that will be servicing the contract. Describe his or her experience and responsibilities in rendering the services as described herein. List any sub-Contractors to be employed and their credentials. Describe the Offeror's relevant experience and qualifications in providing the required services described herein.
 - b. **Capabilities and Skills** - The Offeror's capabilities and skills to perform the services stated in the proposal including references. List current accounts on the Contractor Data Sheet and lost account Contractor Data Sheet (**Attachment B**). If the University is listed as a reference, then the Offeror's past performance for any and all University contracts may be used to evaluate the Offeror's capabilities and skills, as well as to determine subsequent award of contract.
 - c. **Responsiveness** - The degree to which the Offeror has responded to the purpose and scope of services -- e.g., services to be provided, additional information to be provided, flexibility of the proposal to meet the University's needs. Approach to providing services described herein.
 - d. Partnership – The manner in which the Offeror will engage with University staff and students to provide education, training and awareness regarding equipment use, features, efficiencies and Offeror expertise.

IX. MANDATORY GENERAL TERMS & CONDITIONS OF AWARD:

Please check the box below confirming the firm's agreement with the following mandatory conditions of award:

William & Mary's Mandatory Contractual Provisions:

The firm agrees to the following terms and conditions: (Only firms who agree to Mandatory Provisions will be considered):

<https://www.wm.edu/offices/procurement/buying/laws-policies-procedures/mandatory-general-terms-and-conditions-1.25.19.pdf>

REQUIRED DOCUMENTS FROM RFP

Checked acceptance of ALL W&M Terms and Conditions

X. SPECIAL TERMS AND CONDITIONS:

Please check the box below confirming the firm's agreement with the following special terms and conditions of award:

William & Mary's Preferred Contractual Provisions:

The firm agrees to the following terms and conditions:

<https://www.wm.edu/offices/procurement/buying/laws-policies-procedures/specialtermsandconditions-website-version.pdf>

XI. INTERNSHIP OPPORTUNITIES:

Internship / Employment Opportunity: The Contractor(s) shall agree to support the W&M Cohen Career Center by:

- a. Utilizing the University student interns and create an internship plan with the Cohen Career Center,
- b. Informing the [Cohen Career Center](#) of full-time employment opportunities for qualified University graduates, and
- c. Participating in at least one [Cohen Career Center](#) event per year.

XII. SPONSORSHIP OPPORTUNITIES:

The awarded contractor of this solicitation will not only have the opportunity to establish a significant business relationship with William & Mary, but also earn tremendous credibility in the marketplace by having the institution select it for a very important service that affects its students, employees, vendors, visitors. W&M has established a new corporate sponsorship platform that will allow its business partners and vendors to promote its business association with the University on a year-round basis.

Contractor placement of value on the benefit of being a business partner of W&M should be reflective in its willingness to invest in some or all of the areas. The specifics of how much of the above would be available to the contractor would depend on its specific willingness to investment in such assets and a deeper conversation on which assets align best with its marketing strategy for the region. Please indicate in your response if your company would see value in the opportunities outlined above and if so, please consider your desired level of investment on an annual basis to promote its relationship with W&M. If there is interest, W&M's sponsorship sales group managed by our marketing and multimedia partner will follow-up on the specifics of this program.

XIII. METHOD OF PAYMENT:

Payment will be made in accordance with the Commonwealth of Virginia Prompt Payment Act. All invoices shall show the contract number and/or purchase order number. Invoices for items or services ordered, delivered and accepted shall be submitted by the Contractor to the address that appears on the University's assigned eVA purchase order.

The Contractor shall ensure that a current W-9 (Taxpayer Identification Number and Certification) is on file in the Accounts Payable Office. Failure to have a current W-9 on file may delay payment of any invoice(s) submitted. Invoices presented to the Accounts Payable Office are deemed valid only if a current W-9 is on file.