



WILLIAM & MARY

CHARTERED 1693

Request for Proposal

RFP Title: Residential Laundry Services

RFP Number: WM20-2303

Issue Date: January 29, 2020

Due Date: March 5, 2020



WILLIAM & MARY IS A VASCUPP™ MEMBER INSTITUTION

TABLE OF CONTENTS

I.	GENERAL INFORMATION	PAGE 2
II.	PURPOSE	PAGE 3
III.	UNIVERSITY BACKGROUND	PAGE 3
IV.	CONTRACT TERM	PAGE 4
V.	COOPERATIVE PURCHASING / USE OF AGREEMENTS BY THIRD PARTIES PARTICIPATION	PAGE 4
VI.	REPORTING AND DELIVERY REQUIREMENTS	PAGE 4
VII.	STATEMENT OF NEEDS	PAGE 6
VIII.	EVALUATION AND AWARD CRITERIA	PAGE 9
IX.	PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS	PAGE 10
X.	MANDATORY GENERAL TERMS & CONDITIONS	PAGE 12
XI.	SPECIAL TERMS & CONDITIONS	PAGE 13
XII.	INTERNSHIP OPPORTUNITIES	PAGE 13
XIII.	SPONSORSHIP OPPORTUNITIES	PAGE 13
XIV.	METHOD OF PAYMENT	PAGE 13
	ATTACHMENTS	
	A. CONFLICT OF INTEREST STATEMENT	
	B. CONTRACTOR DATA SHEET	
	C. LETTER FROM THE OFFICE OF THE PRESIDENT	
	D. SWAM PLAN	
	E. SWAM REPORTING FORM	
	F. REGISTRATION FORM FOR PRE-PROPOSAL CONFERENCE	
	G. THIRD PARTY SERVICE PROVIDER CLAUSE	
	H. RFP SUBMISSION CHECKLIST	
	I. PRICING MATRIX	
	J. WILLIAM & MARY LOCATIONS AND EQUIPMENT COUNTS	

I. GENERAL INFORMATION:

Issue Date: January 29, 2020

Title: Residential Laundry Services

Preproposal Conference: February 14, 2020 – 10 AM EST (Provide questions and submit conference participants via email to klmabe@wm.edu by 3 PM February 10, 2020 via Registration form ATTACHMENT F)

Due Date: March 5, 2020– BEFORE 2:00 PM EST (responses may be mailed or hand delivered)

Commodity Code: 93442. 98345

Mailing/Delivery:
Mailing address
Procurement Services
P.O. Box 8795
Williamsburg, Virginia 23187-8795

Delivery Address
Procurement Services, Facilities Management Building
Lower Level Rear Entrance
115 Grigsby Drive
Williamsburg, Virginia 23185

Period of Contract: Date of Award for an initial 10 year period upon award, with 1, 5 year renewal option (See Section IV)

Send proposals directly to the address shown above by due date and time shown above; **any late proposals will be rejected**. If proposals are **hand delivered**, i.e. by UPS, FEDEX or by Offeror, please use the delivery address above. For mailed submissions, please allow extra days for internal delivery from our P.O. Box in order for us to receive the RFP by the due date. The RFP number should be referenced on the outside of the package.

IDENTIFICATION OF PROPOSAL PACKAGE: The signed proposal should be returned in a separate envelope or package, sealed and identified. *As instructed in Section IX A.* W&M requires the inclusion of a clearly marked redacted proposal if any portion of the Offeror’s proposal contains proprietary information or personally identifiable information; See Section IX.A.1 stipulations. All resulting contracts will be made available through W&M’s and/or VASCUPP Public Contracts Gateway.

eVA REGISTRATION:

All vendors desiring to provide goods and/or services to W&M shall participate in the eVA Internet e-procurement solution. The Offeror awarded shall be registered in eVA prior to the contract award; **failure to self-register by award date may result in the proposal being rejected**. It is the vendor’s responsibility to make sure it has reviewed the latest version of the RFP and has checked eVA for any changes made before the due date.

All inquiries for information regarding this Request for Proposal shall be directed to Kathy Mabe Senior Sourcing Specialist, Procurement Services (757) 221-1636 or at klmabe@wm.edu. Offerors communication is limited to W&M Procurement Services. Contacting W&M employees other than W&M Procurement Services for any reason during this solicitation process may be grounds for disqualification.

In compliance with this Request for Proposal, including all the conditions imposed herein and thereby incorporated by reference, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm: _____ Date: _____

By: _____
Signature in Ink

Name: _____
(Type or Print Name and Title)

Phone #: _____

FEI/FIN #: _____
(do not include SSN)

Email: _____

ACKNOWLEDGE RECEIPT OF ADDENDA _____ (please initial, if applicable)

Minority Owned Business: ___ Woman Owned Business: ___ Small Business: ___ Micro Business: ___ Service Disabled Veteran: ___

VA Dept. of Small Business and Supplier Diversity Certification # _____ eVA VCUST# _____

This public body does not discriminate against faith-based organizations in accordance with the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1, § 36 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RETURN OF THIS PAGE IS REQUIRED

II. **PURPOSE:**

- A. The purpose and intent of this Request for Proposal (“RFP”) is to solicit sealed proposals from experienced firms in order to establish a national cooperative contract for Residential Laundry Services through competitive negotiations to William & Mary, an agency of the Commonwealth of Virginia, hereinafter referred to as “W&M” or “University”.
- B. For ease of reference, each supplier or company receiving this RFP is referred to as an Offeror and the Offeror selected to provide services for the University is referred to as a Contractor. This RFP states the instructions for submitting proposals, the procedures and criteria by which an Offeror’s proposal will be evaluated, and the terms and conditions by which the University proposes to govern the agreement between it and the selected Contractor.
- C. This document as written and issued by W&M Procurement Services on January 29, 2020 is the official solicitation document. Any changes made to the document by an Offeror must be clearly identified at the time the proposal is submitted. Generally, changes made to a proposal document will result in disqualification. However, changes proposed may be considered within the negotiation process.
- D. **OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal teleconference will be held on February 14, 2020 at 10AM (EST). The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation. Please provide all questions by email to the Senior Sourcing Specialist, Kathy Mabe kimabe@wm.edu no later than 3 working days before the Pre-Proposal Conference date.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

See **Attachment F** for registration.

III. **UNIVERSITY BACKGROUND:**

William & Mary is the nation’s second oldest college and the first college to become a university. Established in 1693 by British royal charter, William & Mary is proud of its role as the Alma Mater of generations of American patriots, leaders, and public servants. William & Mary is a public, coeducational institution based on a strong Arts & Sciences tradition that offers a full range of degree programs from the baccalaureate to the doctor of philosophy and doctor of law. William & Mary serves the Commonwealth and the nation by its dedication to excellence in education. It routinely ranks in the top ten of public universities in the country and is considered a best buy in many college guides. Besides William & Mary’s extensive undergraduate programs, it has four nationally ranked professional schools of marine science, law, business, and education.

William & Mary enrolls approximately 6,400 undergraduate students and 2,000 graduate students. As a public university, Virginia residents comprise 65% of the student body, and non-Virginia residents comprise 35% of the student body. Now, in its fourth century, William & Mary continues its tradition of excellence by combining the best features of an undergraduate college with the opportunities offered by a cutting-edge [research](#) university. Our moderate size, dedicated faculty, and distinctive history give William & Mary a unique character among public institutions, and create a learning environment that fosters close interaction among students and teachers.

IV. CONTRACT TERM:

Any resulting contract from this solicitation shall have an initial 10-year term, with 1, 5 year term renewal option contingent upon modifications or termination. In the event the University requires changes in the scope of services, such changes will be mutually agreed upon by the Contractor and University. The University shall incorporate the written modifications into the contract.

V. COOPERATIVE PURCHASING / USE OF AGREEMENTS by THIRD PARTIES

This solicitation is being issued by William & Mary on behalf of the Virginia Higher Education Procurement Consortium (“VHEPC”) which includes all members from the Virginia Association of State College and University Purchasing Professionals (“VASCUPP”). Reference the VASCUPP Zone Map <https://www.vascupp.org/VASCUPPzonemap.pdf>

It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, this may include any and all state, local governments, school districts, public body, public or private health or higher education institutions or the University’s affiliated foundations in the United States may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor will notify the University in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from the University. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes if need be. The Contractor is strongly encouraged to offer additional discounts to all contract participants as the result of increasing aggregated spending among all entities accessing the contract. A plan for extending deeper discounts among all contract participants will be requested during negotiations.

VI. REPORTING AND DELIVERY REQUIREMENTS:

UTILIZATION OF SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES (“SWaM”): The following reports shall be submitted as indicated:

A. **MINORITY/WOMEN OWNED BUSINESS SUBCONTRACTING AND REPORTING:** Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms are available from the Department of Minority Business Enterprise.

B. **Final Actual Involvement Report:** The Contractor shall submit a report to the Contract

Officer within 10 days of contract completion on the actual dollars spent with SWaM businesses during the performance of this contract. At a minimum, this report shall include for each firm contracted with and for each such business class (i.e., small, women-owned, minority-owned) a comparison of the total actual dollars spent on this contract with the planned involvement of the firm and business class as specified in the proposal, and the actual percent of the total estimated contract value.

- C. The Contractor agrees to furnish the Procurement office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.

D. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE

It is the goal of the University that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the Contractor is encouraged to offer such subcontracting opportunities to small businesses certified by the Virginia Department of Small Business & Supplier Diversity (SBSD), including SBSD-certified women-owned and minority-owned businesses when they have received SBSD small business certification. If the prime Contractor uses small business subcontractors, the prime Contractor must report the use of small business subcontractors by providing the purchasing office the following information at a minimum: the name of small business with the SBSD certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.

All potential Offerors are required to submit a Small, Women and Minority-owned Businesses (SWaM) Utilization Plan, See **Attachment D**. No Offeror or subcontractor shall be considered a SWaM Business unless certified as such by the SBSD by the due date for receipt of bids or proposals.

Each prime Contractor who wins an award valued over \$100,000 shall include in their quarterly subcontracting report information on use of subcontractors whether or not they are SBSD-certified. Information on submitting quarterly reports may be found on W&M's Supplier Diversity Goals website: <https://www.wm.edu/offices/procurement/suppliers-resources/supplier-diversity/goals/index.php>

VII. STATEMENT OF NEEDS:

In support of its mission and in an effort to maintain the highest quality services for its on campus students, the University seeks to establish a contract with a qualified Offeror for laundry services as specified in this RFP. The laundry program offered must further enhance living and quality of life in University residential facilities. The selected Offeror must be committed to meeting the immediate needs of the University and its students and provide for long-term enhancement of laundry services and resident outreach and education in using laundry services. In the support of the sustainability mission and water conservation for the campus, the University desires Offerors who will support the mission of the campus. The University is directed toward washers and dryers, which are energy efficient in the use of electricity and water.

A. Desired Services

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

B. Equipment, Utilities, Supplies and Space Use

1. ATTACHMENT J represents the initially required minimum equipment; but it is intended that at regular intervals during the duration of the contract, the amount of required equipment shall be examined by the University and Contractor with the objective of providing the best possible service to the student body.
2. All machines proposed for the laundry rooms must be new, modular in appearance, similar in color, utilizing vandal proof mechanisms and must be compatible with Cbord readers (or alternative readers if equipment is changed during the life of the contract.. Washers and dryers installed shall be the electric commercial type of a known national manufacturer, and shall be of adequate durability, size and capacity for the use they are intended.
3. All machines proposed must conform to current power, water and venting configurations.
4. Washers proposed shall be energy efficient, Energy Star compliant, commercial washers with a capacity of at least 18-20 lbs. Washers shall have at least 3 wash cycles (i.e., regular, perma-press and delicate) selections.
5. Dryers proposed should be front loading, high efficiency commercial dryers with a capacity of at least 18-20 lbs. Dryers shall have various heat cycle selections.
6. Currently, washers are set for a cycle time of 30 minutes and dryers for 50 minutes. The wash and dry cycles currently each cost \$1.50. All machines must be Cbord card reader compatible, but also accept coins.
7. Offerors must propose a time and price per cycle for a wash, and a time and price per cycle for a drying. Offerors must also propose a minimum guarantee of revenue for the University and a percentage scale split of revenue with the University.
8. Each residence hall laundry room shall have at least one washing and one drying unit that is universally accessible (ADA compliant). Such washing machines shall have a 18-20 lb. capacity, be

front loading, all controls convenient for use by people in wheelchairs, and all machines shall be soft mount type.

9. Drying machines shall conform with and match above washing units. The equipment shall be compatible in terms of décor when two or more machines are placed together at one location. The equipment shall be the same height to give uniformity of appearance. The Contractor shall maintain attractive and reliable equipment. A continuous program shall be in effect for upgrading and replacing worn machines. This program will depend on usage and individual machine performance.
10. Where necessary and mutually agreed upon by the University, utilities shall be brought to equipment by the University. The Contractor shall be responsible for paying the costs of connections from the equipment to the provided utility source, including all other costs of installation of the equipment and any required utility or other improvements to the physical plant. The University shall supervise installation.
11. The machines shall be operational during the entire year, but with reduced usage by mutual agreement for the summer session and University vacation breaks. Operations will be curtailed in some residence halls during the summer. The University will furnish the Contractor with a schedule of openings and closings.
12. In addition to the necessary operating instructions, the Contractor shall post in each laundry location, information to the user of where malfunction reports, product quality comments and refund requests may be made. All information including permits, licenses and price regulation required as applicable to be posted, shall be displayed in an appropriate manner agreed upon by the University without defacing the facilities of the University.

C. Campus Debit Card System

1. The Contractor shall be responsible for all the equipment (i.e., card readers, controllers) and supplies necessary to facilitate sales through the University's Tribe Card system <https://www.wm.edu/offices/auxiliary/tribecardservices/tribecard/index.php>. The Contractor shall also be responsible for the repair and maintenance of such equipment. In addition, the Contractor shall also be responsible for the purchase of any required interface software necessary for connection to the debit card system.
2. The University currently uses CS Gold (Version 6.0) as its campus debit card system. The CBord Group, Inc. located at 61 Brown Road, Ithaca, NY 14850, <http://www.cbord.com>, developed the CS Gold system application. All sales through the CS Gold system will be reported by Tribe Card Services to the Contractor and paid to the Contractor on a monthly basis according to the negotiated rate. The Contractor will use the billing dates provided by Tribe Card Services to reconcile.
3. The University has an online monitoring system for all laundry equipment through Tribe Card Services and maintains that information through an agreement with CBord.

D. Commissions, Accounting and Payments

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

1. Percentage of net sales on individual vending product categories or a minimum guarantee of total commission per year, whichever is greater.
2. Accounting: The Contractor shall maintain complete and accurate records of transactions for each machine in accordance with accepted industry accounting practices, and shall keep in a safe place all such financial records and statements pertaining to the operations at the University for a period of five (5) years from the close of each year's operation or until audited by the State of Virginia, whichever comes first. The University's representative, selected auditors or the Contractor may annually or more often if necessary, examine all financial and operational phases of the Contractor's services. Periodic reviews, conducted jointly by representatives of the University and the Contractor shall be made to ensure that commission and guarantee payments, pricing structure and other phases of the operation are conducted in the most efficient and financially sound basis.

3. All University card sales will be reported to the Contractor by reports issued from the Tribe Card Services weekly and/or monthly. The University will pay the Contractor for these sales monthly and these totals are to be accounted for along with all cash sales when determining the University's commission.
4. A voucher refund system shall be required to refund for cash sales. The voucher system shall include a form supplied by the Contractor and approved by the University to be filled out by the person making refund claims. University refunds will be processed through Tribe Card Services.
5. Refunds and tests shall be deducted from commission gross sales in item categories in which refund and tests occurred prior to computation of State and local sales tax commissions due the University.
6. Commissions shall not be paid on the Contractor's revenue losses resulting from vandalism or theft of product from vending equipment at the University.
7. The Contractor shall provide monthly sales and commission reports to the Tribe Card Services that provides the following information:
 - A detailed statement showing the gross sales derived from each location for washers and dryers under this contract.
 - Building location of machines.
 - Machine number.
 - Selling prices of product service.
 - Gross sales for month for each machine, each location, and each period and total.
 - Total commission for each machine, each location for each period.
 - Refunds, discards and tests for each item category.

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

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

E. VHEPC Current Member Participation Totals: Participation is optional among VHEPC members and enrollment dates will vary.

<u>Institution</u>	<u># of Washers</u>	<u># of Dryers</u>	<u>Current Financial Arrangement</u>
George Mason University	188	222	Included
James Madison University	232	249	Pay
Longwood University- Pay Machines	54	61	Pay
Longwood University- Included Machines	50	50	Included
Old Dominion University	176	227	Included
University of Mary Washington	118	118	Pay
University of Virginia	232	255	Pay
Virginia Commonwealth University	86	89	Included
Virginia Military Institute	12	12	Pay
Virginia Tech University*	289	307	Pay
William & Mary	136	147	Pay
Radford University	142	159	Pay
VHEPC TOTALS	1715	1896	VHEPC Estimated Gross Sales \$2.8M

VIII. EVALUATION AND AWARD CRITERIA:

A. EVALUATION CRITERIA

Each proposal will be evaluated for full compliance with the RFP instructions and the mandatory terms and conditions set forth in the RFP. The objective of the Evaluation Committee will be to recommend the Contractor(s) who is most responsive to the herein described needs of William & Mary. The proposals shall be evaluated by William & Mary using the following criteria:

1.	Experience, quality and extent of services.	30
2.	Financial Offer and Rebate Program Structure.	25
3.	Approach and method for providing the services, including sustainability efforts, and turnaround time for service calls and broken equipment.	20
4.	Capabilities, qualifications, responsiveness, and expertise of Offeror and participating personnel in providing for similar clients.	15
5.	The Offeror's Small, Women-owned, and Minority-owned (SWaM) business certification and plan to utilize SWaM businesses.	10
	TOTAL	100

- B. **AWARD OF CONTRACT:** Selection shall be made of Offeror(s) deemed fully qualified and best suited among those submitting proposals on the basis of the RFP evaluation factors, including price if so stated in this RFP. Negotiations shall be conducted with the Offeror(s) so selected. Price shall be considered, but need not be the sole determining factor. The University will also weigh whether or not the Offeror plans to utilize sustainable processes in providing its goods and services, and if so, to what extent.
- C. After negotiations have been conducted with each Offeror so selected, the University shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Sourcing Specialist to decide if single or multi-award. Include optional multi-award language for consideration. The University may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Rules Governing Procurement*, Chapter 2, Exhibit J, Attachment 1 § 49D). Should the University determine in its sole discretion and in writing that only one Offeror is fully qualified, or that one Offeror is clearly more qualified than the others submitting proposals, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, including terms and conditions of the solicitation, and the Contractor's proposal as negotiated. Because the University may choose to award to a single Offeror, each Offeror must include in its RFP all requirements, terms or conditions it may have rather than assume it can add such matters after the RFP is submitted. Unsuccessful offers will be retained for a period of one year and then destroyed.

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

A. **GENERAL REQUIREMENTS:**

1. In order to be considered for selection, Offerors must submit a complete response to this RFP as described below. No other distribution of the proposal **shall** be made by the Offeror.
 - a. **One (1) original** Hardcopy proposal and **one copy on electronic media (USB Drive)** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information, trade secrets, or personally identifiable information **shall** be clearly marked in accordance with item "d." below.
 - b. If the proposal contains **proprietary information** or **personally identifiable information**, provide **one (1) redacted hard copy** and an electronic copy of the proposal and attachments **with proprietary and personally identifiable information portions removed or blacked out**. Personally identifiable information includes, but is not limited to, home addresses, home or cell phone numbers, banking account information, and resumes. The redacted copy **shall** be clearly marked "*Redacted Copy*" on the front cover of the hard copy and in the document name on the electronic copy. **The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification or designation, the proposal will be rejected.**
 - c. The University **shall** not be responsible for the Contractor's failure to exclude proprietary or personally identifiable information from the redacted copy.
 - d. Ownership of all data, materials and documentation originated and prepared for the University pursuant to the RFP shall belong exclusively to the University and subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets, proprietary information, or personally identifiable information submitted for a procurement transaction shall not be subject to public disclosure under the Freedom of Information Act; however, if the Offeror wishes to invoke the protection of Code of Virginia § 2.2-4342F, the Offeror must do so in writing prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary information, trade secrets, or personally identifiable information submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute proprietary information, trade secrets, or personally identification information. The University is not bound by Offeror's classification of data or other materials as proprietary information, trade secrets, or personally identifiable information.
 - e. Please note that W&M or VASCUPP's Public Contract Gateway will publish contract documents in their redacted digital version as provided by the Contractor. In compliance with the stipulations

above no data indicated by the Contractor as proprietary will be made publically available by W&M.

2. Each copy of the RFP should be bound or contained in a single volume with supporting documentation when practical.
3. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the University requiring prompt submission of missing information and/or a lowered evaluation of the proposal.
4. The University may reject proposals which are substantially incomplete or lack key information. Mandatory requirements are those required by law or regulation, or cannot be waived and are not subject to negotiation.
5. All proposals shall be received and time stamped in the Procurement Office no later than the Closing Date and Time shown on the cover page of this RFP. Any proposal received after the specified date and time shall not be considered and shall be returned unopened to the Offeror.
6. Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding explanation session only and does not include negotiation. If the University requires the Offerors to make presentations, it will schedule the time and location of these presentations.
7. All information requested by this RFP on the ownership, utilization and planned involvement of SWaM businesses must be submitted. If an Offeror fails to submit all information requested, the University may require prompt submission of missing information after the receipt of Offeror's proposal.
8. Proposals should be prepared simply and economically, providing a straightforward and concise description of the Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of the RFP content. Offerors should address their ability to meet the requirements of this RFP in the order addressed herein.
9. **RFP Submission Requirements:**
 - a. Proposals must be organized in the order in which the requirements are presented in the RFP.
 - b. All pages of the proposals should be numbered.
 - c. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP.
 - d. The Offeror should cite the paragraph number and sub-letter, and repeat the text of the requirement as it appears in the RFP.
 - e. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page.
 - f. The proposal should contain a table of contents which cross references the RFP requirements.
 - g. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.

Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

10. Communications regarding this RFP shall be formal from its issue date until either a Contractor has been selected or Procurement Services rejects all proposals. Formal communications shall be directed to Procurement Services. Informal communications, including but not limited to, requests for information, comments, or speculations regarding this RFP to any University employee other than a Procurement Services representative may result in the offending Offeror's proposal being rejected.
11. **Appeal process/procedure:** (Governing Rules §55) Although the University is authorized to establish an administrative appeals procedure, it has chosen not to develop such procedures, but rather will rely

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 SBSW 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>

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.

**RFP WM20-2303
Residential Laundry Services**

**ATTACHMENT A
CONFLICT OF INTEREST STATEMENT**

Ensure that the solicitation is thoroughly read and completed. Complete, sign and return the information requested below with your proposal. FAILURE TO FURNISH THIS DATA MAY RESULT IN REJECTING YOUR PROPOSAL.

NAME: _____

ADDRESS: _____

CITY/STATE: _____

TELEPHONE NUMBER: _____

FEDERAL ID NUMBER (FIN): _____

Do not include SSN

THE ABOVE FIRM IS A: (CHECK, AS APPLICABLE)

- | | |
|--|--|
| <input type="checkbox"/> SMALL BUSINESS | <input type="checkbox"/> INDIVIDUAL BUSINESS |
| <input type="checkbox"/> WOMAN-OWNED BUSINESS | <input type="checkbox"/> SOLE PROPRIETORSHIP |
| <input type="checkbox"/> MINORITY-OWNED BUSINESS | <input type="checkbox"/> PARTNERSHIP |
| <input type="checkbox"/> SHELTERED WORKSHOP | <input type="checkbox"/> CORPORATION |

RELATIONSHIP WITH W&M:

IS ANY MEMBER OF THE FIRM AN EMPLOYEE OF THE COMMONWEALTH OF VIRGINIA WHO HAS A PERSONAL INTEREST IN THIS CONTRACT PURSUANT TO THE CODE OF VIRGINIA, SECTION 2.1-639.1 - 639.24?

YES NO

IF YES, EXPLAIN:

SIGNATURE OF OFFEROR

DATE

RETURN OF THIS PAGE IS REQUIRED

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. _____ Years
_____ 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
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

LOST ACCOUNTS:

Account Name, Address & Phone #	Length of Service	\$ Volume/Year
_____	_____	_____
_____	_____	_____
_____	_____	_____

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**ATTACHMENT C:
RFP WM20-2303
Residential Laundry Services**



William & Mary

OFFICE OF THE PRESIDENT

October 16, 2019

Dear William & Mary Supplier Community,

William & Mary has set forth a meaningful goal to make 42 percent of its purchases from small, women-owned or minority-owned businesses. This is an essential step to integrate our core value of belonging in every aspect of our operations. We recognize that cultivating a welcoming environment in which people of diverse experiences and perspectives participate fully will require the dedicated support of our on-campus community as well as our numerous suppliers.

I often say that diversity accelerates innovation. Much research has shown that the more diverse the team, the more efficiently and creatively it solves problems and cultivates a positive organizational culture. Those gains will enable William & Mary to provide goods and services to our community as efficiently and affordably as possible.

William & Mary's 42 percent goal also answers a call from the Commonwealth to advance innovation and equity in our broader economy. Virginia's government charged Commonwealth employers to advance equity for the state's small, women-owned and minority-owned (SWaM) and service disabled veteran-owned businesses. We are committed to this shared effort toward greater economic prosperity in our region.

We will be evaluating our contracts systematically for partners who help us reach our goal. We thank you for your partnership in meeting this ambitious goal, as an essential step towards ensuring our community is a creative and welcoming place to work and live.

Sincerely,

A handwritten signature in black ink that reads "K.A. Rowe".

Katherine A. Rowe
President

KAR/edm

P.O. Box 8795 • Williamsburg, Virginia 23187-8795 • (757) 221-1693

ATTACHMENT D:
RFP WM20-2303
Residential Laundry Services

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

Offeror Name: _____ Preparer Name: _____ Date: _____

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 SBSD 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 SBSD, please provide the following:

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

As a SBSD 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.

RETURN OF THIS PAGE IS REQUIRED

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:

Firm		Address		Contact Person; phone & email	
Sub-Contractor's Name and Address	Federal Employer Identification Number	Contact Person & Phone Number & email	SBSD Certification Number	Services or Materials to be Provided	Total Subcontractor Contract Amount

(Form shall be submitted with proposal and if awarded, a similar spreadsheet will be sent to submit subcontracting reporting that will be required to be completed and attached with each request for payment.) To check SWaM status of subcontractors: <https://directory.sbsd.virginia.gov/#/status-search>

RETURN OF THIS PAGE IS REQUIRED

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.

ATTACHMENT G
RFP WM20-2303
Residential Laundry Services

THIRD PARTY SERVICE PROVIDER CLAUSE

William & Mary and the Virginia Institute of Marine Science

ARMICS Certification of Internal Control

Third Party Service Provider Clause

On May 12, 2008, the Commonwealth of Virginia Office of the Comptroller issued Comptroller's Directive No. 1.08, Agency Risk Management and Internal Control Standards (ARMICS), which mandates the implementation and annual assessment of agency internal controls systems in order to provide reasonable assurance of the integrity of all fiscal processes related to accounting, financial statements, compliance with laws and regulations and stewardship of the Commonwealth's assets.

A requirement of this Directive is to obtain reasonable assurance from all third-party services providers, related to significant fiscal processes, of the integrity of their internal controls based on the ARMICS standards. Please indicate the appropriate response as it relates to the services and/or processes your organization provides to William & Mary and the Virginia Institute of Marine Science by checking one of the selections below:

- As a third party service provider, there are no significant weakness found in the design or operation of the internal controls applicable to the processes or services conducted on behalf of William & Mary and the Virginia Institute of Marine Science.
- As a third party service provider, there are no significant weaknesses found in the design or operation of the internal controls applicable to the processes or services conducted on behalf of William & Mary and the Virginia Institute of Marine Science. However, other (non-significant) internal control weaknesses were identified and will be addressed.
- As a third party service provider, there are significant weaknesses found in the design or operation of the internal controls applicable to the processes or services conducted on behalf of William & Mary and the Virginia Institute of Marine Science. A list of these weaknesses and a copy of our Corrective Action Plan is attached herewith.

Third Party Service Provider

Printed Name of Authorized Representative

Signature of Authorized Representative

Date

This document was received and reviewed in compliance with the Commonwealth of Virginia Office of the Comptroller issued Comptroller's Directive No. 1.08.

William & Mary Compliance Review

Date

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT H
RFP WM20-2303
Residential Laundry Services

RFP SUBMISSION CHECKLIST

RFP Milestone Dates

- February 10, 2020 – Pre-proposal questions due
- February 14, 2020 -- Optional Pre-proposal Conference Call
- February 27, 2020 – Deadline for questions prior to RFP due date
- March 5, 2020 -- Deadline for receipt of sealed proposals, marked as directed on the signature page herein.

Document Submission Requirements including Attachments

- Signed Cover page
- Conflict of Interest Statement (Attachment A)
- Contractor Data Sheet (Attachment B)
- SWaM Utilization Plan (Attachment D)
- W&M SWaM Subcontracting Reporting Form (Attachment E)
- Registration for Pre-Proposal Conference (Attachment F)
- Third Party Service Provider Clause (Attachment G)
- Acknowledgement of any/all signed addenda (available on eVA posting site:
<https://m.vendor.eprocgipdc.com/Vendor/public/AllOpportunities?agencyname=College%20of%20William%20and%20Mary>)
- Return checked acceptance of **ALL** W&M Terms and Conditions
- If applicable, submit a redacted hard copy and one redacted electronic proposal, **if proprietary information is included within the proposal.**
- Certificate of Insurance if applicable upon award

Price Matrix (Attachment I)

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. \$ _____ Fund Allowance for Renovation

B.

Payment Model

_____ %Commission on Gross Sales (Pay)

_____ %Commission Over Average Monthly Machine Revenue of \$ _____ (Pay)

OR

Included Model

\$ _____ Charge Per Machine (Included)

\$ _____ Charge Per Student (Included)

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

[EXCEL SPREADSHEET ATTACHMENT I ATTACHED SEPARATELY](#)