



Master Service Agreement

This Master Service Agreement (this “**Agreement**”), entered into as of _____ (“**Effective Date**”), is made by and between Michigan State University, with offices located at 426 Auditorium Rd, East Lansing, MI 48824 (“**MSU**” or “**University**”) and _____, with offices at _____ (“**Supplier**”). MSU and Supplier are sometimes referred to in this Agreement individually as a “party” and collectively as the “parties.”

1. SERVICES

- 1.1 Supplier shall provide to MSU the services set forth in the Statement of Work (collectively, the “**Services**”), attached as Schedule A to this Agreement (the “**Statement of Work**”).
- 1.2 A revocable license is hereby granted to Supplier to install the number of laundry machines (the “**Machines**”) in accordance with the specifications and in the precise locations and configurations all as described more fully in the Statement of Work, and subject to the terms and conditions of this Agreement. Additional Machines may be added at other University-owned locations, if agreed upon in writing by the parties. Supplier acknowledges the University’s absolute right to enter upon the area in which the Machines are located for purposes of inspection, replacement, repair, or maintenance of facilities above, on or under the area.
- 1.3 Unless otherwise set forth in Statement of Work, Supplier shall furnish, at its own expense, the equipment, supplies and other materials used to perform the Services. MSU shall provide Supplier with access to its premises and equipment to the extent necessary for the performance of the Services.
- 1.4 Supplier shall comply with all applicable policies of MSU relating to business and office conduct, health and safety and use of MSU’s facilities, supplies, information technology, equipment, networks and other resources.

2. DAMAGE TO MACHINES AND PROPERTY

Unless caused by University’s own negligence, Supplier assumes sole responsibility and liability for all damage to the Machines and to University’s property caused by Supplier’s placement and maintenance of the Machines. Supplier shall promptly reimburse University for correction of any such damage to its property.

3. SOFTWARE

- 3.1 As part of the Services, the Statement of Work may require the Supplier to provide Software. The term “**Software**” means any and all software applications and any third-party or other software, and all new versions, updates, revisions, improvements and modifications



of the foregoing, that Supplier provides remote access to and use of by reason of this Agreement or for use in connection with the Machines or Services. When providing Software as part of the Services, Supplier shall, throughout the Term and at all times in connection with its actual or required performance under this Agreement, in accordance with all terms and conditions set forth in this Agreement and the Statement of Work, provide to the University:

- (a) the hosting, management and operation of the Software and other services for remote electronic access and use by the University, the individuals who access or use the Software as permitted by the University, (its “Users”) as described in the Statement of Work;
- (b) maintain the Availability Requirement set forth in the Service Level Agreement, attached as **Schedule B** to this Agreement;
- (c) provide the maintenance and support services set forth in the Service Level Agreement, attached as **Schedule B** to this Agreement;
- (d) implement and maintain the security requirements set forth in **Section 13** to this Agreement.

3.2 License Grant. To the extent the Supplier provides Software as part of the Services, University is granted a non-exclusive, royalty-free, irrevocable (except as provided herein), right and license during the Term and such additional periods, if any, as Supplier is required to perform Services under this Agreement, to access and use the Software, including in operation with other software, hardware, systems, networks and services, for the University’s business purposes, including for processing University Data (defined herein).

3.3 License Restrictions. The University will not: (a) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make the Software available to any third party, except as expressly permitted by this Agreement or in the Statement of Work; or (b) use or authorize the use of the Software in any manner or for any purpose that is unlawful under applicable law.

3.4 Software Availability. Supplier will make the Software available, as measured over the course of each calendar month during the Term, in accordance with the provisions set forth in the **Service Level Agreement**, attached as **Schedule B** to this Agreement (the “**Availability Requirement**”).

3.5 Support and Maintenance Services. Supplier will provide maintenance and support services for the Software in accordance with the provisions set forth in the Service Level Agreement, attached as **Schedule B** to this Agreement (the “**Support Service Level Requirement**”).



4. TERM

The term of this Agreement shall commence on the Effective Date and shall continue for a period of three (3) years, unless earlier terminated in accordance with paragraph 18 (the “Term”). Five (5) additional one (1) year extensions of the Term will be subject to mutual written agreement between the parties.

5. PAYMENT

5.1 MSU will pay the fees set forth in the Statement of Work (the “Fees”) in accordance with this Section 3 and any payment milestones set forth in the Statement of Work.

5.2 Supplier’s invoices must conform to the requirements set forth in the Statement of Work. Invoices are due and payable by the University, in accordance with the University’s standard payment procedures, which are 2.75% 10 days, net 30 days after receipt, provided the University determines that the invoice was properly rendered. Supplier may only charge for Services performed as specified in the Statement of Work. Invoices must include an itemized statement of all charges. MSU is exempt from state sales tax for direct purchases and may be exempt from federal excise tax, if Services purchased under this Agreement are for MSU’s exclusive use.

5.3 MSU has the right to withhold payment of any disputed amounts until the parties agree as to the validity of the disputed amount. MSU will notify Supplier of any dispute within a reasonable time. Payment by MSU will not constitute a waiver of any rights as to Supplier’s continuing obligations, including claims for deficiencies or substandard Services.

5.4 Without prejudice to any other right or remedy it may have, MSU reserves the right to set off at any time any amount then due and owing to it by Supplier against any amount payable by MSU to Supplier.

5.5 Unless otherwise set forth in the Statement of Work, Supplier is solely responsible for any travel or other costs or expenses incurred by Supplier in connection with the performance of the Services, and in no event shall MSU reimburse Supplier for any such costs or expenses. If the Statement of Work allows for reimbursement of travel costs, such reimbursement is subject to MSU’s Travel Reimbursement Policy set forth at <https://ctrl.msu.edu/COTravelNew/ReimbursementChart.aspx>.

5.6 Supplier acknowledges and agrees that any credits assessed under the Service Level Agreement: (a) is a reasonable estimate of and compensation for the anticipated or actual harm to the University that may arise from not meeting the Availability Requirement, which would be impossible or very difficult to accurately estimate; and (b) may, at the University’s option, be credited or set off against any Fees or other charges payable to Supplier under this Agreement or be payable to the University upon demand. Credits may not exceed the total amount of Fees that would be payable for the relevant service period in which the credits are assessed.



6. RELATIONSHIP OF THE PARTIES

- 6.1 Supplier is an independent contractor of MSU, and this Agreement shall not be construed to create any association, partnership, joint venture, employee or agency relationship between Supplier and MSU for any purpose. Supplier has no authority (and shall not hold itself out as having authority) to bind MSU and Supplier shall not make any agreements or representations on MSU's behalf without MSU's prior written consent.
- 6.2 Without limiting paragraph 6.1, Supplier will not be eligible under this Agreement to participate in any vacation, group medical or life insurance, disability, profit sharing or retirement benefits or any other fringe benefits or benefit plans offered by MSU to its employees, and MSU will not be responsible for withholding or paying any income, payroll, Social Security or other federal, state or local taxes, making any insurance contributions, including unemployment or disability, or obtaining worker's compensation insurance on Supplier's behalf. Supplier shall be responsible for, and shall indemnify MSU against, all such taxes or contributions, including penalties and interest. Any persons employed by Supplier in connection with the performance of the Services shall be Supplier's employees and Supplier shall be fully responsible for them.

7. SUBCONTRACTORS

- 7.1 Supplier will not, without the prior written approval of MSU, which consent may be given or withheld in MSU's sole discretion, engage any third party to perform Services. MSU's approval of any such third party (each approved third party, a "**Subcontractor**") does not relieve Supplier of its representations, warranties or obligations under this Agreement. Without limiting the foregoing, Supplier will:
- (a) be responsible and liable for the acts and omissions of each such Subcontractor (including such Subcontractor's employees who, to the extent providing Services, shall be deemed Supplier personnel) to the same extent as if such acts or omissions were by Supplier or its employees; and
 - (b) be responsible for all fees and expenses payable to, by or on behalf of each Subcontractor in connection with this Agreement, including, if applicable, withholding of income taxes, and the payment and withholding of social security and other payroll taxes, unemployment insurance, workers' compensation insurance payments and disability benefits.

8. UNIVERSITY DATA.

- 8.1 The University's data includes any and all data collected, used, processed, stored, or generated in connection with the Services that originates from the University or its students or end users that utilize the Services or the Machines (collectively, "**University Data**"). University Data is and will remain the sole and exclusive property of the University and all right, title, and interest in the same is reserved by the University. This **Section 8.1** survives termination or expiration of this Agreement. At all times, University Data will be treated as



Confidential Information. Supplier is provided a limited license to University Data for the sole and exclusive purpose of providing the Services. Supplier will promptly notify University (but in no event later than forty-eight (48) hours after incident confirmation by Supplier) of any information security incidents involving the unauthorized disclosure or access to any University Data (a “**Security Incident**”). The notice shall include the approximate date and time of the occurrence and a summary of the relevant facts, including a description of measures being taken to investigate and address the Security Incident. The parties agree with respect to any Security Incident that Supplier shall promptly investigate the cause of such Security Incident and shall at its sole expense take all reasonable steps to: (a) mitigate any harm caused to affected individuals, (b) prevent any future reoccurrence, and (c) comply with applicable data breach notification laws including the provision of credit monitoring and other fraud prevention measures, if applicable.

9. CONFIDENTIALITY

9.1 Meaning of Confidential Information. The term “Confidential Information” means all information and documentation of a party that: (a) has been marked “confidential” or with words of similar meaning, at the time of disclosure by such party; (b) if disclosed orally or not marked “confidential” or with words of similar meaning, was subsequently summarized in writing by the disclosing party and marked “confidential” or with words of similar meaning; or, (c) should reasonably be recognized as confidential information of the disclosing party. The term “Confidential Information” does not include any information or documentation that was or is: (a) in the possession of the University and subject to disclosure under the Michigan Freedom of Information Act (FOIA); (b) already in the possession of the receiving party without an obligation of confidentiality; (c) developed independently by the receiving party, as demonstrated by the receiving party, without violating the disclosing party’s proprietary rights; (d) obtained from a source other than the disclosing party without an obligation of confidentiality; or, (e) publicly available when received, or thereafter became publicly available (other than through any unauthorized disclosure by, through, or on behalf of, the receiving party). Notwithstanding the above, in all cases and for all matters, University Data is deemed to be Confidential Information.

9.2 Obligation of Confidentiality. The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or subcontractors of a party who have a need to know in connection with this Agreement or to use such Confidential Information for any purposes whatsoever other than the performance of this Agreement. The parties agree to advise and require their respective employees, agents, and subcontractors of their obligations to keep all Confidential Information confidential. Disclosure to the Supplier’s Subcontractor is permissible where (a) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor’s responsibilities; and (b) Supplier obligates the Subcontractor in a written contract to maintain the University’s Confidential Information in confidence.



- 9.3 Cooperation to Prevent Disclosure of Confidential Information. Each party must use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each party must advise the other party immediately in the event either party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement. Each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.
- 9.4 Remedies for Breach of Obligation of Confidentiality. Each party acknowledges that breach of its obligation of confidentiality may give rise to irreparable injury to the other party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, a party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available, to include, in the case of the University, at the sole election of the University, the immediate termination, without liability to the University, of this Agreement.
- 9.5 Surrender of Confidential Information upon Termination. Upon termination or expiration of this Agreement, each party must, within five (5) Business Days from the date of termination, return to the other party any and all Confidential Information received from the other party, or created or received by a party on behalf of the other party, which are in such party's possession, custody, or control. If Supplier or the University determine that the return of any Confidential Information is not feasible, such party must destroy the Confidential Information and certify the same in writing within five (5) Business Days from the date of termination to the other party.
- 10. FERPA COMPLIANCE.** University is a qualifying educational agency or institution under the U.S. Family Educational Rights and Privacy Act ("FERPA"). To the extent Supplier or its personnel have access to data protected by FERPA, Supplier acknowledges that for the purposes of this Agreement it is designated as a "school official" with "legitimate educational interests" in such data and associated metadata, as defined under FERPA and its implementing regulations, and agrees to abide by the limitations and requirements imposed on school officials under those regulations. Supplier agrees to use such data only for the purpose of fulfilling its duties under this Agreement, and will not monitor, share, or disclose any such data to any third party except as provided for in this Agreement, as required by law, or as authorized in writing by University. Supplier specifically agrees not to use any data for purposes of targeted advertising.
- 11. ADA COMPLIANCE.**
- 11.1 The University is required to comply with the Americans with Disabilities Act of 1990 (ADA), and has adopted a formal policy regarding accessibility requirements for websites and software applications. Supplier's Software must comply, where relevant, with level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.2. Additionally, the Machines must meet the accessibility requirements as set forth in the Statement of Work.



12. PCI Compliance.

- 12.1 Supplier shall at all times, for as long as Supplier impacts the security of the University's cardholder data environment, or stores, processes, handles or transmits cardholder data in any manner or in any format on behalf of the University, comply with all applicable requirements of the current version of the Payment Card Industry Data Security Standard ("PCI DSS") for cardholder data that is prescribed by the Payment Card Industry Security Standards Council, as it may be amended from time to time. The most current versions of the PCI DSS requirements documentation are available at the PCI Security Standards Council website, <https://www.pcisecuritystandards.org/>.
- 12.2 Supplier must be designated by Visa as a Level 1 Supplier and be listed in Visa's Global Registry of service providers. Service providers that self-assess their PCI compliance are not eligible to become a PCI Supplier for the University. Supplier shall validate compliance with PCI DSS as required, and shall have provided appropriate documentation to the University before the Agreement is signed and upon request by the University thereafter, at least annually, for as long as services are provided. Validation instructions and documentation are available at the PCI Security Standards Council website, <https://www.pcisecuritystandards.org/>. Supplier must notify the University of any failure to comply with the PCI-DSS requirements.
- 12.3 Supplier acknowledges and agrees that cardholder data may only be used for assisting in completing a card transaction, for fraud control services, for loyalty programs, or as specifically agreed to by the card associations or as required by applicable law. Supplier is solely responsible for the security of cardholder data in its possession, or in the possession of a third-party retained by Supplier. In the event of unauthorized access to cardholder data which occurs during the access, storage, processing, or transmission of cardholder data by the Supplier, or by a third-party retained by Supplier, Supplier shall immediately notify the University, which shall not be more than forty-eight (48) hours after becoming aware of such unauthorized access.
- 12.4 In the event of unauthorized access to cardholder data which occurs during access, storage, processing, or transmission of cardholder data by the Supplier, or by a third-party retained by Supplier, Supplier will pay all fees, cost escalations, assessments, tariffs, penalties or fines that may be imposed under the Card Association Rules. Supplier further agrees to pay all other expenses that may be incurred by the University related to such unauthorized access.
- 12.5 Without limiting Supplier's obligations of indemnification as further described in this Agreement, Supplier must indemnify, defend, and hold harmless the University for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the University in connection with unauthorized access to cardholder data which occurs during access, storage, processing, or transmission of cardholder data by the Supplier, or by a third-party retained by Supplier.



13. SECURITY.

Throughout the Term and at all times in connection with its actual or required performance of the Services Services, Supplier will provide technical and organizational safeguards against accidental, unlawful or unauthorized access to or use, destruction, loss, alteration, disclosure, transfer, commingling or processing of University Data that ensures a level of security appropriate to the risks presented by the nature of such data, consistent with industry best practices and standards. Supplier will, at a minimum, do all of the following:

- 13.1 Network Security. Supplier shall at all times maintain network security that includes, at a minimum: network firewall provisioning, intrusion detection, and regular third party penetration testing of the network and all relevant computer/data storage devices;
- 13.2 Hosting location. Supplier will ensure that the Services are hosted, supported, administered, and accessed in a data center that resides in the continental United States;
- 13.3 Data Transmission. Supplier shall ensure that any and all transmission or exchange of University Data shall take place by secure means, e.g., HTTPS or FTPS; and
- 13.4 Data Encryption. Supplier shall store and backup Data as part of its designated backup and recovery processes in encrypted form, using no less than 128 bit key encryption.

14. RECORDS MAINTENANCE, INSPECTION, EXAMINATION AND AUDIT

University shall have access to and the right to examine and copy any directly pertinent books, documents, papers, and records of Supplier involving transactions related to this Agreement until the expiration of three (3) years after final payment hereunder. Supplier further agrees to promptly furnish, when requested by University, such books, documents, and records of Supplier as are necessary to verify the accuracy of the amounts invoiced to University against any past or current goods and services provided by Supplier. If any audit discloses an overpayment by University or a discrepancy in the amount invoiced by Supplier against the goods and services actually provided by Supplier, Supplier will promptly reimburse University within thirty (30) days of University's notification to Supplier of any such overpayment, rectify such discrepancy, or both, and further pay University a fee equal to 25% of the amount of any overpayment.

15. REPRESENTATIONS AND WARRANTIES

- 15.1 Supplier represents and warrants to MSU that:
 - (a) Supplier has the right to enter into this Agreement, to grant the rights granted herein and to perform fully all of its obligations in this Agreement;
 - (b) Supplier's entering into this Agreement with MSU and its performance of the Services do not and will not conflict with or result in any breach or default under any other agreement to which it is subject;



- (c) Supplier has the required skill, experience and qualifications to perform the Services, Supplier shall perform the Services in a professional and workmanlike manner in accordance with best industry standards for similar services and Supplier shall devote sufficient resources to ensure that the Services are performed in a timely and reliable manner;
- (d) Supplier shall perform the Services in compliance with all applicable federal, state and local laws and regulations;
- (e) all written information furnished to the University by or for Supplier in connection with this Agreement, including Supplier's bid response to the University's request for proposal designed to solicit responses for Services under this Agreement, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading;

15.2 Software Representations and Warranties. Supplier further represents and warrants to the University that:

- (a) Supplier has, and throughout the Term and any additional periods during which Supplier does or is required to perform the Services will have, the unconditional and irrevocable right, power and authority, including all permits and licenses required, to provide the Software and grant and perform all rights and licenses granted or required to be granted by it under this Agreement;
- (b) neither Supplier's grant of the rights or licenses hereunder nor its performance of any Services or other obligations under this Agreement does or at any time will: (i) conflict with or violate any applicable law, including any law relating to data privacy, data security or personal information; (ii) require the consent, approval or authorization of any governmental or regulatory authority or other third party; or (iii) require the provision of any payment or other consideration by the University or any End User to any third party, and Supplier shall promptly notify the University in writing if it becomes aware of any change in any applicable Law that would preclude Supplier's performance of its material obligations hereunder;
- (c) as accessed and used by the University, or its Users, in accordance with this Agreement and the Services, documentation and all other Services and materials provided by Supplier under this Agreement will not infringe, misappropriate or otherwise violate any intellectual property right of any third party;
- (d) the Software and Services will in all material respects conform to and perform in accordance with the specifications and all requirements of this Agreement, including the Availability Requirement set forth in the Service Level Agreement;
- (e) Supplier will perform all Services in a timely, professional and workmanlike manner with a level of care, skill, practice and judgment consistent with generally recognized industry standards and practices for similar services, using personnel with the requisite skill, experience and qualifications, and will devote adequate resources to meet Supplier's obligations (including the Availability Requirement and Support Service Level Requirements) under this Agreement;



- 15.3 MSU hereby represents and warrants to Supplier that:
- (a) it has the full right, power and authority to enter into this Agreement and to perform its obligations hereunder; and
 - (b) the execution of this Agreement by its representative whose signature is set forth at the end hereof has been duly authorized by all necessary organizational action.

16. INDEMNIFICATION

16.1 Supplier shall defend, indemnify and hold harmless MSU and its affiliates and their trustees, officers, directors, employees, agents, successors and permitted assigns from and against all losses, damages, liabilities, deficiencies, actions, judgments, interest, awards, penalties, fines, costs or expenses of whatever kind (including reasonable attorneys' fees) arising out of or resulting from:

- (a) bodily injury, death of any person or damage to real or tangible, personal property resulting from Supplier's acts or omissions;
- (b) Supplier's breach of any representation, warranty or obligation under this Agreement; and
- (c) any claim that the Services infringes any other person's or entities' Intellectual Property Rights.

16.2 MSU may satisfy such indemnity (in whole or in part) by way of deduction from any payment due to Supplier.

17. INSURANCE

17.1 While performing services under this Agreement, Supplier shall purchase and maintain the following insurance:

- (a) Workers Compensation insurance, Coverage A, with limits statutorily required by any applicable Federal or state law and Employers Liability insurance, Coverage B, with minimum limit of \$500,000 per accident;
- (b) Commercial General Liability insurance with a minimum limit of \$5,000,000 each occurrence/\$5,000,000 general aggregate. Coverage shall include bodily injury and property damage liability, personal and advertising injury liability, products/completed operations, and liability assumed under an insured contract; and
- (c) Business Automobile Liability Insurance covering owned, hired, leased, and non-owned automobiles used on behalf of Supplier and providing insurance for bodily injury, property damage, and contractual liability. Limits of liability shall not be less than \$1,000,000 per occurrence.
- (d) Professional liability/errors and omissions insurance with limits no less than \$1 million, which should include a rider for Cyber Liability insurance coverage.



17.2 Insurance policies shall be issued by companies licensed or approved to do business within the State of Michigan. Insurers shall possess a minimum A.M. Best rating of A. The insurance policies, where allowable, shall be endorsed to name Michigan State University, its Board of Trustees, agents, officers, and employees as “Additional Insureds.” In the event any insurance policies required by this Agreement are written on a “claims made” basis, coverage shall extend for three years past completion and acceptance of Supplier’s Services and must be evidenced by annual certificates of insurance. All policies of insurance must be on a primary basis, non-contributory with any other insurance and/or self-insurance carried by MSU. Supplier shall provide a minimum 30 days written notice to MSU via certified mail of cancellation or non-renewal of policies required under this Agreement and a renewal certificate at least 15 days prior to expiration.

18. TERMINATION

18.1 MSU may terminate this Agreement without cause upon thirty (30) days' written notice to Supplier. In the event of termination pursuant to this paragraph 18.1, MSU shall pay Supplier any Fees due and payable for any Services completed up to and including the date of such termination.

18.2 MSU may terminate this Agreement, effective upon written notice to Supplier, in the event that Supplier materially breaches this Agreement, and such breach is incapable of cure, or with respect to a material breach capable of cure, Supplier does not cure such breach within ten (10) days after receipt of written notice of such breach. MSU shall pay Supplier any Fees due and payable for any Services completed up to and including the date of such termination, subject to MSU’s right of offset for reasonable costs incurred by MSU as a result terminating the Agreement.

18.3 Upon expiration or termination of this Agreement for any reason, or at any other time upon MSU’s written request, Supplier shall within fifteen (15) days after such expiration or termination:

- (a) deliver to MSU all hardware, software, tools, equipment or other materials provided for Supplier’s use by MSU;
- (b) deliver to MSU all tangible documents and materials (and any copies) containing, reflecting, incorporating or based on the Confidential Information;
- (c) take all reasonable and necessary measures to transition performance of the Services, reports and other documentation, to MSU or MSU’s designee;
- (d) prepare an accurate accounting from which MSU and Supplier may reconcile all outstanding accounts;
- (e) permanently erase all of the Confidential Information from Supplier’s computer systems; and
- (f) certify in writing to MSU that Supplier has complied with the requirements of this paragraph.



18.4 The terms and conditions of this paragraph 18.4 and paragraph 6, paragraph 7, paragraph 8, paragraph 16, and paragraph 18.3 shall survive the expiration or termination of this Agreement.

19. LIMITATION OF LIABILITY

NEITHER PARTY WILL BE LIABLE, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS CONTRACT FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS AND LOST BUSINESS OPPORTUNITIES. OTHER THAN ITS PAYMENT OBLIGATIONS, IN NO EVENT WILL MSU'S AGGREGATE LIABILITY TO SUPPLIER UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS AGREEMENT, EXCEED THE TOTAL AMOUNT OF PAYMENTS PAID BY MSU TO SUPPLIER DURING THE TWELVE (12) MONTHS PRECEDING THE APPLICABLE CLAIM.

20. MISCELLANEOUS

20.1 Criminal Background Checks. Supplier may be required to perform criminal background checks of its personnel pursuant to the MSU Contractor Criminal Background Check Requirements Policy ("CBC Policy"), available at <https://upl.msu.edu/common/documents/criminal-back-ground-check.pdf>. If Supplier is subject to the CBC Policy, Supplier must sign and deliver the Contractor Certification for Criminal Background Checks to University prior to the provision of any services or delivery of any goods. University reserves the right to audit compliance with the CBC Policy requirements and may require further documentation of compliance from Supplier. Non-compliance with the Policy is considered a material breach of this Agreement, which may result in a termination for cause.

20.2 Further Assurances. Each party will, upon the reasonable request of the other party, execute such documents and perform such acts as may be necessary to give full effect to the terms of this Agreement.

20.3 Relationship of the Parties. The relationship between the parties is that of independent contractors. Nothing contained in this Agreement is to be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the parties, and neither party has authority to contract for or bind the other party in any manner whatsoever.

20.4 Use of the University Name, Logo and Marks. The University acknowledges that Supplier may make public statements regarding the existence of this Agreement, its terms and conditions and an accurate description of the products or services being supplied without the consent of the University. However, other than as permitted by the previous sentence, Supplier will not use the name, logo, or any other marks (including, but not limited to, colors



and music) owned by or associated with the University, or the name of any representative of the University without the prior written permission of the University in each instance.

- 20.5 Notices. All notices, requests, consents, claims, demands, waivers and other communications hereunder, other than routine communications having no legal effect, must be in writing and addressed to the parties as follows (or as otherwise specified by a party in a notice given in accordance with this Section):

If to Supplier:

[SUPPLIER ADDRESS]

E-mail: [E-MAIL ADDRESS]

Attention: [NAME OF INDIVIDUAL TO RECEIVE NOTICES]

Title: [TITLE OF INDIVIDUAL TO RECEIVE NOTICES]

If to the University:

[UNIVERSITY ADDRESS]

E-mail: punglara@msu.edu

Attention: Lara Druelle

Title: Senior Purchasing Agent

Notices sent in accordance with this Section 23.4 will be deemed effectively given: (a) when received, if delivered by hand (with written confirmation of receipt); (b) when received, if sent by a nationally recognized overnight courier (receipt requested); (c) on the date sent by e-mail (with confirmation of transmission), if sent during normal business hours of the recipient, and on the next business day, if sent after normal business hours of the recipient; or (d) on the fifth (5th) day after the date mailed, by certified or registered mail, return receipt requested, postage prepaid.

- 20.6 Headings. The headings in this Agreement are for reference only and do not affect the interpretation of this Agreement.
- 20.7 Assignment. Supplier may not assign this Agreement, nor any money due or to become due without the prior written consent of the University. Any assignment made without such consent shall be deemed void.
- 20.8 No Third-party Beneficiaries. This Agreement is for the sole benefit of the parties and nothing herein, express or implied, is intended to or will confer on any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this Agreement.
- 20.9 Amendment and Modification; Waiver. This Agreement may only be amended, modified or supplemented by an agreement in writing signed by each party's authorized Representative. No waiver by any party of any of the provisions hereof is effective unless explicitly set forth in writing and signed by the party so waiving. Except as otherwise set forth in this Agreement, no failure to exercise, or delay in exercising, any right, remedy, power or



privilege arising from this Agreement will operate or be construed as a waiver thereof; nor will any single or partial exercise of any right, remedy, power or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

- 20.10 Severability. If any term or provision of this Agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability will not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal or unenforceable, the parties hereto will negotiate in good faith to modify this Agreement so as to effect the original intent of the parties as closely as possible in a mutually acceptable manner in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.
- 20.11 Governing Law. This Agreement is governed, construed, and enforced in accordance with Michigan law, excluding choice-of-law principles, and all claims relating to or arising out of this Agreement are governed by Michigan law, excluding choice-of-law principles.
- 20.12 Equitable Relief. Each party to this Agreement acknowledges and agrees that (a) a breach or threatened breach by such party of any of its obligations under this Agreement would give rise to irreparable harm to the other party for which monetary damages would not be an adequate remedy and (b) in the event of a breach or a threatened breach by such party of any such obligations, the other party hereto is, in addition to any and all other rights and remedies that may be available to such party at law, at equity or otherwise in respect of such breach, entitled to equitable relief, including a temporary restraining order, an injunction, specific performance and any other relief that may be available from a court of competent jurisdiction, without any requirement to post a bond or other security, and without any requirement to prove actual damages or that monetary damages will not afford an adequate remedy. Each party to this Agreement agrees that such party will not oppose or otherwise challenge the appropriateness of equitable relief or the entry by a court of competent jurisdiction of an order granting equitable relief, in either case, consistent with the terms of this Section 23.11.
- 20.13 Compliance with Laws. Supplier shall comply with all applicable laws, regulations and ordinances and the University's policies and rules, found at <https://upl.msu.edu/for-suppliers/policies-requirements/index.html>. Supplier has and shall maintain in effect all the licenses, permissions, authorizations, consents and permits that it needs to carry out its obligations under this Agreement.
- 20.14 Non-discrimination under Michigan Law. Pursuant to Section 209 of the Michigan Elliot-Larsen Civil Rights Act and Section 209 of the Michigan Persons with Disabilities Civil Rights Act, in providing services, the Supplier and its contractor(s) agree not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or any matter directly or indirectly related to employment,



because of age, color, familial status, height, marital status, national origin, race, religion, sex, weight, or a disability that is unrelated to the individual's ability to perform the duties of a particular job or position.

20.15 Exclusion And Debarment. Supplier certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, voluntarily excluded or otherwise ineligible for state or Federal program participation. In the event that Supplier becomes debarred, suspended or ineligible from state or Federal program participation, Supplier shall notify MSU in writing within three (3) business days of such event. To the extent that Supplier will provide services to any MSU medical entity, Supplier hereby represents and warrants that Supplier is not currently, and at no time has been sanctioned, debarred, suspended, or excluded by any state or federally funded healthcare program, including without limitation, Medicare and Medicaid. Supplier agrees to immediately notify MSU of any threatened, proposed, or actual sanctions, debarment action, suspension, or exclusion by or from any state or federally funded health care program during the term of this Agreement.

20.16 Federal Contract Compliance.

(a) **University is an equal opportunity employer and a federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.**

(b) In accordance with Public Law 115-91 and FAR 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities, and Public Law 115-232 and FAR 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment, Supplier is prohibited from delivering covered telecommunications equipment as defined in FAR 52.204-25 or covered articles as defined in FAR 52.204-23. Supplier hereby represents and warrants that it will abide by the prohibitions contained in this Section.

20.17 Conflict of Interest. Supplier warrants that to the best of Supplier's knowledge, there exists no actual or potential conflict between Supplier and the University, and its Services under this Agreement, and in the event of change in either Supplier's private interests or Services



under this Agreement, Supplier will inform the University regarding possible conflict of interest which may arise as a result of the change. Supplier also affirms that, to the best of Supplier's knowledge, there exists no actual or potential conflict between a University employee and Supplier.

20.18 Schedules. All Schedules and Exhibits that are referenced herein and attached hereto are hereby incorporated by reference.

20.19 Counterparts. This Agreement may be executed in counterparts, each of which will be deemed an original, but all of which together are deemed to be one and the same agreement and will become effective and binding upon the parties as of the Effective Date at such time as all the signatories hereto have signed a counterpart of this Agreement. A signed copy of this Agreement delivered by facsimile, e-mail or other means of electronic transmission (to which a signed copy is attached) is deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

20.20 Entire Agreement. This Agreement, including the Statement of Work and other Schedules and Exhibits attached hereto, constitute the sole and entire agreement of the parties to this Agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings and agreements, both written and oral, with respect to such subject matter. In the event of any conflict between the terms of this Agreement and those of any Schedule, Exhibit or other document, the following order of precedence governs: (a) first, this Agreement, excluding its Exhibits and Schedules; and (b) second, the Exhibits and Schedules to this Agreement as of the Effective Date. NO TERMS ON SUPPLIER'S INVOICES, WEBSITE, BROWSE-WRAP, SHRINK-WRAP, CLICK-WRAP, CLICK-THROUGH OR OTHER NON-NEGOTIATED TERMS AND CONDITIONS PROVIDED WITH ANY OF THE SERVICES, OR DOCUMENTATION HEREUNDER WILL CONSTITUTE A PART OR AMENDMENT OF THIS CONTRACT OR IS BINDING ON THE UNIVERSITY FOR ANY PURPOSE. ALL SUCH OTHER TERMS AND CONDITIONS HAVE NO FORCE AND EFFECT AND ARE DEEMED REJECTED BY THE UNIVERSITY, EVEN IF ACCESS TO OR USE OF SUCH SERVICE OR DOCUMENTATION REQUIRES AFFIRMATIVE ACCEPTANCE OF SUCH TERMS AND CONDITIONS.

[Signature Page Follows]



IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

MSU

BY: _____

Name: _____

Title: _____

Date: _____

Supplier

By: _____

Name: _____

Title: _____

Date: _____



SCHEDULE A
Statement of Work
(attached)

1. Background.

Michigan State University is proud to partner with a laundry service provider to service 27 residence halls and three apartment complexes housing nearly 16,000 undergraduate and graduate students, beginning Fall 2024. MSU also provides housing to thousands of short and long term conference guests each summer. With rising demands for greater customer satisfaction, service, and performance, we view the partnership with our laundry services provider as a vital part of our ability to Deliver Outstanding Spartan Experiences (DOSE) for our residents. As such, our laundry services have been complementary to student costs since 2014 and we look to continue this commitment to equity and student access. Additionally, our current machines are not equipped with the latest technology so accepted proposals should take this into consideration with submissions. Lastly, our housing options are under transition and today's inventory will not be the same in two years with one residence hall going offline for renovation this summer (returning Fall 2025) and one apartments area closing its doors in May of 2025.

Key terms throughout the Scope of Work (SOW):

The University – Includes Michigan State University and all its departments and auxiliary services.

Student Life and Engagement (SLE) – all student services and support units under the direction of the Sr. Vice President of Student Life and Engagement.

Residence Education and Housing Services (REHS) – housing department that has jurisdiction of the on-campus student housing for Michigan State University.

REHS Facilities – Facilities group responsible for the custodial, maintenance, and customer services within the residence halls.

2. Scope of Work.

a. Section 1: Equipment Specifications

i. Laundry room and Equipment

1. The laundry equipment proposed shall meet the requirements specified herein. All laundry equipment shall be of commercial grade, heavy-duty, machine using the latest industry technologies, and be of current year's manufacture. We require that each room maintains an inventory of at least 1 unit per room in compliance with the Americans with Disabilities Act (ADA) at no cost to the University.
2. The University prefers leasing the units, with the supplier providing service and support.
3. It is preferred that all laundry equipment provided have controls labeled with tactile and/or Braille signage.
4. Equipment should provide for multiple temperature and fabric settings, view windows on doors, as well as a digital display of time remaining. All replacement machines needed during the period of performance under this contract shall be of the same age or newer than existing machines. Where stackable units will be installed, seismic bracing will be implemented that complies with any current requirements and will be done so with the approval of Facilities including any necessary building permits or service requests for wall mounting.



5. Machine type must be consistent throughout the buildings and through the term of the agreement.
 6. The laundry equipment should be modular in design and all units are to be the same height to give uniformity of appearance. All washers and dryer units must match in color and design. Proposal shall indicate color of machines that will be placed for service during the term of the agreement.
 - a. Single units must fit a 26Wx43Hx28D
 - b. Total number of units is 744 = 367 Washers and 377 Dryers.
 7. Proposal shall indicate the brand name and model number of the equipment that will be placed for service during the term of the agreement. Proposal shall include brochures and descriptive literature showing all technical and performance specifications of equipment being proposed.
 8. All equipment shall be Underwriter Laboratories approved. All equipment installations shall be in compliance with State of Michigan plumbing and electrical code.
 9. Washers furnished under the agreement shall be electric (208 volt).
 10. 369 dryers furnished under the agreement are gas (208 volt).
 11. Include gas consumption rate for dryers in your proposal.
 12. Each washer and dryer must have an individual machine identification number for easy service call reference. All machines will be identified by manufacturer, model and features. Load capacity and total cycle times for washers and dryers must be noted in the proposal.
 13. Washers and dryers shall have indicators showing the amount of time left before completion of the washing or drying throughout the cycle. Cycle times must be clearly displayed on the machine. Washers and dryers shall be simple to operate; operational instructions shall be conspicuously and attractively posted in each laundry room. Final signage shall be approved by Student Life and Engagement/Residence Education and Housing Services communications team.
 14. Machines must be equipped with drain and/or lint filters and proper venting as determined by the University.
 15. Residence Education and Housing Services operates summer conferences during the summer break. The Supplier should propose options to Residence Education and Housing Services/Conference Services/REHS Facilities on how to address laundry payment for summer session. It is preferable to have machines operate on a pay mode during the summer session, with profits coming back to REHS and/or being collected by the company to offset summer operation costs back to REHS.
- ii. Future Green Investments
1. The University reserves the right to invest in greener resources to improve our relationship with the environment. Should the contract be mutually extended, beginning in year four (4), the



supplier may be asked to provide electric dryers exclusively. The Supplier would need to partner with the University to ensure a smooth transition; please outline this as a separate option in the proposal.

2. The University is responsible for changes to infrastructure and power grid.
- iii. Laundry Room Locations
 1. See page 18 of this scope of work.
- iv. Additional Equipment, Removal and Relocation of Equipment
 1. During the term of the agreement, there is the potential that Residence Education and Housing Services may build new residence halls and or may close one or more of the existing buildings for renovation work. At no cost to the University, the Supplier will be expected to install laundry equipment in any new facilities and remove or relocate laundry equipment from buildings scheduled for closure due to renovation, at the direction of the University.
 - a. **Campbell Hall:** Campbell Hall will be offline for renovation improvements during the beginning of this agreement. We would like to pilot the use of electric dryers (8 units at 208 volt) in the new laundry space.
 - b. **Spartan Village:** Spartan Village is scheduled to be decommissioned by Fall of 2025. It will have one year of service at the beginning of this agreement. Spartan Village is currently outfitted with coin operated commercial washers and dryers.
 2. Upon the expiration of the agreement and at the sole expense of the Supplier, all moveable laundry and auxiliary equipment furnished by the Supplier for the purposes of the resulting agreement must be promptly removed without damage to university property. Supplier will be responsible for paying damages during install and removal. Title to all equipment furnished and installed by the Supplier will remain the property of the Supplier and none of the equipment will become a part of the building.
 3. Quantities listed shall be considered minimum acceptable quantities. Additional equipment may be requested during the term of the agreement and will be agreed upon by the Supplier and University. The University reserves the right to have equipment removed or relocated by the Supplier, in order to accommodate changes in student population or facility use at no cost to the University.
- v. Equipment Replacement
 1. Any malfunctioning machine shall be replaced in accordance to the time frame mentioned in the "Service/Maintenance Plan" section below.
 2. Supplier shall replace machines that malfunction after repeated repairs have been made. Supplier replace a down machine within 48 hours of down service. Suppliers must also include the scheduled refresh cycle of machines during the term of the



contract. Equipment that consistently malfunctions after repeated repairs should be replaced within two weeks after determination by the University that the machine is non-functional. The determination will be in consultation with the University.

- vi. Online Laundry Monitoring/Application/Notification System
 - 1. The Supplier shall include a system for patrons to monitor laundry cycle and/or machine availability via electronic notification. Supplier shall include in their proposal any and all proposed systems or technologies, including mobile applications, free to the student, that provide updates on all mobile platforms. The system should be completely wireless so there are no wires/cables or conduit. Upgrades to the system will be available to the University, at no cost, during the term of the agreement. All solutions proposed will be submitted for a Digital Strategies and Services review (DSS) and will not be implemented until approved by the campus IT onboarding process. May be a value-added item. Supplier may have to provide a demo monitoring/application notification system for evaluation purposes.

b. Section 2: Installation/Connections

i. Suppliers Installation Requirements

- 1. The Supplier shall use the existing hose bibs, drains, and standpipes, and other such facilities normally found prior to actual installation of laundry room equipment. If existing parts are not in good working order the supplier must report this and the University will correct it. The University shall keep laundry room facilities in clean and good working condition.
- 2. While a majority of laundry spaces are on first or lower levels, some University laundry rooms are located on upper floors that have elevator access in the buildings.

ii. Utilities

- 1. The University shall supply without charge to the Supplier, all electricity, gas, water, and sewer necessary for the operation of the installed equipment. Any modification to existing utility connections by the Supplier must be cleared through the University and shall be at the Supplier's expense. The University shall not guarantee an uninterrupted water supply, electricity, or heat but it shall be diligent in restoring service following interruption. The University shall not be liable for any loss which may result from the interruption(s) or failure of any such utility service.
 - a. Please review the latest [campus water quality report](#) found on the Infrastructure Planning and Facilities (IPF) website.

c. Section 3: Service Specifications

i. Service Technicians

- 1. The Supplier shall maintain a staff of trained service personnel to ensure prompt, efficient maintenance of the equipment. Suppliers are to provide years of experience, names and locations of service technicians meeting this requirement. If Supplier staff are



removed or added to the service team, a written notification shall be sent to Residence Education and Housing Services.

2. The University will not incur added cost to train or onboard new and existing Technicians.
3. Personnel must be readily identifiable as Supplier's employees by wearing a uniform with the company logo on their shirt and/or jacket. The University prefers a local Branch Office where an Operations Manager and Service Manager operate from.
4. All service technicians will follow the appropriate check-in/checkout procedure(s), badging, parking rules, etc. Vendor vehicles must be marked with the company logo and be equipped with the parts necessary to make repairs.
5. Service technicians are to obtain a vendor's parking permit and obey all University parking and traffic policies.

ii. Service/Maintenance Plan

1. The proposal shall identify the methodology of maintaining the machines and the process for cleaning the immediate area of related parts after performing any service operation. Additionally, specify the methodology for cleaning the lint from the exterior of the building and landscape areas on a monthly basis, or more frequently, at the request of the University.
2. The Supplier is responsible for providing preventative maintenance and general repairs to all washers and dryers provided by the Supplier per the manufacture's specifications. All equipment placed at the University shall always perform to the manufacture's specifications and at the expense of the selected Suppliers.
3. The University may request equipment service records for review and verification of responsive service for malfunctioning equipment. The service record shall include the date of each service call and the repair and/or maintenance performed.
4. Access to the buildings will be made available through approval by Residence Education and Housing Services.
5. A complete service/maintenance procedure/checklist and communication system should be outlined in the proposal as well as details on the Supplier's emergency and preventative maintenance plan. A list of available employees who are proposed to be assigned to this service should also be included in the procedure/checklist. Detail all services that will be provided as part of a successful University laundry machine service program.
6. It is preferred that the Supplier be required during the term of the agreement to inspect, clean out lint traps and detergent holders weekly, maintain and upgrade existing equipment for optimal operation. Proposal shall include details on how Supplier will conduct vent cleaning of all dryer ducts on a semi-annual basis. This work is to be conducted as part of the routine preventative maintenance program. Supplier will contact designated REHS Facilities employee(s) to schedule preventative maintenance of equipment.



7. If a machine cannot be repaired within 24 hours of receipt of a service notification, in addition to notifying REHS Facilities Management team, the Supplier shall be responsible for posting a timed and dated "Out of Order" sign on the machine informing patrons of the expected repair time. It is required that the Residence Education and Housing Services Facilities personnel be notified by an online notification system (push notification, email, etc.)
8. The Supplier shall maintain a local Lansing area office for parts and off premise repair requirements to assure timely service response time.
9. Supplier must respond to reports of malfunctioning equipment seven days a week (preferred) or Monday through Friday (at minimum) during normal business hours excluding holidays. During the academic year normal business hours are defined as: 6:30 AM – 9:00 PM on the weekdays and 6:30 AM – 3:00 PM on the weekends. During the summer and low occupancy break periods normal business hours are defined as: Monday through Friday 7:30 AM – 4 PM. REHS Facilities would like to route customer requests to the Supplier. The Supplier shall provide a web-based online system to be utilized by the REHS Facilities staff to report malfunctioning equipment to the Supplier. There should be at a minimum the option for REHS Facilities to report service issues using their mobile device, computer, or by calling a toll-free phone number. The Supplier should explain in the RFP response how service reports are processed and how the patron and the University will be notified of service requests and repairs.
10. Equipment which cannot be returned to full service within 48 hours of notification for service assistance shall be replaced until the original equipment is returned to service or replaced. At the discretion of the Supplier, holiday service may be limited to addressing emergency repairs only. Cleaning chemical products used by the Supplier in the course of cleaning and maintenance shall be identified to REHS Facilities for approval of use on the campus. MODS sheets shall be maintained in all sites as well as the service vehicles.
11. REHS Facilities shall be responsible for the cost of insect and pest control in all laundry facilities and storage facilities.

d. Section 4: Signage

i. Service Request Signage

1. The Supplier shall consult with REHS Facilities and REHS Communications on Service Request signage information. REHS Facilities and REHS Communications has final say on proper operation instructions, branding, and laundry room posting locations.

ii. Operating Instruction Signage

1. Supplier shall inform REHS Facilities and REHS Communications on information contained in operating instructions for laundry monitoring system and all laundry equipment. Provide washing



and drying instructions for the different fabrics and location as well as where liquid, dry or detergent pods should be placed in the washer being proposed. Supplier shall provide common sense, layperson's language instructions on temperature selection, proper loading/machine fill amounts, and care of fabrics. This is often the first experience for many of the students in laundering their own clothing or using non-residential machines.

2. Digital copies of signage must be presented to the University for approval prior to signage being posted. Supplier shall work directly with the REHS Communications for the submission and review of signage through the campus marketing department.

e. Section 5: Payment and Changes to Service

i. Fee and Delivery Schedule

1. The Supplier shall provide an annual lease fee and service schedule which would include all costs to provide Laundry Machine Services. The fees for services shall be negotiated based on requirements within the documents noted above and utilizing the selected firm's rate schedule. Proposed fees will be paid monthly or quarterly, in accordance to University Purchasing and Logistics regulations. Invoices shall be submitted to the University Purchasing and Logistics.

ii. Price Adjustments

1. Prices may not change during the term of the agreement resulting from the RFP without prior written approval from the University.

iii. Service Charges

1. Both parties must agree upon any change to service in writing.

iv. Account Manager

1. The proposal shall indicate a specific account manager and support teams assigned to Michigan State University.

f. Section 6: Damages

i. Facility Damages

1. The Supplier shall be required to compensate the University in full for any facility repair or replacement costs associated with damages caused by malfunction of the washing machines or dryers. The University shall not be held responsible for damages to equipment because of vandalism in performance of this contract; The University may be held responsible for damages to equipment because of facility or utility failure. Residence Education and Housing Services will make reasonable efforts to prevent vandalism within the laundry rooms.

Garment Damage and Reimbursements

2. The proposal shall include procedures for processing damage claims and reimbursements.
3. In the event a laundry equipment user's property is damaged because of a machine's malfunction or failure, the Supplier will be responsible for reimbursement to the user. The Supplier shall provide the University and patrons with a viable refund or damage claim process.



4. Suppliers are to provide in their proposal a detailed description including timeline for refunds or reimbursements for patron complaints or inquiries. All claims must be responded to within 3 working days of submission and resolved within 10 working days. All claims, correspondence, and resolutions shall be immediately reported to the designated Residence Education and Housing Services contact.

g. Section 7: Supplier Training

i. Training

1. The Supplier shall be required to provide up three (3) training sessions for University staff including REHS Facilities staff at a time and place selected by the University after award of the agreement. The trainings will provide an opportunity for staff to become familiar with equipment, the Supplier organization, and allow staff to be informed and able to respond to questions and concerns that may arise during the year. The proposal should include details pertaining to proposed training method. The training shall be provided in-person or virtually (Zoom or Microsoft Teams) at the discretion of the University.
2. The University shall reserve the right to request training opportunities for additional members of the Residence Education and Housing Services staff. Training shall be provided at no cost to the University.

h. Section 8: Delivery

i. Delivery Requirements

1. Equipment installations in all Residence Education and Housing Services facilities will be completed on a schedule determined mutually acceptable by the University and the Supplier. In response to this RFP, the proposing Supplier shall thoroughly describe and substantiate its operational capability to meet this requirement. The University anticipates installation will occur on or after July 1, 2024, and no later than August 1, 2024.
2. Can you meet this delivery requirement?
 - a. YES _____ or NO _____
 - b. If no, please provide a delivery date:

i. Section 9: Access to Buildings

i. Access to Facilities

1. Access to buildings will be specified by the University and in coordination with Residence Education and Housing Services. Access to the facilities outside of normal hours will be coordinated with the University Representative. The Supplier will work with University personnel on access restrictions.
2. Building access is restricted during certain times of the day and season due to special events (i.e. football Saturdays). In all residential buildings, building access will be limited to card access at 6:00 PM, or 7:00 PM with a dining hall. Residential buildings without public services will remain ID restricted for 24 hours.

ii. Keys/Electronic Access



1. The University will provide, as needed, keys/access cards. If any keys/access cards are lost or stolen while in Supplier's possession, Supplier will be financially responsible for all costs associated with re-keying and/or the replacement of locks where applicable. Lost or stolen access cards shall be reported immediately to the designated Residence Education and Housing Services staff. Supplier shall be required to follow University security procedures as directed by Residence Education and Housing Services staff.
- iii. Control and Conduct of Employees and SubSuppliers
1. Service Technicians and management must review and comply with University polices and ordinances including [Tabacco Free Campus, the University's Relationship Violence and Sexual Misconduct \(RVSM\) and Anti-Discrimination Policy \(ADP\) and other policies](#) before performing work on campus.
 2. The Supplier shall control the conduct of its employees so as to prevent unwanted or inappropriate interaction by the Supplier's or subSupplier employees with the University staff, visitors, and students. Employees of the Supplier, subSuppliers, materials suppliers, etc. shall treat the students, faculty, staff, and visitors of the University with respect and act in a professional manner at all times. Without limitation, unwanted or inappropriate interaction by Supplier's employees including whistling at or initiating conversation that can be assumed reasonably inappropriate with passersby is prohibited. In the event that any Supplier's employee initiates such unwanted or inappropriate interaction or utilizes profanity, or other inappropriate language, Supplier shall, upon request of the University's representative or on its own initiative, replace said employee with another of equivalent technical skill, at no additional cost to the University.
 3. Technicians will only be permitted in work areas. Technicians will not be given access to residential living wings nor resident rooms. These spaces should not be entered unless the scope of work requires entry and technicians are accompanied by University staff.
 4. Due to the presence of underage patrons and guests during the summer conference season, the Supplier's and subSupplier's employees should pass an annual criminal background check (CBC), not at the cost of the University. The University will accept from the Supplier passing CBCs conducted by a reputable CBC agency.
- iv. Removal of Supplier Employees
1. The University reserves the right to request the removal of any employee determined by the University to be unsatisfactory based on violations of university policy, rules and/or regulations. Such requests shall be issued in writing to the Supplier. The removed employee shall not be included in any future service assignments under the Agreement.
- v. Rules and Regulations



1. Supplier shall comply with all rules and regulations of the University Police Department and Fire Marshal. Supplier shall follow all applicable University, OSHA, Federal, State and local Health and Safety Regulations.
- vi. University Holidays
 1. The University shall provide the Supplier, upon request, with the dates in which the Residence Education and Housing Services buildings will have limited occupancy due to campus breaks and holidays.
- vii. Insurance
 1. The selected Supplier shall be required to provide the University proof of insurance. Certificate of Insurance is not required in the RFP response but shall be required prior to the final award of the Agreement. Insurance must be always current during the term of the agreement.
- viii. Code Compliance
 1. All installed equipment furnished shall meet all applicable local, state and federal standards and regulations. All equipment shall be Energy Star rated when applicable. All licenses, certificates, taxes, and other charges will be the responsibility of the Supplier. In all cases the chassis and body of machines shall be properly bonded to the grounding conductor as required by all applicable local code sections and manufacturer's instructions. All equipment shall conform to the Michigan Administrative codes and all connections to the building infrastructure shall comply with all applicable NEC and IBC code sections and with manufacturer's instructions.
- ix. Precautions
 1. The University will take reasonable precautions to protect the Supplier's installed equipment from damage while on university premises, but the University will not be held liable for any damages to Supplier installed equipment.
- x. Supplier Parking
 1. Parking permits are required for all persons, Suppliers, vendors, etc. to park on university property. It is the Supplier's responsibility to obtain and pay for parking permits as needed during the performance of the Agreement. [Supplier Permits](#) must be obtained directly from the Michigan State University Parking Services or with the assistance of Residence Education and Housing Services personnel. Information regarding parking on university property is available at <https://parking.msu.edu/>
- j. Section 10: Special Incident Force Majeure**
 - i. In the event that there is another catastrophic global event that would significantly reduce student occupancy levels and negatively impact the bottom line (e.g. COVID-19), the University and Supplier will discuss an agreed upon reduction in fees and services to accommodate the change event.
- k. Section 11: Proposal Content**



- i. Proposers should submit detailed information regarding the following for purpose of evaluation:
 1. Company profile
 2. Qualifications
 3. References
 4. Initial Project Implementation Plan & Contact Information
 5. Proposed equipment and monitoring system(s)
 6. Responsiveness and Preventative Service Plan
 7. Laundry room signage information
 8. Pricing Schedule
 - a. Total capacity with natural gas dryer installation
 - b. Separate optional line item for switching from natural gas to electric dryers at future time
 9. Delivery Schedule
 10. Damaged clothing/refund policy/Procedure
 11. Service Reporting Process/Procedure
 12. Qualifications and contact information of Personnel, Regional Manager, etc.
 13. Company's commitment to Diversity Strategic Plan and Implementation information
 14. Additional Considerations (laundry room enhancement, promotional activities, Educational Video, etc.)
 15. Security Assessment
 - a. Respondents are required to submit a HECVAT (Higher Education Community Vendor Assessment Tool) as part of their proposal for MSU's review. HECVAT Form can be found at: <https://www.ren-isac.net/hecvat/index.html>
 - i. The HECVAT is the standard security document used by MSU IT Security. If a respondent is unable to submit a HECVAT, they shall be required to submit other industry accepted documentation of their security controls and process for evaluation by MSU.
 - b. Respondents are required to submit a PCI attestation of compliance (AOC) if proposing a solution that accepts credit cards.
 16. Digital Accessibility
 - a. The University is required to comply with the Americans with Disabilities Act of 1990 (ADA) and has adopted a formal policy regarding accessibility requirements for websites and software applications. Supplier's software must comply, where relevant, with level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.



- b. Suppliers are required to submit a Voluntary Product Accessibility Template (VPAT) as part of their proposal for MSU's review.
 - i. Additionally, suppliers are free to submit any 3rd Party Accessibility Evaluations completed on their product for University's consideration.
- c. As part of MSU's review of product accessibility, MSU may request access to a test or sample environment.

3. Pricing

The University's standard payment procedures are 2.75% 10 days, net 30 days after receipt. Please note that any order resulting from this RFP will be issued using this procedure, with no exceptions.

The total bid price is to be inclusive of all materials and associated services necessary to support the project as described in this request. The total project cost shall be a firm, fixed fee encompassing all indirect and reimbursable costs, which must be itemized in the proposal. Rates for any mutually agreed-upon extension (for years four through eight) and the optional Future Green Investment component must also be included in the proposal. The proposals must provide two pricing options: A) user pay operated and B) free to users.



SCHEDULE B
Service Level Agreement

1. Definitions. For purposes of this Schedule, the following terms have the meanings set forth below. All initial capitalized terms in this Schedule that are not defined in this **Section 1** shall have the respective meanings given to them in the Agreement.

“**Actual Uptime**” means the total minutes in the Service Period that the Software is Available.

“**Availability**” has the meaning set forth in **Section 2(a)**.

“**Availability Requirement**” has the meaning set forth in **Section 2(a)**.

“**Available**” has the meaning set forth in **Section 2(a)**.

“**Corrective Action Plan**” has the meaning set forth in **Section 3.5**.

“**Critical Service Error**” has the meaning set forth in **Section 3.4(a)**.

“**Exceptions**” has the meaning set forth in **Section 2.2**.

“**High Service Error**” has the meaning set forth in **Section 3.4(a)**.

“**Low Service Error**” has the meaning set forth in **Section 3.4(a)**.

“**Medium Service Error**” has the meaning set forth in **Section 3.4(a)**.

“**Resolve**” has the meaning set forth in **Section 3.4(b)**.

“**Scheduled Downtime**” has the meaning set forth in **Section 2.3**.

“**Scheduled Uptime**” means the total minutes in the Service Period.

“**Service Availability Credits**” has the meaning set forth in **Section 2.6(a)**.

“**Service Error**” means any failure of any Software to be Available or otherwise perform in accordance with this Schedule.

“**Service Level Failure**” means a failure to perform the Software fully in compliance with the Support Service Level Requirements.

“**Service Period**” has the meaning set forth in **Section 2(a)**.



“**Software Support Services**” has the meaning set forth in **Section 3**.

“**Support Request**” has the meaning set forth in **Section 3.4(a)**.

“**Support Service Level Requirements**” has the meaning set forth in **Section 3.4**.

2. **Service Availability and Service Availability Credits.**

(a) Availability Requirement. Supplier will make the Software Available, as measured over the course of each calendar month during the Term and any additional periods during which Supplier does or is required to perform any Services (each such calendar month, a “**Service Period**”), at least 99.95% of the time, excluding only the time the Software is not Available solely as a result of one or more Exceptions (the “**Availability Requirement**”). “**Available**” means the Software is available and operable for access and use by the University, and its Users, over the Internet in material conformity with the Agreement. “**Availability**” has a correlative meaning. The Software is not considered Available in the event of a material performance degradation or inoperability of the Software, in whole or in part. The Availability Requirement will be calculated for the Service Period as follows: $(\text{Actual Uptime}) \div (\text{Scheduled Uptime} - \text{Total Minutes in Service Period Services are not Available Due to an Exception}) \times 100 = \text{Availability}$.

2.2 Exceptions. No period of Software degradation or inoperability will be included in calculating Availability to the extent that such downtime or degradation is due to any of the following (“**Exceptions**”):

- (a) failures of the University’s, or a User’s internet connectivity;
- (b) Scheduled Downtime as set forth in **Section 2.3**.

2.3 Scheduled Downtime. Supplier must notify the University at least seventy-two (72) hours in advance of all scheduled outages of the Software in whole or in part (“**Scheduled Downtime**”). All such scheduled outages will: (a) last no longer than five (5) hours; and (b) be scheduled on a Saturday between the hours of 12:00 a.m. and 5:00 a.m., Eastern Time; provided that Supplier may request the University to approve extensions of Scheduled Downtime above five (5) hours, and such approval by the University may not be unreasonably withheld or delayed.

2.4 Software Response Time. Software response time, defined as the interval from the time the User sends a transaction to the time a visual confirmation of transaction completion is received, must be less than two (2) seconds for 98% of all transactions. Unacceptable response times shall be considered to make the Software unavailable and will count against the Availability Requirement.

2.5 Service Availability Reports. Within thirty (30) days after the end of each Service Period, Supplier will provide to the University a report describing the Availability and other performance of the Software during that calendar month as compared to the Availability Requirement. The report must be in electronic or such other form as the University may



approve in writing and shall include, at a minimum: (a) the actual performance of the Software relative to the Availability Requirement; and (b) if Software performance has failed in any respect to meet or exceed the Availability Requirement during the reporting period, a description in sufficient detail to inform the University of the cause of such failure and the corrective actions the Supplier has taken and will take to ensure that the Availability Requirement are fully met.

2.6 Remedies for Service Availability Failures.

(a) If the actual Availability of the Software is less than the Availability Requirement for any Service Period, such failure will constitute a Service Error for which Supplier will issue to the University the following credits on the fees payable for Services provided during the Service Period (“**Service Availability Credits**”):

Availability	Credit of Fees
≥99.95%	None
<99.95% but ≥99.0%	15%
<99.0% but ≥95.0%	50%
<95.0%	100%

(b) Any Service Availability Credits due under this **Section 2.6** will be applied in accordance with payment terms of the Agreement.

(c) Supplier's repeated failure to meet the Availability Requirements will constitute a material breach under the Agreement. Without limiting the University's right to receive Service Availability Credits, the University may terminate the Agreement for cause in accordance with terms of the Agreement.

3. Support and Maintenance Services. Supplier will provide maintenance and support services for the Services (collectively, “**Software Support Services**”) in accordance with the provisions of this **Section 3**. The Software Support Services are included in the Services, and Supplier may not assess any additional fees, costs or charges for such Software Support Services.

3.1 Support Service Responsibilities. Supplier will:

(a) correct all Service Errors in accordance with the Support Service Level Requirements, including by providing defect repair, programming corrections and remedial programming;

(b) provide unlimited telephone support 8 a.m. to 7 p.m. Eastern, Monday through Friday;

(c) provide unlimited online support 8 a.m. to 7 p.m. Eastern, Monday through Friday;



(d) provide online access to technical support bulletins and other user support information and forums, to the full extent Supplier makes such resources available to its other customers; and

(e) respond to and Resolve Support Requests as specified in this **Section 3**.

3.2 Service Monitoring and Management. Supplier will continuously monitor and manage the Software to optimize Availability that meets or exceeds the Availability Requirement. Such monitoring and management includes:

(a) proactively monitoring on a twenty-four (24) hour by seven (7) day basis all Services functions, servers, firewall and other components of Software security;

(b) if such monitoring identifies, or Supplier otherwise becomes aware of, any circumstance that is reasonably likely to threaten the Availability of the Software, taking all necessary and reasonable remedial measures to promptly eliminate such threat and ensure full Availability; and

(c) if Supplier receives knowledge that the Software or any Software function or component is not Available (including by written notice from the University pursuant to the procedures set forth herein):

- (i) confirming (or disconfirming) the outage by a direct check of the associated facility or facilities;
- (ii) if Supplier's facility check in accordance with clause (i) above confirms a Software outage in whole or in part: (A) notifying the University in writing pursuant to the procedures set forth herein that an outage has occurred, providing such details as may be available, including a Supplier trouble ticket number, if appropriate, and time of outage; and (B) working all problems causing and caused by the outage until they are Resolved as Critical Service Errors in accordance with the Support Request Classification set forth in **Section 3.4**, or, if determined to be an internet provider problem, open a trouble ticket with the internet provider; and
- (iii) notifying the University that Supplier has fully corrected the outage and any related problems, along with any pertinent findings or action taken to close the trouble ticket.

3.3 Service Maintenance. Supplier will continuously maintain the Software to optimize Availability that meets or exceeds the Availability Requirement. Such maintenance services include providing to the University:

(a) all updates, bug fixes, enhancements, new releases, new versions and other improvements to the Software, that Supplier provides at no additional charge to its other similarly situated customers; and



(b) all such services and repairs as are required to maintain the Software or are ancillary, necessary or otherwise related to the University's or its Users' access to or use of the Software, so that the Software operates properly in accordance with the Agreement and this Schedule.

3.4 Support Service Level Requirements. Supplier will correct all Service Errors and respond to and Resolve all Support Requests in accordance with the required times and other terms and conditions set forth in this **Section 3.4 ("Support Service Level Requirements")**, and the Agreement.

(a) Support Requests. The University will classify its requests for Service Error corrections in accordance with the descriptions set forth in the chart below (each a "**Support Request**"). The University Service Manager will notify Supplier of Support Requests by email, telephone or such other means as the parties may hereafter agree to in writing.

Support Request Classification	Description: Any Service Error Comprising or Causing any of the Following Events or Effects
Critical Service Error	<ul style="list-style-type: none">• Issue affecting entire system or single critical production function;• System down or operating in materially degraded state;• Data integrity at risk; or• Declared a Critical Support Request by the University and confirmed by Supplier;
High Service Error	<ul style="list-style-type: none">• Primary component failure that materially impairs its performance; or• Data entry or access is materially impaired on a limited basis.• User interface portions of the Software are not compliant with Section 11 of the Agreement.
Medium Service Error	<ul style="list-style-type: none">• Software is operating with



	minor issues that can be addressed with an acceptable (as determined by the University) temporary work around.
Low Service Error	<ul style="list-style-type: none"> Request for assistance, information, or services that are routine in nature.

(b) Response and Resolution Time Service Levels. Response and Resolution times will be measured from the time Supplier receives a Support Request until the respective times Supplier has (i) responded to, in the case of response time and (ii) Resolved such Support Request, in the case of Resolution time. **“Resolve”** (including **“Resolved”**, **“Resolution”** and correlative capitalized terms) means that, as to any Service Error, Supplier has provided the University the corresponding Service Error correction and the University has confirmed such correction and its acceptance thereof. Supplier will respond to and Resolve all Service Errors within the following times based on the severity of the Service Error:

Support Request Classification	Service Level Metric (Required Response Time)	Service Level Metric (Required Resolution Time)
Critical Service Error	One (1) hour	Three (3) hours
High Service Error	One (1) hour	Four (4) hours
Medium Service Error	Three (3) hours	Two (2) Business Days
Low Service Error	Three (3) hours	Five (5) Business Days

(c) Escalation. With respect to any Critical Service Error Support Request, until such Support Request is Resolved, Supplier will escalate that Support Request within sixty (60) minutes of the receipt of such Support Request by the appropriate Supplier support personnel, including, as applicable, the Supplier Service Manager and Supplier’s management or engineering personnel, as appropriate.

3.5 Corrective Action Plan. If two or more Critical Service Errors occur in any thirty (30) day period during (a) the Term or (b) any additional periods during which Supplier does or is



required to perform any Services, Supplier will promptly investigate the root causes of these Service Errors and provide to the University within five (5) Business Days of its receipt of notice of the second such Support Request an analysis of such root causes and a proposed written corrective action plan for the University's review, comment and approval, which, subject to and upon the University's written approval, shall be a part of, and by this reference is incorporated in, the Agreement as the parties' corrective action plan (the "**Corrective Action Plan**"). The Corrective Action Plan must include, at a minimum: (a) Supplier's commitment to the University to devote the appropriate time, skilled personnel, systems support and equipment and other resources necessary to Resolve and prevent any further occurrences of the Service Errors giving rise to such Support Requests; (b) a strategy for developing any programming, software updates, fixes, patches, etc. necessary to remedy, and prevent any further occurrences of, such Service Errors; and (c) time frames for implementing the Corrective Action Plan. There will be no additional charge for Supplier's preparation or implementation of the Corrective Action Plan in the time frames and manner set forth therein.

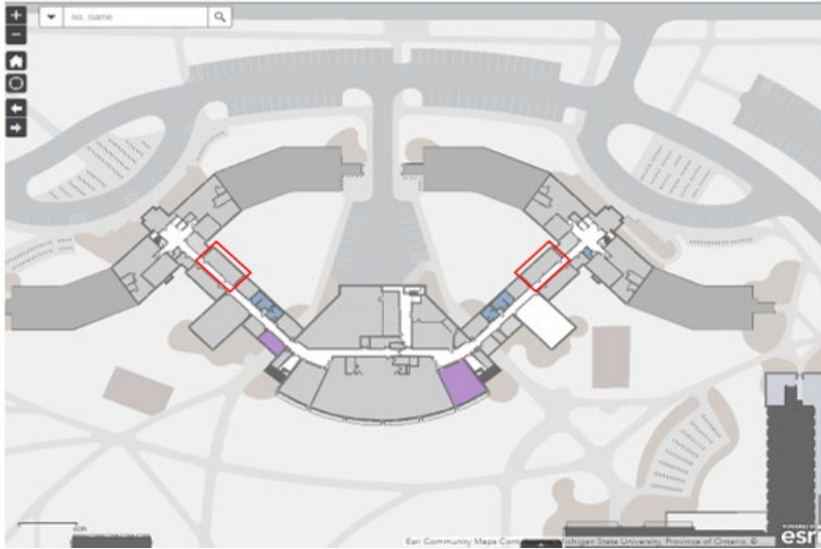
3.6 Remedies for Service Level Failures. Supplier's repeated failure to meet the Support Service Level Requirements for any Critical Service Errors or High Service Errors, or any combination of such Errors, within the applicable Resolution time will constitute a material breach under the Agreement. Without limiting the University's right to receive Service Availability Credits, the University may terminate the Agreement for cause in accordance with terms of the Agreement.



LAUNDRY LOCATIONS

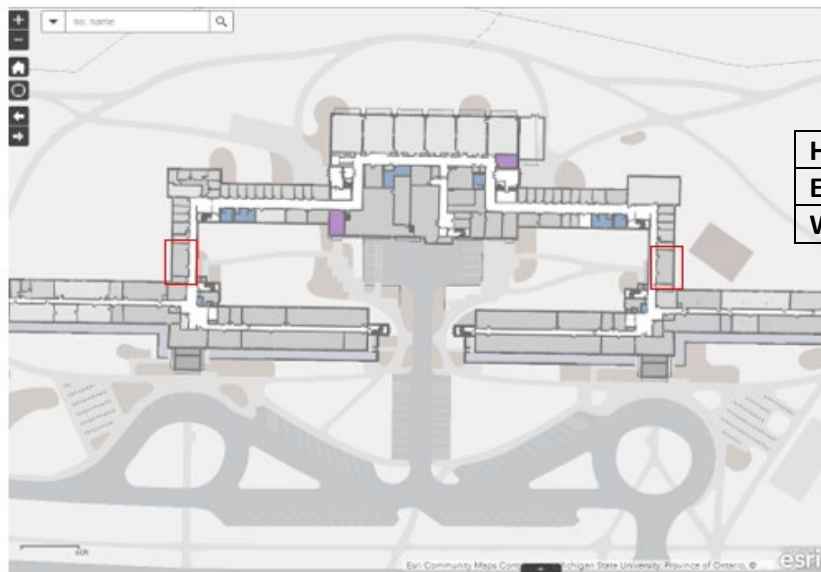
East neighborhood:

Akers Hall: Basement - West Laundry C36, East Laundry C54



Akers Hall	Washers	Dryers
East Akers	10	10
West Akers	10	10

Holmes Hall: Basement - East Laundry E24, West Laundry W24



Holmes Hall	Washers	Dryers
East Holmes	10	10
West Holmes	11	10



Hubbard Hall: Basement - North Laundry G67, South Laundry G14



Hubbard Hall	Washers	Dryers
East Hubbard	10	10
West Hubbard	10	10

South Neighborhood:

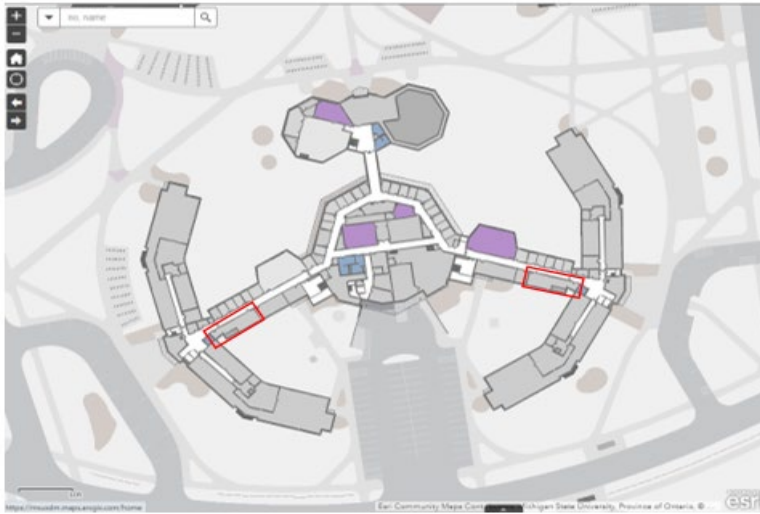
Holden Hall: Basement - West Laundry G26, East Laundry G38



Holden Hall	Washers	Dryers
East Holden	10	10
West Holden	9	10



Wilson Hall: Basement - West Laundry W14, East Laundry E15



Wilson Hall	Washers	Dryers
East Wilson	10	10
West Wilson	11	10

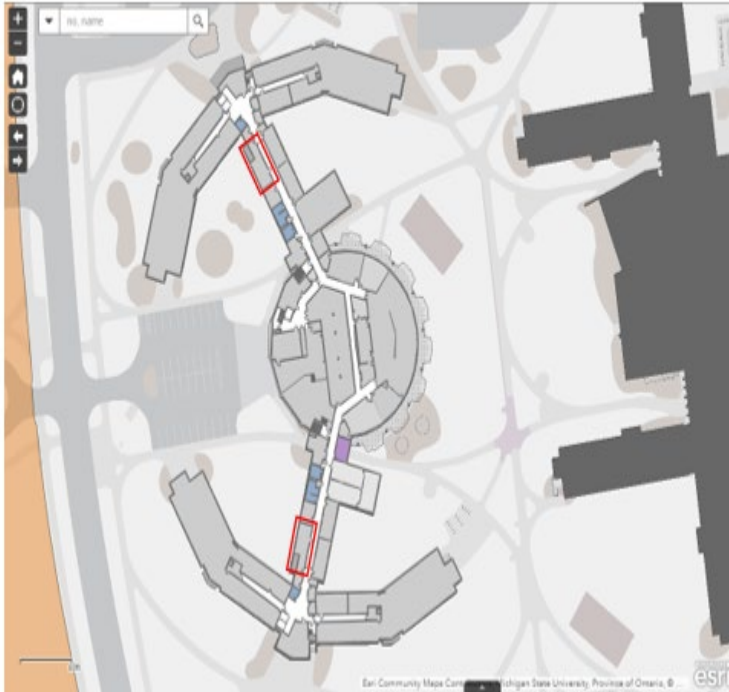
Case Hall: Basement - South Laundry 35, North Laundry 45



Case Hall	Washers	Dryers
North Case	10	10
South Case	10	10



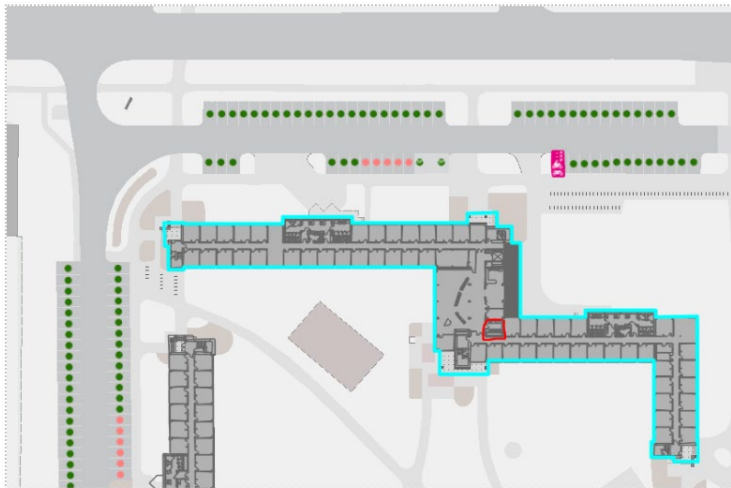
Wonders Hall: Basement | South Laundry 36, North Laundry 3



Wonders Hall	Washers	Dryers
North Wonders	10	10
South Wonders	10	10

Brody neighborhood:

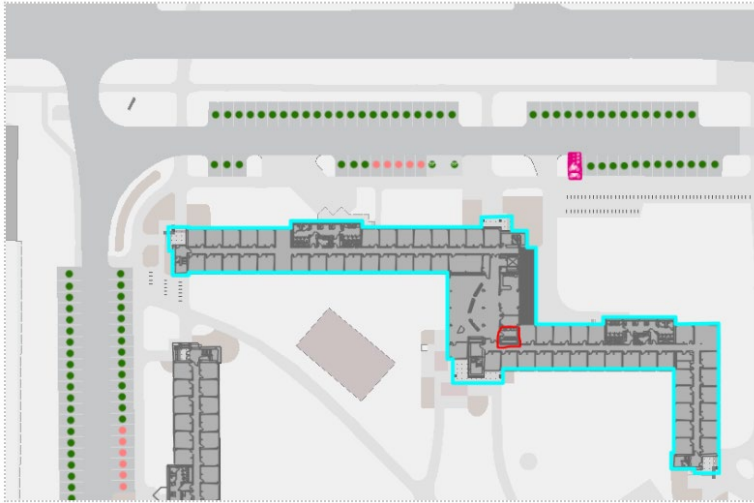
Rather Hall: Third Floor- C302



Rather Hall	Washers	Dryers
Top Load	3	4
Front Load	1	—

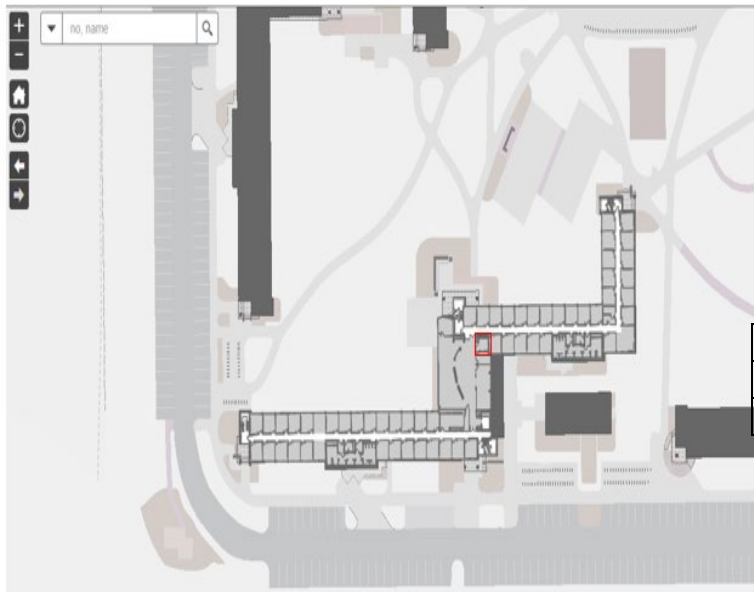


Rather Hall: Third Floor- C401



Rather Hall	Washers	Dryers
Top Load	3	4
Front Load	1	—

Bailey Hall: Third floor - C310C



Bailey Hall	Washers	Dryers
Top Load	3	4
Front Load	1	—

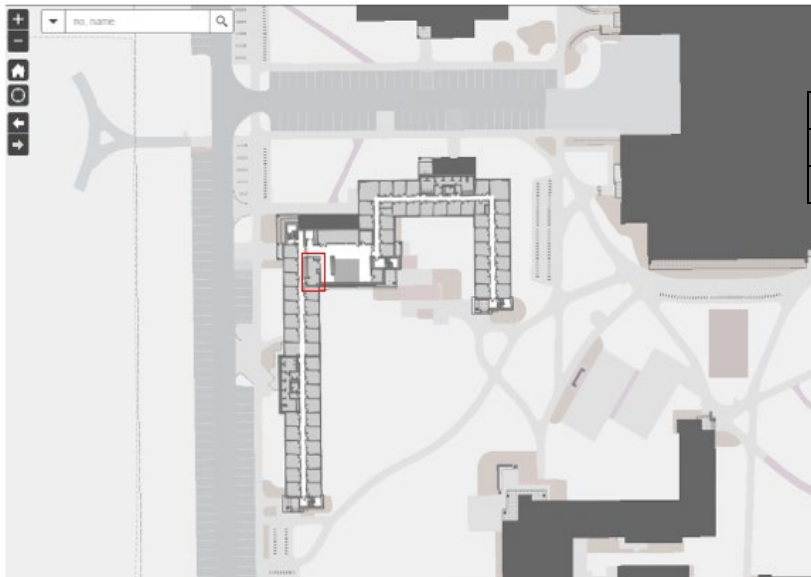


Bailey Hall: Fourth floor - C401



Bailey Hall	Washers	Dryers
Top Load	3	4
Front Load	1	—

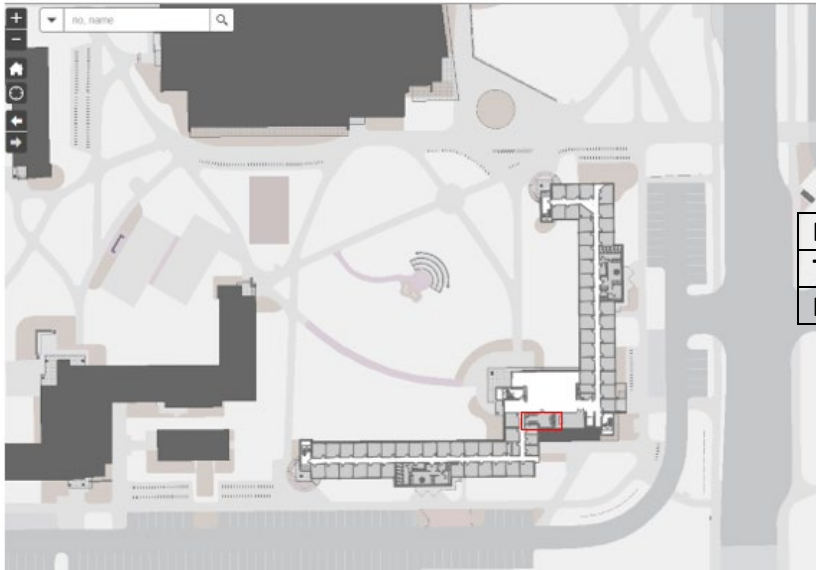
Armstrong Hall: Second floor – C215A



Armstrong Hall	Washers	Dryers
Top Load	8	8
Front Load	1	—

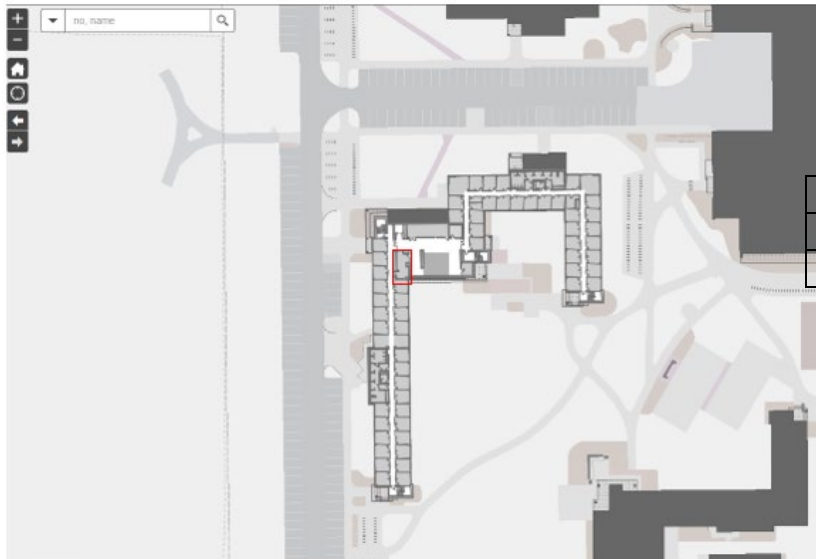


Emmons Hall: Third floor – B337



Emmons Hall	Washers	Dryers
Top Load	8	8
Front Load	1	—

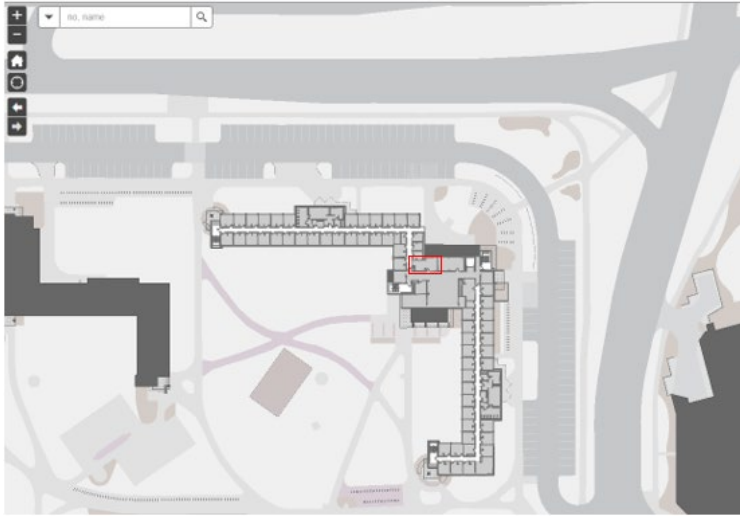
Bryan Hall: Second floor – C215A



Bryan Hall	Washers	Dryers
Top Load	8	8
Front Load	1	—



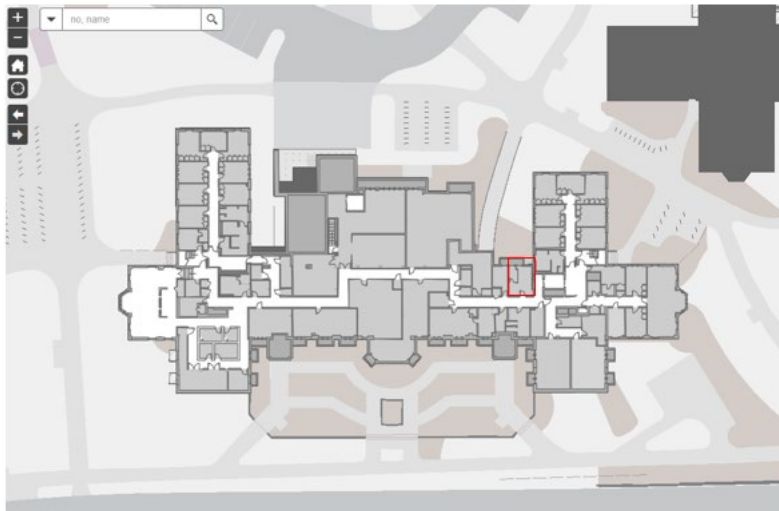
Butterfield Hall: Floor three – C300B



Butterfield Hall	Washers	Dryers
Top Load	8	8
Front Load	1	—

West Circle Neighborhood:

Landon Hall: Basement – G10



Landon Hall	Washers	Dryers
Top Load	8	8

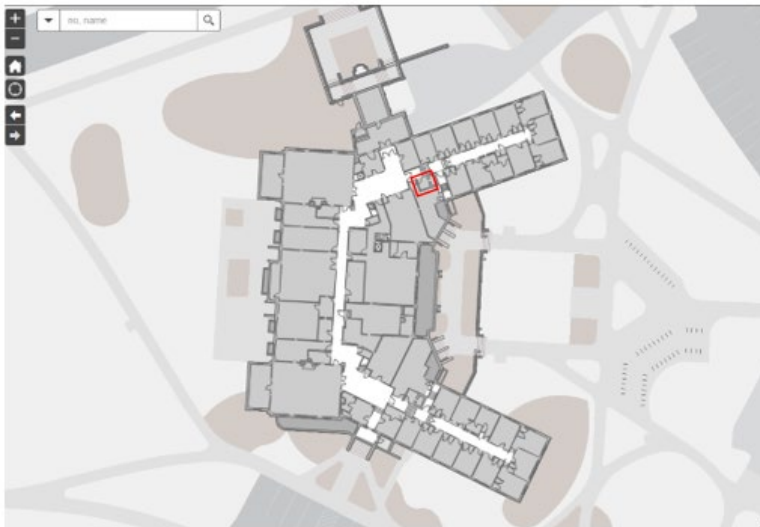


Yakeley Hall: Basement – E53



Yakeley Hall	Washers	Dryers
Top Load	8	8

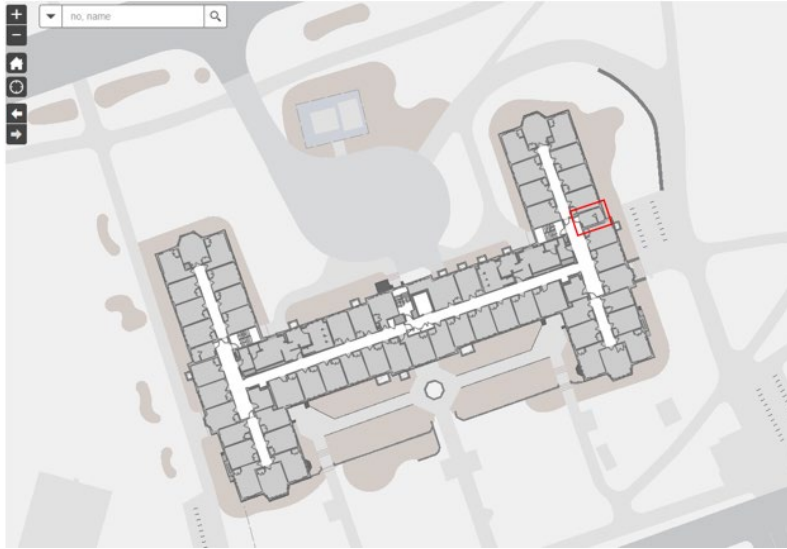
Williams Hall: Basement –C1



Williams Hall	Washers	Dryers
Top Load	8	8

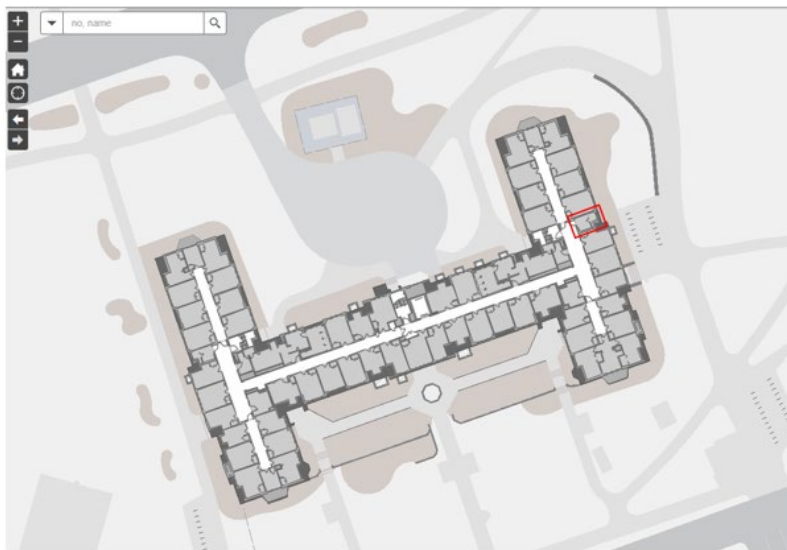


Mayo Hall: Second floor – 250



Mayo Hall	Washers	Dryers
Top Load	8	8

Mayo Hall: Third floor – 350



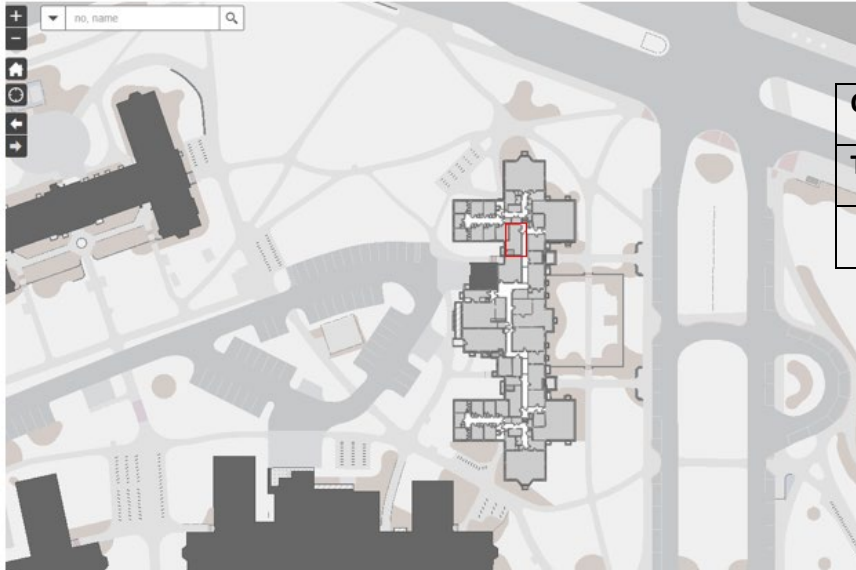


Gilchrist Hall: Basement – W3



Gilchrist Hall	Washers	Dryers
Top Load	4	4

Campbell Hall: Basement – G29

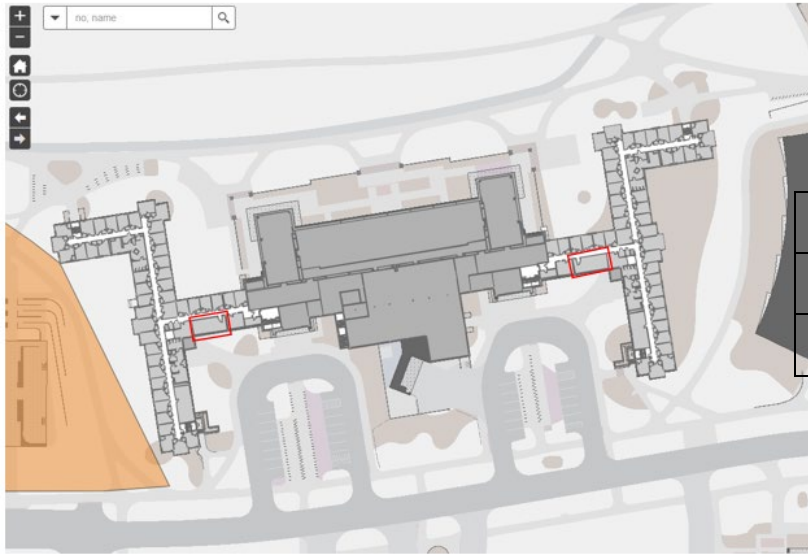


Campbell Hall	Washers	Dryers
Top Load	8	8
Renovation through August 2025*		



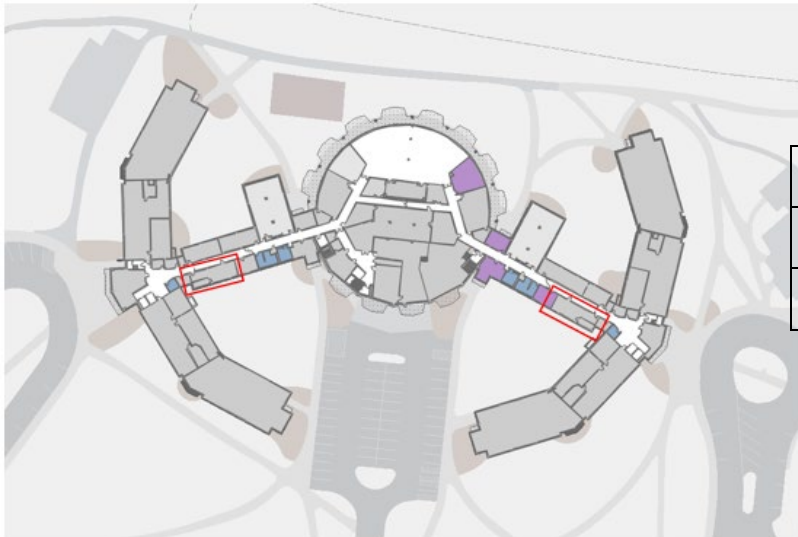
River Trail Neighborhood:

Shaw Hall: West - G16 & East - G16



Shaw Hall	Washers	Dryers
East Shaw	10	10
West Shaw	10	10

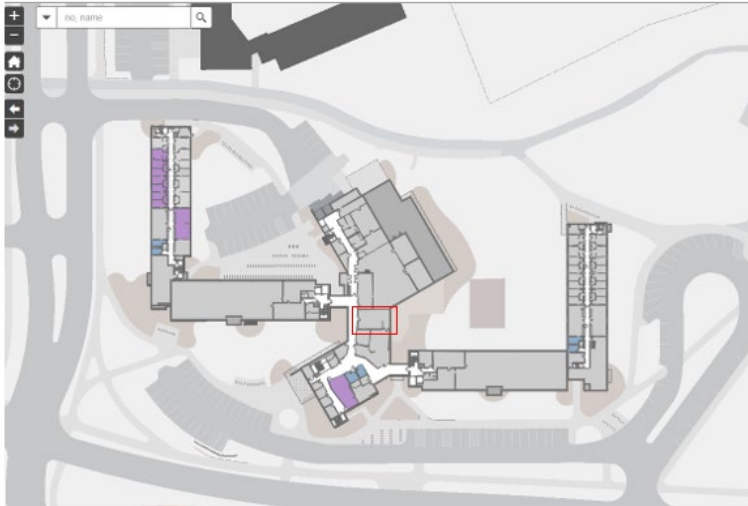
McDonel Hall: Basement - East 27 & West 13



McDonel Hall	Washers	Dryers
East McDonel	10	10
West McDonel	10	10



Owen Hall: Basement – C28



Owen Hall	Washers	Dryers
Owen	15	16

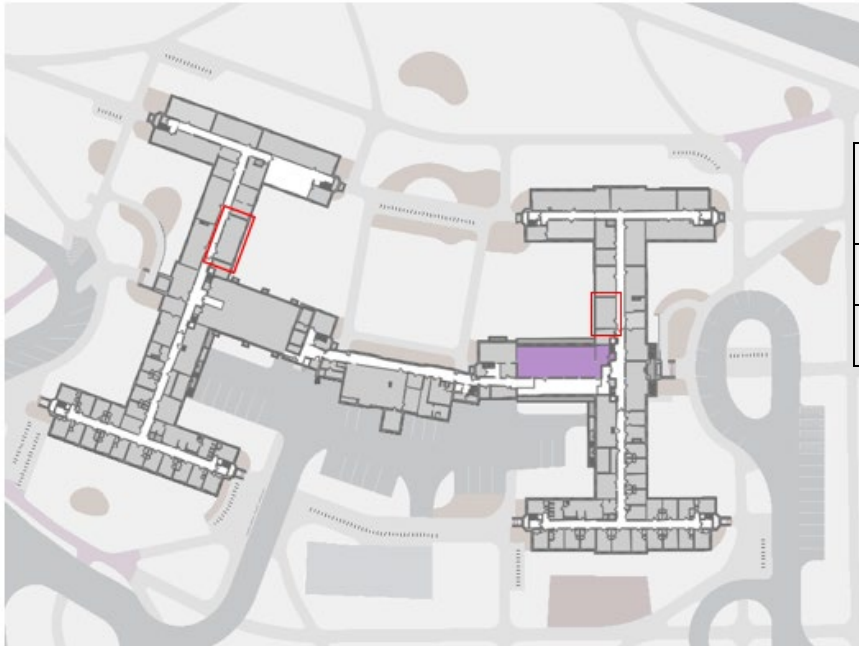
Van Hoosen Hall: First floor - 129



Van Hoosen Hall	Washers	Dryers
Van Hoosen	9	9

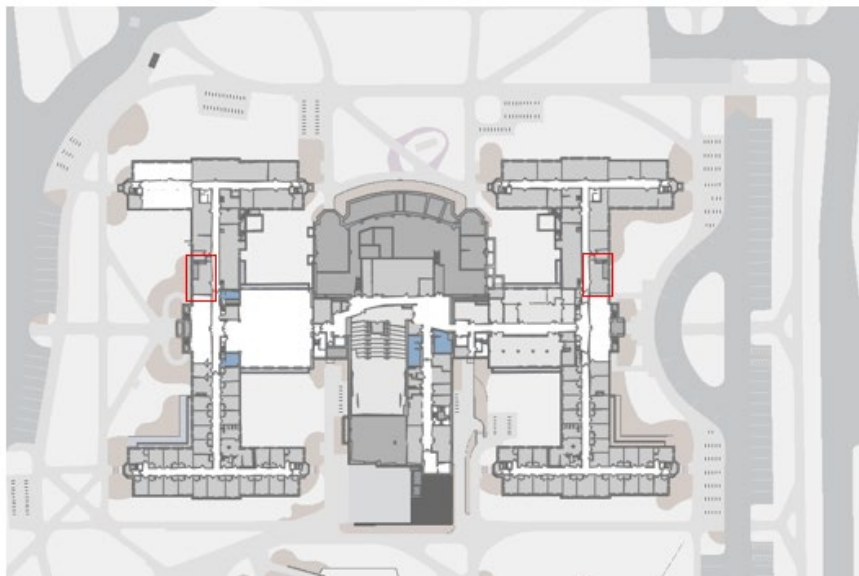


Abbot Hall: Basement – E20 & Mason Hall: Basement – W23



Mason/Abbot Hall	Washers	Dryers
Abbot	8	8
Mason	8	8

Snyder Hall: T-Level – E3 & Phillips hall: T-level W3



Snyder/Phillips Hall	Washers	Dryers
Snyder	8	8
Phillips	8	8



Spartan Village: 1439



Spartan Village	Washers	Dryers
Abbot	12	16
Decommissioning fall 2025		