



REQUEST FOR PROPOSAL
RFP REQ#763294

Michigan State University Student Housing Laundry Services

RFP Timeline	
RFP Issue Date:	May 10, 2024
Deadline for Respondent Questions to MSU:	May 20, 2024, 1:00 pm Eastern
RFP Response Due Date:	May 31, 2024, 1:00 pm Eastern
Estimated Contract Award	June 28, 2024

RFP Contact	
Name:	Lara Druelle
Email:	punglara@msu.edu
Phone:	(517) 884-6141

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) for the purpose of securing laundry services for Fall 2024. The requested services are more thoroughly described under the Scope of Work Section of this RFP. Firms intending to respond to this RFP are referred to herein as a “**Respondent**” or “**Supplier.**”



PROPOSAL INSTRUCTIONS

- PROPOSAL PREPARATION.** The University recommends reading all RFP materials prior to preparing a proposal, particularly these Proposal Instructions. Respondents must follow these Proposal Instructions and provide a complete response to the items indicated in the table below. References and links to websites or external sources may not be used in lieu of providing the information requested in the RFP within the proposal. Include the Respondent’s company name in the header of all documents submitted with your proposal.

Document	Description	Response Instructions
Cover Page	Provides RFP title and number, important dates, and contact information for MSU	Informational
Proposal Instructions	Provides RFP instructions to Respondents	Informational
Respondent Information Sheet	Company and Contact Information, and Experience	Respondent must complete and submit by proposal deadline
Scope of Work	Describes the intended scope of work for the RFP	Respondent must complete and submit by proposal deadline
Pricing	Pricing for goods and services sought by the University through this RFP	Respondent must complete and submit by proposal deadline
Master Service Agreement	Provides legal terms for a contract awarded through this RFP	Deemed accepted by Respondent unless information required in Section 9, Master Service Agreement is submitted by proposal deadline
HECVAT	Provides security information	Respondent must complete and submit with proposal
PCI AOC	Provides PCI compliance information	If proposing a solution with credit cards, respondent must complete and submit with proposal
VPAT	Provides accessibility information	If proposing a solution with software component, respondent must complete and submit with proposal

- EXPECTED RFP TIMELINE.**

Activity	Date
Issue RFP	May 10, 2024
Deadline for Respondent Questions to MSU	May 20, 2024, 1:00 pm Eastern
RFP Response Due	May 31, 2024, 1:00 pm Eastern



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3. **CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFP is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFP may result in Respondent disqualification.
4. **QUESTIONS.** Respondent questions about this RFP must be submitted electronically by email to the contact listed on the cover page of this RFP. In the interest of transparency, only written questions are accepted. Answers to all questions will be sent to Respondents via email. Submit questions by referencing the following: (i) Question Number, (ii) Document Name, (iii) Page Number, and (iv) Respondent Question. Please refer to **Section 2** above for the deadline to submit questions.
5. **MODIFICATIONS.** The University may modify this RFP at any time. Modifications will be sent via email. This is the only method by which the RFP may be modified.
6. **DELIVERY OF PROPOSAL.** The Respondent must submit its proposal, all attachments, and any modifications or withdrawals electronically via email to the contact listed on the cover page of this RFP. **The price proposal should be saved separately from all other proposal documents and should be sent as a separate attachment from the other proposal documents.** The Respondent should submit all documents in a modifiable (native) format (examples include but are not limited to: Microsoft Word or Excel and Google Docs or Sheets). In addition to submitting documents in a modifiable format, the Respondent may also submit copies of documents in PDF. Respondent’s failure to submit a proposal as required may result in disqualification. The proposal and attachments must be fully uploaded and submitted prior to the proposal deadline. **Do not wait until the last minute to submit a proposal.** The University **may not** allow a proposal to be submitted after the proposal deadline identified in the Cover Page, even if a portion of the proposal was already submitted.
7. **MANDATORY MINIMUM REQUIREMENTS.** The RFP may contain minimum qualifications, which will be identified as “**Mandatory Minimum Requirements**” in the Scope of Work Section of this RFP. If the RFP does contain mandatory minimum requirements, any proposal not meeting these minimum requirements **will be deemed non-qualified and will not be considered.** All proposals meeting these mandatory minimum requirements will proceed for review and evaluation consistent with **Section 8, Evaluation Process.**
8. **EVALUATION PROCESS.** The University will convene a team of individuals from various Departments within MSU to evaluate each proposal based on each Respondent’s ability to provide the required services, taking into consideration the overall cost to the University. The University may require an oral presentation of the Respondent’s proposal; conduct interviews, research, reference checks, and background checks; and request additional price concessions at any point during the evaluation process. The following criteria will be used to evaluate each proposal:

Criteria	Weight
Demonstrated Competence (Machine Cutsheets & Service Plan)	20%
Experience and performance with comparable engagements	20%
Technician & Customer Service Approach	20%
Quality of product and service reputation	20%
Cost	5%
Describe your organization’s commitment and demonstrated experience in supporting Diversity, Equity, and Inclusion in the community.	10%



Value Added Services	5%
	100%

9. **MASTER SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Master Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Master Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Master Service Agreement in track changes (i.e., visible edits) with an explanation of the Respondent’s need for each proposed change. Failure to include track changes with an explanation of the Respondent’s need for the proposed change constitutes the Respondent’s acceptance of the Master Service Agreement. General statements, such as “the Respondent reserves the right to negotiate the terms and conditions,” may be considered non-responsive.
10. **CLARIFICATION REQUEST.** The University reserves the right to issue a Clarification Request to a Respondent to clarify its proposal if the University determines the proposal is not clear. Failure to respond to a Clarification Request timely may be cause for disqualification.
11. **RESERVATIONS.** The University reserves the right to:
- a. Disqualify a Respondent for failure to follow these instructions.
 - b. Discontinue the RFP process at any time for any or no reason. The issuance of an RFP, your preparation and submission of a proposal, and the University’s subsequent receipt and evaluation of your proposal does not commit the University to award a contract to you or anyone, even if all the requirements in the RFP are met.
 - c. Consider late proposals if: (i) no other proposals are received; (ii) no complete proposals are received; (iii) the University received complete proposals, but the proposals did not meet mandatory minimum requirements or technical criteria; or (iv) the award process fails to result in an award.
 - d. Consider an otherwise disqualified proposal, if no other proposals are received.
 - e. Disqualify a proposal based on: (i) information provided by the Respondent in response to this RFP; or (ii) if it is determined that a Respondent purposely or willfully submitted false or misleading information in response to the RFP.
 - f. Consider prior performance with the University in making its award decision.
 - g. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating proposal pricing and in the final award.
 - h. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - i. Require all Respondents to participate in a Best and Final Offer round of the RFP.
 - j. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - k. Award multiple, optional-use contracts, or award by type of service or good.
 - l. Evaluate the proposal outside the scope identified in **Section 8, Evaluation Process**, if the University receives only one proposal.
 - m. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.
12. **AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the best value to the University, as determined by the University. Best value will be determined by the Respondent meeting any mandatory minimum requirements and offering the best combination of the factors in **Section 8, Evaluation Process**, and price, as demonstrated by the proposal. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFP



specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.

- 13. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its proposal will be considered an offer to do business with the University in accordance with its proposal, including the Master Service Agreement, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's proposal into the contract. This RFP is not an offer to enter into a contract. This RFP may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Proposals submitted via email are the University's property.
- 14. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law. Questions about the Respondent's own performance can be directed to the RFP Contact indicated on page 1 of this document. Questions about the overall evaluation and any other post-award inquiries must be submitted via a formal FOIA request to the [Michigan State University FOIA office](#).



RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

Information Sought	Response
Contact Information	
Respondent's sole contact person during the RFP process. Include name, title, address, email, and phone number.	
Person authorized to receive and sign a resulting contract. Include name, title, address, email, and phone number.	
Respondent Background Information	
Legal business name and address. Include business entity designation, e.g., sole proprietor, Inc., LLC, or LLP.	
What state was the company formed in?	
Main phone number	
Website address	
DUNS# AND/OR CCR# (if applicable):	
Number of years in business and number of employees	
Legal business name and address of parent company, if any	
Has your company (or any affiliates) been a party to litigation against Michigan State University? If the answer is yes, then state the date of initial filing, case name and court number, and jurisdiction.	
Experience	
Describe relevant experiences from the last 5 years supporting your ability to successfully manage a contract of similar size and scope for the services described in this RFP.	
Experience 1	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 2	
Company name Contact name Contact role at time of project Contact phone	



Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 3	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	



SCOPE OF WORK

Please address each of the sections below in a written response, which can be completed on a separate sheet (using the same section headings).

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

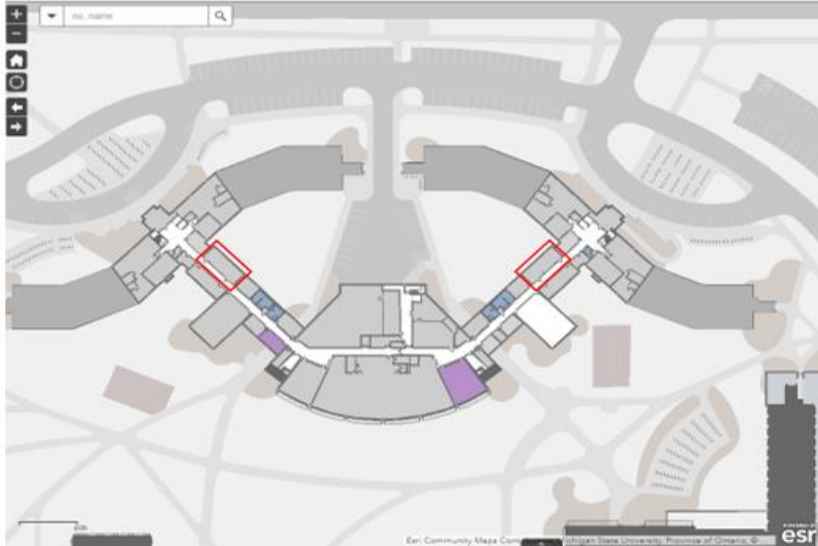
- a. The University is required to comply with the Americans with Disabilities Act of 1990 (ADA) and has adopted a formal policy regarding accessibility requirements for websites and software applications. Supplier's software must comply, where relevant, with level AA of the World Wide Web Consortium (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.



LAUNDRY LOCATIONS

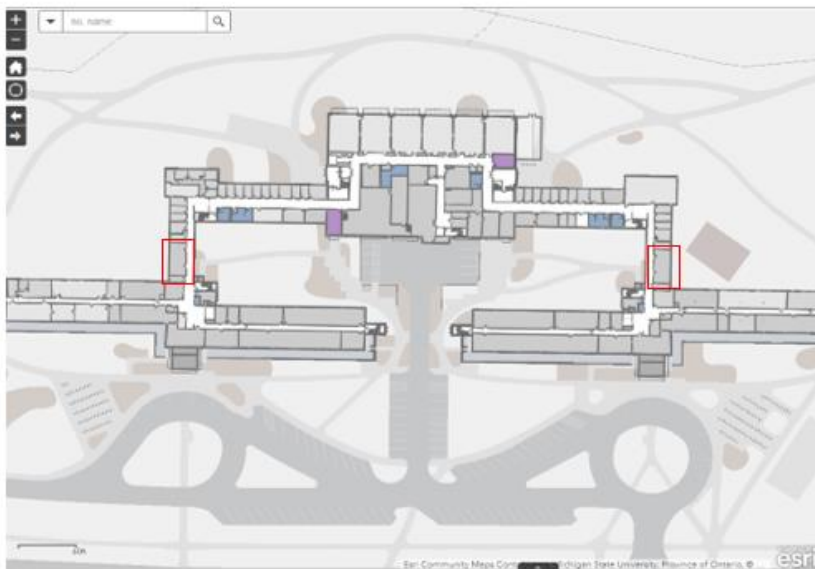
East neighborhood:

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:

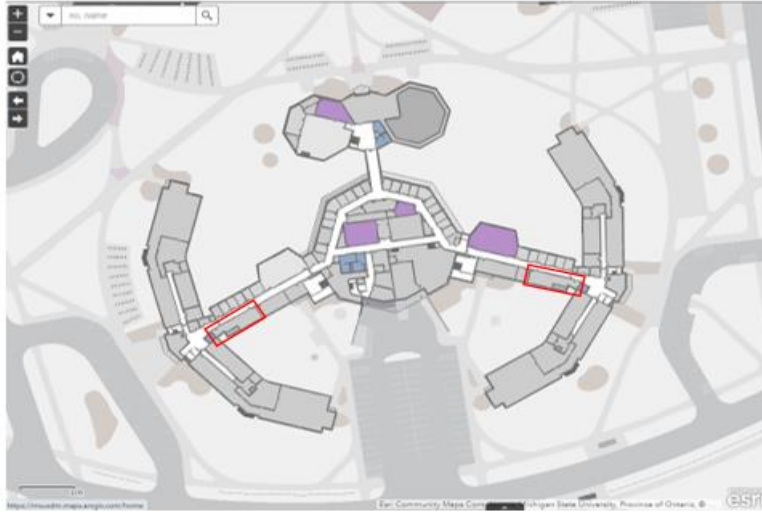
Holden Hall: Basement - West Laundry G26, East Laundry G38



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

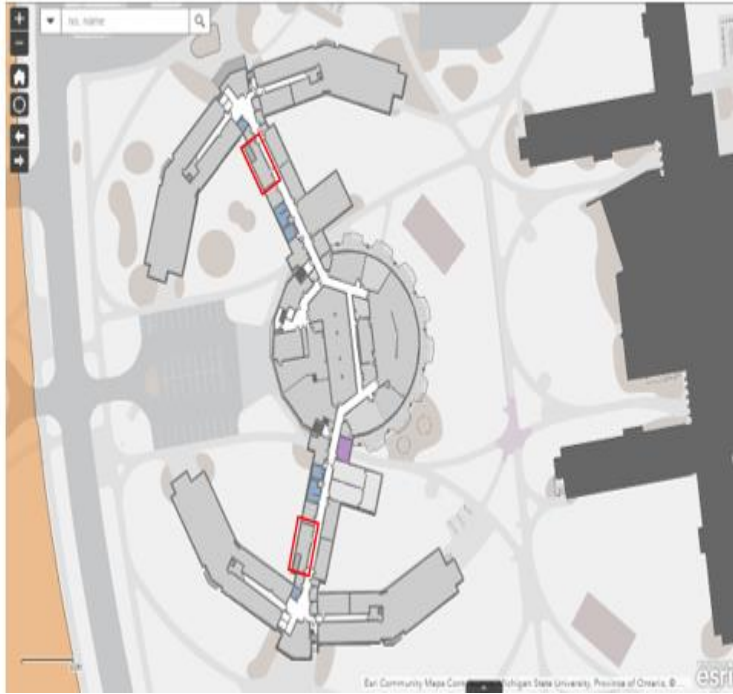
Case Hall: Basement - South Laundry 35, North Laundry 45



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



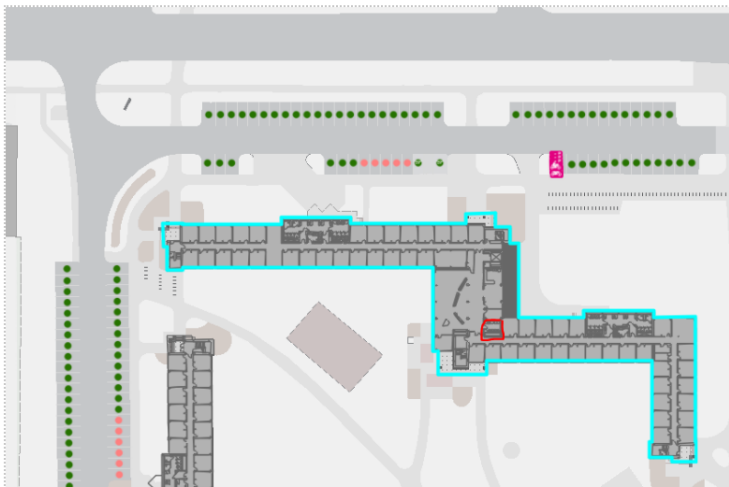
Wonders Hall: Basement | South Laundry 36, North Laundry 3



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

Brody neighborhood:

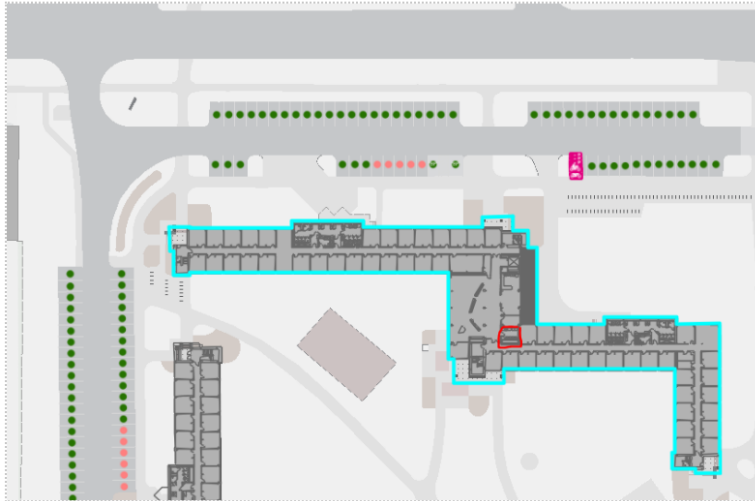
Rather Hall: Third Floor- C302



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

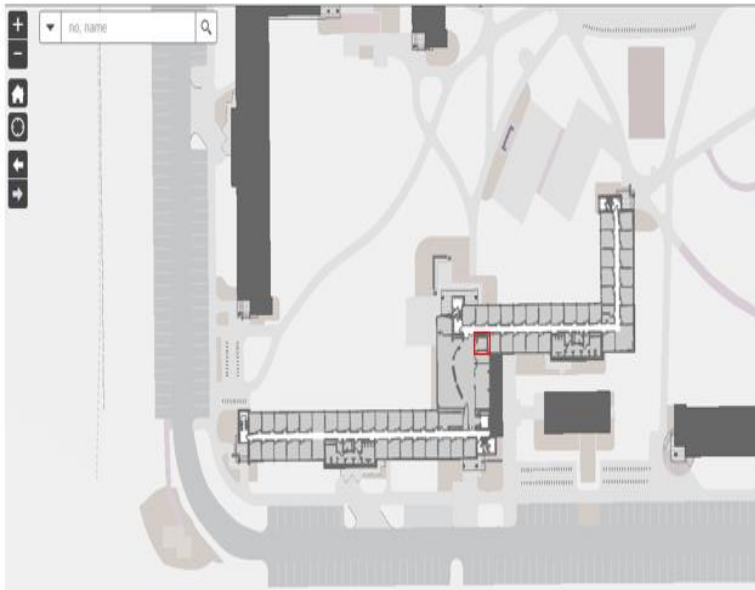


Rather Hall: Third Floor- C401



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	—

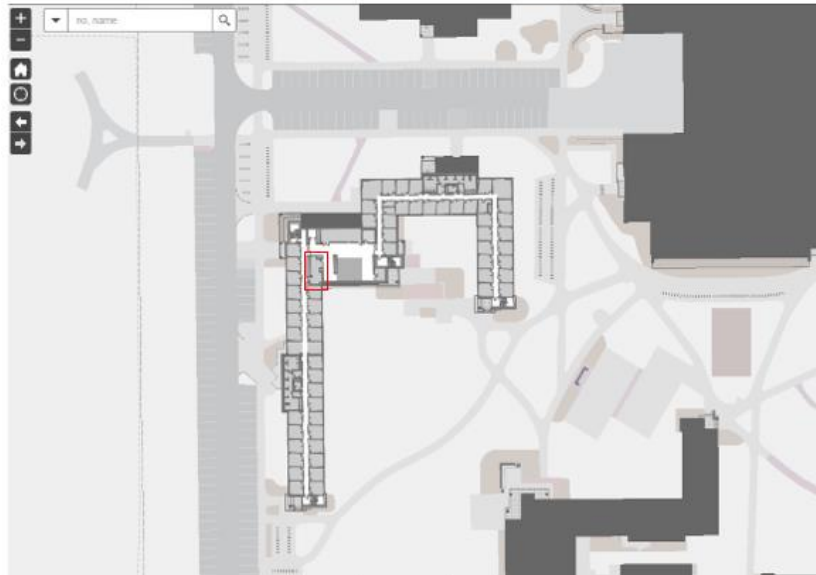


Bailey Hall: Fourth floor - C401



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

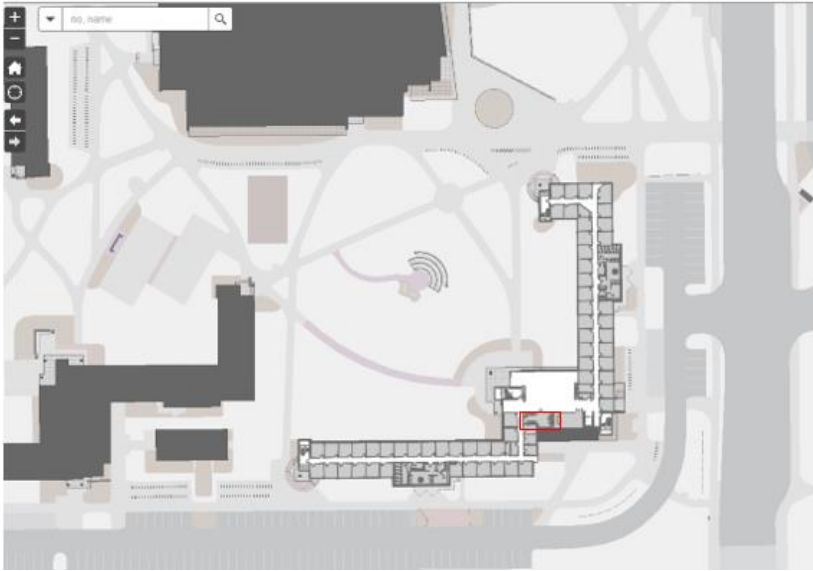
Armstrong Hall: Second floor - C215A



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

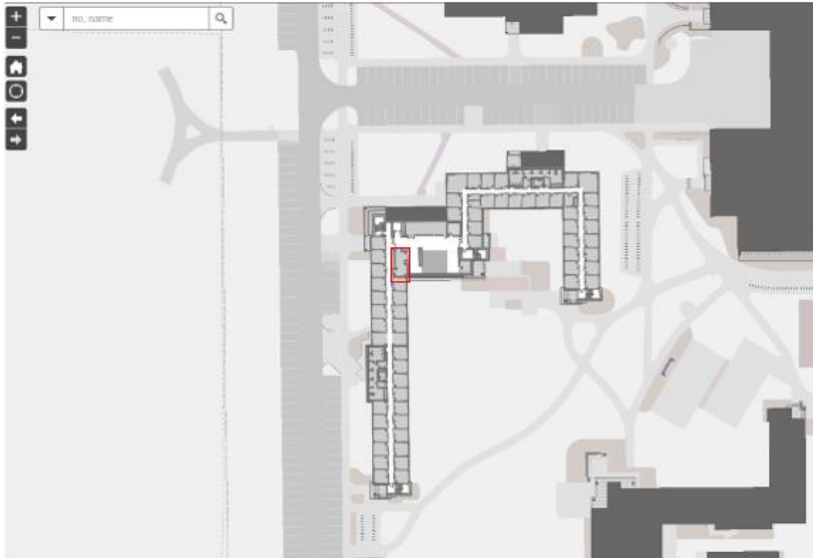


Emmons Hall: Third floor – B337



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

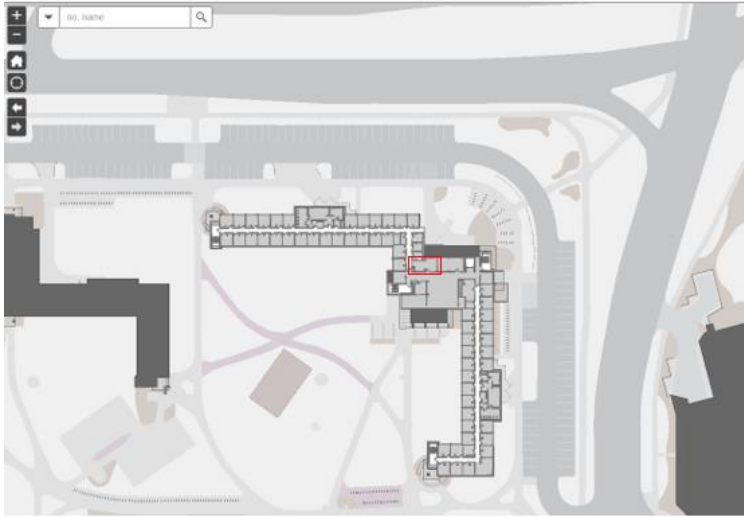
Bryan Hall: Second floor – C215A



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



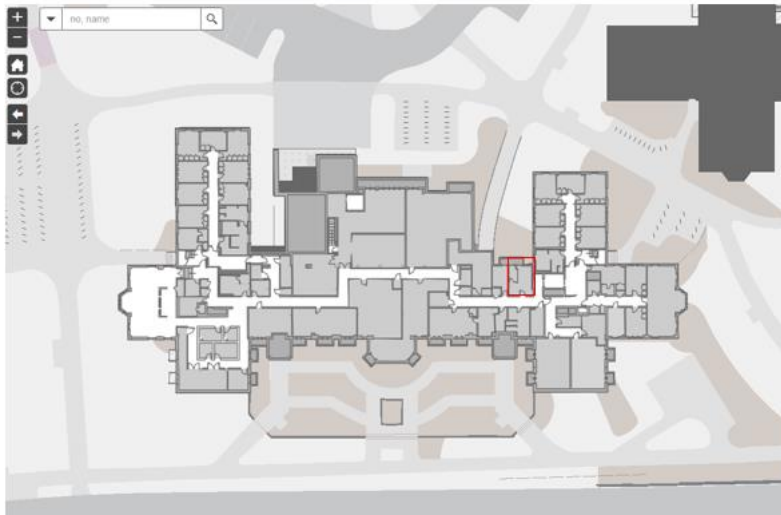
Butterfield Hall: Floor three – C300B



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

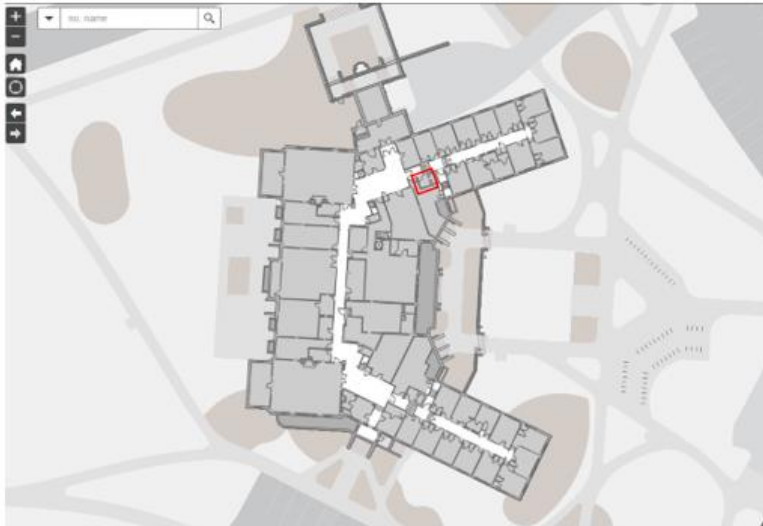


Yakeley Hall: Basement – E53



Yakeley Hall	Washers	Dryers
Top Load	8	8

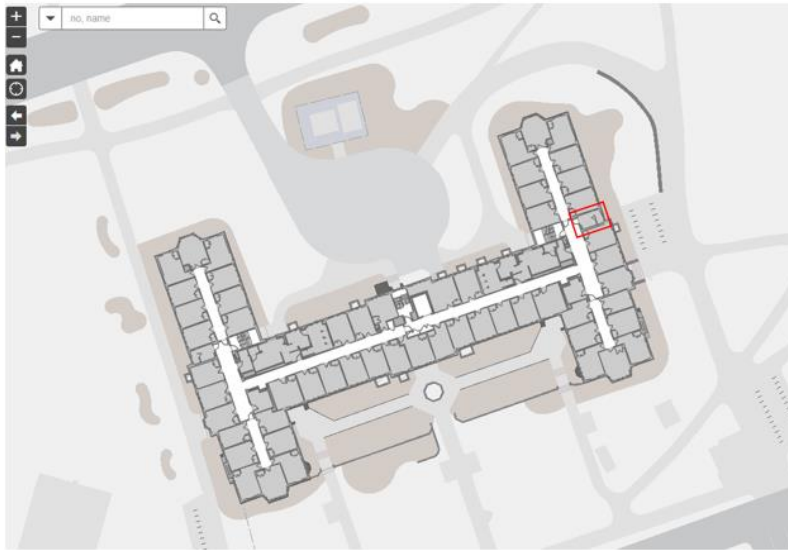
Williams Hall: Basement –C1



Williams Hall	Washers	Dryers
Top Load	8	8

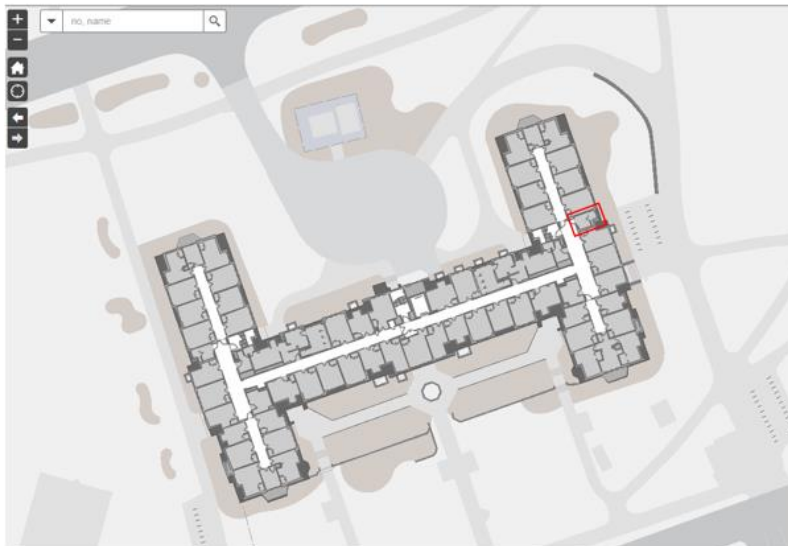


Mayo Hall: Second floor – 250



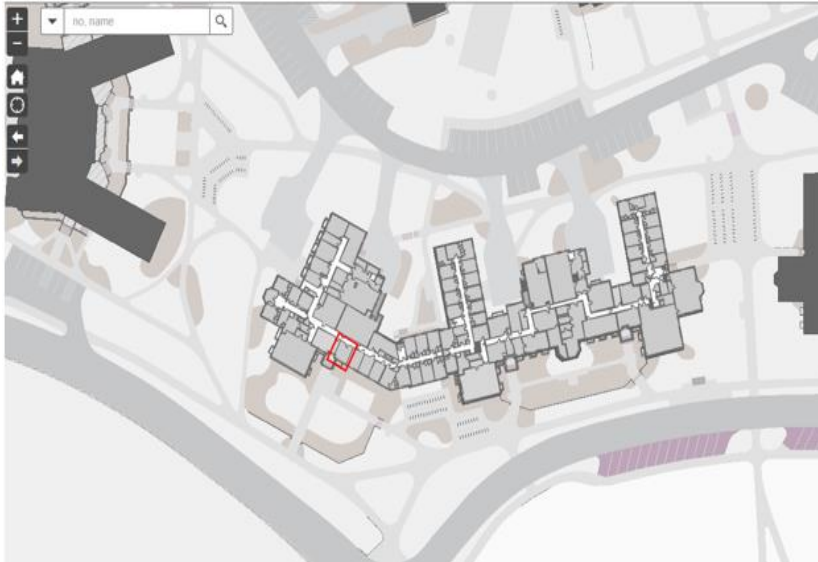
Mayo Hall	Washers	Dryers
Top Load	8	8

Mayo Hall: Third floor – 350



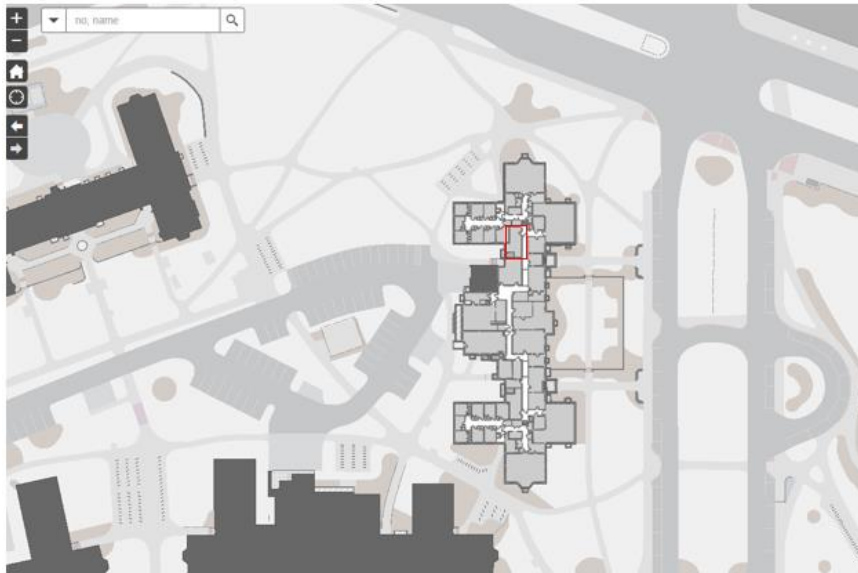


Gilchrist Hall: Basement – W3



Gilchrist Hall	Washers	Dryers
Top Load	4	4

Campbell Hall: Basement – G29

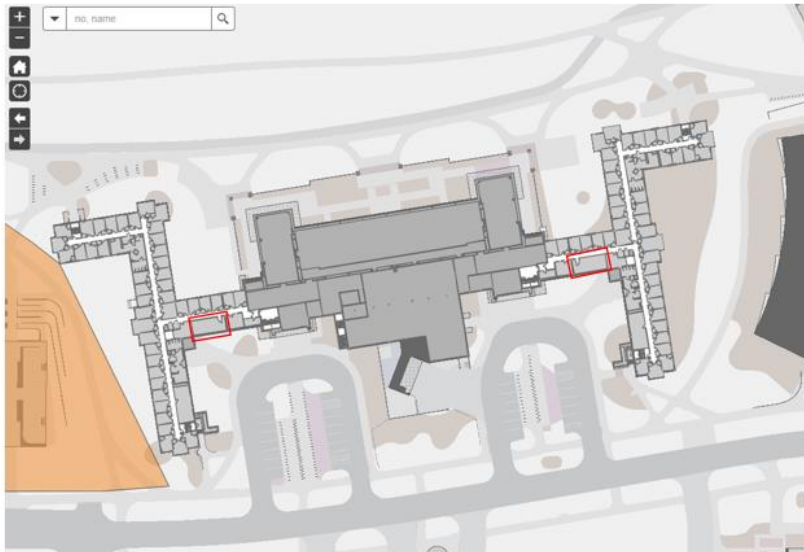


Campbell Hall	Washers	Dryers
Top Load	8	8
Renovation through August 2025*		



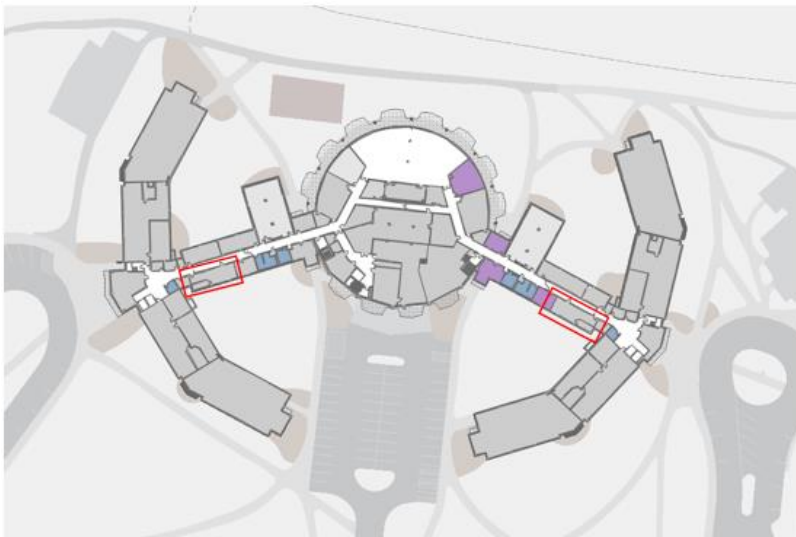
River Trail Neighborhood:

Shaw Hall: West - G16 & East - G16



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

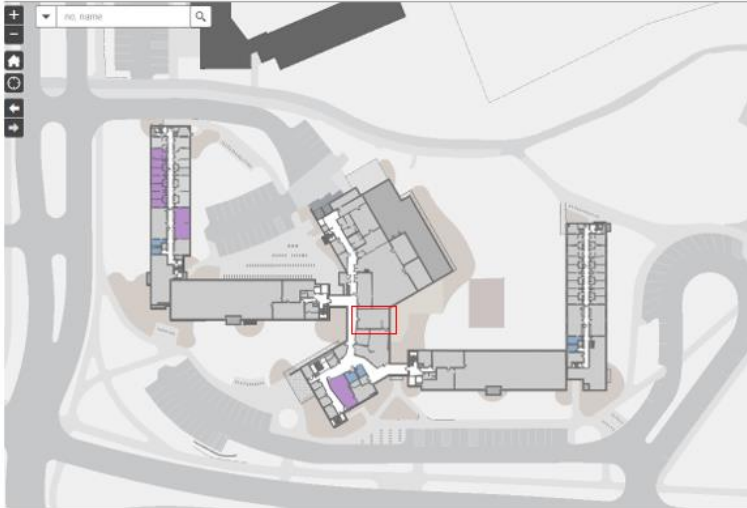
McDonel Hall: Basement - East 27 & West 13



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

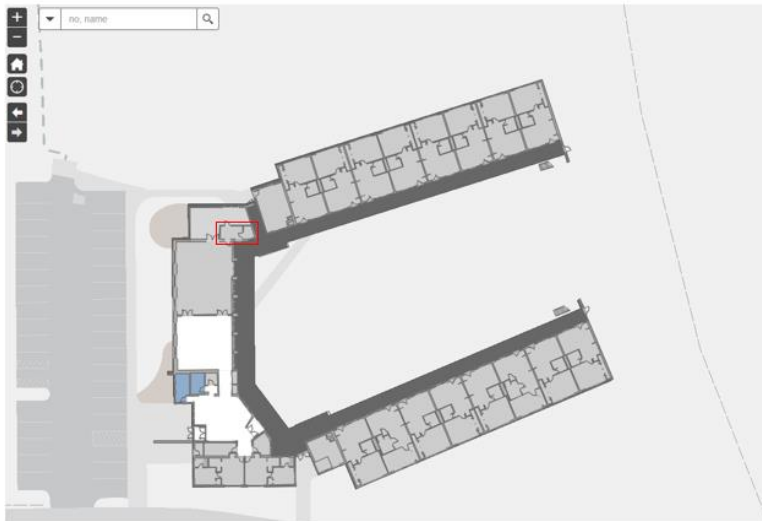


Owen Hall: Basement – C28



Owen Hall	Washers	Dryers
Owen	15	16

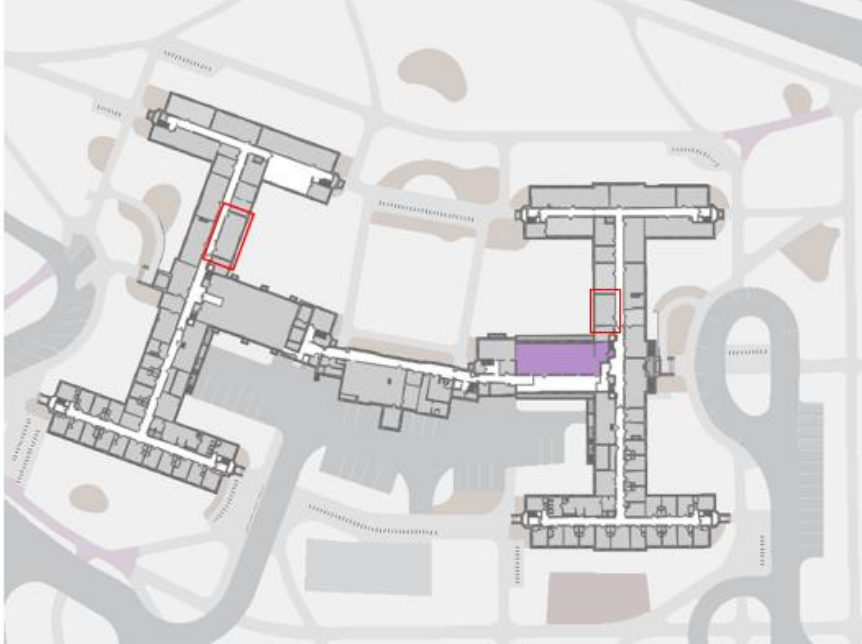
Van Hoosen Hall: First floor - 129



Van Hoosen Hall	Washers	Dryers
Van Hoosen	9	9

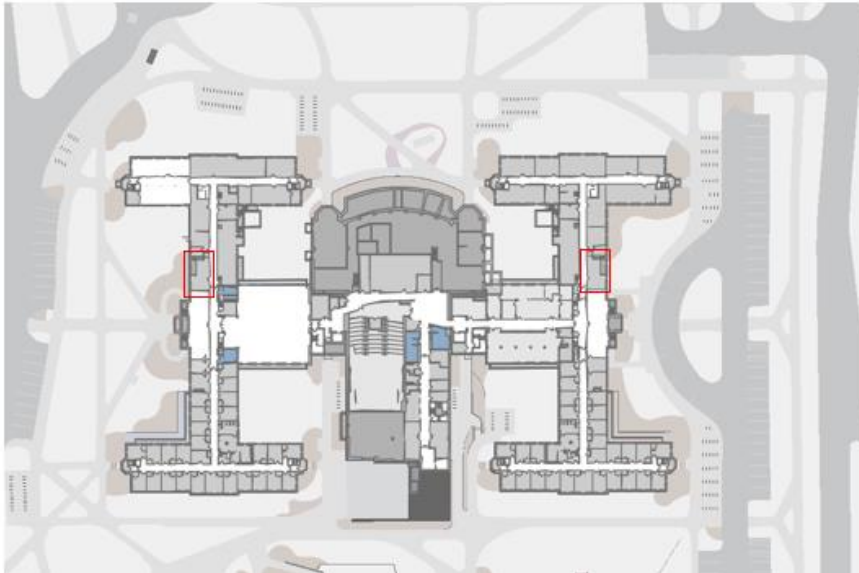


Abbot Hall: Basement – E20 & Mason Hall: Basement – W23



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

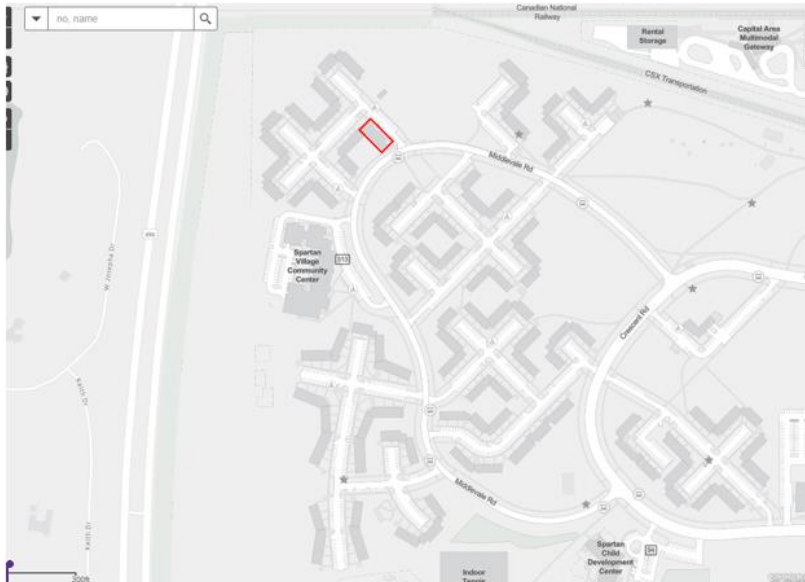
Snyder Hall: T-Level – E3 & Phillips hall: T-level W3



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



Spartan Village: 1439



Spartan Village	Washers	Dryers
Abbot	12	16
Decommissioning fall 2025		



PRICING

Please include a Pricing proposal as identified below on a separate sheet.

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 contract will be issued for three (3) years with an option for five (5) additional one (1) year extensions. 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.



MASTER SERVICE AGREEMENT

(attached)

Please refer to Section 9 of the RFP Instructions when reviewing the Master Services Agreement terms and conditions.