REQUEST FOR PROPOSAL

VENDED LAUNDRY SERVICES

Eastern Connecticut State University
83 Windham Street
Willimantic, CT 06226

Project # PR-210939
# TABLE of CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1 Description of Project</td>
<td>2</td>
</tr>
<tr>
<td>1.0 STANDARD TERMS and CONDITIONS</td>
<td>2</td>
</tr>
<tr>
<td>2.0 SPECIAL TERMS and CONDITIONS</td>
<td></td>
</tr>
<tr>
<td>2.1 Performance Bond</td>
<td>3</td>
</tr>
<tr>
<td>2.2 Contract Commencement</td>
<td>3</td>
</tr>
<tr>
<td>2.3 Contract Cancellation</td>
<td>3</td>
</tr>
<tr>
<td>2.4 Parties to the Contract</td>
<td>3</td>
</tr>
<tr>
<td>2.5 Contract Length</td>
<td>4</td>
</tr>
<tr>
<td>2.6 Safety Requirements</td>
<td>4</td>
</tr>
<tr>
<td>2.7 Proprietary Information</td>
<td>4</td>
</tr>
<tr>
<td>2.8 Affirmative Action</td>
<td>4</td>
</tr>
<tr>
<td>2.9 Excused Performance</td>
<td>5</td>
</tr>
<tr>
<td>2.10 Vending Specifications</td>
<td>5-6</td>
</tr>
<tr>
<td>3.0 PERSONNEL, EMPLOYMENT PRACTICES and STAFFING</td>
<td>6-7</td>
</tr>
<tr>
<td>4.0 EQUIPMENT, UTILITIES, SUPPLIES and SPACE USE</td>
<td>7-8</td>
</tr>
<tr>
<td>5.0 EQUIPMENT and FACILITIES MAINTENANCE, REPLACEMENT and SANITATION</td>
<td>8-9</td>
</tr>
<tr>
<td>6.0 COMMISSION, ACCOUNTING and PAYMENTS</td>
<td></td>
</tr>
<tr>
<td>6.1 Commissions</td>
<td>9</td>
</tr>
<tr>
<td>6.2 Accounting</td>
<td>10-11</td>
</tr>
<tr>
<td>6.3 Payments</td>
<td>11-12</td>
</tr>
<tr>
<td>7.0 PROPOSER’S QUALIFICATION AND INFORMATION</td>
<td>12-13</td>
</tr>
<tr>
<td>8.0 PROPOSAL SUBMITTAL FORM</td>
<td>14</td>
</tr>
<tr>
<td>9.0 EVALUATION CRITERIA</td>
<td>15</td>
</tr>
<tr>
<td>10.0 SCHEDULE B</td>
<td>16</td>
</tr>
<tr>
<td>11.0 Calendar of Bid Process for Eastern Connecticut State University 2008 Vended Laundry Contract</td>
<td>17</td>
</tr>
</tbody>
</table>
0.1 DESCRIPTION OF PROJECT

Eastern Connecticut State University, hereinafter referred to as “University” shall grant the Contractor rights as per specifications to operate a complete vended laundry service program for a period commencing on or about January 1, 2009 through January 1, 2014. The resulting five (5) year contract may be extended by ECSU for up to, and including, an additional two (2) extensions of two (2) year each.

0.1.1 This contract shall be automatically extended into each year of the contract unless either party is notified to the contrary, in writing, a minimum of one hundred twenty (120) days prior to expiration of the initial and/or succeeding contract periods.

0.1.2 The successful Proposer, hereinafter referred to as “Contractor” shall be required to do all things necessary to commence operation of the Vended Laundry Service as per these proposal documents and specifications for all services stated herein.

0.1.3 Eastern Connecticut State University is seeking a high quality, cost effective solution to the vended laundry service needs of the campus covering campus residences. The University seeks to develop innovative solutions which will compliment the campus mission of developing students who integrate learning with expertise in their chosen field of study for both civic and career success in a highly technical and rapidly changing world. Also, improving and promoting the campus should also be a consideration when replying to this request for proposal.

0.1.4 Eastern Connecticut State University is located in Willimantic, Connecticut and currently houses 2616 students in 12 residence halls. Currently the University retains a contract to supply coin and campus debit card washer/dryer services to the students. It is the University’s intention to continue to offer coin and campus debit card services to its students so that students may use whichever method they prefer to do their laundry.

0.1.5 The State of Connecticut, including all its agencies, is required to pay the Connecticut Excise or occupation tax on its purchases of beer, liquor, wine, cigarettes, tobacco products, Motor vehicle fuel and general aviation fuel. However, it is exempt from payment of Connecticut sales or use tax on its purchases. The State of Connecticut may be subject to other state’s taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay state use tax on the cost of materials.

The Contractor chosen under this agreement is liable for any and all Town of Windham property taxes for the value of the laundry machines on the ECSU campus.

0.1.6 Proposals must be made in the official name of the firm or individual under which the business is conducted and must be signed by a person duly authorized to legally bind the person, partnership, company, or corporation submitting the proposal.

1.0 STANDARD TERMS AND CONDITIONS
Attached to this document is a copy of ECSU’s Standard Terms and Conditions will cover all request for bids and proposals. If any section of this document is in conflict with the Standard Terms and Conditions the statement and / or requirement contained in this document will prevail.

2.0 SPECIAL TERMS AND CONDITIONS

2.1 PERFORMANCE BOND
The successful Contractor shall be required to furnish a Performance Bond in the amount of $50,000 made payable to Eastern Connecticut State University. Such bond must be furnished upon notification by the Eastern Connecticut State University Purchasing Office, hereafter referred to as “Purchasing”, and prior to contract award.

The Performance Bond shall be for the entire contract period. The Performance Bond shall provide that in the event of non-renewal, the Eastern Connecticut State University Purchasing and the Contractor be notified in writing by the issuer a minimum of sixty (60) days prior to the anniversary of the effective date of the contract.

In the event of non-renewal, the Contractor shall provide the University evidence of the new source of surety within twenty-one (21) calendar days after the University’s receipt of the non-renewal notice. Failure to maintain the required surety in force may be cause for contract termination.

Failure to provide the bond with twenty-one (21) days of notification of award may result in cancellation of contract award.

2.2 CONTRACT COMMENCEMENT
It is the intent of the University to commence the resulting contract on or about January 1, 2009.

2.3 CONTRACT CANCELLATION
2.3.1 The University may cancel this contract for breach, as determined by the University, which shall consider such items as, but not limited to: insufficient insurance coverage, failure to provide required period statements or to pay period commission or guarantee payments due on or before the 15th day following the period in which they were earned, failure to enforce required standards of sanitation, or quality of service is unsatisfactory to the University. This may include a cessation or diminution of service including but not limited to failure to maintain adequate personnel, whether arising from labor disputes or otherwise any substantial change in ownership or proprietorship of the Contractor which in the opinion of the University is not in its best interest or failure to comply with the terms of the contract.

2.3.2 The University shall provide ten (10) calendar days written notice of contract breach and unless within ten (10) calendar days such neglect has ceased and arrangements made to correct, the University may cancel the contract by giving sixty (60) days notice in writing by, registered or certified mail of its intention to cancel this contract.

2.3.3 Should the University breach any terms or provisions of this contract, the Contractor shall serve written notice on the University setting forth the alleged breach and demanding compliance with the contract. Unless with ten (10) calendar days after receiving such notice, the allegation shall be contested or such breach shall cease and arrangements be made for corrections, the
Contractor may cancel the contract by giving sixty (60) days notice, in writing, by registered or certified mail of its intention to cancel this contract.

2.3.4 Should the Contractor terminate the agreement for any reason other than breach of contract on the part of the University to observe its contractual obligations, the Performance Bond shall be forfeited to the University as liquidated damages.

2.4 PARTIES TO THE CONTRACT
The contract shall be between Eastern Connecticut State University, hereafter referred to as the “University” and the successful proposer hereafter referred to as the “Contractor” for the provision of Vended Laundry Services according to the terms set forth herein. The Vice President for Finance and Administration, or designee shall be the representative of the University responsible for the administration of the contract and referred to herein as “the appropriate campus authority”.

2.5 CONTRACT LENGTH
The term of this contract shall be to January 1, 2014 from the effective date. The contract may be terminated by either party on the anniversary of the effective date in any subsequent year of the contract, if either party provides the other party with written notice one hundred and twenty (120) days prior to such anniversary date. The resulting five (5) year contract may be extended by ECSU for up to, and including, an additional two (2) extensions of two (2) years each.

The University may discontinue this contract, in whole or in part, without penalty at any time upon 120 day notice.

2.6 SAFETY REQUIREMENTS
All materials, equipment and supplies provided to the State of Connecticut must comply fully with all safety requirements as set forth by the Connecticut Administrative Code and all applicable OSHA Standards.

The Contractor will provide the University with a complete copy of any report received from the Department of Health, OSHA, the Department of Labor or any other official inspection agency with 48 hours.

2.7 PROPRIETARY INFORMATION
Any restriction on the use of data contained with a request must be clearly stated in the proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Connecticut procurement regulations and the Connecticut Public Records Law. Proprietary restrictions normally are not accepted. However, when accepted, it is the proposer’s responsibility to defend the determination in the event of an appeal or litigation.

Any material submitted by the Contractor in response to this request that the Contractor considers confidential and propriety information and which qualifies as a trade secret or material which can be kept confidential under the Connecticut’s Open Records Law, must be identified. Proposal prices cannot be held confidential

2.8 AFFIRMATIVE ACTION
The contractor shall submit a written affirmative action plan acceptable under Connecticut General Statutes. Instructions on preparing the plan and technical assistance are available from the University. Within fifteen (15) days after receiving the award
notice, the affirmative action plan shall be submitted to: Commission on Human Rights & Opportunities, 21 Grant Street, Hartford, CT 06106. Failure to comply with the conditions of this clause may result in the contractor’s becoming declared an “ineligible” contractor, termination of contract, or withholding of payment.

2.9 EXECUSED PERFORMANCE
If, because of riots, war, public emergency or calamity, fire, flood, earthquake, act of God, government restriction, labor disturbance or strike, business operations at the University are interrupted or stopped, performance of this contract, with the exception of monies already due and owning, shall be suspended and excused to the extent commensurate with such interfering occurrence. The expiration date of this contract may be extended for a period of time equal to the time that such default in performance is excused.

2.10 VENDING SPECIFICATIONS
2.10.1 It is specifically understood and agreed that such items relative to Vended Laundry Service which are not herein covered may be added to this proposal and resulting contract by the University without voiding, in any manner, the provisions of the existing contract. Such additional coverage shall be furnished the University by the Contractor with such additional consideration as is necessary to make it legally enforceable. It is the intent of the University to acquire full Vended Laundry Service exclusive from the Contractor.

2.10.2 Recognizing that the successful performance of this contract is dependent on favorable response from the users, the Contractor shall meet regularly with the Director of Auxiliary Services and/or authorized student committees to effect adjustments in operations, and shall cooperate at all times to maintain maximum efficiency and good public relations with students, faculty and staff.

2.10.3 After the initial contract year, the parties upon mutual agreement may adjust the specific terms and commissions or guarantees of this contract where circumstances beyond the control of either party require adjustments. The terms, guarantees and percentage commissions shall not be re-negotiated to the disadvantage of the University. All adjustments shall be reduced to writing by the University and submitted for all necessary approval prior to becoming effective to the appropriate agencies of the State of Connecticut. All required contract amendment(s) shall be issued by the University.

2.10.4 The Contractor shall be financially responsible for obtaining all required permits, licenses, fees and bondings to comply with pertinent Board of Trustees and University regulations, and municipal, state and federal laws, resolutions and policies and shall assume liability for all applicable taxes including but not restricted to sales and property on contractor-owned property.

2.10.5 The provisions of this contract shall be governed by the laws of Connecticut and Connecticut law shall prevail.

2.10.6 The Contractor shall furnish all commodities, supplies and equipment herein specified and all management and labor necessary for the efficient, sanitary and economically sound operation of the specified services included in this contract, and any subsequent extensions and amendments.

2.10.7 The University permits the Contractor to use such spaces as necessary to carry out the terms of this contract; such spaces, as defined by the University, as areas
for vended laundry equipment and limited supplies. Subsequent modifications of space needs shall be subject to mutual agreement of the University and Contractor. University shall provide heat, air conditioning, sewer, electricity, and cold and hot water. The Contractor shall provide laundry exhaust ducting as needed. The Contractor agrees to exercise care to keep these energy services to a minimum and comply with established energy conservation practices, regulations and policies and mutually endeavor to conserve the use of energies.

2.10.8 The University shall have the right of inspection of all laundry areas, storage and auxiliary service rooms and the operation of the Contractor with respect to the quality and quantity of the laundry service, the method of service, service hours and generally with respect to use, safety, sanitation and the maintenance of said premises, all of which shall be maintained at a level satisfactory to the University. The University shall have the right to make, from time to time, reasonable regulations with regard to such matters, and the Contractor agrees to comply with such regulations. Authorized representatives of the University shall have the full right of access to all areas of said premises at any and all times.

3.0 PERSONNEL, EMPLOYMENT PRACTICES AND STAFFING

3.1 Contractor shall, at all times, maintain on duty for the University an adequate staff of employees for efficient operation who will be available on call so that the University is assured 24-hour service as required or needed. The Contractor shall provide expert administrative, purchasing, equipment, consulting and personnel supervision.

3.2 The Contractor shall provide headquarters management staff, made known to the University by name, to routinely review and inspect operations, fill staff vacancies if necessary, consult with the University on current and future laundry service programs and to act with full authority on the Contractor’s behalf in any and all matters pertaining to the specifications of this contract.

3.3 Personnel relations of employees on the Contractor’s payroll shall be the Contractor’s responsibility. The Contractor shall comply with all applicable government regulations related to the employment, compensation and payment of personnel.

3.4 The Contractor shall have the resources and staff for continually providing satisfactory training and development programs for their employees at all levels of organization. Regularly scheduled employee training shall be conducted by the Contractor regarding such subjects as maintenance, defensive driving, equipment repair and proper sanitation. The Contractor shall be responsible for the expense of such training meetings.

3.5 Personnel of the Contractor shall observe all regulations of the University, failure to do so may be grounds for dismissal.

3.6 Employee uniforms shall be provided by the Contractor which are mutually agreed by the University and Contractor to be best suited for the job function intended, and easily and appropriately identifies the Contractor and employee by name. Exceptions shall be determined by mutual agreement of the University and Contractor. All employees of the Contractor shall wear an approved uniform while on duty at the University.

3.7 The University may require the Contractor to pay parking fees for vehicles used on campus in the service of this contract. At the start of this contract the fee is $0.00 per year per vehicle.
which shall be subject to change prior to and during the duration of this contract. The parking fee shall be required for the maximum number of the Contractor’s vehicles used on campus on any given day.

3.8 The University encourages the Contractor to employ the handicapped where feasible in positions resulting from this contract. Recruitment and/or placement shall be by mutual agreement of the Contractor.

4.0 EQUIPMENT, UTILITIES, SUPPLIES AND SPACE USE

4.1 Schedule B. This is a listing of the location and description of required laundry equipment required at the beginning of this contract. It is intended that at regular intervals during the duration of the contract the amount of required equipment shall be examined by the University and the Contractor with the objective of providing the best possible service to the student body, staff and faculty. New equipment will be added as deemed necessary by the University. The University requires 67 Maytag Energy Star rated front loading washing machines and 71 Maytag MDE/MDG 14 PD single load dryers, all to be debit card-ready from factory. Equipment must be able to be coin-operated as well. Cost to be $1.50 per wash and $1.00 per dry.

4.2 The Contractor, upon request, shall provide the University with invoice copies to verify new equipment purchases are in compliance with contract requirements. Initial and subsequent equipment installations shall be identified by type of equipment, serial number, manufacturer’s meter readings and location and listings be provided the University not later than thirty (30) days after the effective date of the contract.

After the start of the contract, the Contractor shall not add or remove laundry or auxiliary equipment without prior approval of the University. All schedule revisions shall be recorded on the monthly revenue and equipment commission report.

4.3 Where necessary and mutually agreed by the University, utilities shall be brought to equipment by the University. The Contractor shall be responsible for paying the costs of the connections from the laundry equipment to the provided utility source, including all other costs of installation of the equipment including installing of the Laundry Controller Unit. The University will pay for the Laundry Controller Units but they must be installed by Contractor.

4.4 All equipment owned by the Contractor shall remain with the Contractor. However, the University agrees to take such measures as may be reasonably required, as defined by the University, for the protection against loss by pilferage or destruction. Required equipment repairs expense shall be the Contractor’s responsibility including the LCU.

4.5 The laundry machines shall be operated during the entire year, but with reduced selections, arrived at by mutual agreement, for the summer session and University vacation breaks.

4.6 In addition to the necessary operating instructions, the Contractor shall provide each vending location with information to the user where malfunction reports, product quality comments and refund requests may be made. All information, including permits, licenses and price regulations to be posted, shall be displayed in an appropriate manner agreed by the University without defacing of the facilities of the University.

4.7 The Contractor shall be responsible for control of keys obtained from the University and the security of those areas for which and when they are used by its representatives. The Contractor shall be responsible for immediately reporting all the facts relating to loses
incurred, equipment damage or break-ins to their equipment and areas of the University. The University shall designate the authority that shall receive these reports and be responsible for key issue and periodic review of key control.

The Contractor is responsible for the purchase of padlocks and other security devices which may be required by the Contractor to further ensure revenue, product or property.

4.8 The Contractor shall be responsible for replacement of lost keys and the cost of re-keying and replacement of locking cylinders required as a result of their negligence and/or loss of keys.

The University shall provide the Contractor with routine campus protection currently available to vending food service, such as night patrol, door checks, security consulting, call response etc.

The University and the Contractor shall mutually determine the additional security measures required to control unauthorized access to all vended laundry service areas included in this contract.

4.9 Vending and auxiliary vending equipment not removed from the University locations upon cancellation or expiration of this contract and/or after ten days written notice to the Contractor may be removed and placed in storage by the University. All costs of removal, storage and revenue loss shall be the Contractor’s.

4.10 The University shall not guarantee an uninterrupted supply of water, electricity or heat except that it shall be diligent in restoring service following an interruption. The University shall not be liable for any loss which may result from the interruptions or failure of any such utility services.

5.0 EQUIPMENT AND FACILITIES MAINTENANCE, REPLACEMENT AND SANITATION

5.1 The premises, equipment, supplies and facilities shall be maintained throughout the life of this contract in condition satisfactory to the University and in compliance with all University, State and Local related health and sanitation codes. Thus, the Contractor shall adhere to the highest standards of cleanliness and sanitary practices, service, transport and storage of related items. Structural, utility and non-vending equipment changes necessary in order to comply with such requirements shall be made by the University at its expense.

As part of the repair process of any machine being serviced the customer-contact surfaces of all equipment including selector buttons, knobs and handles shall be cleaned with germicidal solution. Visible product residue shall be removed with warm water and detergent before application of the germicide. Lint filters will be cleaned and replaced if torn or damaged. This maintenance shall be performed to all machines as part of routine maintenance before the beginning of the fall and spring semesters.

5.2 A program of preventive maintenance and regular replacement of worn, damaged or malfunctioning laundry equipment shall be instituted and carried out by the Contractor. This program shall be described in detail with each proposer specifying equipment and parts backlog to meet emergencies and routine maintenance and repair. The University shall not perform maintenance or repair on any equipment of the Contractor or that on loan to the University.
5.3 The Contractor shall provide on call, as needed, laundry equipment maintenance and repair service 24 hours a day and seven days a week, so as to minimize laundry equipment down time should malfunctions be reported. The Contractor shall respond to equipment service and repair calls/reports within a minimum of four (4) hours between the hours of 7:00 a.m. and 7:00 p.m., Monday through Friday, and eight (8) hour response time during weekends. Equipment which cannot be returned to full service within 72 hours of notification of needed repair shall be replaced with comparable equipment of like quality until the original equipment is returned to service. Service center to be located within 50 miles of ECSU.

5.4 The Contractor shall keep the University informed of new industry security measures in use. The University shall institute or execute such measures required to accomplish maximum property, product and revenue security when presented in writing by the Contractor and mutually agreed by the University.

5.5 The University shall provide daily floor maintenance in the laundry areas and the Contractor shall cooperate in keeping this service to a minimum. The University and the Contractor shall mutually develop a semi-annual schedule for the University to thoroughly clean and seal the floor under and in the adjacent area of laundry equipment.

5.6 The University shall be responsible for the periodic stripping and sealing or waxing of floors in the laundry areas and shall furnish, at its expense, the necessary equipment, supplies and labor.

5.7 The Contractor shall comply with campus policy restricting service vehicles from driving in restricted areas.

5.8 All material, equipment and supplies provided by the University and the Contractor must comply fully with all safety requirements as set forth by the Connecticut Administrative Code, rules of the Industrial Commission on Safety and all applicable OSHA Standards.

During the course of performing the service necessary to satisfy the requirements of this proposal, the Contractor is fully liable for public and private protection while work is in progress or at any site exposed as a potential hazard. The Contractor must provide warning devices and/or signs which shall be prominently installed and displayed and be fully in compliance with the aforesaid safety regulations.

5.9 The Contractor, at its expense, may make alterations and facility changes with the addition of decorative motif to bank laundry locations the Contractor feels essential to the Contractor’s mode of operation.

The Contractor shall propose any such alternations or facility changes to the contract administrator for prior approval. Any changes in the physical structure of the building require prior approval of the University’s Facilities Department.

All additions, alterations or improvements shall be made in a good and workmanlike manner, in accordance with University approved plans and specifications and in compliance with all applicable statutes, codes, ordinances, rules and regulations.

5.10 Dryer vent system design, installation and maintenance will be Contractor’s responsibility. Instruction signs and related accessories will be placed in each laundry room by Contractor after University approval.

6.0 COMMISSIONS, ACCOUNTING AND PAYMENTS
6.1 COMMISSIONS
Commissions shall be expressed on the included proposal submittal form (see Section 10.1) by the Contractors on net sales (gross sales, refunds and tests and State and Local taxes) on all items as follows:

6.2 ACCOUNTING
6.2.1 The Contractor shall maintain accurate records of vending transactions for each machine in accordance with accepted industry accounting practices and shall keep in a safe place all such financial records and statements pertaining to the operations at the University for a period of three (3) years from the close of each year’s operation or until audited by the University, whichever occurs first.

The University’s representative or selected auditors may annually, or more often if deemed necessary, examine all financial and operational phases of the Contractor’s services. Periodic reviews, conducted jointly by representatives of the University and the Contractor shall be made to ensure that commission and guarantee payments, pricing structure and other phases of the operation are conducted in the most efficient and financially sound basis. Once a year in July the Contractor and a University representative will audit each machine to ensure counts match with payments made.

6.2.2 A voucher refund system shall be required and shall involve dispersing of funds through representatives of the University. The voucher system shall include a form supplied by the Contractor and approved by the University to be filled out by the person making refund claim and shall include the following information: what machine, what happened, amount of loss, amount of refund, date, building and who suffered loss. The Contractor shall expedite and be liable for the supply and maintenance of funds for such funds to the satisfaction of the University. All laundry machine locations shall be provided with instructions by contractor of where refunds may be obtained. The University shall be provided documents to verify reported refunds as part of each period statement.

The Contractor will make available sealable envelopes, printed with information relative to the student name, address, amount of money lost, machine and date. Coordination of these refunds will be in the Card Services Office in Wood Hall. These envelopes will be used to disperse refunds to all vending machines located in the Residence Halls.

6.2.3 The University’s commissions under this contract are determined in part with the Contractor’s full consideration of applicable State, Federal, County or Local excise and sales taxes on all products at the start of this contract. In event of an increase in these taxes or change in tax structure increasing Contractor’s liability and affected product sale price is not adjusted, commissions shall be reduced the exact same amount in dollar terms to compensate the Contractor for tax increase. In the event of tax decrease, and no decrease in gross sales price is affected, the University shall receive the exact same amount in commission compensation for such decreased tax.

6.2.4 A representative of the University may accompany the Contractors’ route employees when meter counts and money collections are made at time pre-determined and agreed by the University. The University may require this at any time. Cash receipts collected from the equipment shall be jointly counted by the
University and the route employee at a location and by means determined by the University and mutually agreed by the Contractor. Revenue discrepancies from the composite of these collections and that reported on the period statement shall be explained by the Contractor in writing as part of such period statements.

6.3 PAYMENTS

6.3.1 The Contractor shall pay the University the commission percentage of each period net (gross sales less State and Local Sales Tax) vending sales on or before the 15th day of the period following the last day of the period in which commissions were earned, and shall accompany this payment with a detailed explanation of dollar sales by item category, by location by each vendor and extension of commissions and a composite statement of said sales and commissions. Causes of abnormal revenue deviations shall be noted by the Contractor as part of these statements.

6.3.2 All period commission statements and payments shall be sent to the Director of Auxiliary Services. Laundry commissions and guarantee payments not received by the University on the 15th day following the last day of the period in which it was earned shall be paid by the contractor plus a minimum interest penalty on the commissions due at the prevailing interest percentage and conditions the State of Connecticut uses for delinquent income tax.

6.3.3 One year from the effective date of this contract, and each full year thereafter during the life of the contract, the Contractor shall pay the University that portion of commissions due, if any, to equal the guaranteed annual commission required in this contract. Payments shall be made by the 15th day of the following accounting period in which they were earned and recorded as commissions paid in the year the guarantee was due.

Upon authorized and mutually agreed early termination of this contract, partial year guarantee commissions due, if any, shall be determined by dividing the prior year commissions earned through the date of termination by the prior contract year total commission or guarantee received, which ever is greater. Multiply the resulting percent pro-rated commission received the prior year by the annual guarantee required per proposal submittal. If the resulting pro-rated guarantee is greater than the commissions received to date of termination, any balance due shall be paid the University by the 15th day of the following accounting period.

The University has established the annual guarantee at a level sufficient to ensure the quality and service standards specified are maintained. However, in the event the University requires the Contractor to remove equipment from a location or locations which reduce annual commission payments below the guarantee, the Contractor may request reduction of the guarantee in the amount equal to the commission generated at the locations(s) during the prior twelve month period. Increased commissions generated as a result of added locations during the term of the contract shall be used to offset the amount of annual guarantee reduction. Guarantee adjustments require prior approval of Purchasing and amending to the contract.

6.3.4 On expiration or termination of this contract commissions due the University shall be paid on sales until all equipment has been removed, and the removal date shall be indicated on the period statement when each piece of equipment was removed, including equipment removed at any time during the contract period prior to expiration.
6.3.5 On request of the University, the Contractor shall meet with the University and review each period statement, explain deviations, discuss problems, and mutually agree on courses of action to improve the results of the required services included in this contract. Period statement adjustments required as a result of review and/or audit shall be identified and reflected on the next period statement.

6.3.6 All records pertaining to the operations of vended laundry service shall be open for inspection and/or audit by the State and/or University at any or all reasonable times.

6.3.7 The University shall be advised by the Contractor of the schedule for the Contractor’s audit of their records and operations of the University. The University shall have the option to participate in the Contractor’s audits and may request a full report of these audits.

7.0 PROPOSER’S QUALIFICATION AND INFORMATION

It is the purpose of this invitation to proposal to obtain complete data from each proposer to enable the University to determine which proposer is best able to serve all of the criteria that are to be considered in the award of this contract. To this end, each proposer shall furnish as a part of this proposal a complete description of capabilities in the field of Coin and Debit Card Operated Washer/Dryer Service operations.

Proposers shall provide a written response to all required Proposer’s information. Each response shall be numbered to coincide with the Proposer’s Information section numbering and represented in the sequence listed. The Proposer’s information should be prepared simply and economically, providing a straightforward, concise description of that which is required. Emphasis should be on completeness and clarity of content. Statements are required to be complete and accurate. Omission, inaccuracy or misstatement may be sufficient cause for rejection of proposal.

The qualification criteria that the Proposers must meet to be considered for an award are:

7.1 The Proposer must currently own the specified business and must have owned and operated a vending route business a minimum of five (5) years.

7.2 The Proposer’s response must clearly demonstrate the capacity to handle the requirements of this contract in addition to current workload.

7.3 Management qualifications and staffing requirements for this contract are satisfied.

7.4 The Proposer must currently own and operate a minimum of 75 vended laundry machines at minimum of one account. Please identify the account.

7.5 Name and address of operating company and the names of all the owners or principals of the company or corporation. Indicate form of ownership, i.e., corporation, partnership, etc., under its present business name.

7.6 The duration and extent of experience in the operation of Coin and Debit Card Operated Washer/Dryer Services. Explain in detail.

7.7 A list of current university operations of similar complexity (may be a list of number of accounts) where you are, or have within the last year, owned and provided the specified service. Give length of time at each account, name, address and phone number of contact person of each operation. These universities must be using the Blackboard Universal Edition software as their debit card solution on campus. The list shall include a minimum of three (3) similar operations.
7.8 A complete balance sheet or annual report as of your last fiscal year of operation. Certification of this report by a Certified Public Accountant may be required.

7.9 A list of related vending industry and back references with which the company is currently transacting business. If your company will require monetary assistance to operate this account, state amount required and anticipated source.

7.10 A table of company organization and a plan for the administrative/management, supervision and staffing required under the specifications of this contract, including regional and headquarters support.

7.11 Descriptions of your internal accounting program and include forms used for:

7.11.1 Inventory control for central warehouse, on location storage areas, and route inventory control.
7.11.2 Washer and dryer accounting controls.
7.11.3 Method of recording, checking and reporting sales.
7.11.4 Route and internal control of cash handling of laundry machine revenues, coin counting facilities and refund system. Explain controls used to separate vending machine changer funds and revenues.
7.11.5 Internal audit system.
7.11.6 Regular accounting and cash collection control forms used with detailed explanation of each and their importance.
7.11.7 Route man inventory and cash control procedures with example control card and card entry procedures and audit.
7.11.8 Identify proposed accounting periods, minimum twelve (12) annually.
7.11.9 Copy of proposed period revenue and commission statements as specified.

7.12 A description of your training programs for employees, supervisors and managers.

7.13 A description in detail of your program of preventive maintenance and regular replacement of work and/or malfunctioning equipment.

7.14 Your proposed plans for advertising, merchandising and promotions for the first year of the contract, including marketing programs and schedules for implementation. Proposals should focus on programs to maximize sales volume on campus.

7.15 Describe in general terms your approach to meet the service requirements of this contract including evenings and weekends. An online work order system is required for University personnel to report that machines are not working properly. Please describe you system and how it works, including the web address.

7.16 List your proposed revisions to Schedule B, which enhance the minimum equipment requirements specified by location by machine.

7.17 Please state the location of the nearest service locations in relation to Eastern Connecticut State University. Also include the number of repairs drivers working from this location.

7.18 Other such information as the proposer deems pertinent for consideration by the University.

7.19 The University may request supplementary information as is sufficient, in the opinion of the University, to assure the University that the proposer’s competence, business organization, and financial resources are adequate to successfully perform the specified service.
PROPOSAL SUBMITTAL FORM FOR LAUNDRY SERVICE

Company Name: ___________________________________________

FEIN #  __________________________________________________

SUBJECT: Laundry Service for Eastern Connecticut State University

We, the undersigned, in compliance with the Request for Proposal for Coin and Debit Card Operated Washer/Dryer Service, hereby agree to pay the following commissions and guarantees to the University for washer and dryer machines net sales. We acknowledge that we have read and understood the Request for Proposal and have submitted our proposal in accordance with the terms and conditions of the proposal specifications and agree to fulfill our legal obligations pursuant to the attached contractual provisions.

8.1 Itemized Commission Guarantee

<table>
<thead>
<tr>
<th>Item</th>
<th>Commission Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washers</td>
<td>%</td>
</tr>
<tr>
<td>Dryers</td>
<td>%</td>
</tr>
</tbody>
</table>

8.2 Minimum Annual Guarantee

_________________________________________agrees to pay a minimum annual guarantee of __________________________________________________Dollars ($______________) OR the Itemized Commission Guarantee, whichever is greater.

Company Name: ___________________________________________

Address: _________________________________________________

Authorized Signature: _____________________________________

Title: ____________________________________________________

Date: _____________________________________________________
9.0 EVALUATION OF PROPOSALS

9.1 Proposals will be evaluated by a committee against the following criteria to determine which vendor is most capable of providing the service.

9.1.1 Each proposal shall be evaluated on whether required qualification criteria are met.

9.1.2 Vendor’s demonstrated ability and past experience in providing the equipment and service required.

9.1.3 Vendor’s understanding of the scope of the project demonstrated by the written response and proposed approach to the project.

9.1.4 Experience in the Higher Education market.

9.1.5 Demonstrated experience in installing and servicing Blackboard LC3000 IP Laundry Controllers.

9.1.6 Proposed service plan as outlined in Proposal.

9.1.7 Proposal Submittal Form for Laundry (Section 8.0).

9.2 Eastern Connecticut State University reserves the right to reject any and all proposals.
SCHEDULE B

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>OCCUPANCY</th>
<th>#WASHERS</th>
<th>#DRYERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnap Hall</td>
<td>93</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Burr Hall</td>
<td>115</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Constitution Hall</td>
<td>249</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Crandall Hall</td>
<td>93</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>WSA Apts (High and Low Rise)</td>
<td>546</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>Laurel Hall</td>
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<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Luva Mead Hall</td>
<td>347</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Niejadlik Hall</td>
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<td>Noble Hall</td>
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<tr>
<td>Nutmeg Hall</td>
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</tr>
<tr>
<td>Occum Hall</td>
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<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Winthrop Hall</td>
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<td>3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2616</strong></td>
<td><strong>67</strong></td>
<td><strong>71</strong></td>
</tr>
</tbody>
</table>
11.0 CALENDAR OF BID PROCESS

Calendar of Bid Process for Eastern Connecticut State University  
2008 Vended Laundry Service Contract

Request for Proposal Issued  
Tuesday, September 30, 2008

DAS Website: Minimum bid specifications and Request for Proposal, Schedule B, Bidder Qualification,  

Pre-Bid Conference and Campus Tour  
Tuesday, October 7, 2008  
10:00 a.m.

This is a mandatory conference. Only those potential Proposers who attend will be able to submit a  
proposal. The Conference will allow the opportunity for bidders to tour the buildings requiring laundry,  
ask questions of presenter, and receive more details on the proposal process. The Conference will be held  
in the Facilities Conference Room in the Facilities Building on the north end of campus. Please park in the  
parking garage and walk up the hill to the Facilities Building.

Written Questions Due  
Friday, October 10, 2008

All questions must be in written form and submitted to hodisc@easternct.edu by end of business day.  
Questions will be answered and posted to DAS by end of business day Wednesday, October 15, 2008.

Request for Proposal Response Due  
Monday, October 27, 2008*  
2:00 p.m.

All responses must address the RFP minimum specifications. Please read and respond to entire Proposal  
by number to indicate agreement to the indicated items and expound on those items that require  
exploration. Proposal must be stamped by the Purchasing Office by the above mentioned date and time.  
All proposals must be sent to: Cindy Hodis, Purchasing Office, Gelsi-Young Hall, Room 344, Eastern  
Connecticut State University, Eastern Road, Willimantic, CT, 06226.

Bidder Verbal Presentation  
by request of University and by appointment only

*due date for receipt of proposal (not postmark)