DATE: May 9, 2012  

TO: All Prospective Proposers  

FROM: Sharon Quinn  

RE: UMBC’s Laundry Equipment Contract – RFP # BC-20803-Q  
ADDENDUM # 1

The following amends the above referenced RFP documents. Receipt of this addendum must be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda" Form and submitting it along with the Technical Proposal you return to the University.

The due date and time for the Technical & Price Proposals to be submitted to the University has been EXTENDED to THURSDAY, MAY 17, 2012 by 2:00 p.m. to the issuing office.

A. The Pre-Proposal Meeting was held at the University on Wednesday, April 25, 2012 at 10:00 a.m. and the following questions were submitted to the University for a response:

1. QUESTION: Does UMBC want laundry aid vending machines?  
   ANSWER: No.

2. QUESTION: Is the maintenance provided by the vendor?  
   ANSWER: Yes, the maintenance of all machines is to be provided by the vendor, and per the RFP Document, in Section V, Items C-1.7; C-1.8 and C-1.9, the proposer must “detail their service plans and policies for preventive and reactive service.”

3. QUESTION: Are the changes with the New Community Center going to occur within the first year?  
   ANSWER: No, we are looking at August of 2013 to open the New Community Center.
4. **QUESTION:** Who will set the vend-price?

**ANSWER:** The University will set the vend-price. This price is currently at $.75, and we will be adding $.25, making the NEW vend price $1.00 for the Fall 2012 semester. The University is reviewing the possibility of then increasing this price $.25 / per year until we reach $1.50.

5. **QUESTION:** Who is responsible for the vent cleaning and the exhaust cleaning -- within the rooms and on the roof?

**ANSWER:** The vendor will clean the vents directly behind the machines. Anything beyond that the university will handle. The vendor is to notify the University when they will schedule to do cleaning each semester.

6. **QUESTION:** What has been the collections of revenue under the current contract? What was the Gross for the past?

**ANSWER:** Last year and this year the vendor collected all coins from the machines and this was their revenue. FY-11 = $69,323.75 and so far this year FY-12 = $66,451.50. Prior to that there was a coin and card system in place. Campus Card would process revenue from the card purchases and forward it to the vendor. The card System was compromised during the FY-09 and FY-10 period and about was $25,564.50 placed on cards. Prior to that in FY-08 ($33,555.00), and FY-07 ($33,595.50) the average per year was $33,575.25, for Card Reader use.

7. **QUESTION:** Are there any security cameras or surveillance cameras in the laundry rooms?

**ANSWER:** No, not in the laundry rooms, but there are some in the lobbies which include entrances to several laundry rooms. All halls have Lenel Card swipe and students must have this access to enter not only the building but certain wings. Lenel access is coded by building as well. There is key access to the West Hill and Elk rooms that only residents have.

8. **QUESTION:** What is the remedy for the vendor if a “free” wash occurs?

**ANSWER:** Technically, if you install the proper equipment this should not be a problem.
9. **QUESTION:** Can you provide the information for the new Card Readers? Where do we get them?

**ANSWER:** UMBC Campus Card utilizes the CBORD CS-Gold platform. Card readers provided by the successful proposer must be the IP-MDB Vending Reader supported CBORD (refer to Appendix F, which is included in this addendum and added to the RFP by this addendum for details on the Debit Card Reader). The card readers must be securely mounted in each laundry room in accordance with ADA compliance standards uniformly placed on campus. UMBC will be responsible for costs associated with bringing connectivity to the readers and providing reasonable and customary technical support in establishing final connectivity to the UMBC network. The Vendor shall be fully responsible for providing the card reader, an accessible interface port, and the interface cable between that port and the UMBC provided interface.

**B. The following questions were submitted to the University for a response:**

1. **QUESTION:** Who owns the CBORD and eSuds readers? The University or the current vendor?

**ANSWER:** The University owns the CBORD readers. The eSuds Program is being eliminated.

2. **QUESTION:** Who is responsible for buying the new CBORD readers?

**ANSWER:** You, the vendors are responsible for buying and having the card readers installed in the laundry rooms before the actual use under this contract starts with the University.

3. **QUESTION:** (pg 33) You require a letter from our insurance company rather than the agent, yet our insurance company requires the agent to handle this. Typically we are required to provide a certificate of insurance showing coverage, and then add the University to the policy if we are selected. Will this meet your requirement?

**ANSWER:** You are to provide a copy of your Insurance Certificate indicating that you can get this coverage, but we are also asking that the "Insurer provide a letter certifying that the requested coverages are available and will be provided to the contractor upon award of this contract." Please provide both.
4. **QUESTION:** Given that a properly run card system eliminates the need for students to use quarters, will you consider eliminating or reducing the requirement for change machines? The reduction in commissions due to this investment will far outweigh any increased revenue from having change machines available.

**ANSWER:** The University will keep the change machines and the ability to use coins for laundry as another option. We will review the requirement to fill machines periodically throughout this contract term based on actual usage and will adjust accordingly.

5. **QUESTION:** If change machines are required, can you eliminate the need to dispense dimes and nickels seeing that the laundry equipment will not accept either of these coins?

**ANSWER:** Yes, we can eliminate dimes and nickels and use only quarters.

6. **QUESTION:** Your minimum equipment requirement includes an inordinately large number of dryers (Hillside, Potomac, Erickson & Harbor). Would you consider proposals for reducing dryers to a more reasonable level that will allow for a more aggressive financial payment?

**ANSWER:** At this point in time, and for the purposes of this solicitation the quantities will remain as provided in the RFP Document.

However, in moving forward after the award of this contract, the University would be willing to review with the awarded firm usage numbers in specific buildings that are lower and the number of machines that could possibly be decreased after the first year of contract. The awarded firm will need to provide building usage information with revenue information quarterly.

7. **QUESTION:** On the Experience Form in the Appendix - You are requesting Contract Dollar Size for each reference. Would it be acceptable to use the total machine count of washers and dryers we provide on the campus to gauge the size of the account instead of a dollar figure? A dollar volume for a contract can be misleading. The number of machines in the contract that we service is not confidential information and is easy to compare.

**ANSWER:** The University would like to see both if you feel it is misleading.
8. **QUESTION:** Can you please provide the Annual Gross Sales History of the Laundry Machines for the past 3 years?

**ANSWER:** Please see the response in Section A, Item # 6 above.

9. **QUESTION:** For the Insurance Certification letter requirement on page 33 at the end of Section III. Do you have a standard letter template available to use for the insurance company to complete? Does the letter need to be a general certification that all coverage’s are available and will be provided, or does it need to detail all coverage’s to be provided?

**ANSWER:** We do not have a template. A general letter certifying the coverages is acceptable.

10. **QUESTION:** Will UMBC and/or the state of Maryland accept a "Letter of Credit" or "Certified Check" in lieu of the "Performance Bond" requirement detailed in REQUEST FOR PROPOSAL # BC-20803-Q?

**ANSWER:** No, the University is requesting a Performance Bond.

11. **QUESTION:** If "Letter of Credit" or Certified Check is acceptable will a letter from the Bank stating that the firm has the capability to provide either "Letter of Credit" or "Certified Check" satisfy this requirement?

**ANSWER:** No, the University is requesting a Performance Bond.

12. **QUESTION:** To maintain an equal apple’s to apple’s evaluation process would UMBC establishing in this RFP unified vend price of $1.25 for wash & $1.25 for 60 minute dry?

**ANSWER:** The University has established a $1.00 vend price for the washers and dryers for the initial year of this contract.
C. DOCUMENT REVISIONS:

1. In Section III, Item C-III-1, “University Building & Laundry Facilities” in the first sentence, DELETE the following: “…laundry aid vending machines.”

2. ADD “APPENDIX F” – at the end of the RFP document. This Appendix contains the information about the CBORD Group Card Readers.

3. In Section V, Item C-1.15, DELETE: “At the conclusion of the annual preventive maintenance program…” and REPLACE with: “QUARTERLY…”

D. CLARIFICATIONS: The following information is provided to you so you can see some of the changes we have planned for the future. We are not requesting that you take these into consideration at this time when responding with your Price Proposal. When we make any significant change in the number of machines we will issue a Contract Amendment adding them to the contract and request a pricing update at that time.

1. Dec of 2012 - we will close Terrace - not re-opening.
2. August of 2013 - we will close West Hill.
3. Open Community Center - 18 dryers and 12 washers. August 2013
4. Need to Add HSD back in Fall 2012 – ELK – and it is smaller and will stay.
5. Also moving the two rooms in CPK to one room in CPK fall of 2013.

Enclosures: Acknowledgement of Receipt of Addenda Form
Appendix F – Card Reader Information

Cc: Procurement File

END OF ADDENDUM #1 DATED 05/09/12
This addendum was posted on the University’s eBid Board and eMaryland Market on 05/09/12.
(Original with enclosures were not mailed)
RFP NO.: BC-20803-Q

TECHNICAL & PRICE PROPOSALS DUE DATE: THURSDAY, MAY 17, 2012 AT 2:00 P.M.

RFP FOR: UMBC’S LAUNDRY EQUIPMENT CONTRACT

NAME OF PROPOSER: ____________________________

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 05/09/12
Addendum No. _____ dated _______
Addendum No. _____ dated _______
Addendum No. _____ dated _______
Addendum No. _____ dated _______
Addendum No. _____ dated _______

As stated in this Addendum, this form is to be returned within your Technical Proposal.

________________________________________
Signature

________________________________________
Printed Name

________________________________________
Title

________________________________________
Date

END OF FORM
The CBORD Group, Inc.
IP-MDB Vending Reader
For Colleges and Universities

Overview
It's no secret that vending generates revenue by stimulating impulse sales. Add a vending interface reader from CBORD® and the potential for impulse sales increases significantly, because buyers no longer need to have change or small bills handy to make their purchases. With the explosion of vending product choices, auditing control over vending services has never been more important. CBORD gives you choices about how to put card-based vending to work for you.

How it Works
When a card is read at a vending machine, the reader requests account information from CS Gold®. The cardholder's full account balance is displayed on the reader, and the machine is enabled (if the account has sufficient funds). After completing the sale, the purchase amount is displayed on the reader.
Benefits
- Student ID cards may be used—no need for separate cards.
- More convenience means more sales.
- Security is increased in a cashless environment.
- Define an optional daily spending limit for security.
- Card accounts may include an expiration date to prevent unauthorized usage.
- Gift cards are supported.
- Reports show both cash and card transactions.

Reporting
System reports provide records of all transactions directly to the institution and the vendor, and can provide powerful marketing data. Reports may be printed from CS Gold or directly from the reader.

Snack and Beverage Vending
The Vending Interface Reader fits inside a standard full-sized bill validator opening. It can be powered by tapping into the vending machine's existing power, so no external power source is required. There are two cables included—one to connect to the Multi-Drop Bus (MDB) and another to connect to the network. Optionally, a kit can be purchased to interface to Micromech machines.

- All-in-one unit
- Easy to install
- Fits in bill validator slot
- Firmware updates over the network
- Configuration options defined in CS Gold

IP-MDB Vending Reader

Product Specifications
Accessories
External keypad: Used to set IP configuration
External power supply (optional): Used to power the device before it is installed in a vending machine
Reporting printer (optional): Can be used by vendors to gather meters reports

Card Reader
Magnetic stripe: 300 to 4000 oersted magnetic stripe reader with a floating read head
Card type: ISO 7810 to 7813
Card insert: Horizontal insert type style card
Magnetic head life: 300,000 passes
Optional: Card swipe, iCLASS, or Prox available

Physical Dimensions
Size: 4.25" h x 3.875" w x 5.25" d; front bezel width 3.375"
Shipping weight: 5 lb
Technical Specifications

Network connectivity: 10 base-T TCP/IP network protocol
Operator display: 2 line x 16 segment LCD with backlight
Power required: 24–34 VDC from MDB interface

Environmental Characteristics

Operating temperature: 32–113°F (0–45°C)
Ambient humidity: 30–85% RH without condensation and frost formation

Mounting location: Indoors, away from wind, rain, sunlight, and dust

CBORD and CS Gold are registered trademarks of The CBORD Group, Inc. All other brand or product names are believed to be trademarks, registered trademarks, or service marks of their respective owners.

The CBORD Group, Inc.
61 Brown Road, Ithaca, NY 14850 • 607.257.2410 • FAX: 607.257.1902 • www.cbord.com