



THE CITADEL

Solicitation Number	RFP 26005-JD
Addendum #	1
Date Issued	11/24/2025
Procurement Officer	James de Luca, CPPO
Phone	843-953-6861
E-Mail Address	jdeluca@citadel.edu

SOLICITATION TITLE: RFP 26005-JD – Coin Laundry

TYPE OF ADDENDUM:

- ☐ Change or clarification to the Solicitation's specifications, requirements, or scope of work.
- ☒ Questions posed regarding the Solicitation and their respective answers by The Citadel.
- ☐ Other Change: Award Postponed until:

DESCRIPTION OF CHANGES: QUESTIONS & ANSWERS

1. Is the five-year contract term fixed, or will The Citadel consider a longer term (e.g., 7 years) if it provides financial or operational advantages such as improved pricing, more favorable service terms, or additional capital investment?

ANSWER – Yes, however it will delay the award as any extension beyond five years will require Budget & Contral Board authorization which will need to be requested by the SFAA which we have no control over their schedule.

2. Would optional renewal periods be considered in addition to the stated term?

ANSWER – Yes, but it must relate to financial need related to the start up of the service only and would need justification.

3. If alternative term lengths are allowed, how should vendors submit these options (for example, as additional financial scenarios within the same printed and electronic copy proposal)?

ANSWER – Those various offers should be submitted as separate Financial Offers and we will evaluate them with the same Technical Offer as Separate Total Offers.

4. Will detailed utility infrastructure specifications be provided prior to installation?

ANSWER – No

5. Are there any limitations associated with the 2026 renovation project that may affect delivery, installation, or equipment placement?

ANSWER – Not at this time

6. May vendors propose alternate equipment models that meet all performance requirements?

ANSWER – Equipment models are not specified in the RFP, only requirements.

7. Are the dryer exhaust trunk lines equipped with extractor fans? If so, can The Citadel provide specifications (CFM, power supply, accessibility, maintenance schedule) and clarify whether Facilities or the awarded vendor is responsible for maintaining these systems?

ANSWER – No extractor fans. No, the vendor is not responsible for maintaining the exhaust trunk.

8. Are special access badges, background checks, or parking permits required for vendor employees?

ANSWER – The wining vendor will be given access to the facility and can use visitor parking.

9. Would The Citadel like vendors to propose optional enhancements such as alert systems, improved signage, or room-layout recommendations?

ANSWER – No

10. Will The Citadel clarify whether the 24-hour emergency and 48-hour routine response windows refer to “response” acknowledgment times or on-site technician arrival times?

ANSWER – **A qualified technician physically present at the facility**

11. Given that many qualified providers operate from regional hubs, would The Citadel consider allowing a 1–3 business-day arrival time for non-emergency service when supported by proactive communication and tracking?

ANSWER – **Yes**

12. Is The Citadel open to defining “emergency service” more narrowly (e.g., safety-related failures or more than 20% of machines offline) to better align with service logistics?

ANSWER – **Yes**

13. The RFP requires major repairs to be completed within seven days or replaced temporarily. Would The Citadel consider extending this timeline to account for manufacturer parts delays or shipping constraints?

ANSWER – **No**

14. If temporary replacement equipment is required, would The Citadel accept a loaner unit of similar capacity rather than an identical model?

ANSWER – **Yes, but the replacement equipment shall have equal or greater capacity and functionality.**

15. May replacement units be delivered on a “best-effort” basis, subject to regional availability?

ANSWER – **No**

16. Would The Citadel accept a written communication plan - such as documented updates and estimated arrival windows - in lieu of maintaining on-site spare inventory?

ANSWER – **Yes**

17. Would The Citadel clarify whether the 95% uptime requirement is calculated per machine or across the entire laundry room?

ANSWER – **Per machine**

18. Given the unusually high user-to-machine ratio (approximately 100+ students per set), would The Citadel consider adjusting the uptime requirement to an industry-standard benchmark or allowing seasonal variability?

ANSWER – **No. The Citadel provides separate fluff-and-fold laundry services to all cadets, which is the primary laundry service on campus and handles the bulk of cadet laundry needs.**

19. Will The Citadel permit exclusion of downtime caused by user misuse, vandalism, infrastructure failures (water, drainage, power), or restricted campus access from uptime calculations?

ANSWER – **Yes, upon verification of misuse, vandalism, infrastructure failures, and restricted campus access.**

20. Is The Citadel open to adjusting service expectations proportionally to machine load, or confirming whether future equipment expansions are planned beyond the initial 16 washers and 16 dryers?

ANSWER – **No**

21. May vendors recommend operational adjustments - such as staggered hours, signage, baskets, or usage-flow guidance - to help manage extreme demand levels?

ANSWER – **Yes, but The Citadel retains final determination.**

22. Does The Citadel have a preferred format for uptime, service, and maintenance reporting, or may vendors propose a vendor provided simplified reporting dashboard?

ANSWER – The Citadel does not have a preferred format.

23. Will The Citadel accept documented “attempted service” (e.g., awaiting parts, awaiting access, weather delays) as meeting response-time requirements?

ANSWER – The Citadel requires a technician to be onsite during the stated times to meet the response time requirements.

24. Will the machines that are currently in use need to be removed?

ANSWER – The current machines will be removed by the current vendor.

25. Would we need to remove the "old equipment" or will you take care of that?

ANSWER - The current machines will be removed by the current vendor.

26. If equipment removal isn't part of the plan, would that mean that we are adding this new equipment to the current 12 washers and 12 dryers currently in place?

ANSWER – Equipment removal is part of the plan.

27. Are you open to a stackable washer option?

ANSWER - Equipment models are not specified in the RFP, only requirements.

28. Does the material of the folding table matter? I.E. Stainless steel or resin?

ANSWER - Tables shall be compatible with the design, finish, and quality of the supplied washers and dryers.

29. We see The Citadel will provide utilities. Are you open to re-designing the hookups and drain components? If we win the bid, will we be a part of the design of utilities?

ANSWER - No

IMPORTANT NOTICE:

X Contractor is required to acknowledge receipt of this Addendum by signing below and returning a copy with its Offer.

Except as provided herein, all terms and conditions of the Solicitation referenced above remain unchanged and in full force and effect.

SIGNATURE OF PERSON AUTHORIZED TO EXECUTE ON BEHALF OF OFFEROR

Signature: _____

Printed Name & Title: _____

Company Name: _____

Date: _____