



Addendum Number 01

Date: August 18, 2025

Reference Request For Proposal Number:	R25-010
Commodity:	Dining Services Operations
Dated:	August 01, 2025
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	September 15, 2025

After the Pre-Proposal Conference of August 15, 2025, the following attachments are being provided for our vendors:

1. Amended list with regular hours of operations for all dining facilities on campus;
2. The complete list of all attendees (both in person and via Zoom) at the Pre-Proposal Conference;
3. The complete slide deck as presented during the Pre-Proposal Conference.

End of Addendum 01

Procurement Officer:

Kathryn (Kate) Dicken, CUPO, VCCO

Associate Director of Procurement & Contracts

Telephone: (540) 831-5090

Email: kdicken@radford.edu

Hours of Operation



Radford
UNIVERSITY

Dining Services

Monday - Friday



7:00am - 7:30pm



11:00am - 8:00pm



11:00am - 9:00pm



10:30am - 8:00pm

10:30am - 7:00pm **(FRI)**

**TARTAN
PIZZA CO.**

11:00am - 8:00pm

11:00am - 3:00pm **(FRI)**

1910café

8:00am - 4:00pm



7:30am - 12:00am



7:00am - 8:00pm



11:00am - 9:00pm



11:00am - 8:00pm

11:00am - 12:00am **(FRI)**



7:00am - 12:00am

Saturday - Sunday



10:30am - 7:30pm

10:30am - 7:30pm



11:00am - 8:00pm

11:00am - 8:00pm



11:00am - 9:00pm

11:00am - 9:00pm



12:00pm - 7:00pm

*closed



9:00am - 8:00pm

10:00am - 8:00pm



12:00pm - 12:00am

12:00pm - 12:00am



12:00pm - 12:00am

12:00pm - 12:00am



9:00am - 12:00am

10:00am - 12:00am



@radfordudining

www.dineoncampus.com/radford




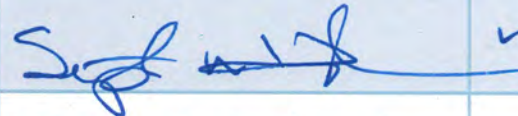


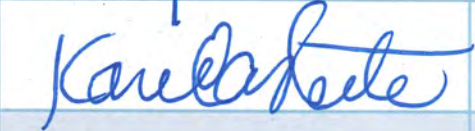
Site Visit and Pre-Proposal Conference Sign In Sheet
Dining Services Operations
RFP#: R25-010

August 25, 2025 8:00AM - 10:45AM Site Visit
 August 15, 2025 11:00AM - 12:00PM Pre-Proposal Conference

NAME	COMPANY	EMAIL	PHONE	Signature	✓ appropriate box	
					Site	PPC
Kathryn Dicken	Radford University	kdicken@radford.edu	(540) 831-5090		✓	✓
Sheryl Sullivan	Radford University	ssullivan@radford.edu	540-831-6106		✓	✓
Austin Eads	Radford University	ateads@radford.edu	540-831-5634		✓	✓
Fallon Kreye	Radford University	fkreye@radford.edu	540-831-5598		✓	✓
Kevin McDowell	Radford University	dkmcdowel@radford.edu	540-831-5356		✓	✓
Crystal Cregger	Radford University	cecregger@radford.edu	540-831-6244		✓	✓
Hunter Gresham	RU	hgresham@radford.edu	540-831-5344		✓	✓
Austin Eads	RU					
Emily Endelt	Radford University	eeendelt@radford.edu	5785			✓
Bruce Hyatt	Radford U	WBHyatt@radford.edu	5110			✓

Site Visit and Pre-Proposal Conference Sign In Sheet
Dining Services Operations
RFP#: R25-010




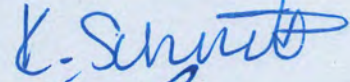


August 25, 2025 8:00AM - 10:45AM Site Visit
August 15, 2025 11:00AM - 12:00PM Pre-Proposal Conference

NAME	COMPANY	EMAIL	PHONE	Signature	✓ appropriate box	
					Site	PPC
Kristin Smith	chartwells Higher Education	Kristin.Smith@compass-usa.com	931-510-8341		✓	✓
Sarah Lynch	CHARTWELLS HIGHER ED	SARAH.LYNCH@COMPASS-USA.COM	236-558-7328		✓	✓
Adrian Harris	Chartwells Higher Ed	abharris@radford.edu	540-320-4733		✓	✓
Stephanie Hoshower	ARAMARK	Hoshower-Stephanie@aramark.com	540-908-1204		✓	✓
Ed Oakes	Radford	eoakes	7515		✓	✓
Holly Cline	Radford	hcline@radford.edu	X5932			
Karen Casteele	Radford	Kcasteele@radford.edu	X5426			✓

Site Visit and Pre-Proposal Conference Sign In Sheet
Dining Services Operations
RFP#: R25-010

August 25, 2025 8:00AM - 10:45AM Site Visit
August 15, 2025 11:00AM - 12:00PM Pre-Proposal Conference

✓ appropriate box

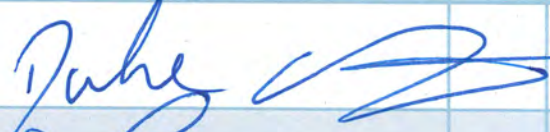


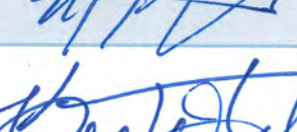
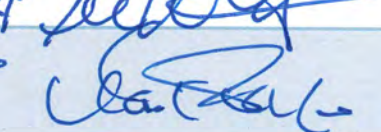


NAME	COMPANY	EMAIL	PHONE	Signature	Site	PPC
Chris Caracciolo	Chartwells HE	Chris.Caracciolo@compass-usa.com	912-572-2061			
Laura Thompson	Aramark	thompson-laura@aramark.com	330-2101-8213			
Sarah Wheeler	Aramark	Wheeler-Sarah@aramark.com	434-218-9202			
Kristie Schmidt	Sodexo	Kristie.Schmidt@sodexo.com	267-153889			
Joann Khoder	CG-CHE	Joann.Khoder@compass-usa.com	914-980-7567			
ANDREW WILLOWS	CHARTWELLS	andrew.willows@compass-usa.com	517-231-2256			

August 25, 2025 8:00AM - 10:45AM Site Visit
August 15, 2025 11:00AM - 12:00PM Pre-Proposal Conference

[illegible]

Site Visit and Pre-Proposal Conference Sign In Sheet
Dining Services Operations
RFP#: R25-010

August 25, 2025 8:00AM - 10:45AM Site Visit
August 15, 2025 11:00AM - 12:00PM Pre-Proposal Conference

NAME	COMPANY	EMAIL	PHONE	Signature	✓ appropriate box	
					Site	PPC
Duke Davis	SODEXO	duane.davis@sodexo.com	434-316-3123			
Joann Khoder	Compass Group USA	Joann.Khoder@Compass-usa.com	914-980-7567			
Andrew Willows	CHARTWELLS	andrew.willows@compass-usa.com	517-231-2256			
Michael Foster	Aramark	Foster.Michael@aramark.com	504-278-0422			
Keri Tipton	Aramark	Ktipton@tipton-associates.com	(225) 387-0101			
Noah Ristau	SODEXO	NOAH.RISTAU@SODEXO.COM	937.450.6506			
Kristie Schmidt	SODEXO	Kristie.Schmidt@Sodexo.com	207.615.3889			

R25-010 Dining Services Operations - Pre-Proposal Conference - Zoom attendees

Name (original name)	Email	Join time	Leave time	Duration (minutes)	Guest	Recording disclaimer response	In waiting room
Whitt 08	rooms_ntnkimbns2sqfap-d6sug@radford.edu	8/15/2025 10:42	8/15/2025 11:47	65	No	No Response	No
Kate Dicken - Radford University	kdicken@radford.edu	8/15/2025 10:44	8/15/2025 11:47	63	No	No Response	No
Scott Bucka	stbucka@yahoo.com	8/15/2025 10:50	8/15/2025 11:46	56	Yes	OK	No
Greg Moran	greg.moran@compass-usa.com	8/15/2025 10:57	8/15/2025 11:47	50	Yes	OK	No
Chanel Brown	brown-chanel2@aramark.com	8/15/2025 10:58	8/15/2025 11:46	49	Yes	OK	No
Phillip Harty	phil.harty@sodexo.com	8/15/2025 11:00	8/15/2025 11:47	48	Yes	OK	No
WhiteS04	shirley.white@compass-usa.com	8/15/2025 11:00	8/15/2025 11:47	47	Yes	OK	No
Jessie Craighead	jessie.craighead@compass-usa.com	8/15/2025 11:01	8/15/2025 11:47	46	Yes	No Response	No
Clifton Padgett	clifton.padgett@compass-usa.com	8/15/2025 11:01	8/15/2025 11:47	46	Yes	OK	No
Matt Rogers	rogers-matthew@aramark.com	8/15/2025 11:04	8/15/2025 11:46	42	Yes	OK	No

Pre-Proposal Conference: R25-010 Dining Services Operations



All questions or concerns should be addressed to:

Procurement Officer:

Kathryn Dicken, Associate Director
Procurement and Contracts
PO Box 6885
Radford, VA 24142-6885
Phone: (540)831-5090
Email: kdicken@Radford.edu



1

Purpose of RFP:



Radford is seeking to establish a term contract for the operation of our dining services program for the main Radford Campus. The successful contractor should expect to:

- Deliver a high level of service;
- Operate with fiscal responsibility and transparency;
- Assign an experienced on-site manager;
- Propose retail & meal plan options that are competitively priced and drive meal plan usage;
- Demonstrate capacity and willingness to support capital improvements;
- Provide special event catering/food & beverage services to the University; and
- Support, enhance, and measure progress on sustainability objectives.

2

Purpose of RFP:



Our current contract expires June 30, 2026. The effective date for the new contract will be July 1, 2026, or as negotiated.

Term of Contract: The initial term will be five (5) years, or as negotiated. There is an option for an additional two (2) five-year renewals (15 years total).

3

Important Dates:



Event	Date	Time
All Requests for Information (RFIs) due from vendors: All RFIs must be submitted in writing to kdicken@radford.edu . Responses shall be posted via addendum to eVA.	8/25/2025	3:00pm
Addendum Posting Deadline	9/5/2025	
Proposals Due	9/15/2025	3:00pm
Vendor Presentations	10/7/2025	8am-12pm
Vendor Presentations	10/8/2025	8am-12pm
Award of Contract (Goal)	1/16/2026	



Radford University Procurement and Contracts Business Hours are M-F, 8:00 AM – 4:30 PM

4



E-Virginia Electronic Procurement System:



- Radford utilizes eVA for all our business transactions.
- Vendors must be registered with eVA to do business with Radford University.
- Vendors can register with eVA at:
<https://eva.virginia.gov/register-now.html>.
- If you have any questions/concerns about registration, you may contact me or reach out to the eVA Customer Care team:
eVACustomerCare@DGS.Virginia.gov.

5



General Information
about Radford's
Current Dining Services

6

Radford Meal Plans:



Highlander Residential \$2,820.00 (default on-campus residence hall plan)

- 14 meal swipes per week in Dalton Kitchen or retail locations (\$10.26 value).
- Plan provides a guarantee of 2 meals p/day, 7 days p/week for the 15-week semester.
- \$329 in food dollars and \$30 in campus vending dollars.
- Additional food dollars can be purchased (increments of \$50).

Highlander All Access \$3,055.00 (Buy-Up Option)

- Unlimited swipes in Dalton Kitchen and two retail swipes per day (\$10.26 value).
- Plan provides for at least 19 meals a week for the full 15-week semester.
- \$275 in food dollars for use in all Dining locations at any time.
- Additional food dollars can be purchased (increments of \$50).

7

Radford Meal Plans Cont'd:



Highlander Junior \$1,715.00 (default university apartment plan)

- 105 meal swipes p/semester for Dalton Kitchen or on-campus retail locations (\$10.26 value)
- \$440 in food dollars can be used in all Dining locations at any time.
- Additional food dollars may be purchased (increments of \$50).

Highlander Commuter \$590.00 (voluntary plan for commuting students)

- 25 meal swipes p/semester for Dalton Kitchen or at on-campus retail locations (\$10.26 value).
- \$275 in food dollars can be used in all Dining locations at any time.
- Additional swipes (in buckets of 10 or 25) and/or food dollars (increments of \$50) may be purchased.

8

Radford Meal Plans Cont'd:



Faculty/Staff Meal Plan \$256.00

- 1 set of 26 meals
- Meals taken in Dalton Dining Hall will deduct one meal from the balance.
- May also be used in retail locations (Wendy's, Chick-fil-A, etc.) with a retail value of \$10.26 per swipe.

Additional Information:

- Meal plans and food dollars are tax free
- Meal equivalency Rate – 1 swipe = \$10.26
- Cash Door Rate (2025-26)
 - Breakfast: \$9.46
 - Lunch/Brunch: \$14.18
 - Dinner: \$16.85

9

Radford Dining Technology Utilized:



Point of Sale Systems (Purchased Summer 2023):

- Nextep – retail orders reach the system from kiosks in the dining retail locations. May be used via self-service, at the counter, and via mobile app.
- The University recently purchased this system in the Summer 2023. This is a University-owned system, which is operated by our Dining Services Contractor.
- Connect – Used and owned by Starbucks, operated by our Dining Services Contractor.



Mobile App (Launched Summer 2023):

- Boost Mobile – Accepted at all retail locations.
- Connected to all meal plans; can utilize swipes and meal plan food dollars.

CBORD CSGOLD9 (Upgraded May 2023):

- Auxiliary Services Platform where student ID, meal plans, declining balance funds, vending and laundry funds are loaded.


10

Statement of Needs for Radford's Dining Services Operations

11

Statement of Needs:



Radford University seeks a dining services partner capable of delivering an innovative, sustainable, and student-centered dining program that advances our strategic mission and enhances campus vitality. The Contractor will operate across all University-owned facilities and introduce pioneering concepts aligned with the University's strategic direction.

Strategic Integration: Dining services should strive to actively contribute to Radford's vision of becoming a premier, innovative, student-centered university, as outlined in the University Strategic Plan, and that supports the 2020–2030 Master Plan's emphasis on student success, brand identity, and community engagement.

Student Success and Well-Being:

- Offer accessible, nutritious dining plans.
- Provide nutritional support services and meal planning for our athletes and any students who may have special dietary needs.
- Partner with the University to ensure equitable access and representation in dining venues.

12

Statement of Needs:



Food Security and Equity: Support student success and community outreach goals by providing avenues to the following:

- Collaborate on food insecurity programs, such as meal donation mechanisms, pop-up food pantries, support initiatives of the Highlander Food Pantry, and affordability initiatives.
- Provide flexible meal options, including commuter-friendly or sliding-scale offerings.

Athlete and Panel Support: Support University athletic and wellness priorities:

- Deliver performance-based meal plans and fueling programs tailored to NCAA athletes and team coaches.
- Offer year-round affordable catering support for athletic events, camps, and community outreach programs.
- Suggest and implement food options for athletes outside the dining window, pop-up cafes, nutrition buffets, and small food canteens with healthy options (salads, protein packs, and juices, etc.).

13

Statement of Needs:



Sustainability & Environmental Stewardship: Support Radford's sustainability commitment and strategic priorities:

- Adopt environmentally sustainable practices.
- Implement energy-efficient and low-waste operations systems.
- Track and report annually on sustainability metrics (e.g., waste diversion, carbon footprint reduction).
- Implement food waste diversion and recovery efforts.

Innovation & Experiential Learning: Reflect the Master Plan's focus on innovation and community engagement by:

- Introducing new formats, such as ghost kitchens, campus-branded delivery services, and food trucks, to enhance accessibility and convenience.
- Host hands-on culinary and business learning opportunities.
- Employ students in part-time roles across dining operations.
- Provide student internship opportunities (Marketing, Finance, Management, Design, Food and Nutrition).
- Involve students in programs to participate and provide feedback on their dining experience.
- Host teaching kitchens for students.
- Develop programming for commuters and students in off-campus university housing that promotes on-campus dining.

14

Statement of Needs:



Recognition and Continuous Improvement: Help Radford emulate its peer institutions with award-winning dining initiatives:

- Commit to regular benchmarking, customer feedback loops, and participation in regional/national culinary events.
- Propose creativity-driven initiatives, seasonal events, themed dining, and community engagement programs to foster pride and external visibility.

Catering Services: Provide high-quality, full-service catering operations to support the diverse needs of the University community. Catering must be flexible, competitively priced, and available for a wide variety of events, ranging from informal gatherings to formal receptions and University-sponsored banquets.

- Tiered service options (e.g., casual boxed meals to plated banquet service).
- Online ordering and event management systems.
- Customizable menus that support dietary, cultural, and religious needs.
- Sustainability practices (e.g., reusable serviceware, food donation, minimal packaging).
- Support for remote campus sites, including Roanoke-based programs or off-site meetings.
- Ability to scale for special events such as commencement, donor functions, and athletics.
- Hold an active ABC license to staff and support events that require it.

15

Statement of Needs Cont'd:



Snack Vending Services (Optional): Offerors are encouraged to propose a comprehensive snack vending program that complements the broader dining services operation. The university would be interested in the following:

- Placement in academic buildings, residence halls, athletic center, and administrative areas as determined by the University.
- A balance of traditional snack options and health-conscious or allergen-friendly alternatives.
- Equipment that is modern, energy-efficient, and ADA compliant.
- Cashless payment options.
- Real-time monitoring of machine performance and inventory levels.
- Revenue reporting and commission transparency at intervals as agreed upon.
- Rapid restocking and maintenance responses.

Beverage Pouring Rights: In May 2021, the University awarded a 10-year exclusive beverage contract for the Pepsi Beverage Company to provide exclusive beverage pouring rights for all non-alcoholic beverages (bottled, fountain, and full-service vending).

- The Contractor shall be required to honor the exclusive beverage rights agreement and to purchase approved cups from Pepsi for dispensing of post-mix products at the University.



16

Statement of Needs Cont'd:



Operational Excellence and Modernization: Consistent with the Master Plan's emphasis on facility upgrades, the Offeror should be prepared to:

Collaborate on the scheduled dining facility renovations to Dalton Hall: This renovation will result in significant improvements to the student experience, including increased accessibility and enhanced point-of-sale space.

- Constructed in 1991, Dalton Hall currently houses Dalton Kitchen (all-you-care-to-eat facility)
- The Dalton Terrace Shops include Bowl Life, Highlander Market, Wendy's, Tartan Pizza, and 1910 Cafe'.
- Dry storage and freezer/refrigeration for these areas are located within Dalton.
- The kitchen in Dalton is the base for catering operations.

The University will be renovating Dalton Hall starting in January 2027:

- The building is anticipated to be under construction for 2.5 years.
- During this time, the formerly used New River Grill House (Muse Hall) will become the University's all-you-care-to-eat dining facility.
- Dry storage and freezer/refrigeration space will be located within Muse Hall.
- Muse Hall dry storage also houses products for the Starbucks located in Hemphill Hall.

17

Statement of Needs Cont'd:



Dalton Renovation Cont'd:

How will Radford manage dining during the renovation?

In preparation for the upcoming renovation, some changes are already underway:

- A full-service Chick-fil-A will open (previously grab & go) in the Bonnie Student Center in Fall 2025, along with a streamlined Hissho Sushi location.
- The Student Choice location, also in the Bonnie, will have additional equipment to support a wider range of food offerings.
- Dry storage and refrigerator/freezer space are being added in the Bonnie to support these units, along with the Honeycomb Commons unit.
- A new 24/7 vending area is being opened for Fall 2025 in the Bonnie Student Center that will include some specialty automated food preparation machines, as well as drink machines.

18

Statement of Needs Cont'd:



Dalton Renovation Cont'd:

In partnership with our chosen vendor, additional options will be needed to ensure the continuity of service to the students. The University's goal is to continue to provide innovative, easy-to-access food options that enhance the student experience, even while under renovations. Vendors should consider other options such as:

- Pop-ups
- Food trucks
- Ghost kitchens
- Other flexible retail concepts

As part of your proposal, provide a detailed plan of how you will help meet the dining needs of the campus community during this renovation.



19

Statement of Needs Cont'd:



In addition to the overarching expectations described in this Statement of Needs, the selected Contractor shall be required to comply with all specifications outlined in Attachments A, B, and C of the RFP.

Operational Requirements: This attachment includes operational, sanitation, food preparation, catering, vending, staffing, and compliance requirements.

Facilities, Utilities, Equipment, and Maintenance Requirements: All facility use, utility access, equipment responsibilities, and maintenance standards are fully detailed here

Financial and Capital Investment Requirements: Details financial accountability measures, reporting schedules, rate adjustment procedures, and capital improvement expectations that govern the Contractor's fiscal and investment responsibilities throughout the term of the contract.

Offerors must review and acknowledge all requirements contained in these attachments, as well as compliance with University safety and insurance policies.

20



Proposal Submission

21

Proposals must include:



This is an overview of the requirements for proposal submissions. Full details can be found in [Section 8. Specific Requirements](#) of the RFP.

Plan and Methodology for Delivery of Services:

- Describe the value you offer to Radford University (examples are being requested).
- Outline sustainable and ethically sourced items (e.g., compostable packaging, Fair Trade coffee).
- Describe how you will monitor and incorporate culinary and dining industry trends.
- Detail specific services to be provided, the manpower needed, when services will be performed, and by whom.
- Provide your customer service model for students, faculty, staff, and the campus community as a whole.
- Provide solutions while Dalton Hall is under renovation.
- Describe any reports, certifications, or deliverables in the performance of the work included in this solicitation.
- Provide copies of all standard certifications, business licenses, reports, example receipts, and tracking tools.
- Include copies of sample menus with suggested pricing (catering).
- Identify a projected timeline for delivery of services relative to the award date of the contract.
- Emergency Response Planning.

22

Proposals must include:



Experience and Qualifications:

- Provide names, qualifications, and experience of personnel to be assigned to the project, including an organization chart, individual qualifications, and duties.
- Resumes of key employees to be assigned to the project.

Current Dining Services Operations experience: Provide a list of all locations where the Offeror has operated since January 1, 2020, or is currently operating dining services.

Financials: Provide the financial documentation as requested in Attachment C – Financial and Capital Investment Requirements.

Business Practices: Provide a detailed description of how your company will manage and implement dining operations for the University.

Accounting: Provide a description of its control of cash and cash receipts, recording, checking, reporting of sales and revenues, purchasing and receiving, control and accounting for inventory, accounting for food and product costs, menu planning, and cost analysis.

23

Proposals must include:



Technology Plan: Provide an automation/technology plan (e.g., point of sale system) for the management of the dining facilities for the University.

- Description of each automated system and what it will do.
 - Will it be tied to the Offeror's central computer system? If yes, when it may be installed and what functions this networking will provide.
 - The Offeror is to indicate what type of backup system or procedures are to be utilized in the case that the system is temporarily inoperative.
 - *Note: The University's desire would be to maintain the newly upgraded Nexstep system, if possible.*
- Information on Data Security: Information on data security and protection is required and included in Attachment F attached hereto.
 - SOC2 and HECVAT for University approval for any systems that faculty, staff or students access or that contain protected or sensitive university data.
 - PCI documentation for any systems used for credit card transactions.

Implementation Plan: Provide a contract implementation and transition plan, with target and event dates for assumed operation of Dining Services.

24

Proposals must include:



Pricing Schedule: Complete and return the Pricing Schedule, Attachment K.

References: Provide four (4) references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address, and the name and phone number of the individual Radford University has your permission to contact.

Participation of Small, Women-owned and Minority-owned business (SWaM) Business: If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract.

25

Selection Criteria and Award:



Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	Evaluation Criteria	Percentage of Points
1	Qualifications and experience of Offeror in providing the goods/services.	20%
2	Quality of products/services offered and suitability for the intended purposes.	20%
3	Specific plans or methodology to be used to provide the products/services.	30%
4	Financial Proposal	20%
5	Participation of Small, Women-Owned and Minority-Owned (SWaM) Businesses.	10%
	TOTAL	100%

26

Submission of Proposal:



Radford University now has three options for submitting a proposal:

<u>In Person</u>	<u>Mail or Courier</u>	<u>Electronically through eVA</u>
<u>Deliver proposal to:</u> Radford University David E. Armstrong Complex 501 Stockton Street Radford, VA 24142	<u>Mailing Address:</u> Radford University Procurement and Contracts PO Box 6885 Radford, VA 24142-6885	<u>Electronic Submissions:</u> A PDF of your proposal may be submitted through eVA's Virginia Business Opportunities (VBO) site. See Attachment I for more details.

27

In Person or Mail/Courier Proposal Submission Process



IN PERSON or MAIL/COURIER RFP Responses: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include.

- **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.**
- **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS.**
- Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked **"Redacted Copy."**

Pricing is NOT considered proprietary information and cannot be redacted.

28

In Person or Mail/Courier Proposal Submission Process Cont'd



- If you mail your proposal, place your proposal in a sealed envelope inside the delivery envelope. Include this information on the outside of the sealed Proposal:

From

Name of Offeror	Due Date	Time Due

Street or Box Number	Solicitation Number	

City, State, Zip Code	Solicitation Title	
Name of Procurement Officer: _____		

29

In Person or Mail/Courier Proposal Submission Process Cont'd



- The mailing address for proposal submission is:

RADFORD UNIVERSITY
Procurement and Contracts Department
P.O. Box 6885
501 Stockton Street
Radford, Virginia 24142

- Allow plenty of time when mailing. All mail goes to the Post Office on campus, which is then picked up and delivered to the University Warehouse. It can take time to get delivered to Procurement. Late proposals will not be accepted or considered.

30

Electronic Proposal Submission Process:



ELECTRONIC SUBMISSION via eVA VBO RFP Responses: In order to be considered for selection, Offerors shall submit a complete response to this RFP. Use of electronic submission REQUIRES registration as an eVA vendor. If you wish to submit electronically and are not already a registered vendor with eVA, we encourage you to get registration completed well in advance of the deadline outlined in the solicitation.

***IMPORTANT* On the date and time indicated for proposal submission within the solicitation, eVA will no longer allow submissions from vendors.**

The University is not responsible for delays, miscommunications, or transmission errors that may occur during the electronic submission process. This includes but is not limited to issues related to internet connectivity, email servers, or other technical malfunctions.

31

Electronic Proposal Submission Process Cont'd:



ELECTRONIC SUBMISSION via eVA VBO RFP Responses: Vendor will upload the following:

- **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS.**
- Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This file should be clearly labeled or marked **"Redacted Copy."**

Pricing is NOT considered proprietary information and cannot be redacted.

Please note the size limit per supplier attachment is 80 MB. This may require the submission of separate files during the process.

32

Submission of Proposal cont'd:



- Return all requested documents with your proposal:
 - Complete and sign pages 3 & 4 of the RFP
 - Complete and sign Vendor Data Sheet (Attachment J)
 - Complete Pricing Schedule (Attachment K) for the services provided by your company
- Carefully review all documents to be returned and confirm all documents have been completed and signed before submission. Failure to sign documents can result in the proposal being deemed disqualified/non-responsive.
- Ensure you include requested license numbers (either DPOR/State Corp. Commission) where requested. This information will be verified after the proposal deadline has passed.
 - Licensing should be in good standing. Radford cannot award a contract to a vendor not properly licensed to do business in Virginia.



33

Review the Terms and Conditions



- Terms and Conditions (Attachment E)
- General Terms & Conditions - Mandatory and standard in every state-issued solicitation.
- Additional Terms & Conditions - Specific to Radford University's business practices.
- Special Terms & Conditions – Contract specific to Radford solicited services.
- Data Protection Hosted Systems Terms & Conditions (Attachment F) – Specific to data security and privacy.

Be sure to read and understand the terms and conditions relative with the contract and address any questions you may have before the deadline date for RFI.

34



Thank you for your interest!