

STATE OF OHIO
DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
OFFICE OF PROCUREMENT SERVICES
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: LAUNDRY SERVICES AT NORTHWEST OHIO PSYCHIATRIC HOSPITAL

CONTRACT No.: OT901316

EFFECTIVE DATES: 08/01/15 to 07/31/17

The Department of Administrative Services has accepted bids submitted in response to Invitation to Bid No. OT901316 that opened on 06/22/15. The evaluation of the bid response(s) has been completed. The bidder(s) listed herein have been determined to be the lowest responsive and responsible bidder(s) and have been awarded a contract for the items(s) listed. The respective bid response, including the [Terms and Conditions for Bidding, Standard Contract Terms and Conditions, and Supplemental Contract Terms and Conditions](#) (Revised 10/2013), special contract terms & conditions, any bid addenda, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Requirements Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to Ohio Department of Mental Health & Addiction Services, Northwest Ohio Psychiatric Hospital (NOPH), 930 S. Detroit Avenue, Toledo, Ohio 43614, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase the volume of supplies and/or services as advertised in the Invitation to Bid.

SPECIAL NOTE: State agencies may make purchases under this Requirements Contract up to \$2500.00 using the state of Ohio payment card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

<http://www.ohio.gov/procure>

Signed: _____
Robert Blair, Director Date _____

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SPECIAL TERMS AND CONDITIONS

AMENDMENTS TO CONTRACT TERMS AND CONDITIONS: The following Amendments to the Contract Terms and Conditions do hereby become a part hereof. In the event that an amendment conflicts with the Contract Terms and Conditions, the Amendment will prevail.

DELIVERY AND ACCEPTANCE: Services will be performed as set forth in the Contract and in accordance with paragraphs S-8, S-9, and S-10 of the SUPPLEMENTAL CONTRACT TERMS AND CONDITIONS. The location of performance will be noted on the purchase order issued by the participating agency. Payment for services rendered will occur upon the inspection and written confirmation by the ordering agency that the services provided conform to the requirements set forth in the Contract. Unless otherwise provided in the Contract, payment shall be conclusive except as regards to latent defects, fraud, or such gross mistakes as amount to fraud.

MANDATORY SITE VISIT: A mandatory site visit will be held on 06/09/15 at Northwest Ohio Psychiatric Hospital located at 930 S. Detroit Avenue, Toledo, OH 43614 to survey the facility and discuss the requirements of the Bid. The site visit will commence promptly at 10:00 AM, barring an unforeseen circumstance that results in a delay of the site visit. Attendance will be taken. The state will not be responsible to a bidder for their failure to obtain information discussed during the site visit due to their arriving after the site visit has convened. Bidders who fail to attend the mandatory bid conference will be deemed not responsive.

Please contact Steve Taylor, Environmental Supervisor, by 06/05/15 at (419) 381-1881 ext. 4677 during regular business hours to make arrangements for authorization to enter the facility.

EVALUATION: Bids will be evaluated in accordance with Article I-17 of the "Instructions to Bidders". In addition, the State will multiply Estimated Required Initial Inventory by Item Replacement Price Per Item and multiply Estimated Weekly Delivery and Pick up by Laundry Services Price Per Item. These two totals will be added together to arrive at a combined low lot total. N/A values will not be evaluated. Failure to Bid all items may be cause for disqualification.

CONTRACT AWARD: The contract will be awarded to the lowest responsive and responsible bidder by combined low lot total. Failure to bid all items may result in the bidder being deemed not responsive.

FIXED-PRICE WITH ECONOMIC ADJUSTMENT: The contract prices(s) will remain firm for the first twelve (12) months duration of the contract. Thereafter, the Contractor may submit a request to increase their price(s) to be effective thirty (30) calendar days after acceptance by DAS. No price adjustment will be permitted prior to the effective date of the increase received by the Contractor from his suppliers, or on purchase orders that are already being processed, or on purchase orders that have been filled and are awaiting shipment. If the Contractor receives orders requiring quarterly delivery, the increase will apply to all deliveries made after the effective date of the price increase.

The price increase must be supported by a general price increase in the cost of the finished supplies, due to increases in the cost of raw materials, labor, freight, Workers' Compensation and/or Unemployment Insurance, etc. Detailed documentation, to include a comparison list of the contract items and proposed price increases, must be submitted to support the requested increase. Supportive documentation should include, but is not limited to: copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the Contractor and the corresponding increase, and/or copies of correspondence sent by the Contractor's supplier on the supplier's letterhead, which contain the above price information and explains the source of the increase in such areas as raw materials, freight, fuel or labor, etc.

Should there be a decrease in the cost of the finished product due to a general decline in the market or some other factor, the Contractor is responsible to notify DAS immediately. The price decrease adjustment will be incorporated into the contract and will be effective on all purchase orders issued after the effective date of the decrease. If the price decrease is a temporary decrease, such should be noted on the invoice. In the event that the temporary decrease is revoked, the contract pricing will be returned to the pricing in effect prior to the temporary decrease. For quarterly deliveries, any decrease will be applied to deliveries made after the effective date of the decrease. Failure to comply with this provision will be considered as a default and will be subject to Provision I.C. "Termination/Suspension" and Provision II. of the "Contract Remedies:" of the "Standard Contract Terms and Conditions".

USAGE REPORTS: Every six (6) months the contractor must submit a report (written or on disk) indicating sales generated by this contract. The report shall list usage by customer, by line item, showing the quantities/dollars generated by this contract. The report shall be forwarded to the Office of Procurement Services, 4200 Surface Road, Columbus, OH 43228-1395, Attn: Gail Harper-Perry.

GENERAL SPECIFICATIONS

I. SCOPE

Northwest Ohio Psychiatric Hospital (NOPH) is a 114 bed recovery based hospital which provides inpatient services to adults with severe mental illness in partnership with their families and community providers. The specifications are to provide: laundry services, including inventory procurement; pick-up of soiled laundry, cleaning, sanitizing, and packaging/wrapping and delivery/placement of clean laundry for Northwest Ohio Psychiatric Hospital. The Contractor must also supply emergency inventory. The on-site emergency inventory stock must contain enough stock for NOPH to support itself for 96 hours to one week without assistance from the Community (TJC Standard). The emergency inventory stock will be kept in a remote storage area at NOPH to ensure that it will not get mixed in with the linen for daily use.

II. CLASSIFICATION

Laundry shall consist of: flat sheets, pillow cases, blankets, wash cloths, bath towels, bed spreads, laundry bags and miscellaneous items (rags, patient clothing if sent to the laundry erroneously). Blankets and bedspreads are owned by NOPH therefore require LAUNDRY SERVICE only.

III. REQUIREMENTS TO BE SUBMITTED ALONG WITH BID

Failure to meet the minimum requirements and required submittals may deem your bid non-responsive and no further consideration for award will be given.

- A. The Contractor shall comply with all pertinent Federal, State, and Local regulations including the Healthcare Laundry Accreditation Council (HLAC) and Joint Commission on Accreditation Healthcare Organizations (JCAHO) requirements. The successful Contractor will be required to forward to the facility a copy of the Contractor's internal laundry procedures to ensure compliance with facility standards.
- B. The Contractor shall be able to immediately meet the Immediate Care Facilities for Individuals with Mental Retardation (ICF/MR) and JCAHO accreditation standards, and all state and local health department requirements (Copies of ICF/MR and JCAHO standards can be obtained from the facility).
- C. The Contractor shall submit with the bid three (3) references of health care facilities (e.g., hospital, ICF/nursing home or mental health facility) they have provided laundry services for in the past five (5) years. References shall include facility name, contact person, phone and fax number(s), dollar amount and length of service. Failure to submit references with current phone numbers may result in disqualification of your bid.
- D. The Contractor shall submit with the bid a copy (preferably on CD in PDF format) of their current company's Operation & Procedure Manual and Quality Assurance (QAP) manual that is currently being used in a health care facility. The Contractor shall also submit with the bid a written policy and procedure regarding replacement of lost articles which must adhere to Section IV: Contractor's Service Responsibilities, C-D.
- E. If for any reason facility's laundry is inoperable, it will be the responsibility of the Contractor to maintain normal service for NOPH. The Bidder must state how they will maintain normal service in a contingency plan if the facility's laundry is rendered inoperable.

IV. CONTRACTOR'S SERVICE RESPONSIBILITIES

- A. The Contractor will return the same count of linen as was initially picked up for cleaning. The Contractor shall provide a written account of all items at time of pick-up and will provide a copy to designated Hospital staff prior to leaving grounds. This count of items picked up for laundry service shall be performed by the Contractor or his representative, per pick-up site, and a member of NOPH staff. A second written report of items picked up per pick-up site shall be provided when laundry is returned upon cleaning. A copy shall be provided to the Hospital's designee and returned laundry counted prior to contractor leaving the premises.
- B. The Contractor will assist in storing linens in the linen closets. The Bidder shall view these areas when attending the site visit June 3, 2015.
- C. The Contractor shall be responsible for the replacement of all worn out items listed, due to normal wear and tear; however, NOPH will be responsible for the replacement value of the items lost or damaged by the negligence of patients and/or NOPH employees. If it is found that the items were lost or damaged while in the Contractor's possession, then the State will not be held responsible for the payment.
- D. The Contractor will be responsible for the replacement value if the items are lost or damaged while in the Contractor's possession. The items will be of like kind as approved by NOPH. If the supply of rental linens stored with the Contractor is destroyed due to unforeseen events such as fire, tornado, etc., the facility will be responsible for replacement of all lost/damaged items.

GENERAL SPECIFICATIONS

- E. The Contractor shall treat all linen as contaminated per Universal Standards, in accordance with State, Federal or Local Sanitation Standards. Delivered laundry that is unacceptable (which includes, but not limited to spotting, fraying, yellow or gray whites/dull colors) will be returned and reprocessed at no extra cost. The Contractor shall be responsible for replacement of linens damage due to processing. Contaminated linen will be placed in specially marked bags and identified by the hospital staff.
- F. The Contractor must report losses in inventory to the facility on a quarterly basis during the months (March, June, September, December). Failure to report losses with the quarter immediately following maybe cause for NOPH to decline any financial responsibility in replacement costs.
- G. Unless stated otherwise in the Invitation to Bid, the Contractor shall furnish its own support staff, materials, tools, equipment, and other supplies necessary for the satisfactory performance of the work hereunder. The Contractor shall be responsible for and assume all office and business expenses that are incurred as a result of the performance of this contract, unless stated otherwise.
- H. Any travel-related expenses incurred by the Contractor under this contract shall be at the Contractor's expense.
- I. Subcontracting is not permitted.
- J. The Contractor must leave an extra cart one time per week in the on-site soiled linen room to be used for soiled linen.
- K. The Contractor must shrink wrap linen in the following manner to avoid cross contamination;
 - 1. Bath towels shrink wrap in bundles of 20
 - 2. Wash clothes shrink wrap in bundles of 50
 - 3. Flat sheets shrink wrap in bundles of 10
 - 4. Pillow cases shrink wrap in bundles of 10

V. **LAUNDRY SERVICE REQUIREMENTS**

- A. Soiled laundry is to be picked up three days per week, and clean laundry delivered three days per week, (Monday, Wednesday & Friday between the hours of 7:00 a.m. and 11:00 a.m. An alternate pick-up and delivery schedule may be negotiable in accordance with sufficient supply being available at all times. In weeks that include a holiday, delivery days will need to be adjusted to sufficient supply during that time. All adjustments will be established as mutually agreed upon by State of Ohio DAS-Office of Procurement, NOPH and Contractor. Sundays and holidays excluded. Holidays are:

New Year's Eve	December 31st
New Year's Day	January 1st
Martin Luther King Day	3rd Monday in January
Presidents' Day	3rd Monday in February
Memorial Day	4th Monday in May
Independence Day	July 4th
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veterans' Day	November 11th
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25th

Deliveries shall encompass needed items for the holiday period.

The Contractor shall deliver clean laundry to the facility between the hours of 7:00 a.m. and 11:00 a.m. on each delivery day (i.e., Monday through Saturday). NOPH prefers Monday deliveries at 7:00 a.m. and as earliest as possible on the other delivery days. The Contractor shall immediately notify the Center's Operations Director or designee anytime that a linen delivery will deviate from the aforementioned time frames. The Center reserves the right to request written documentation/plan of correction from the Contractor to address habitual or unmitigated non-compliance.

- B. The Contractor shall iron all bedspreads, sheets, pillow cases and patient gowns before sort-wrapping, folding and/or tying laundry into manageable bundles, in accordance with acceptable standards of Medicare, Medicaid and The Joint Commission.

GENERAL SPECIFICATIONS

- C. The Contractor's account manager shall meet with the Operations Director or designee at least once per quarter to evaluate compliance with the contract and to address any other issues which may arise during the contact period. In addition, the Contractor's account manager shall conduct surprise inspections of the laundry service no less than three times per year as a quality control mechanism. The inspections report must track the cleaning process, truck cleaning, proper handling and packaging of clean linens, cart cleaning, proper cart coverings for transportation; spot checking linens to be sent and linens on NOPH shelves as internal quality control measures. A report of those findings shall be submitted to the Operations Director or designee within three working days of the inspection. NOPH staff will perform the three unscheduled visits to monitor their processes in the laundry plant.

VI. PREPARATION OF LINEN CARTS

- A. NOPH will call and/or fax to the contractor the type and quantity of linens required for each: patient living area, clinic, physician's on-call room, and prior to 8:00 am the day of the delivery of clean linen. If requested by the Contractor, NOPH will call/fax their requests the day prior to service. If the Contractor cannot meet the timeframe(s) set forth within this bid at the time of the bid opening, the Contractor shall be responsible for stating so in their bid or may be found non-compliant.
- B. The Contractor shall place the quantity and type of linens requested by the hospital in carts, provided by the Contractor.

VII. PICKUP AND DELIVERY REQUIREMENTS

- A. The Contractor shall use dock doors 8 and 9 for linen pickup and drop offs.
- B. The Contractor shall deliver clean linen to the third floor linen room C3072 and pick up soiled linen in room B1243.

PRICE SCHEDULE

Item	Description	Estimated Emergency Inventory **	Estimated Required Initial Inventory	Item Replacement Price Per Item	Estimated Weekly Delivery and Pickup	Laundry Services Price Per Item
Flat Sheets	38" x 84" knit, 60/40 blend, weight 21 oz. white	350	350	\$5.70	700	\$0.58
Pillow Cases	42" x 36" approximately 180 thread count, white	250	250	\$3.15	300	\$0.20
Wash Cloths	12" x 12", 100% Cotton Woven plain terry, 1# per dozen, import	250	250	\$0.35	1000	\$0.10
Bath Towels	24" x 48", 100%, woven plain terry; 8# dozen, import	250	250	\$5.10	1000	\$0.34
Gowns	Standard Psychiatric Patient Gown, blue, snap close, no strings	N/A	100	\$5.85	100	\$0.30
Laundry Bags	30" x 37" x 18", envelope hood, fluid resistant, 100% polyester, must have an elastic opening	N/A	50	\$10.25	125	\$0.32
Bed Spreads	76" x 110" polyester and cotton blend of 100% fire retardant materials of various colors (mainly mauve, blue and gold)	N/A	N/A	\$12.00	150	\$1.50
Blankets	88" x 72" thermal cotton, white (Delivery October – March)	N/A	N/A	\$11.25	150	\$1.25

** See Scope of Work, page 4, for details on emergency inventory

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

BID CONTRACT NO.: OT901316-1



OAKS ID: 0000100673

ADDRESS:

Miller's Textile Services Inc.
520 Commerce Drive
Wapakoneta, OH 45895
Contact Person: Matt Green

TERMS: Net 30 Days

Phone: (419) 738-3551
Toll-Free: (800) 826-3164
FAX: (419) 738-4075
Email: mgreen@millerstextile.com

REMIT TO ADDRESS:

Miller's Textile Services Inc.
P.O. Box 239
Wapakoneta, OH 45895

Preferred P.O. Method: Email mhunsaker@millerstextile.com