

INVITATION TO BID

State of Ohio
Department of Administrative Services
General Services Division
Office of Procurement Services

The Original Signed Bid must be submitted to the Office of Procurement Services to receive consideration for award.		BIDDER NAME	
BID NUMBER <u>OT902512</u>	OPENING DATE (1:00 p.m.) <u>SEPTEMBER 23, 2011</u>	STREET ADDRESS <input type="checkbox"/> Check if remit address is different and list on separate sheet	
General Services Division Office of Procurement Services 4200 Surface Road Columbus, OH 43228-1395 Attn: Bid Desk		CITY	STATE ZIP
		COUNTY	MBE/EDGE CERTIFICATE NUMBER
		TELEPHONE NO. ()	TOLL FREE NO. 1 - ()
		CONTACT PERSON	FAX NO. ()
REQ./INDEX NO. LDC011	BID NOTICE DATE SEPTEMBER 2, 2011	CONTRACTOR'S E-MAIL ADDRESS	
SELECT YOUR PREFERRED METHOD OF RECEIVING PURCHASE ORDERS AND ENTER THE E-MAIL OR FAX NUMBER INFORMATION (ONLY SELECT ONE METHOD)			
<input type="checkbox"/> E-Mail <input type="checkbox"/> Fax			
In addition to the standard terms for payment, the payment terms for state agency(ies) will be 2%, 10 Days, Net 30 Days unless otherwise stated in the following space. If no discount is offered, bidder should circle "Net 30 Days". _____%, _____ Days, Net 30 Days			
PARTICIPATING AGENCY(IES): DEPARTMENT OF MENTAL HEALTH, TWIN VALLEY BEHAVIORAL HEALTHCARE, COLUMBUS CAMPUS, 2200 WEST BROAD STREET, COLUMBUS, OH 43222 AND APPALACHIAN BEHAVIORAL HEALTHCARE, ATHENS CAMPUS, 100 HOSPITAL DRIVE, ATHENS, OH 45701.			
<p><u>THE DEPARTMENT OF ADMINISTRATIVE SERVICES, OFFICE OF PROCUREMENT SERVICES, IS SOLICITING BIDS FOR:</u></p> <p>PROFESSIONAL LINEN RENTAL AND LAUNDRY SERVICES</p> <p>TERM OF CONTRACT: This Invitation to Bid is to establish a requirements contract to procure the described supplies or services on behalf of the above participating agency(ies). The agency(ies) may place orders against the Contract beginning <u>11/01/2011</u> or upon the date when DAS signs the Contract, whichever is later in time. The Contract will expire <u>10/31/2014</u> unless DAS terminates the Contract based upon reasons set forth in Article I-C of the Standard Contract Terms and Conditions. No agencies may place purchase orders against the Contract beyond the expiration date unless DAS renews the Contract by amendment. The Contractor may begin performance under the Contract only upon receipt of a valid order from a participating state agency.</p> <p>INSTRUCTIONS TO BIDDERS AND CONTRACT TERMS AND CONDITIONS, Revised 02/2011, are a part of this Invitation to Bid. Copies may be downloaded by clicking on this link: Instructions: Terms and Conditions for Bidding, Standard Contract Terms and Conditions, and Supplemental Contract Terms and Conditions. All prior versions of Instructions to Bidders, Contract Terms and Conditions are null and void.</p> <p>By submitting this Invitation to Bid, the Contractor certifies that Contractor has truthfully disclosed the location(s) where all services are to be performed; the location(s) where all applicable State contract data is to be maintained or made available; and the principal location of business for the Contractor and all subcontractors. The Contractor further certifies and acknowledges that Contractor will not change the country of the location(s) where services are performed and will not change the country of the location(s) where data is maintained or made available without prior written consent of the State.</p> <p>Any questions or clarifications regarding this Invitation to Bid should be directed to the Office of Procurement Services through the Internet at www.procure.ohio.gov/. All questions should be submitted a minimum of seven (7) working days prior to the bid opening date.</p>			
PRINTED/TYPED SIGNATURE 	AUTHORIZED SIGNATURE (ORIGINAL SIGNATURE ONLY) (Please sign in blue ink)		DATE

The ORIGINAL signed Bid must be submitted to the Office of Procurement Services by 1:00 o'clock p.m., on the above listed opening date to receive consideration for award. It is requested that the Bidder NOT sign their bid in BLACK ink. BIDDER CERTIFIES, by signature affixed to its bid, that the information provided by it in its bid including the certified statements, is accurate and complete. Bidder declares to have read and understood and agrees to be bound by all of the instructions, terms, conditions and specifications of this Invitation to Bid and agrees to fulfill the requirements of any awarded contract at the prices bid.

REQUIRED CERTIFICATION FOR BIDDING

Those bidders claiming preference for Domestic Source End Products and/or the Ohio preference, pursuant to Revised Code Sections 125.09 and 125.11 and Administrative Code Section 123:5-1-06 must complete the following information. Bidders who qualify as an "Ohio" bidder (offer an Ohio product or who have significant Ohio economic presence) or who qualify as a Border State bidder are eligible to receive a five percent (5%) preference over non-Ohio/Border state bidders. The state reserves the right to clarify any information during the evaluation process. **BIDDERS MUST COMPLETE THIS CERTIFICATION TO RECEIVE THE PREFERENCE.**

A. DOMESTIC PREFERENCE (BUY AMERICA):

[Not applicable to "**Excepted Products**"]

- Where is each product/services being offered mined, raised, grown, produced or manufactured?
 United States: _____(State) Canada Mexico (Go to B-1)
 Other: (Specify Country)_____ (Go to A-2)
- End product is manufactured outside the United States and at least 50% of the cost of its components are produced, mined, raised, grown or manufactured within the United States. The cost of components may include transportation costs to the place of manufacture and, in the case of components of foreign origin, duty whether or not a duty free entry certificate is issued.
 Yes (Go to Section B-1) No (Go to Section A-3)
- The Bidder hereby certifies that each end product, except the products listed below, is a domestic source end product as defined in the Buy America Act and that components of unknown origin have been considered to have been mined, produced, grown or manufactured outside the United States.
_____(Item) _____(Country of Origin)
_____(Item) _____(Country of Origin)

A domestic end source product is deemed to be excessively priced if it exceeds the cost of the foreign product by more than 6%. Pursuant to FAR, Part 25, the state of Ohio does not acquire supplies or services that cannot be imported lawfully into the United States. The contractor, their subcontractor(s) and any agent of the contractor or subcontractor must not acquire any supplies or services originating from sources within, or that were located in or transported from or through Cuba, Iran, Iraq, Libya, North Korea, Sudan Territory of Afghanistan controlled by the Taliban, or Serbia (excluding the territory of Kosovo).

B. OHIO PREFERENCE (BUY OHIO):

- The products/services being offered are raised, grown, produced, mined or manufactured in Ohio.
 Yes (Go to C) No (Go to B-2)
- Bidder has significant economic presence within the state of Ohio. Yes (Answer a, b, c, d below) No (Go to B-3)
 - Bidder has paid the required taxes due the state of Ohio Yes No
 - Bidder is registered with the Ohio Secretary of State
 Yes (Charter/Registration No.: _____) No
Questions regarding registration should be directed to (614) 466-3910 or visit their web site at:
<http://www.sos.state.oh.us/>
 - Bidder has ten or more employees based in Ohio or border state. Yes No (Go to B-2d)
 - Bidder has seventy-five percent or more employees based in Ohio or border state. Yes No (Go to B-3)
- Border state bidder:
 Yes (Specify which state then go to B-2c): KY MI NY PA IN No (Go to B-4)
- Border state bidder: mined products mined in respective border state Yes No Not Applicable



C. E.D.G.E. DESIGNATION

Bidder is certified E.D.G.E. business Yes No

For information on E.D.G.E. designation, please visit the DAS Equal Opportunity Division website at:
<http://www.das.ohio.gov/Divisions/EqualOpportunity/tabid/80/Default.aspx>

D. DECLARATION REGARDING MATERIAL ASSISTANCE/NON-ASSISTANCE TO A TERRORIST ORGANIZATION (DMA)

The Bidder being awarded this Contract must:

- review the Terrorist Exclusion List at http://www.publicsafety.ohio.gov/links/terrorist_exclusion_list.pdf
- complete the Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization (DMA) form <http://www.publicsafety.ohio.gov/links/HLS0038.pdf> and submit this with your bid response.

Failure to complete the Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization (DMA) form may result in the bidder being deemed not responsive and/or may invalidate any Contract award. If not submitted with the bid response, the bidder will have seven (7) calendar days, after notification, to submit the form.

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.

SITE VISIT (Twin Valley Behavioral Healthcare – Columbus, OH): Prior to submitting their bid response, the bidder should visit the agency(ies) they are bidding in order to survey the facility(s) and to become familiar with the requirements of the bid. The bidder must contact each facility to schedule an appointment. To schedule an appointment, please contact Mr. David Blahnik at (614) 752-0333, Ext. 5310. Once a contract is awarded, failure of the bidder to have requested a site visit to become familiar with the facility and requirements of the bid will be insufficient reason to support any request to be released from the contract.

SITE VISIT (Appalachian Behavioral Healthcare – Athens, OH): Prior to submitting their bid response, the bidder should visit the agency(ies) they are bidding in order to survey the facility(s) and to become familiar with the requirements of the bid. The bidder must contact each facility to schedule an appointment. To schedule an appointment, please contact Mr. Rodney VanNest at (740) 594-5000, Ext. 4008. Once a contract is awarded, failure of the bidder to have requested a site visit to become familiar with the facility and requirements of the bid will be insufficient reason to support any request to be released from the contract.

PRODUCT SAMPLES: The bidder(s) may be required to submit samples of the supplies being offered. The samples will be used in the evaluation process to determine the lowest responsive and responsible bidder. If not included as part of their bid response, the bidder will be required to provide the samples within ten (10) calendar days after notification. Failure to provide the samples within the stated time period will result in the bidder being deemed not responsive. After award of the contract, the samples will be used as a basis of comparison with actual product delivered under contract. Any variation between the samples and product being delivered will be considered as an event of default. Any variations between the samples and actual product being delivered that are due to manufacturer changes may be acceptable and shall require prior written approval from DAS.

EVALUATION: Bids will be evaluated in accordance with Article I-17 of the "Instructions to Bidders". In addition, the state will: multiply the estimated annual usage by the unit cost for each of the three years then add all years together for the grand total. Failure to bid all years may result in the bidder being deemed as non-responsive and no further consideration given for potential awarding of the Contract.

CONTRACT AWARD: The contract will be awarded to the lowest responsive and responsible bidder by low lot total. Low lot total will be determined by multiplying the unit cost by the estimated usage listed in the bid and then adding each of the totals together to arrive at a total for all items. Failure to bid all items may result in the bidder being deemed not responsive.

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: Janice Fitzpatrick.

TRANSPORTATION CHARGES: All laundry services rendered shall be F.O.B. Prepaid and allowed to all hospital locations on the Contract.

SPECIAL TERMS AND CONDITIONS

NOTICE ON THE USE OF SOCIAL SECURITY NUMBERS AS FEDERAL TAX IDENTIFICATION NUMBERS

The Department of Administrative Services (Department) requires vendors and contractors wishing to do business with the State to provide their Federal Taxpayer Identification Number to the Department. The Department does this so that it can perform statutorily required "responsibility" analyses on those vendors and contractors doing business with the State and, under limited circumstances, for tax reporting purposes. If you are a vendor or contractor using your Social Security Number as your Federal Taxpayer Identification Number, please be aware that the information you submit is a public record, and the Department may be compelled by Ohio law to release Federal Taxpayer Identification Numbers as a public record. If you do not want to have your Social Security Number potentially disclosed as a Federal Taxpayer Identification Number, the Department encourages you to use a separate Employer Identification Number (EIN) obtained from the United States Internal Revenue Service's to serve as your Federal Taxpayer Identification Number.

SWEATSHOP FREE: (Reference Executive Order 2008-21S)

By the signature affixed to this ITB, Bidder certifies that all facilities used for the production of the supplies or performance of services offered in the bid are in compliance with applicable domestic labor, employment, health and safety, environmental and building laws. This certification applies to any and all suppliers and/or subcontractors used by the Bidder in furnishing the supplies or services described in the bid and awarded to the Bidder. If DAS receives a complaint alleging non-compliance with sweatshop free requirements, DAS may enlist the services of an independent monitor to investigate allegations of such non-compliance on the part of the Contractor, any sub-contractors or suppliers used by the Contractor in performance of the Contract. If allegations are proven to be accurate, the Contractor will be advised by DAS of the next course of action to resolve the complaint and the Contractor will be responsible for any costs associated with the investigation. Items that will be considered in an investigation include, but are not limited to standards for wages, occupational safety and work hours.

BID AUTOMOBILE LIABILITY CHECKLIST:

Contractor will indicate, by checking the appropriate box(es) below, which mode of transportation will apply to this contract.

- Bidder/Broker ("The Contractor") or their Sub Contractor will make delivery or be performing services using a vehicle that is owned, leased or rented. Provide Certificate of Insurance documenting automobile liability with a Combined Single Limit of \$500,000.00.
- Goods/Services will be delivered via common carrier.
- No employee or representative of the contractor will have cause to be on state property to make deliveries or to perform services.

CONTRACTOR DISCLOSURE CERTIFICATION

DISCLOSURE OF SUBCONTRACTORS / JOINT VENTURES (See Standard Contract Terms and Conditions, Section (roman numeral) V. General Provisions:, Paragraph Q.): [For Supplies only Bids]:

List names of subcontractors who will be performing work under the Contract.

By the signature affixed to Page 1 of this Bid, Bidder hereby certifies that the above information is true and accurate. The Bidder agrees that no changes will be made to this list of subcontractors or locations where work will be performed or data will be stored without prior written approval of DAS. Any attempt by the Bidder/Contractor to change or otherwise alter subcontractors or locations where work will be performed or locations where data will be stored, without prior written approval of DAS, will be deemed as a default. If a default should occur, DAS will seek all legal remedies as set forth in the Terms and Conditions which may include immediate cancellation of the Contract. Failure to complete this page may deem your bid not responsive.

SPECIAL TERMS AND CONDITIONS

DISCLOSURE OF SERVICE PROVIDERS (See Standard Contract Terms and Conditions, Section [Roman Numeral] V. General Provisions:, Paragraph G.): [For Services Contracts]

Bidders seeking to enter into a service contract shall disclose the following:

a) Principal location of business for the contractor (Name/City/State/Country)

b) Principal location of all subcontractors (Name/City/State/Country)

c) Location where services will be performed (Name/City/State/Country)

d) Location where any State data, applicable to the Contract, will be maintained or made available (Name/City/State/Country)

By the signature affixed to Page 1 of this Bid, Bidder hereby certifies that the above information is true and accurate. The Bidder agrees that no changes will be made to this list of subcontractors or locations where work will be performed or data will be stored without prior written approval of DAS. Any attempt by the Bidder/Contractor to change or otherwise alter subcontractors, locations where services will be performed or locations where data will be stored, without prior written approval of DAS, will be deemed as a default. If a default should occur, DAS will seek all legal remedies as set forth in the Terms and Conditions which may include immediate cancellation of the Contract. Failure to complete this page may deem your bid not responsive.

SPECIFICATIONS FOR PROFESSIONAL LAUNDRY SERVICES FOR

SPECIFICATIONS FOR RENTAL OF LINENS AND LAUNDRY SERVICE AT TWIN VALLEY BEHAVIORAL HEALTHCARE

I. SCOPE

These specifications are for the procurement of professional laundry rental services for the Twin Valley Behavioral Healthcare (TVBH); Columbus campus, 2200 West Broad Street, Columbus, Ohio 43222, These specifications will include inventory procurement, pick-up of soiled laundry, cleaning, sanitizing, packaging/wrapping, and delivery/placement of clean laundry.

II. CLASSIFICATION

Laundry rental service will consist of fitted sheets, flat sheets, pillow cases, bedspreads, bed pads, thermal blankets, bath towels, wash cloths, laundry bags, wet mops and dust mops, and (patient clothing if sent to the laundry erroneously)

III. REQUIREMENTS

Failure to meet the minimum requirements and required submittals (A through C) may deem your bid non-responsive and no further consideration for award shall be given.

- A. Bidder shall furnish proof with their bid response that they are currently able to meet The Joint Commission (TJC), Intermediate Care Facility (ICF/MR) and ACMR/DD Accreditation Standards, and all State and Local Health Department requirements.
- B. The Contractor is to submit with the bid a copy of their current company's Operation and Procedure Manual and Quality Assurance Program (QAP) manual that is currently being used in a health care facility. Contractor is also to submit with the bid a written policy and procedure regarding replacement of lost articles.
- C. Contractor is to furnish with the bid a minimum of three (3) references of health care facilities, (e.g.; hospital, intermediate care facility (ICF/nursing home or mental health facility) they have provided laundry services within the last five (5) years. References shall include facility name, contact person and phone number. Failure to submit current references with current phone numbers may result in disqualification of your bid.
- D. The Contract will not be awarded until an on-site visit to review the infection control standards of the laundry facility by a TVBH representative is completed.
- E. The bidder must state if they can meet the following bid/contract requirement: Each campus will call/fax to the Contractor the type and quantity of linens required for each patient living area clinic prior to 8:00 AM the day of delivery of clean linen. If requested by the Contractor, TVBH will call/fax their needs the day before for service.
- F. The bidder must state how they will maintain normal service if the contract laundry is inoperable.

IV. STATE RECOGNIZED HOLIDAYS

New Year's Day	January 1
Martin Luther King Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

V. TWIN VALLEY BEHAVIORAL HEALTHCARE REQUIREMENTS(CONT'D)

A. Laundry service requirements

1. Soiled laundry is to be picked up and clean laundry delivered Monday, Wednesday and Friday between the hours of 7:00 AM and 2:30 PM. Deliveries will be adjusted for holidays to maintain a weekly delivery schedule, Sundays and holidays excluded (See section IV for state recognized holiday exclusions). Preceding deliveries shall encompass needed items for the holiday period.
2. Contractor shall pick-up and deliver linens to area(s) as designated by TVBH designee. Contractor shall pick-up and deliver all clean linen to the Kosar and Moritz buildings on Monday, Wednesday and Friday.
3. All items should be 100% cotton or a combination of cotton and polyester unless specific request is indicated. All items shall be new and color(s) to be standard white linen.
 - a. Flat sheet – Large) 66" X 115" 55% cotton, 45% polyester blend T-130, Import
 - b. Fitted sheet – 38" X 84", knit, 60/40 blend, weight 21 oz., white
 - c. Pillow case – 42" X 34", 55% cotton, 45% polyester blend, T-130, Import
 - d. Wash cloth – 12" X 12", 100% cotton woven plain terry, 1# per dozen, Import
 - e. Bath towel – 24" X 48", 100% Woven plain terry, 8.0# dozen, Import
 - f. Thermal blanket – 66" X 90", White year round, 100% cotton, 2.5#, must be fire retardant
 - g. Laundry bag – 30" X 37" X 18", Envelope hood, Fluid resistant, 100% Polyester, must have an elastic opening.
 - h. Bedspreads – 76" X 110", Assorted colors, fire retardant
 - i. Wet mops
 - j. Dust mops 18" and 36"
4. Contractor shall iron all bedspreads, sheets, pillowcases before sort wrapping, folding, into manageable bundles, in accordance with acceptable standards of Medicare, Medicaid and TJC.
5. In cases where new linen items are added, the contractor shall provide cleaning services for those items for a similar price as compared to other existing contract linen items.

B. The Contractor is to furnish the following initial and subsequent supply of assorted items and service linens at these estimated levels:

<u>ITEMS:</u>	<u>Estimated Quantity Per Week</u>
Flat Sheets	250
Fitted Sheets	250
Pillow Cases	300
Thermal Blankets	350
Bedspreads	150
Wash Cloths	1500
Bath Towels	1900
Laundry Bags	250
Wet Mops	75
Dust Mop 18"	4
Dust Mop 36"	25

C. LAUNDRY SERVICE REQUIREMENTS

1. Contractor is responsible for providing the facility with experienced trained laundry delivery persons. All substitute laundry delivery personnel will be appropriately trained prior to making linen deliveries to the facility.
2. Contractor shall routinely check and stock the emergency supply to assure that it is adequate to service the facility for a minimum of two (2) days in the event that a scheduled delivery cannot be made as a result of a weather emergency or other mitigating unforeseen circumstance. A 24-hour call number and contact person from the laundry shall be designated for response to emergency circumstances.
3. Ongoing replacement of inventory shall be the responsibility of the Contractor, including cost.

4. Personal clothing that may accidentally become mixed with linens shall be washed, tumbled dry and returned to the campus.
5. Contractor shall treat all linen as contaminated per universal standards, in accordance with federal, state and local standards.
6. Contractor shall provide carts for delivery and pick-up of clean and dirty linen in quantities to meet the facility's needs. Routine cleaning of the delivery truck and laundry carts is required and must be TJC standards.
7. Contractor shall iron all bedspreads, sheets and pillow cases before folding and sort-wrapping, laundry into manageable bundles, in accordance with acceptable standards of Medicare, Medicaid and The Joint Commission.
8. The Contractor's account manager shall meet with the campus operations director or designee no less than six (6) times per year to evaluate compliance with the Contract and to address any other issues which may arise during the contract period. In addition, the account manager shall conduct surprise inspections of the laundry services no less than six (6) times per year as a quality control mechanism. A report of those findings shall be submitted to the operations director or designee within three (3) working days of the inspection.

D. Preparation of Clean Linen Carts

1. The Campus will call/fax to the Contractor the type & quantity of linens required for each: patient living area, the clinic prior to 8:00 AM the day of delivery of clean linen. If requested by the Contractor TVBH will call/fax their needs the day before for service. If the Contractor cannot meet the time frames set forth within this bid at the time of this bid opening, the Contractor shall be responsible for stating so in their bid or may be found after award of non-compliance.
2. The Contractor shall place the quantity and type of linens requested by the hospital in carts, provided by the hospital.

E. Record Keeping and Billing

1. The Contractor shall maintain accounting records of the operations under this contract for a period of not less than seven (7) years. Said records and procedures shall be in accordance with generally accepted accounting procedures; and all statutory provisions as set forth by state and federal law.
 2. The Contractor shall furnish the operations director or designee with monthly written summaries of costs incurred per item.
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SPECIFICATIONS FOR RENTAL OF LINENS AND LAUNDRY SERVICE AT APPALACHIAN BEHAVIORAL HEALTHCARE

I. SCOPE

These specifications are for the procurement of professional laundry rental services for Appalachian Behavioral Healthcare (ABH), 100 Hospital Drive, Athens, Ohio 45701, including procurement of and rental of linens and laundry services including pick up of soiled laundry, cleaning, sanitizing, packaging/wrapping, and delivery/placement of clean laundry.

II. CLASSIFICATION

Laundry rental service shall consist of: fitted sheets, pillow cases, blankets, wash cloths, bath towels, bed spreads, laundry bags, wet/dust mops and miscellaneous items (rags, etc.); and patient clothing if sent to the laundry erroneously.

III. REQUIREMENTS

Failure to meet the minimum requirements and required submittals (A through C) may deem your bid non-responsive and no further consideration for award shall be given.

- A. Bidder shall furnish proof with their bid response that they are currently able to meet the Joint Commission (TJC), Intermediate Care Facility (ICF/MR) and ACMR/DD Accreditation Standards, and all State and Local Health Department requirements.
- B. The Contractor shall submit with the bid a copy of their company's current operation & procedure manual and quality assurance program (QAP) manual which is currently being used in a health care facility.
- C. Contractor is to furnish with the bid a minimum of three references of health care facilities, (e.g., hospital, intermediate care facility (ICF/nursing home or mental health facility) they have provided laundry services for within the last five (5) years. References shall include: facility name, contact person and phone number. Failure to submit current references with current phone numbers may result in disqualification of your bid.
- D. Contractor shall submit with the bid a written procedure policy regarding replacement of lost articles.
- E. The bidder must state how they will maintain normal service if the contract laundry is inoperable.

IV. STATE RECOGNIZED HOLIDAYS

In weeks during which a holiday falls, delivery days will need to be adjusted to facilitate three (3) deliveries per week; adjustments will be established as mutually by ABH and the Contractor. Sundays and holidays are excluded. Legal holiday exclusions are:

New Years Eve	January 1
Martin Luther King Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Preceding deliveries shall encompass needed items for the holiday period.

V. LAUNDRY SERVICE REQUIREMENTS

- A. Contractor is responsible for providing the facility with experienced trained laundry delivery persons. All substitute laundry delivery personnel will be appropriately trained prior to making linen deliveries to the facility.
- B. Contractor shall routinely check and stock the emergency supply to assure that it is adequate to service the facility for a minimum of two (2) days in the event that a scheduled delivery cannot be made as a result of a weather emergency or other mitigating unforeseen circumstance. A 24-hour call number and contact person from the laundry shall be designated for response to emergency circumstances.

**SPECIFICATIONS FOR RENTAL OF LINENS AND LAUNDRY SERVICE AT APPALACHIAN BEHAVIORAL
HEALTHCARE (CONT'D)**

- C. Soiled laundry is to be picked up three (3) days per week, and clean laundry delivered three (3) days per week, Monday, Wednesday and Friday between the hours of 7:00 A.M. and 1:00 P.M. In weeks during which a holiday falls, delivery days will need to be adjusted to facilitate three (3) deliveries during the holiday week. Adjustments will be established and mutually agreed upon by ABH and the contract laundry.
- D. Clean linen will be delivered to the loading dock and stored in the corridor. Soiled linen will be picked up from the soiled linen room on "1 North" and "1 South".
- E. Personal clothing that may accidentally become mixed with linens shall be washed, tumbled dry and returned.
- F. Contractor shall be responsible for replacement (at new replacement cost) of inventory damaged due to processing.
- G. Contractor shall process contaminated linen in accordance with federal, state and local standards.
- H. Delivered laundry that is unacceptable (yellow or gray whites/dull colors) will be returned and re-processed at no extra cost.
- J. Contractor shall provide carts for delivery and pickup of clean and dirty linen in quantities to meet the facility's needs. Routine cleaning of the delivery truck and laundry carts is required and must meet TJC standards.
- K. Contaminated linen will be placed in specially marked bags and identified by the hospital staff.
- L. Contractor shall iron all bedspreads, sheets, pillow cases aprons 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.
- M. The contractor's account manager shall meet with the operations director or designee no less than three (3) times per year to evaluate compliance with the contract and to address any other issues which may arise during the contract period. In addition, the account manager shall conduct surprise inspections of the laundry service no less than three (3) times per year as a quality control mechanism. A report of those findings shall be submitted to the operations director or designee within three (3) working days of the inspection.
- N. If for any reason the contract laundry is inoperable, it will be the responsibility of the contractor to maintain normal service for the customer.
- O. If the supply of linen stored is destroyed due to unforeseen events such as fire, tornado, etc., the contractor will be responsible for the replacement of all lost/damaged items.

V. PREPARATION OF LINEN CARTS

- A. Each campus will call/fax to the Contractor the type and quantity of linens required for each; patient living area and the clinic prior to 8:00 AM the day of the delivery of clean linen. If requested by the Contractor, the campus will call/fax their needs the day before for service. If the Contractor cannot meet the timeframes 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 after award of non-compliance.
- B. The Contractor shall place the quantity and type of linens requested by the hospital in carts, provided by the Contractor.

VI. RECORD KEEPING AND BILLING.

- A. The Contractor shall maintain accounting records of the operations under this contract for a period of not less than seven (7) years. Said records and procedures shall be in accordance with generally accepted accounting procedures, and all statutory provisions as set forth by state and federal law.
- B. The Contractor shall furnish the operations director or designee with monthly written summaries of costs incurred per item.

**SPECIFICATIONS FOR RENTAL OF LINENS AND LAUNDRY SERVICE AT APPALACHIAN BEHAVIORAL
HEALTHCARE (CONT'D)**

VII. LINEN TO BE PROCURED, RENTED AND PROCESSED FOR CLEANING

- A. Sheets, Fitted – 36" X 84"X14", knit, 60/40 blend, weight 21 oz. white
- B. Pillow cases – 21"X29", 55% cotton, 45% polyester blend, T-130, Import
- C. Bath towels – 24" X 48", 100% woven plain terry, 8.0# Dozen, Import
- D. Wash cloths – 12" X 12", 100% Cotton Woven Plain Terry, 1# per dozen, Import
- F. Bed spreads – 76" X 110", assorted colors, fire retardant
- G. Thermal blankets – 66" X 90", White year round, 100% cotton, 2.5#, must be fire retardant
- H. Laundry bags – 30" X 37" X 18", Envelope Hood, Fluid Resistant, 100% polyester, must have an elastic opening
- J. Gowns – standard patient gown, quantity unknown, may be necessary 9-12 months after contract starts
- K. Wet mop; Seco web foot, shrink less, medium white 1" band
- L. Dry dust mop head 3" X 18"

The Contractor is to furnish the following initial and subsequent supply of assorted linens and service linens at these estimated levels.

<u>DESCRIPTION</u>	<u>ESTIMATED USAGE PER WEEK TOTAL</u>
Pillow Cases	176 per week
Fitted Sheets	176 per week
Thermal Blankets	176 per week
Bedspreads	176 per week
Wash cloths	796 per week
Bath Towels	1848 per week
Gowns, Hospital	unknown
Laundry Bags	200 per week
Wet mop head	100 per week
Dry dust mop head	50 per week

COST SUMMARY

CONTRACTOR OWNED ITEMS WITH RENTAL, INCLUDING LAUNDRY SERVICES FOR TVBH AND ABH

TWIN VALLEY BEHAVIORAL HEALTHCARE - COLUMBUS CAMPUS

ITEM	Estimated Annual Usage	Price Per Item for 11/01/11 - 10/31/12	Price Per Item for 11/01/12 - 10/31/13	Price Per Item for 11/01/13 - 10/31/14
1. Pillow Cases	15,600	\$	\$	\$
2. Flat Sheets	13,000	\$	\$	\$
3. Fitted Sheets	13,000	\$	\$	\$
4. Wash Cloths	78,000	\$	\$	\$
5. Bath Towels	100,000	\$	\$	\$
6. Thermal Blankets	18,000	\$	\$	\$
7. Bedspreads	7,800	\$	\$	\$
8. Laundry Bags	13,000	\$	\$	\$
9. Wet Mops	3,900	\$	\$	\$
10. Dust Mops 18"	208	\$	\$	\$
11. Dust Mops 36"	1,300	\$	\$	\$

APPALACHIAN BEHAVIORAL HEALTHCARE ATHENS CAMPUS

ITEM	Estimated Annual Usage	Price Per Item for 11/01/11 - 10/31/12	Price Per Item for 11/01/12 - 10/31/13	Price Per Item for 11/01/13 - 10/31/14
1. Pillow Cases	9,152	\$	\$	\$
2. Fitted Sheets	9,152	\$	\$	\$
3. Wash Cloths	41,3924	\$	\$	\$
4. Bath Towels	96,096	\$	\$	\$
5. Gowns	*1	\$	\$	\$
6. Thermal Blankets	9,152	\$	\$	\$
7. Bedspreads	9,152	\$	\$	\$
8. Laundry Bags	10,400	\$	\$	\$
9. Wet Mops	5,200	\$	\$	\$
10. Dust mops	2,600	\$	\$	\$

*NOTE: When the estimated annual is unknown, a factor of one (1) has been assigned for evaluation purposes.

Contains recycled materials – Y/N: _____ if Yes _____%. Will not be part of the evaluation.