

SPECIFICATIONS FOR LAUNDRY SERVICE AT  
NORTHWEST OHIO PSYCHIATRIC HOSPITAL (NOPH)

TOLEDO, OH.

I. **SCOPE:** The specifications are to provide: rental 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, 930 S. Detroit Avenue, Toledo, OH 43614.

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

III. **BID SUBMITTAL REQUIREMENTS:**

The Contractor will 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.

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

- A. **Contractor** shall be able to immediately meet \*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).
- B. **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 volume and length of service. Failure to submit references with current phone numbers may result in disqualification of your bid.
- C. 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. Contractor shall also submit with the bid a written policy and procedure regarding replacement of lost articles.

IV. **CONTRACTOR'S SERVICE RESPONSIBILITIES:**

- A. The **Contractor** will return the same count of linen as was initially picked up for cleaning. **Contractor** shall provide a written account of all items at time of pick-up and will provide a copy of 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 account 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. These written accounts include both Contractor and any personal items, inadvertently included, if applicable.
- B. **Contractor** will assist in storing linen in linen closets. Prospective Contractor is encouraged to view these areas when performing on-site survey visit.

- C. The **Contractor** shall be responsible to replace all worn out items listed, due to normal wear and tear; however, the 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.

The **Contractor** will be responsible for the replacement value if the items are lost or damaged while in the **Contractor's** possession. If the supply of rental linens stored with the contractor is destroyed due to unforeseen events such as fire, tornado, etc. the contract laundry services will be responsible for replacement of all lost/damaged items. The items will be of like kind as approved by NOPH.

- D. If for any reason the contract 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 if the contract laundry is inoperable.
- E. **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. **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. Soiled laundry is to be picked up three (3) days per week, and clean laundry delivered three (3) days per week, (Monday, Wednesday & 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 as mutually by NOPH and the contract laundry. Sundays and holidays excluded. Legal holiday exclusions are:

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

Preceding deliveries shall encompass needed items for the holiday period.

- G. Delivered laundry that is unacceptable (yellow or gray whites/dull colors) will be returned and reprocessed at no extra cost.
- H. 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.
- I. The **Contractor's** account manager shall meet with the Operations Director or designee at least once per quarter (four (4) times per year) to evaluate compliance with the contract and to address any other issues which may arise during the contact 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.

**V. 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, the clinic, etc. And Physician on-call room, prior to 8:00 am the day of the delivery of clean linen. If requested by the Contractor, NOPY 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 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. LINEN TO BE PROCURED RENTED AND PROCESSED FOR CLEANING**

- A. Sheets, fitted for -36" x 80" mattress, knit 60/40 blend, weight 21 oz. white.
- B. Pillow cases -21" x 29", 55% cotton, 45% polyester blend, T-130, import
- C. Bath towels - 24" x 48", 100%, woven plain terry; 8# dozen, import
- D. Wash cloths-12" x 12", 100% Cotton Woven plain terry, 1# per dozen, import
- E. Laundry bags - 30" x 37" x 18", envelope hood, fluid resistant, 100% polyester, must have an elastic opening
- F. Gowns - standard patient gown
- G. Wet/dust mops/rags

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>USAGE PER WEEK TOTAL</u>
Fitted sheets	<u>500</u>
Pillow Cases	<u>300</u>
Gowns	<u>100</u>
Thermal Blankets	-----
Bedspreads	-----
Wash cloths	<u>400</u>
Bath Towels	<u>700</u>
Laundry Bags	<u>84</u>
Wet/dust mops/rags	<u>10</u>
Flat Sheets	<u>400</u>

\*Intermediate Care Facilities for the Mentally Retarded (ICFs/MR)

\*\*Joint Commission on Accreditation Healthcare Organizations (JCAHO)