

**MOCCASIN BEND MENTAL HEALTH INSTITUTE
100 Moccasin Bend Road
Chattanooga, TN 37405**

**LINEN & MICROFIBER SERVICE – PIECE RENTAL
February 2020**

The State of Tennessee, Department of Mental Health and Substance Abuse Services, Moccasin Bend Mental Institute (MBMHI) hereinafter shall be referred to as the “state”, “agency”, or “hospital”.

The service recipient refers to the agency end user consumer, or using department, and hereinafter shall be referred to as the “agency authority” or “using department”.

The service provider hereinafter shall be referred to as the “contractor” or “vendor”.

The contract service specifications and/or product specifications were submitted or have been reviewed and approved by the agency knowledgeable authority.

Agency Knowledgeable Authority:
Jim West, Executive Housekeeper
Environmental Services
Moccasin Bend Mental Health Institute

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SCOPE OF CONTRACT

This contract is to provide piece rental linen service for Moccasin Bend Mental Health Institute (MBMHI). MBMHI consists of one building.

In specifications and references throughout this contract, the term linen shall mean the items as listed in the contract commodity lines and as described in the specifications. Linen services will be piece rental service. The total volume for this contract is not known and will vary. The agency has estimated usage for each line item.

This piece rental contract (open stock ordering) shall mean the agency orders the quantities necessary to maintain an inventory level enough for operation. Delivery item quantities shall be determined by what is required to maintain a par level at each delivery location, and, maintain the predetermined three (3) day back up reserve. Delivery item quantities are not determined by soiled return quantities. Agency personnel shall determine necessary delivery quantities. The contractor shall provide uninterrupted service, and shall provide products in quantities enough to meet the agency’s linen par levels, permitting seven (7) day operation.

Services will be coordinated with agency personnel. The contractor shall check in and check out with agency personnel when arriving and leaving the facility or grounds.

The absence of detailed specifications, or the omission of detailed description does not limit the quality of service rendered and shall be recognized as meaning that only the best commercial practices are to prevail, and that only first quality supplies and service are acceptable. Work shall comply with all industry standards and practices.

The agency will employ a contingency "change-over" plan to assure linen products are available daily for continued operation of the hospital. The awarded contractor must assure product and service will be in place on-site on the contract start date.

AGENCY POINT OF CONTACT

Jim West, Executive Housekeeper
Environmental Services, MBMHI
423-785-3331

SITE BUILDING LOCATION

Moccasin Bend Mental Health Institute
100 Moccasin Bend Road
Chattanooga, TN 37405

DEFINITIONS

Linen: Shall mean the piece rental products listed as individual item lines, and described in the contract specifications.

Linen Service: Linen service will be piece rental (open stock ordering) service, with the contractor responsible for all products and processes to provide clean linen to the agency's location; in quantities as determined; at the frequency as determined.

Piece Rental: Shall mean the contractor will own the linen and charge the agency the bid price for use. The agency will order the quantities necessary to maintain an inventory level enough for continuous operation.

Par Level: Shall mean the quantity of linen on hand and in use at the agency facilities. This quantity shall be determined as a quantity enough to assure linen is always available as needed, and includes the three- (3) day 'safety stock' backup. It is the agency's intention to set a par level that meets the hospital's need yet minimizes overstocking, consequently allowing the flow of linen rotation.

Contractor or Vendor: the term contractor or vendor in this contract encompasses all aspects of commercial or industrial laundry operations that process reusable linens for healthcare facilities, including but not limited to management; laundry plant operations; recordkeeping; and transportation of linens to their destination.

Contractor Requirements and Qualifications: Shall mean that the contractor meets, adheres to, and/or incorporates into their business operations all laws; regulations; requirements; industry standards; best practices; and/or other criteria or stipulations that have ordinance and/or authority over the processing of reusable textiles (linen) for use in healthcare facilities. It is the responsibility of the laundry service supplier to comply with all federal and state regulations, incorporating CDC and applicable guidelines and holding all operating permits.

AGENCY SPECIFICATIONS

1. CONTRACTOR REQUIREMENTS AND QUALIFICATIONS

1.1. The contractor shall hold in current good standing all Federal, State, Local or Industry, licenses,

certifications, and/or permits necessary to perform the tasks of the contract, as applicable.

1.1.1. At the state's request, the contractor may be required to furnish copies of such licenses, certifications, and/or permits.

1.2. The contractor's operations plant must follow and be in compliance with mandates, requirements, and regulations (e.g., Occupational Safety and Health Administration [OSHA], U.S. Food and Drug Administration [FDA], that are law; State and/or Local Government regulations; best practices/recommendations for infection prevention and laundry procedures from Federal agencies (e.g. Centers for Disease Control and Prevention [CDC]; and etcetera.

1.3. The contractor must furnish the agency a copy of the contractor's plant operation manual at the time of submitting a bid.

1.3.1. The contractor must have written policies and procedures that cover their quality control and quality assurance practices.

1.3.2. The contractor must have established standards and infection control practices that assure the cleanliness of linen as established by the CDC as well as recommended practices from The Joint Commission (TJC – formerly JCAHO) relevant to the handling and processing of healthcare linens.

1.4. The contractor shall have adequate facilities, equipment, transportation, products, and personnel to provide uninterrupted service to the agency, as described and specified.

2. SERVICE SPECIFICATIONS

2.1. Onsite service shall be provided at the MBMHI complex at the location addresses identified in the Site Building Locations statement.

1.1.1. There are three- (3) delivery and pick up points.

1.1.2. Delivery/Pick Up points shall be designated by the agency.

1.2. INITIAL START-UP

2.2.1. The agency will provide an estimated item quantity for each delivery location for initial start-up of service.

2.2.2. The estimated item quantity for start-up of service will be determined by what is required for each linen closet, plus the three- (3) day backup supply maintained in the linen room (ref. 2.3).

2.2.3. Important Note: Estimated item quantities will be for start-up purposes only. Daily order quantities are subject to change depending on the agency patient census and/or other extenuating circumstances that may cause either increased or decreases linen use or need.

2.2.4. Authorized agency personnel will notify the contractor whenever possible if or when a significant item quantity change occurs or is anticipated.

2.3. The contractor shall provide a three- (3) day backup (reserve) supply of linen for use as needed, in accordance with the agency's normal daily item quantity usage.

2.3.1. The agency will provide a linen room with adequate space to maintain the backup supply.

2.3.2. Agency personnel will rotate the backup supply regularly to maintain the shelf life of the linen (freshness).

2.4. After initial start-up, linen delivery orders will be submitted to the contractor using an electronic ordering system if available from the contractor; or using an order form submitted to the contractor via facsimile transmission; or use of other means of communication such as email.

2.4.1. Placement of an order using telephone communication will only be used in special circumstance.

2.5. The agency will provide a room with adequate space to receive and maintain clean linen.

2.6. The agency will provide a functionally separate area to be used as the soiled linen holding area.

2.6.1. The area will be appropriate for the volume of linen to be returned.

2.7. The contractor shall furnish delivery and pick up service three (3) days a week.

2.7.1. Delivery and pick up service will take place Monday, Wednesday and Friday. No delivery or pick up service will take place on weekends unless mutually agreed on by the agency authority and the contractor. Consideration will be taken regarding the contractor's preference and ability.

2.7.2. In the case an emergency order is needed, the emergency order will be placed by the agency authority to the contractor. All emergency orders must be delivered with a delivery ticket.

2.8. Delivery will be made between the hours of 8:00 a.m. and 11:00 a.m.

2.8.1 Emergency order deliveries will be made on a mutually agreed on time by the agency authority and the contractor.

2.9. Holiday service coverage will be mutually agreed on by agency and contractor.

2.9.1. Legal state holidays are defined as official holidays proclaimed by the Commissioner of the Department of Human Resources of the State of Tennessee.

2.10. Fill rate: The contractor shall be able to supply ordered products at no less than a 99% fill rate on the entire order.

2.10.1 The remaining 1% will be filled and delivered within 24 hours of the original order delivery.

2.11. Shortages: Delivery shortages will be documented on the corresponding delivery ticket by the driver. The delivery will also acknowledge the shortage by signing the delivery ticket shortages.

2.11.1 Reference 2.11.1 for delivery of any shortages.

2.12. The agency prefers piece quantities as follows. If the contractor's standard bundle quantity is different, the agency authority may discuss the issue with the contractor and come to mutually agreed upon quantities.

2.13. Weekly delivery of clean linen to the agency will be made according to the agency's submitted order which will be determined by current need and patient census. Quantity volume may vary by each order. The agency cannot be bound to set delivery quantities.

2.14. The agency is providing an estimated weekly usage as follows.

2.15. Agency personnel will determine individual delivery point quantities.

2.15.1. Order quantity delivery will be determined by what is required to bring working linen stock up to par level, not by soiled linen return.

2.16. Linen bundles packaged using plastic wrap or straps must be removed.

2.16.1

2.17. Linen products must be completely dry before packaging to prevent souring or mildew.

2.18. Flat sheets and pillowcases shall be finished by flatwork ironer. All other linen will be fluff-dried and folded.

2.19. Quality policy: The contractor shall supply linen at a quality standard with no more than a 3% reject rate on the entire order.

2.19.1. Reference sections 2.20 / 2.21 for reject rate information.

2.20. Contractor must furnish linen that meets current specifications, and is deemed to be in good condition by the agency authority.

2.20.1 Linen items shall be removed from service by the contractor when wear is noticed e.g. snagging, holes, fraying, loose hems, stains, etcetera. In addition to the aforementioned removal criterion, bedspreads shall be removed from service if/when color fades noticeably.

2.21. The agency has the prerogative to return linen deemed unacceptable for use due to wear. The agency will also return linen stamped or identified as belonging to another facility. There will be no charge associated with linen returned due to unacceptable quality or unusable by the agency.

2.21.1. The charge for linen deemed unacceptable by the agency and returned to the contractor shall be deducted from the subsequent invoice.

2.21.2. The agency shall package and identify unacceptable or unusable linen for return.

2.22. The contractor shall return patient's personal items of reasonable value that may have inadvertently been included in the soiled linen returned to the contractor. Whenever possible, agency personnel will notify the contractor when personal items are suspected in soiled linen return.

2.22.1. Patient's personal items will be laundered.

2.22.2. Return of said items will be made in designated packages.

- 2.22.3. The contractor shall not be responsible for damage to personal items due to commercial laundering.
- 2.22.4. Personal items retrieved and laundered by the contractor shall incur a flat laundering fee.
- 2.23. The contractor shall supply an adequate quantity of lined plastic carts (bulk linen truck) for clean and soiled linen transportation.
- 2.23.1. The agency shall have input as to how many carts are required to effectively process and transport linen on a weekly basis at each facility.
- 2.23.2. Carts shall have non-marking casters.
- 2.23.3. Carts shall be a cutaway design with the following approximate dimensions and capacity:
- 2.23.3.1. Outside (L x W) – 28.5" L x 48 W";
- 2.23.3.2. Inside Depth – 48";
- 2.23.3.3. Overall Height – 54.5";
- 2.23.3.4. Load capacity 600 pounds;
- 2.23.4. Carts shall be maintained and kept in good repair by the contractor.
- 2.23.5. The number of carts furnished will be adequate to meet the linen delivery and return needs. 18 carts are required (9 for dirty linen at the agency, and 9 for contractor's use when returning clean linen.)
- 2.24. Clean linen will be delivered to the agency using carts covered in polyethylene.
- 2.25. A delivery ticket shall be attached to each cart indicating itemized quantities of clean linen delivered.
- 2.26. Delivery of clean linen to the agency will be counted and verified by authorized agency staff with the presence of the contractor/driver.
- 2.26.1. Delivery count discrepancies will be noted on the delivery ticket and initialed by both the agency representative and the contractor.
- 2.26.2. Delivery count discrepancies will be reported to the contractor by the agency representative by sending a copy of the corrected, initialed delivery ticket via email or facsimile transmission.
- 2.26.3. The agency representative will call and notify the contractor of the delivery discrepancy.
- 2.26.4. If the contractor departs from the agency delivery point prior to count verification being completed by the agency representative, the contractor shall accept the agency's delivery count as being correct.
- 2.27. Soiled linen shall be picked up after all clean linen has been delivered to the main hospital and scheduled three (3) day stocking area. At no time should soiled linen be on the delivery truck with clean linen.
- 2.27.1. All healthcare linen must be handled and collected in accordance with federal and local regulations.
- 2.27.2. Clean and soiled linen shall be handled and kept separated from each other.
- 2.27.3. Soiled linen shall be returned in cloth bags with no drawstrings.
- 2.27.4. The contractor shall supply the cloth bags for linen return. (400 bags will be required on startup of contract.)
- 2.27.5. Soiled linen shall be handled following infection control guidelines, using universal infection control precautions.

3.LAUNDRY PROCESSING CLEANLINESS AND SANITATION

- 3.1. The contractor shall provide their wash formulas that effectively reduce the probability of pathogenic microorganisms in the processing of reusable linen which includes but may not be limited to: Chemical usage for each cycle; temperatures for each cycle; water levels; and cycle times for pre-wash, wash, rinse, and final rinse as appropriate.
- 3.2. Clean linen will be returned by the contractor using carts covered in polyethylene.
- 3.3. The agency may request at any time proof of proper sanitation of all linen.
- 3.4. Carts used for soiled linen collection must be sanitized using hot water and a germicidal agent before clean linen is replaced and returned for delivery.
- 3.4.1 The agency may request at any time proof of proper sanitation of all carts.

3.5. Soiled linen and clean linen must be kept functionally separated during the entire production and delivery process.

3.6. Items improperly laundered will be returned to the contractor in designated packages.

3.6.1. There shall be no charge to the agency for items that are returned due to improper laundering.

3.7. Minimally, the recommendations of the Centers for Disease Control and Prevention (CDC) and Healthcare Infection Control Practices Advisory Committee (HICPAC) as described in the Guidelines for Environmental Infection Control in Health-Care Facilities, 2003, Section G, pertaining to laundering shall be adhered to.

3.8. The contractor shall furnish an exposure control plan as applicable and as described in the United States Department of Labor Occupational Safety & Health Administration (OSHA) pertaining to the operation of commercial laundries.

4. REPORTS AND RECORDS

4.1. The contractor shall provide to the agency all/any reports necessary to maintain accurate monitoring of linen usage.

4.2. The contractor shall provide year-to-date quantity reports if requested.

4.3. Reports shall include individual item counts as per the contract commodity lines (line items).

4.4. Reports shall include a breakdown of items per delivery point.

4.5. The contractor shall provide monthly bacteriostat reports.

4.6. Until the expiration of one (1) year after the furnishing of services pursuant to the contract, upon request by the agency, the contractor shall make available, all books, documents, and/or records of the contractor's that are necessary to certify the nature and extent of the costs claimed to Medicare/TennCare with respect to such services.

5. PRODUCT SPECIFICATIONS

5.1. The quality of linen supplies, other items, and services must meet industry standards and the recommendations of The Joint Commission (TJC).

5.2. All products furnished shall meet or exceed the specifications listed. The absence of detailed specification or the omission of detailed description shall be recognized as meaning that only first quality materials and workmanship are to be used and will be acceptable. No irregulars will be accepted.

5.3. The contractor shall provide written textile specifications for the products bid, assuring the agency's specifications are met.

5.4. Bedding products must fit a mattress 36" x 80" x 6" size.

6. SITE SAFETY AND SECURITY

6.1. All visits to agency facilities or grounds require proper check-in and check-out; on no occasion will service be provided without proper contact with the agency authority or designated authority.

6.2. Contract personnel may be required to provide picture identification for inspection upon entering the agency facilities.

6.3. The contractor must assure all vehicles and equipment are under their control at all times, including while vehicles are in parking areas; loading dock areas; or on campus roads and drives.

6.3.1. Vehicles must be turned off; keys must be removed from the ignition; and doors must be locked when left unattended.

6.4. Security and safety requirements and state and agency regulations and policy must be adhered to while on site. This includes, but is not limited to: Key control and compliance with prohibitory contraband items; and smoking policies.

6.5. All state facilities are non-smoking; the contractor and all personnel working for or representing the contractor shall adhere to this requirement.

6.6. Moccasin Bend Mental Health Institute is a tobacco free campus. Use to tobacco products is not allowed on agency property.

7. ITEM PRICE; BILLING; AND INVOICE REQUIREMENTS

7.1. Linen services provided shall be billed by the piece.

7.2. The piece price bid shall include the contractor's cost to replace product due to attrition from normal use, wear and tear. No additional charge will be levied for normal product use.

7.3. The piece price bid shall include the contractor's cost to replace product due to normal product loss. No additional charge will be levied for normal product loss.

7.4. Charges levied by the contractor to the agency due to the excessive damage or loss of product by the agency shall be supported with reasonable documentation of abuse. This documentation can be in the form of product delivery and return records.

7.4.1. Charges for product replacement due to excessive damage or loss will be made to the contractor as reimbursement at cost, no markup shall be applied.

7.4.2. Reimbursement at cost shall be corroborated with copies of the original product purchase invoice.

7.4.3. If no purchase invoice is available for proof of cost for replacement linens, the state may verify current market value, and, if necessary, alter the payment invoice to reflect market price.

7.4.4. Discounts, including prompt payment discount offered by suppliers, must be credited to the state in determining the actual cost of the linens used for this contract.

7.4.5. The invoice submitted for reimbursement of contractor product shall be submitted on a separate invoice from the weekly piece rental invoice.

7.5. Delivery of linen requiring special handling that incurs extra charge due to negligence and/or delay by the contractor to maintain the required level of site product inventory shall be borne by the contractor. The agency shall maintain a reasonable level of working linen inventory to eliminate any extra weekly or Saturday deliveries above the established delivery schedule.

7.6. An itemized delivery ticket shall be attached to each cart delivered at each delivery point, at the time delivery is made.

7.7. An itemized manifest indicating total delivery shall be left on each delivery day, with authorized agency personnel at the main hospital environmental services office.

7.8. The actual invoice for payment must be itemized as per the contract commodity lines (item lines).

7.9. The contractor shall submit a payment invoice weekly.

7.10. The invoice for payment must be submitted to the agency purchasing office:
Moccasin Bend Mental Health Institute
100 Moccasin Bend Road
Chattanooga, TN 37405

7.11. All inquiries concerning invoice and statement issues (payment, charge discrepancies, credit issues, overdue account, etcetera) shall be addressed to the agency's:
Purchasing Department
Materials Management Director
423-785-3366
End Agency Specifications