

Specifications for Linen Services

Purpose:

This request for bids is for a 5-year contract for linen services at the Tennessee Department of Mental Health and Substance Abuse Services, Middle Tennessee Mental Health Institute (MTMHI) with the contractor being responsible for all products and processes to provide clean linen to the designated MTMHI locations in quantities and frequency as determined by MTMHI. The linen services shall be a piece rental service with the total volume for the contract being unknown. However, an estimated usage for each line item has been provided.

Agency Point of Contact: Constance Jones, Executive Housekeeper
Telephone Number: (615) 902-7653

Onsite service locations: Middle Tennessee Mental Health Institute Complex

Middle Tennessee Mental Health Institute – Main Building
221 Stewarts Ferry Pike
Nashville, TN 37214

Forensic Services Program (FSP) Building
261 Stewarts Ferry Pike
Nashville, TN 37214

Contractor Requirements:

1. The contractor must hold all federal, state, local, or industry licenses, certifications, and/or permits necessary to perform the contracted tasks. At the State's request, the contractor may be required to provide copies of licenses, certifications, and/or permits.
2. The contractor's operations plant must comply 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)).
3. The contractor must have a plant operation manual and provide the State with a copy if requested. The plant operation manual must include the following:
 - a. Policies and procedures that covers the contractor's quality control and quality assurance practice; and
 - b. Established standards and infection control practices that assure the cleanliness of linen as established by the CDC as well as recommended practices for the Joint Commission (TJC) relevant to handling and processing of healthcare linens.
4. The contractor shall have adequate facilities, equipment, transportation, products, and personnel to provide uninterrupted service to MTMHI, as described and specified.

Service Specifications:

1. The contractor shall provide delivery and pick-up service five (5) days a week to both the Main Building and the Forensic Services Program Building.
 - a. Delivery and pick-up service shall take place between the hours of 9:00 a.m. and 11:00 a.m. Monday through Friday. No delivery or pick-up service must take place on the weekend unless mutually agreed upon by MTMHI and the contractor.
 - b. Emergency orders
 - i. If an emergency order is needed, the emergency order shall be placed by MTMHI and shall be delivered with a delivery ticket.
 - ii. Emergency order deliveries shall be made at a mutually agreed-upon time by the MTMHI and the contractor.
 - b. Holiday service coverage shall be mutually agreed upon by MTMHI and the contractor. (Holidays are defined as official state holidays proclaimed by the Commissioner of the Department of Human Resources of the State of Tennessee.)
2. Initial Start-up
 - a. MTMHI shall provide an estimated quantity for each delivery location.
 - b. The estimated item quantity must be determined by what is required for each linen closet, plus a three (3) day backup supply.
3. The contractor shall provide a three (3) day backup (reserve) supply of linen based on MTMHI's normal daily item quantity usage.
4. After initial start-up, linen delivery order shall be submitted to the contractor using an electronic ordering system, an order form submitted to contractor via email, or other means of written communications. The placement of an order using telephone communication shall only be used in special circumstances.
5. The order placement deadline for next-day delivery shall be mutually agreed upon by MTMHI and the contractor.
6. The contractor shall be able to supply ordered products at no less than a ninety-nine percent (99%) fill rate on the entire order. The remaining one percent (1%) shall be filled and delivered within twenty-four (24) hours of the original order delivery.
7. Delivery shortages shall be documented on the corresponding delivery ticket by the driver and the MTMHI representative receiving the delivery shall also acknowledge the shortage by signing the delivery ticket and noting the shortage.
8. Estimated Weekly Usage – The number of items per bundle indicated below is the preferred quantity; however, the actual number of pieces per bundle shall be agreed upon by MTMHI and the contractor.

Item	Quantity per Bundle (BD)	Estimated Monthly Bundle Quantity	Estimated Monthly Piece Total
Sheet, Flat	10 EA/BD	118.91	1189.16 pieces
Sheet, Fitted	5 EA/BD	237.75	1188.75 pieces
Pillowcases	50 EA/BD	29.58	1479.16 pieces
Blanket	4 EA/BD	625.89	2503.58 pieces

Towel, Bath	10 EA/BD	828.7	8287.08 pieces
Washcloth	50 EA/BD	143.77	7188.83 pieces

9. The Contractor shall use carts covered in polyethylene for the delivery of clean linen to MTMHI.
10. A delivery ticket shall be attached to each cart indicating itemized quantities of clean linen delivered.
11. Delivery of clean linen must be checked by authorized MTMHI staff in the presence of the contractor's delivery driver.
 - a. The delivery driver must present the delivery ticket to the MTMH representative prior to unloading the truck so the MTMHI representative may compare the ticket to what was ordered.
 - b. While unloading is occurring, the MTMHI representative will be spot checking the carts for quantities.
 - c. Any delivery count discrepancies will be noted on the delivery ticket and initialed by both the MTMHI representative and the delivery driver.
 - d. Delivery count discrepancies shall be reported to the contractor by the MTMHI representative by sending a copy of the corrected, initialed delivery ticket via email.
 - e. If the delivery driver departs from the MTMHI delivery point before count spot checking is completed by the MTMHI representative, the contractor shall accept MTMHI's delivery count as being correct.
12. Soiled linen shall be picked up after all clean linen has been delivered to both Main Building and the Forensic Services Program Building. At no time should soiled linen be on the delivery truck with clean linen.
 - a. Clean and soiled linen shall be handled and kept separated from each other.
 - b. The contractor shall supply cloth bags (with no drawstrings) for soiled linen return. Three hundred (300) bags shall be provided at the start of the contract.
13. The contractor shall provide its 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.
 - a. MTMHI may request at any time proof of proper sanitation of all linen.
14. 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.
15. 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.
 - a. MTMHI may request at any time proof of proper sanitation of all carts.
16. Soiled linen and clean linen must be kept functionally separated during the entire production and delivery process.

17. Items improperly laundered shall be returned to the contractor in designated packages, and there shall be no charge to MTMHI for items that are returned due to improper laundering.
18. The contractor must return patients' personal items of reasonable value that may have inadvertently been included in the soiled linen returned to the contractor. Whenever possible, MTMHI shall notify the contractor when personal items are suspected in soiled linen return.
 - a. Patient's personal items shall be laundered.
 - b. Return of said items shall be made in designated packages.
 - c. The contractor shall not be responsible for damage to personal items due to commercial laundering.
 - d. Personal items retrieved and laundered by the contractor shall incur a flat laundering fee.

Product Specifications:

1. The quality of linen supplies, other items, and services must meet industry standards and the recommendations of the Joint Commission (TJC).
2. All products must meet or exceed the specifications listed in the chart below. 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 shall be acceptable. No irregulars shall be accepted.
 - a. To assure specifications are met, the contractor shall provide written textile specifications for the products bid.
3. Bedding products must fit a mattress 36"x80"x6" size.
4. Item Specifications:

ITEM	SPECIFICATIONS
Flat Sheet	white; 50/50 or 55/45 polyester / cotton blend; minimum 66" x 115" finished size; minimum 180 thread count; minimum 1" hem at top and bottom; hemmed or woven selvage sides
Fitted Sheet, Knit (Contour)	white; circular knit 32/1 jersey; 60% cotton / 40% polyester blend; minimum 36" x 84" x 15" finished size; 24 ounce each; PerformAX knitted fitted sheet that features a safety overlock stitch, (replacing the traditional spandex bias/elastic that could be used as a ligature) or equal
Pillowcase	white; 50/50 or 55/45 polyester / cotton blend; approximately 42" x 34" finished size; minimum 180 thread count; 2-inch hemmed opening
Blanket (Thermal Spread Bedspread Quality)	white; 100% cotton; minimum 74" x 100" finished size; minimum 3.5-pound weight; hemmed edges or hemmed top and bottom with lock stitched woven selvage sides; tightly woven to prevent snagging, tearing, and unraveling
Towel, Bath	white; 100% cotton; minimum 20" x 40" finished size; minimum 5.5-pound weight; minimum 16 yarns per square inch; hemmed ends; hemmed or lock stitched woven selvage sides

Washcloth	white; 100% cotton; 12" x 12" finished size; minimum 0.75-pound weight; 10 yarns per square inch; hemmed or locked stitched woven selvage edges
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5. Linen bundles shall be packaged using plastic wrap and must be completely sealed around every end at the time of packaging and remain sealed upon delivery.
6. Linen products must be completely dry before packaging to prevent souring and mildew.
7. Flat sheets and pillowcases must be finished by a flatwork ironer. All other linen shall be fluff-dried and folded.
8. The contractor shall supply linen at a quality standard with no more than three percent (3%) reject rate on the entire order.
9. Linen items shall be removed from service by the contractor when wear is noticed (e.g., snagging, holes, fraying, loose hems, stains, etc.). Bedspreads shall be removed from service if/when color fades noticeably.
10. MTMHI has the prerogative to return linen deemed unacceptable for use due to wear. MTMHI shall also return linen stamped or identified as belonging to another facility. The contractor shall not charge any fees associated with linen returned due to unacceptable quality or unusable by MTMHI. Returned linen deemed unacceptable shall be deducted from the subsequent invoice.
11. The contractor shall supply and maintain (in good working order) an adequate quantity of lined plastic carts (bulk linen trucks) for clean and soiled linen transportation at no cost to MTMHI.
 - a. The number of carts furnished must be adequate to meet the linen delivery and return needs. Eighteen (18) carts are required (nine (9) for dirty linen to be used by MTMHI, and nine (9) for contractor's use when returning clean linen).
 - b. Carts shall have non-marking casters.
 - c. Carts shall be a cutaway design with the following approximate dimensions and capacity:
 - i. Outside (L x W) – 28.5" L x 48 W";
 - ii. Inside Depth – 48";
 - iii. Overall Height – 54.5"; and
 - iv. Load capacity of six hundred (600) pounds.

Additional Conditions:

1. Invoicing
 - a. Invoices shall be submitted weekly for payment to the following address:
 Middle Tennessee Regional Mental Health Institute
 Attn: Financial Services
 221 Stewarts Ferry Pike
 Nashville, TN 37214-3325
 - b. Linen services must be billed by the piece.
 - c. The actual invoice for payment must be itemized as per the contract line items.
2. The piece price bid shall include the contractor's cost to replace the product due to normal product loss and attrition from normal use, and wear and tear. No additional charge shall be levied for normal product loss or normal product use.

3. Charges levied by the contractor to MTMHI due to the excessive damage or loss of product by MTMHI shall be supported with reasonable documentation of abuse. This documentation can be in the form of product delivery and return records.
 - a. Charges for product replacement due to excessive damage or loss must be made to the contractor as reimbursement at cost, no markup shall be applied.
 - b. Reimbursement at cost shall be corroborated with copies of the original product purchase invoice.
 - c. If no purchase invoice is available for proof of cost for replacement linens, the State may verify the current market value, and, if necessary, alter the payment invoice to reflect the market price.
 - d. Discounts, including prompt payment discounts offered by suppliers, must be credited to the State in determining the actual cost of the linens used for the contract.
 - e. The invoice submitted for reimbursement of contractor product shall be submitted on a separate invoice from the weekly piece rental invoice.
4. 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. MTMHI shall maintain a reasonable level of working linen inventory to eliminate any extra daily or Saturday deliveries above the established delivery schedule.
5. Security and Safety Requirements
 - a. All visits to MTMHI's facilities or premises require proper check-in and check-out and on no occasion shall service be provided without proper contact with MTMHI's authorized designee.
 - i. Contract personnel may be required to provide a picture identification for inspection upon entering the facilities.
 - b. State and MTMHI security and safety requirements and policies must be adhered while on the premises. This includes but is not limited to the following: key control, tool control, compliance with prohibitory contraband items, and smoking policies.
 - c. The contractor shall ensure all vehicles, equipment, tools, chemicals, and supplies used while on MTMHI premises are under the contractor's control at all times, including while vehicles are in parking areas, loading dock areas, or on complex roads and drives.
 - d. MTMHI is a tobacco-free campus, and the use of tobacco products is prohibited while on MTMHI property.
6. Reports and Records
 - a. The contractor must provide MTMHI all necessary reports including the following to maintain accurate monitoring of linen usage:
 - i. Year-to-date quantity reports if requested; and
 - ii. Monthly bacteriostat reports.
 - b. The reports must include the following:
 - i. Individual item counts as per line items; and
 - ii. A breakdown of items per delivery point.
 - c. Upon request by MTMHI, 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 such services for up to one (1) year after the conclusion of services.