

1. Title: Linen Services

2. Purpose: The Michael E. DeBakey Veteran Affairs Medical Center (MEDVAMC) hereby issues the following Sources Sought to Request Information (RFI). This RFI is to seek contractors with the capability to provide Houston MEDVAMC with all labor, tools, material, parts, equipment, cleaning supplies, license, certification, transportation, management, and personnel required for Linen Services

3. Objective: To find qualified and certified contractors with the capability to provide Linen Services.

4. Place of Performance: Equipment located at VA Medical Center, 2002 Holcombe BLVD, Houston, TX 77030.

5. Responses Requested: The MEDVAMC requires the following questions answered in this RFI: Questions that are not provided shall be considered non-responsive to the Request for Information.

a. Does the contractor possess the capability to meet compliance standards per the Draft Scope of Work? Contractor shall provide detail response communicating capability.

b. Does the contractor possess the capability to meet the pickup and delivery schedule per the Draft Scope of Work? Contractor shall provide detail response communicating capability.

c. Does the contractor possess the capability to provide additional services per the Draft Scope of Work? Contractor shall provide detail response communicating capability.

d. Does the contractor possess the capability to provide linen supply carts per the draft Scope of Work ? Contractor shall provide detail response communicating capability and procedure.

e. Does the contractor possess the capability to provide contingency service and communicate procedures for cleaning and sanitizing carts and other equipment? Contractor shall provide detail response communicating capability and procedure.

f. Does the contractor possess the capability to identify unserviceable linen, and package to be identified as ragout.? Contractor shall provide detail response communicating capability and procedure.

g. Does the contractor possess certified scales with the capability to submit evidence with Sources Sought response?

h. Contractors shall also provide their point(s) of contact name, address, telephone number, and email address; and the company's business size, and Data Universal Numbering System (DUNS) Number.

i. Is your company a small business, SDBs, HUBZone, or 8A concern? Please provide proof of qualifications.

j. Provide in your capability statement a list of active contracts for commercial, federal, state, and local governments. List Contracts shall provide communication on the government requirement illustrating the capability for comparison.

k. Is your company available under any Government Wide Agency Contract (GWAC), General Services Administration Schedules (GSA), Indefinite Delivery Indefinite Quantity (IDIQ), and/or Blanket Purchase Agreement (BPA)? If so, please list the contract number and a brief summary of the products and services provided.

l. Provide a short summary of your potential approach to this type of contract and meeting the specific requirements per the draft Scope of Work and your experience managing similar contracts with similar requirements for the MEDVAMC.

6. Opportunity: The MEDVAMC , is seeking information from potential contractors on their ability to provide this service. **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** Small Business Concerns are encouraged to provide responses to this RFI in order to assist the MEDVAMC in determining potential levels of competition available in the industry. Contractor shall possess the capability to provide all requirements and objectives.

7. Instructions and Response Guidelines: RFI responses are due by March 5, 2018 at 9:00 am (CST); size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word /PDF format via email to anthony.marion2.gov. **All Questions shall be submitted by March 1, 2018 2:00pm(CST) via email to anthony.marion2.gov.** Telephone requests or inquires will not be accepted.

The subject line shall read: 36C25618Q9217 Linen Service
NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on subparagraphs 5(a) - 5(l). **All Questions shall be answered** to be considered as part of the Market Research for capable contractors to meet the government requirements.

Please provide additional information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team.

This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government.

In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it is will be synopsized in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the

responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future RFP.

8. Contact Information:

Contract Specialist, Anthony Marion

Email address: anthony.marion2@va.gov

Your responses to this notice are appreciated.

THIS NOTICE IS NOT A REQUEST FOR COMPETITIVE QUOTES; however, any firm that believes it can meet the requirements may give written notification prior to the response due date and time. Supporting evidence must be furnished in sufficient detail to demonstrate the ability to perform the requirements.

DRAFT Linen Services Specifications and Scope of Work

Seeking contractor with the capability to provide all the laundry services outlined hereunder, and meet the minimum specifications described.

1. GENERAL: Seeking contractor with the capability to provide all labor, materials, and supervision to perform all tasks of the agreement in accordance with the terms and conditions stated herein.
2. COMPLIANCE STANDARDS
 - a. All workmanship shall be in accordance with practices/guidelines established by the Association for Linen Management (ALM) and accepted industry standards. It is intended that services shall include all processes necessary for the laundering and finishing of the articles even though every step involved is not specifically mentioned.
 - b. All work shall be performed under sanitary conditions as specified by the Joint Commission of Accreditation of Healthcare Organizations (JCAHO).
 - a. Physical separation, through the presence of a barrier wall and the use of pass-through equipment is required to maintain positive air pressure in the clean section relative to a negative air pressure in the soiled section.
 - b. In no case shall clean and soiled linen share the same physical space. The Laundry Plant layout/design incorporates a “design for asepsis” whereby clean linen neither comes into contact with soiled linens nor shares the same physical space, thus avoiding cross-contamination and/or reintroduction of bacteria once processed.
 - c. The Laundry Plant shall be open to inspection of sanitary conditions by Michael E. DeBakey VA Medical Center (MEDVAMC) representatives.
 - d. After processing, laundered articles shall be in serviceable and sanitary condition, meeting established quality and performance requirement standards.
 - e. Seeking contractor with the capability to provide copy of policies and procedures evidencing Compliance.

2. PICK UP AND DELIVERY SCHEDULE

- a. Houston MEDVAMC Main Campus: Seeking contractor with the capability to process and return all soiled linen picked up on Monday as clean linen on Tuesday, all soiled linen picked up on Tuesday returned as clean linen on Wednesday, and so on throughout the seven day week.
 - i. Seeking contractor with the capability to pick up soiled laundry seven days per week, (Monday through Sunday) including all holidays, from the MEDVAMC West Dock at 2002 Holcombe Blvd.
 - ii. Seeking contractor with the capability to provide delivery of clean linen seven days per week, (Monday through Sunday) including all holidays.
 - iii. All exchanges should be completed at agreed to time.
- b. Off Site MEDVAMC: Seeking contractor with the capability to process and have ready on Thursday as clean linen on Monday all soiled linens delivered on Monday, all soiled linens delivered on Monday exchanged as clean linen on Thursday.
 - i. Soiled linens will be delivered to Contractor on Monday and Thursday, including all holidays.

3. ADDITIONAL AS-NEEDED SERVICES

- a. Due to the possible variations of patient census and emergent situations, additional services may be required on an as-needed basis.
 - i. Additional Pickup – in addition to the standard pick up each morning, other pickups may be required during the same day.

4. LINEN CARTS

- a. Seeking contractor with the capability to provide supply all carts required for the delivery of clean linen as well as carts for the pick-up of soiled linen.
- b. The MEDVAMC designee, prior to the beginning of the service, shall approve all carts supplied by the Contractor. Carts will be of generally uniform weight and size with exact dry weight prominently marked on the exterior.
- c. The MEDVAMC designee may at any time, during the contract, declare a laundry cart as unsuitable for service and Contractor must replace the unfit cart by the next scheduled delivery.
- d. All carts will be covered in transit.
- e. All carts and other equipment must be appropriately cleaned and sanitized between loads or uses.
- f. Seeking contractor with the capability to submit a written copy of the procedure used for cleaning and sanitizing carts and other equipment.

5. PRODUCT INTEGRITY. Seeking contractor with the capability to disinfect transport trailers with a Tuberculocidal Germicide following the removal of soiled linen and prior to placement of clean linen.

6. CONTINGENCY SERVICE PLAN

- a. Seeking contractor with the capability to have a contingency service plan to cover plant operation, delivery, and pick up of laundry during periods of disruption due to plant malfunction, labor disputes, natural disasters, or personnel shortages due to vacation, or sick leave. It is important that service not be disrupted.
- b. Seeking contractor with the capability to provide service to all facilities listed herein as described in this document or covered by any subsequent scope modifications, regardless of labor levels at Contractor's plant.
- c. Seeking contractor with the capability to submit a written copy of your contingency service plan.

7. RAGOUT

- a. All linen deemed unserviceable by the vendor will be laundered, separated, and returned to MEDVAMC in separate packaging for inspection and / or disposal.
- b. This linen should be packaged and identified as "ragout" so that the MEDVAMC designee will know that it is unserviceable. Contractor must submit a weekly ragout report.
- c. The report should identify the quantity of ragout by type of item laundered, and indicate the percent of ragout of each type of item.
- d. Submit report to MEDVAMC designee.

8. STAINED LINEN ITEMS

- a. Any stained linen deemed by the MEDVAMC designee to still be serviceable, will be returned to the Contractor for reprocessing and credit.
- b. This linen should be packaged and identified as "stained" so that the Contractor will know that it is unacceptable.

9. EQUIPMENT AND STAFF

- a. Seeking contractor with the capability to have adequate equipment and staff to process weekly pounds of 80,000 soiled weight.
- b. WORKLOAD ANALYSIS:
 - i. Full dry 64.3%
 - ii. Condition/Flat Work 35.7%
- c. Seeking contractor with the capability to inspect the types of articles to be serviced. The Contracting Officer Representative (COR) will make inspection arrangements.
- d. Seeking contractor with the capability to provide a description of equipment and copies of procedures that will guarantee the above processing.

10. LINEN HANDLING INSTRUCTIONS

- a. Fitted Sheets – are to be cleaned, dried, and kept separate from other items.
- b. Snap Closures – Linen with snap closures should be separated by color and returned in cart. More than one color may be put in a basket or cart of like items, with the prior approval of the MEDVAMC designee. Items with snap/closures should not be sent through a flatwork ironer.

- i. Seeking contractor with the capability to describe company's procedure for processing snap closure articles and attach copy of the written procedure to Sources Sought.
 - c. Scrub Apparel – Scrubs are to be processed and sorted in such a way as to insure a wrinkle-free finish. All scrub tops, bottoms, surgical gowns and surgical sheets are to be folded individually and shipped separately from other hospital items.
 - i. Seeking contractor with the capability to describe company's procedure for handling scrub apparel and attach the written procedure to Sources.
 - d. Nursery Items - Nursery items such as baby blankets, diapers, shirts and gowns, and any other linen item readily identifiable as a baby item, shall be washed separately from other linens and be returned in clearly identified separate baskets or carts.
 - i. Seeking contractor with the capability to describe company's procedure for handling nursery items and attach copy of the written procedure to Sources Sought.
 - e. Table Linens - Table linens for food service, in processed, are to be laundered and returned in separate packaging.
 - i. Seeking contractor with the capability to describe company's procedure for handling table linens, and attach copy of the written procedure to Sources Sought.
 - f. Barrier Fabrics - Polyester barrier fabric are to be washed and dried separately from cotton and cotton blend.
- 11. KEEP-SEPARATE HANDLING
 - a. All MEDVAMC linen should be processed separately from other linen using "keep-separate" techniques.
 - b. The MEDVAMC reserves the right to visit Contractor's plant at any time to ensure that the Contractor is using the proper procedures to process the MEDVAMC's linen separately from any and all other linen.
- 12. ACCURACY OF SCALES
 - a. Contractor's scales will be serviced and certified according to the requirements of the Department of Weights and Measures and the copy of the service and adjustments will be provided to the MEDVAMC.
 - b. Seeking contractor with the capability to provide copy of the certification of scale.
- 13. ITEMS FOUND IN LINEN
 - a. Photos and written reports of hazardous items, personal items (billfolds, jewelry, glasses, dental devices, etc.), medical items (splints, etc), found in the soiled linen carts should be submitted to MEDVAMC promptly every day.
 - b. Personal items (billfolds, jewelry, glasses, dental devices, etc.), medical items (splints, etc), found in the soiled linen carts should be safely packaged and returned to the MEDVAMC promptly.
 - c. Any hazardous item (sharps, etc.) found in the soiled linen should be documented with a photo and then properly disposed of by Contractor.

- d. Seeking contractor with the capability to describe company's procedure for lost and found items, and attach copy of the written procedure to Sources Sought.

14. HEALTH AND SAFETY PROCEDURES

- a. Seeking contractor with the capability to ensure that appropriate safeguards are in place to protect contractors work force from injury. Seeking contractor with the capability to describe company's health and safety policies and attach copy of procedures with Sources Sought response.
- b. Universal Precautions - Soiled linen, including contaminated or isolation laundry, is to be laundered using Universal Precautions.
- c. Seeking contractor with the capability to describe the laundering process used by company that would deal with Universal Body Substance Precautions and submit copy with Sources Sought response.

15. FINISHING PROCESSES

- a. The following articles shall be flatwork ironed and folded:
 - i. Pillow Cases
 - ii. Flat Sheets
 - iii. Surgical Towels
 - iv. Surgical Drapes and Wrappers
- b. The following articles shall be dried and folded:
 - i. Bedspreads
 - ii. Bath Towels
 - iii. Terry Hand Towels
 - iv. Bath Blankets
 - v. Blankets
 - vi. Surgeons Gowns
 - vii. Thermal Blankets
 - viii. X-Ray Gowns
 - ix. Incontinent Pads
 - x. Fitted Sheets (unfolded)
- c. The following articles shall be pressed or finished through a steam tunnel:
 - i. Resident / Intern Jackets
 - ii. Pharmacy Jackets
 - iii. Doctor/ Lab Coats
 - iv. Scrub Suits and Dresses

16. MENDING AND PATCHING SERVICES. Contractor shall return all items that may require mending or patching to the Laundry Manager, in a separate container, prior to mending or patching, for directions and approval.

17. WEIGHT VERIFICATION

- a. Upon delivery of clean linen by Contractor to MEDVAMC laundry site, the driver will weigh and record the weights and numbers of each cart containing the clean linen.
- b. The weights will be confirmed by MEDVAMC laundry staff.

- c. The initials of each will be recorded on the shipping manifest.

18. PACKING SLIP AND MANIFEST

- a. A packing slip should be attached to each cart indicating item description, par levels, actual verified quantities (pieces), cart number, total net and gross weight, and packer's initials (legible).
- b. If any cart does not have the required packing slip, or if any part of the packing slip does not meet these requirements, or if the returned items do not match the count of the packing slips, the Contractor will be required to pick up the cart and return it with the proper quantity of clean linen to match the attached packing slip.
- c. The cart must be returned to the designated site by 10:00AM the same day. A consolidated manifest is required for each delivery.

19. SECURITY

- a. After each trailer is loaded and ready for transport, Contractor will lock and seal each trailer utilizing padlock and numbered seal.
- b. MEDVAMC personnel will verify that each trailer is received padlocked.

20. REQUIRED SUBMITTALS

- a. Please submit copies of all current local, state, federal and independent licenses, accreditations, professional organization memberships and inspection reports.
- b. Please submit a list of wash formulas and temperatures for various types of linen.
- c. Please submit a copy of policy and procedures, which informs employees of universal precautions and describe enforcement of these procedures.
- d. Please submit a copy of your Policy and Procedures Manual, Operations Manual and any other materials that will help the MEDVAMC verify that proper hospital laundry procedures are in place at your facility.
- e. Please submit a description of your plant's capacity and current laundry volume as measured in pounds per day.
- f. Please submit copies of packing slip and manifest forms.

21. CHECKLIST OF ADDITIONAL DOCUMENTS REQUIRED WITH THE SOURCES SOUGHT RESPONSE.:

- a. Seeking contractor with the capability to provide copy of policies and procedures evidencing Compliance with Standards for hospital laundry operations; reference is item number 1.
- b. Seeking contractor with the capability to provide a copy of the procedure used for cleaning and sanitizing carts, hampers and other equipment; reference is item number 5.
- c. Seeking contractor with the capability to provide a written copy of your contingency service plan with Sources Sought response; reference is item number 6.
- d. Please attach description of equipment and copies of procedures that will guarantee the above processing; reference is item number 9.

- e. Seeking contractor with the capability to describe company's procedure for processing snap closure articles and attach the written copy if procedure to your Sources Sought response; reference is item number 10.
- f. Seeking contractor with the capability to describe company's procedure for handling scrub apparel and attach copy of the written procedure to Sources Sought; reference is item number 10.
- g. Seeking contractor with the capability to describe company's procedure for handling nursery items and attach copy of the written procedure with Sources Sought response; reference is item number 10.
- h. Seeking contractor with the capability to describe company's procedure for handling table linens, and attach copy of the written procedure to Sources Sought response; reference is item number 10.
- i. Seeking contractor with the capability to provide evidence for certification of weight scales; reference is item number 12.
- j. Seeking contractor with the capability to describe company's procedure for lost and found items, and attach copy of the written procedure to Sources Sought Response; reference is item number 13.
- k. Seeking contractor with the capability to describe company's health and safety policies and attach copy of the procedures with Sources Sought response; reference is item number 14.
- l. Seeking contractor with the capability to describe the laundering process used by company that would deal with Universal Precautions and submit copy with your Sources Sought response; reference is item number 14.