



Medical Linen Service - Responses to Bidder Questions

1- What is the delivery frequency for each site – day(s) and time(s)?

Answer: Varies at each site. Scheduling will need to be discussed with each location individually as agreed to.

2- Can we conduct an on-site walkthrough at one or two locations to assess expectations?

Answer: Unfortunately, the answer is No, as that would be disruptive to the clinical operations.

3- Can we be provided with usage for all items listed on Attachment A?

Answer: Utilization of items varies from location to location.

4- Who is the current service provider?

Answer: Information is Confidential.

5- Would the buyout of the existing embroidered coats be part of the circulating inventory to service the locations?

Answer: Potentially, depending on the condition of the coat. San Ysidro Health has very high expectation with regard to quality and image. If the coat is not in good condition at any time it will need to be replaced.

6- What is the cost per embroidered coat?

Answer: Buyout price depends on what stage the useful life cycle of the coat is in.

7- Would we negotiate with the current incumbent for the buyout?

Answer: The current vendor will provide a quote for the total buyout and present it to us and the new vendor.

8- Clarification around the term conditions within the first 24 months and the last 12 months.

Answer: We do not understand the question and therefore cannot provide an answer.

9- Will implementation occur simultaneously across all facilities or in phases?

Answer: All at once. Since we would be severing our current vendor relationship, we would need to switch the inventory over immediately. However, since the embroidered coats would have been acquired by the new vendor, we can of course work out a phased approach with the replacement of those coats.

10- Has a recent physical audit of inventory been completed? Can an updated inventory be available and defined as circulating or single inventory standard?

Answer: No inventory audit has been conducted. No inventory can be made available.

11- Can a description of each garment listed on Exhibit A be provided?

Answer: No additional description beyond what is in Exhibit A will be provided.

12- Will a lab coat replacement fee be provided, with respect to the buyout?

Answer: The fees will not be made available prior to the selection of the new vendor. The buyout will be determined by the current vendor based on the remaining useful life of the garments currently in circulation.

13- Will there be a need for hamper stands, bags, and carts for soiled products?

Answer: If the item is not listed on Exhibit A, then they are not currently being utilized. However, feel free to add pricing for those additional items in the spaces provided at the bottom of the exhibit.

14- Will there be a need for Microfiber mops? If so, is there a preferred color?

Answer: SYH has no need at this time for Microfiber mops.

15- Will a sample of the coat, disclosing the manufacturer and style number as well as fabrication be disclosed?

Answer: No

16- Are the coats Industrial Laundry Friendly?

Answer: Yes

17- How long have they been used or in circulation?

Answer: Use/Circulation varies throughout the entire inventory. There is no conceivable way to determine the timeframe of use for the size of this inventory.

18- Is the thread used for embroidery Industrial Laundry safe?

Answer: Yes, but not relevant since the entire inventory is to be replaced with new coats embroidered by your company which must be industrial laundry safe.

19-Will a sample be provided to test wash?

Answer: No. Your company is bidding to replace the existing inventory, so we feel this is not necessary.

20-Will the buyout price of the coats be disclosed?

Answer: No. That will be provided by the current vendor if SYH elects to change vendors based on the results of this RFP.

21- Would you consider renting new coats in place of buyout?

Answer: YES. That is the entire intention of this RFP.

22-Will you require personal information on employees? Or a general review of our procedures?

Answer: We require a disclosure of what your general policies are. You may also be required to execute an attestation that you are in compliance with those policies and if asked by CDPH, DHCS, CMS, or HRSA your company may need to show proof of compliance. However, until such a request is made by a governmental agency that information will not be required to be disclosed.

23- Would an annual increase be considered if an annual percentage is disclosed and locked in place?

Answer: No. the purpose of a 3-year agreement to lock in the price. If prices are subject to annual adjustments, then we would only execute a 1-year agreement with right to terminate in 30 days.

24-Lab Coats: Are these Unisex and all one style? Or are their a variety of styles, such as Male & Female Fit?

Answer: They are Unisex.

25- Can you provide the size range that is needed? Confirming this is a White Coat.

Answer: We can confirm the coats are white and the dental coats are fluid resistance and pin striped. The coats however are fitted/tailored to each specific person, so size range is not available.

26-Precautionary Lab Coat: Can you provide full description and fabrication of this item as well as sizes needed? Confirming this is a White Coat.

Answer: Coats are Fluid resistant, Unisex, white, and tailored to each specific person's size.

27-Consultation Coats: Is this item a Unisex Fit or are the Male and Female Fit? Confirming this is a white coat? May you confirm the fabrication?

Answer: Coats are white & Unisex.

28- Warm Up Jacket: Is there a Specific Color request? Do these Warm up Jackets have knit cuffs and grippers in front (Snaps)? Is this a Unisex warm up jacket?

Answer: Not exactly sure how warm up jackets made it onto the Exhibit, but please ignore as these types of coats will not be required.

29- Precautionary Gown: Please describe this gown

Answer: Level 1: Minimal risk, to be used, for example, during basic care, standard isolation, cover gown for visitors, or in a standard medical unit

Level 2: Low risk, to be used, for example, during blood draw, suturing, in the Intensive Care Unit (ICU), or a pathology lab

Level 3: Moderate risk, to be used, for example, during arterial blood draw, inserting an Intravenous (IV) line, in the Emergency Room, or for trauma cases

30- Massage Towel: Size of Towel? Is this towel white?

Answer: 16" X 27" White

31- Bath Towel: Size of Towel? Is this towel white?

Answer: 27" X 52" White

32- Blue ABS Towel: Please describe this towel size, fabrication and the application.

Answer: Variable sizes, absorbent top layer and waterproof backing

33- Sheet Blanket: Please describe size of the Sheet Blanket, do you require this exact item or can something close be substituted.

Answer: White, cotton or cotton blend. We are open to look at your catalog and select from the items you offer

34- Fitted Sheet: Please provide size, is this a knit fitted sheet?

Answer: Elasticized fitted sheet for treatment tables, exam tables or beds

35- Patient Gown Magna: Is this a Patient Gown with ties?

Answer: Yes

36- Blue Regular Patient Gown: Does this patient gown have ties? Do you require IV Snaps at Shoulders?

Answer: Yes, they have ties, no snaps on shoulders.

37- Embroidery Name & Logo: Can you provide an example of the name and logo as well as placement and size.

Answer: Logo has already been provided on Attachment A

38- Embroidery Signature: Please describe.

Answer: The name of each Doctor/Provider is to be embroidered on the coat in a signature style script/font.

39- Curtain Spring Frist w/ Mesh: Is this the only Curtain that will be accepted or would you be open to alternative styles and colors? Can we request an image be provided? As well as dimensions of all sizes of the curtains.

Answer: 66" to 72" plus 18" to 24" mesh

40- Microfiber Towels: What are the dimensions of this towel? Are there specific color requests? Do you only use one color? Please describe application of this towel.

Answer: 16"X16" Blue and Green

41- Will a buyout amount be presented in RFP? Or will the new vendor need to work directly with the previous vendor on this buyout?

Answer: The current vendor will provide a quote for the total buyout and present it to us and the new vendor.

42- Can you describe in detail what the on-boarding training will look like? Who will be requested to attend? Where this training will be held and during which hours and days?

Answer: The on-boarding orientation covers HIPPA, SYH policies and required training. Any employees that will be entering the clinics will need to attend. Training schedules are determined by our HR department, and they will provide the time and date.