



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

RFP22-CHCC/FACILITY-011 “LAUNDRY SERVICES”

I. BACKGROUND INFORMATION

The Commonwealth Healthcare Corporation (CHCC), located in the Commonwealth of the Northern Mariana Islands is soliciting proposals from qualified vendors that are interested in providing Laundry Services to the Hospital.

The objective with this request for proposal (RFP) is to solicit from a qualified contractor in ensuring that it meets CHCC’s standard and compliance with Medicare.

II. NATURE OF WORK

During the period of the agreement, the prospective contractor is expected to work with CHCC staff at the identified location as specified in Section III of this RFP. The prospective contractor is expected to deliver the services in an efficient, trustworthy, and professional manner.

The prospective contractor must have experience to qualify for the award of the contract, the vendor must be able to show proof that it has the manpower, equipment, and financial resources to complete the scope of work as specified in Section IV of this RFP.

III. LOCATION OF WORK

Commonwealth Healthcare Corporation
Saipan, Northern Mariana Islands

IV. DETAILED SCOPE OF WORK

1. The Contractor delivers clean and pick-up soiled linen in a covered vehicle two (2) times Monday through Saturday: once in the morning between the hours of 7:00 a.m. to 9:00 a.m. and once in the afternoon between 2:00 p.m. to 4:00 p.m. and once on Sundays between 07:00 a.m. and 10:00 a.m. to the Linen Room. Additionally, if there is a request for additional linen due to high census the Contractor will deliver clean linen in the afternoon between 2:00 p.m. to 4:00 p.m. Additional deliveries and pickups may be required during

typhoons and disasters A covered vehicle shall be designated for use when transferring clean and soiled linen.

2. The Contractor shall ensure that all soiled linen pickup and clean linen delivery should be done through the delivery bay at the back entrance corridor located at the CHC Maintenance Compound at the south-end of the CHC Bldg. I.
3. The Contractor shall be responsible for weighing and record processed linen at CHC Linen Room in the presence of the Manager of General Support Services or designated laundry/housekeeping personnel.
4. The Contractor shall submit to random inspections of the laundry facility by the Manager of General Support Services, Infection Control Manager or designate, Hospital Quality Risk Management Manager, and Compliance Officer
5. The Contractor shall ensure that soiled linen picked up are washed and returned (delivered) to the hospital within 24 hours from the time it was picked up (or as soon as feasible).
6. The Contractor shall ensure that all work performed shall be in accordance with CDC Guidelines for Environmental Infection Control in Health-Care Facilities (2003): <https://www.cdc.gov/infectioncontrol/pdf/guidelines/environmental-guidelines-P.pdf> or <https://www.cdc.gov/infectioncontrol/guidelines/environmental/index.html>, and other recommended/acceptable infection control infection control practices to ensure hospital linen is clean and safe for personnel and patient and in meet and/or complies with the expectations of the Centers for Medicare and Medicaid Services (CMS) as stated in the 40 CFR §482.42 CMS Condition of Participation, which states that the hospital must provide a sanitary environment to avoid sources and transmission of infections and communicable diseases. This statement is applicable to all satellite facilities and contracted services.
7. The contractor shall solely be responsible for all OSHA training and complying with all applicable OSHA standards for laundry facility and/or workers (e.g., Universal Precaution, Bloodborne Pathogens Standard, Hazard Communication, including applicable requirements provided in the CDC Guidelines for Environmental Infection Control in Health-Care Facilities 2003 (OSHA: 29 CFR 1910.1030 §d.4.iv).
8. The Contractor shall ensure that chemicals used are designed/ manufactured for use on hospital linen and used in accordance with the manufacturer's instructions / recommendations.

9. The Contractor shall ensure that the cleaning process of all hospital linen is in accordance with the CDC Guidelines for Laundry in Healthcare Facilities, unless the manufacturer's instruction for use states that the detergent used for washing can effectively disinfect linen at lower temperatures or contact time. CDC Guidelines recommends water temperature $\geq 160^{\circ}\text{F}$ for a minimum of 25 minutes during the washing cycle. Unless manufacturer's cleaning instructions requires a different temperature for washing and drying to prevent damaging the fabric material. Contractor should ensure that the washers are permanently programmed based on CDC guidelines or linen manufacturer's instruction. Alternatively, low temperature washing at 71 to 77 degrees F (22-25 degrees C) plus a 125-part-per-million (ppm) chlorine bleach rinse can be used which has been found to be effective and comparable to high temperature wash cycles. Where there is inconsistency between CDC recommendation and manufacturer's instruction the manufacturer's instruction shall prevail.
10. The Contractor shall ensure that all bed sheets are pressed by flat work iron method.
11. The Contractor shall ensure that ALL stained linen is presoaked prior to the final cleaning process, as appropriate.
12. The Contractor shall conduct daily counts and label linen bundles with the actual linen count for clean processed linens delivered to CHC.
13. The Contractor shall prepare and submit a damage linen report monthly to the Manager of General Support Services and returns all damaged linen to CHC for verification and disposition.
14. The Contractor shall ensure that all clean linen is segregated, folded and packed -wrapped (with plastic wrapper or any acceptable method) into bundles prior to being transported to CHC.
15. The Contractor shall immediately report in writing thru email to the Manager of General Support Services, copying the Infection Control Manager or designate, the Hospital Quality Risk Management Manager, and Compliance Officer, and also turn-in any sharps or other medical instruments/devices found in soiled and/or laundered linen to the Manager of General Support Services within 3 work days from date items are found.
16. The Contractor shall ensure that all laundry workers handling soiled hospital linen receive and are up-to-date on all immunization and other requirements by OSHA standards (e.g., Hepatitis B vaccination).

17. The Contractor shall ensure that all laundry equipment is maintained in good operating condition and preventive maintenance done on them in accordance with the manufacturer's recommendation. An equipment service maintenance log shall be developed and all repairs and preventive maintenance documented for CHCC review.
18. The Contractor shall ensure that all equipment used for washing hospital linen are operational and preventive maintenance (PM) are performed by qualified technician(s) per manufacturer's recommendations. Equipment shall be labeled with the date the PM was performed, name of the technician who performed the PM and the date the next PM is due. Log of the PM must be maintained by the Contractor for future review/inspection.
19. The Contractor shall establish equipment protocols/procedures for washing and handling hospital linen: Protocol must provide instruction/procedure which indicates the setting for water temperature and washing time to ensure compliance with CDC and/or line manufacturer's recommendations, and chemical manufacturer's instructions/recommendations.
20. The Contractor shall ensure each laundry process is recorded on a log sheet and must be submitted to the Manager of General Support Services or designee on a monthly basis.
21. The Contractor shall maintain copies of linen delivery tickets for poundage of linen delivered to CHC.

Mandatory Requirements:

1. Contractor employees must wear a uniform labeled or company identification badge with the name of the company at all times while performing tasks/duties at CHC.
2. Contractor employees with long hair shall either put their hair into a bun, wear a hair net, or at a minimum the employee's hair shall be braided (infection control recommendation).
3. Contractor employees must wear proper footwear (slippers, sandal or shoe with pores is not acceptable) in accordance with "Contractor employee must wear proper footwear (slippers, sandal or shoe with pores is not acceptable) in accordance with infection control principles at all times while handling soiled linens at CHC or at the laundry facility."

Additional Requirements

1. The Contractor shall have the capability to process approximately 1,500 lbs of linen on a daily basis.
2. The Contractor shall have the capability to process approximately 5,000 lbs of linen, and if necessary, should operate on 24-hour basis during emergency situation, such as when a disaster.
3. The Contractor shall be responsible for ensuring (including cost incurred) all staff assigned to perform the services required in the contract receives the necessary vaccinations required by OSHA's Bloodborne Pathogen Standard and CHCC Employee Health Program.

The Contractor shall be responsible for ensuring that equipment used in this contract are functional and maintained in good condition and in compliance with equipment safety.

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals submitted by the prospective vendors must contain the following information:

1. Brief history and description of the vendor/supplier organization to include size, structure, financial management, strengths, and location of office(s) that will service the requirements specified in this RFP.
2. State the vendor/supplier's capabilities and capacity to perform the project as evidenced by the vendor's record of performance or past or current contracts. Past or current contracts

or projects needs not have been performed in the CNMI. Include in this section a brief description of the adequacy of the vendor/supplier's resources to satisfy the requirements of the RFP.

3. A minimum of three (3) references with direct relevance to the same or substantially similar projects specified in this RFP. Please include the contact person and telephone numbers (arrange in referenced in chronological order starting from the most recent project).
4. The prospective vendor/supplier shall provide documentation of proof of financial stability in the form of financial statements or other financial arrangements sufficient to assure that it has sufficient resources and stability to perform the requirements specified in the RFP.
5. A description of the Proposer's overall service plan and approach to this project.
6. Copy of valid CNMI Business License.
7. Proof of insurance coverage for the contractor and property liability insurance of at least \$100,000.00.
8. Other information that may be helpful to the evaluation team.
9. Name, telephone number and email address of representative designated and authorized to negotiate the ultimate contract, if awarded.

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Posting of Proposal

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [www.chcc.gov.mp]. Once at the site, navigate to RFP tab on the left navigation bar. Click on the URL for this **RFP22-CHCC/GSS-011**. You will be required to enter the date to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the content of the proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created

by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract with the successful vendor pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

c. Place, Date, and Time of Submission

Email your proposal and all supporting documents to **Corazon P. Ada, Director, CHCC Division of Procurement and Supply, at chcc.procurement@gmail.com, no later than 10:00AM (CHST) Chamorro Standard Time on April 4th, 2022.**

And/or

Proposers may submit four (4) copies in addition to the original proposal (5 in total) marked **RFP22-CHCC/GSS-011** to the CHCC Division of Procurement and Supply, Administrative Building, Lower Navy Hill, Saipan.

Please note submission instructions:

- All submissions must include the RFP/ITB # and Project Title in the email subject.
- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Failure to follow the instructions regarding the submission of RFP Responses may result in the CHCC's choice to disqualify such proposals.

d. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects in said bid, if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

Any questions or requests for clarification should be directed to:

Tom Palacios
GSS Manager
Commonwealth Healthcare Corp.
P.O. Box 500409
Saipan MP 96950

Tel. No. 670-234-8950 ext 2710\
Email address: tspalacios@gmail.com

And

Cora P. Ada
Director of Procurement
Commonwealth Healthcare Corp.
P.O. Box 500409
Saipan MP 96950
Telephone No. 670-234-8950 ext. 3561
Email: cora.ada@chcc.health

VII. EVALUATION CRITERIA

Proposals will be evaluated by a Committee and selection shall be made based on the evaluation factors set forth below:

a. Technical Criteria


1. 50% - Capabilities/Capacity and Infection Control Compliance
(Evaluators will schedule Site Inspection)
2. 25% - Reliability in the pick-up/delivery of Linens
3. 25% - Financial Resources and Capability

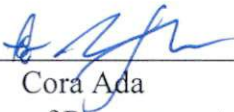
b. Cost Criteria

Price for both the machines and consumable/disposable supplies must be CIF, CSR Main CHCC Campus, Lower base Saipan. Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

VIII. SELECTION PROCESS

Proposals submitted will be evaluated and selection will be made based on the evaluation criteria mentioned in Section VII. Upon selection, the successful vendor will be advised to negotiate the contract with CHCC. Should the negotiation fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next proposer, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the responsible proposers, the RFP will be cancelled and re-advertised.

Approved By:  Date: 03/02/22
Esther L. Muna
Chief Executive Officer

Approved By:  Date: 3.2.22
Cora Ada
Director of Procurement & Supply