



STATE OF TENNESSEE
 TENNESSEE DEPARTMENT OF MENTAL HEALTH SUBSTANCE ABUSE SERVICES
 (TDMHSAS) MIDDLE TENNESSEE MENTAL HEALTH INSTITUTE (MTMHI)

**INVITATION TO BID # 33911-13251
 FOR LINEN SERVICES**

DATE: 4-2-24

ITB # 33911-13251 IS AMENDED AS FOLLOWS:

1. State responses to questions and comments in the table below amend and clarify this ITB.

Any restatement of ITB text in the Question/Comment column shall NOT be construed as a change in the actual wording of the ITB document.

QUESTION / COMMENT	STATE RESPONSE
<p><i>1. Product specifications, Question 4 on item specification:</i></p> <p>Question - We offer a 2lb Bath Blanket and a 3.7 lbs Thermal Blanket, which would you want pricing for?</p>	<p>The State is requesting bids for a Thermal Blanket with a minimum 3.5-pound weight.</p>
<p><i>2. Service specification, Question 7 regarding delivery of clean linen must be counted and verified by authorized MTMHI staff in the presence of the contract/driver.</i></p> <p>Question - [REDACTED] Bidder provides a delivery note with shortages noted, weight of the actual product inside of cart to allow for verification of qty's delivered. We also provide audits of carts daily, to a mutually agreed upon number. We support and encourage spot checking of carts and will provide the necessary onsite support if count discrepancies arise. Our plants currently fill to 99%+ on all orders, we do not believe in shorting customers. Typically, delivery is dropped off, if there is suspected issues - customer would count and [REDACTED] Bidder's service manager would compare weight of product to count of product as second verification. If continued issues are suspected, the plant will perform audits on carts at an elevated level. Is this an acceptable partnership, if not - how much time would you expect [REDACTED] Bidder's driver to wait onsite while linen is counted in person?</p>	<p>The State does not expect the Bidder's driver to wait onsite while each individual piece of linen is counted. MTMHI will spot check linen as it comes off the delivery truck to identify discrepancies in the quantities. This process will be conducted during the unloading of the truck; therefore, the driver will not be held up.</p> <p>Please see updated specifications, Service Specifications section # 11 for additional details.</p>

QUESTION / COMMENT	STATE RESPONSE
<p data-bbox="233 239 846 411"><i>3. Service specification, Question 8 regarding soiled linen shall be picked up after all clean linen has been delivered to both Main Building and the Forensic Services Building. At no time, should soiled linen be on the delivery truck with clean linen.</i></p> <p data-bbox="233 453 841 764">Question - According to both TRSA and HLAC accrediting bodies, soil is allowed to be on the same truck as clean linen as long as there are 5 levels of separation. HLSG adheres to these industry leading standards which are aligned with JCAHO requirements. If we are able to share our process and some level of supporting documentation from one or several of these organizations, would you accept a more efficient delivery method?</p>	<p data-bbox="870 249 1354 401">No. The State will not accept a different delivery method and remains firm on the requirement that at no time should soiled linen be on the delivery truck with clean linens.</p>
<p data-bbox="233 858 837 926"><i>4. Additional Concerns, question 1b – linen services must be billed by the piece.</i></p> <p data-bbox="233 968 846 1100">Question - If we provide Piece count information at point of delivery, as well as matching information on the invoice and maintain capability to report Pieces at all times - would you be open to billing by the LBS?</p>	<p data-bbox="870 869 1365 936">No. The State will not accept billing by the pound (lb).</p>

- 2. ITB Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this ITBP not expressly amended herein shall remain in full force and effect.