

**BOSTON PUBLIC HEALTH COMMISSION**



Request for Bid

Laundry and Linen Cleaning Service

May 24, 2021

Request for Bid (RFB) Timeline

Monday, May 24, 2021	Publication of RFB printed in The Boston Globe
Tuesday, May 25, 2021	RFB available online at <a href="http://www.bphc.org">www.bphc.org</a> at 10:00 AM
Friday, May 28, 2021	Questions due in writing by 5:00 PM to <a href="mailto:Procurement@bphc.org">Procurement@bphc.org</a> Subject: Laundry and Linen Cleaning Service
Monday, May 31, 2021	Responses to questions will be posted in on <a href="http://www.bphc.org">www.bphc.org</a>
Friday, June 04, 2021	Bidders Walkthrough
Friday, June 11, 2021	<p>Bid due by 5:00 EST Bid documents and Cost sheet must be emailed in separate files.                      One name Bid for Laundry and Linen Service                      One named Cost for Laundry and Linen Service</p> <p>To <a href="mailto:Procurement@bphc.org">Procurement@bphc.org</a> with Subject Name: Laundry and Linen Service RFB</p> <p style="text-align: center;">No Exceptions to this Deadline Exceptions to This Deadline</p>
Monday, June 14, 2021	<p>Notification of Decision                      Desired date for notification of award to bidder(s) however, BPHC has the discretion to extend this date without notice. BPHC reserves the right to accept or reject any or all bids. BPHC anticipates submitting a Notice of Award to the selected bidder(s) by email or address provided in the RFB responses. The contract(s) will be awarded to the lowest responsible and responsive bidder(s) meeting all requirements. The lowest responsible and responsive bidder shall mean the bidder that best meets the requirements set forth in this solicitation and offers the lowest cost. The contract(s) resulting from this RFB shall be in effect when all necessary contract documentation is fully executed by BPHC and awarded vendor(s).</p>

*The responsibility for submitting a bid to BPHC on or before the stated time and date will be solely and strictly the responsibility of the bidder. Due to the COVID 19 pandemic, BPHC will not be accepting hard copies BIDS and asks that all BIDS be emailed to [Procurement@bphc.org](mailto:Procurement@bphc.org) BIDS will not be accepted after the date and time for submission.*

## OVERVIEW

The Boston Public Health Commission (BPHC) is the local public health department for the city of Boston. BPHC’s mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable populations.

BPHC is seeking request for bids from qualified laundry and linen cleaning companies to perform services of pick-up soiled linen and drop off clean linen throughout multiple BPHC locations within the city of Boston. Qualified bidders are expected to perform services for a period of 3 years, with an initial 1-year term with an annual renewal option for additional 2 years under BPHC’s sole discretion.

BPHC encourages small, local, minority business enterprise (MBE), woman business enterprise (WBE), minority and woman business enterprise (M/WBE), service-disabled veteran-owned business enterprise (SDVOBE), veteran-owned business enterprise (VBE), minority non-profit organization (M/NPO), women non-profit organization (W/NPO), minority and women non-profit organization (M/W/NPO), disability-owned business enterprise (DOBE), lesbian, gay, bisexual or transgender business enterprise (LGBTBE) to participate in all procurement opportunities.

## SCOPE OF SERVICE

The Boston Public Health Commission seeks qualified bidders to provide laundry and linen cleaning services for 4 (four) BPHC programs located in Boston: Boston Emergency Medical Service (EMS), Homeless Service Bureau (HSB), Recovery Service Bureau (RSB), and South End Fitness Center (SEFC) under the Community Initiative Bureau (CIB).

The service request for daily and weekly pick up and drop off service shall include soiled linen (blankets, sheets, pillowcases, and towel) for washing, drying, and folding, and drop off of cleaned linen. Additional, same day cleaning should be available upon request (i.e., in cases of emergency). Programs request varying cleaning hours of service that the bidder shall adhere to, as listed in the requested Program Hours of Service (including special requests).

BPHC requests the use of “green” and clean environmentally safe products wherever possible and feasible in performance of all cleaning to protect the health, safety, wellness, and environmentally sustainable practices that BPHC requires. If requested, bidder shall provide a list of products used for the service. Communicate with Leon for COVID supply qualifications.

The approximate total volume pound’s overall for the listed programs is estimated at 3,650. The breakdown within programs consists of:

Boston Emergency Medical Service	Approximately 300 pound per week
Homeless Service Bureau	Approximately 3,000. pound per week
Recovery Service Bureau	Approximately 300 pound per week
South End Fitness Center	Approximately 50 pound per week (other)

BPHC has the discretion to modify the scope as necessary prior to execution of the contract with the selected bidder(s). No services shall commence until all necessary contract documentation is fully executed by BPHC and awarded vendor(s).

## Program Hours of Service

<b>Program</b>	<b>Delivery Window Day &amp; Time</b>	<b>Special Request</b>
<b>Emergency Medical Service</b>		
EMS Material Management 780 Albany Street (Rear) Boston, MA 02118	Tuesdays (8:00 AM – 10:00 AM) (holidays excluded)	Linen must be returned folded and bundled in groups of 25 each
<b>Homeless Service</b>		
Woods Mullen Shelter 794 Massachusetts Ave Boston, MA 02118	Mon – Fri (9:00 AM - 11:00 AM) and Sat – Sun (9:00 AM - 11:00 AM) (holidays included)	Linen must be returned folded and bundled.  <b>*24-hour turnaround time</b>
HSB Emergency Shelter 112 Southamptton Street Boston, MA 02118	Mon – Fri (9:00 AM - 11:00 AM) and Sat – Sun (9:00 AM - 11:00 AM) (holidays included)	Linen must be returned folded.  <b>*24-hour turnaround time</b>
<b>Recovery Service</b>		
Recovery Home 201 River Street, Basement level Mattapan, MA 02126	Mon – Wed (9:00 AM - 11:00 AM) (holiday excluded)	Linen must be returned folded.  <b>*48-hour turnaround time</b>
201 River Street, Floor 1 Mattapan, MA 02126	Mon – Wed (9:00 AM - 11:00 AM) (holiday excluded)	Linen must be returned folded.  <b>*48-hour turnaround time</b>
<b>Engagement Center</b>		
112 Southamptton Street, (Located in rear in fabric structure) Boston, MA 02118	Mon – Fri (7:00 AM – 9:00 AM) and Sat – Sun (7:00 AM - 9:00 AM) (holidays included)	Linen must be returned folded.  <b>*48-hour turnaround time</b>
<b>South End Fitness Center</b>		
SEFC Gymnasium 785 Albany Street, Floor 4 Boston, MA 02118	Every other Tuesday (9:00 AM – 11:00 AM) (holidays excluded)	Linen must be returned folded and bundled

## REQUIREMENTS

The following are minimum qualifications and licensing requirements that the bidder must meet to be eligible to submit a bid. Bidders must demonstrate compliance to minimum qualifications. BPHC reserves

the right, but is not obligated, to obtain clarification from the bidder if compliance to the minimum qualifications is not clear in the bid. Those that are not clearly responsive to these minimum qualifications shall be rejected by the BPHC without further consideration.

**Bidders(s) qualified must agree to the following:**

- 1) Have a minimum of 5 years of experience in providing laundry services.
- 2) Have a minimum of 3 or more contracts of comparable size and scope.
- 3) Must be able to meet delivery deadlines as identified in the scope of services and adhere to the hours of service.
- 4) Must weigh all linen picked up from the program, clean the linen and deliver to programs as requested in the scope of service ("clean" weight tickets shall accompany each delivery).
- 5) Must comply with the City of Boston Living Wage Ordinance.
- 6) Shall furnish all labor, material, supplies, and equipment needed to perform the required services. Bidders shall have a clear system in place to track all linen received and delivered and provide documentation count with each delivery.
- 7) May bid on all or individual program location. BPHC reserves the right to award one or multiple bidders based upon bid is deemed most favorable to BPHC. The bidder shall agree that BPHC may add or remove program location and/or additional cleaning services at any time during the term of the contract.
- 8) Solely responsible for informing BPHC if vendor is or has been debarred, suspended, proposed for debarment, excluded, or disqualified under the non-procurement common rule, or otherwise declared ineligible from receiving Federal contracts, subcontracts, and Federal assistance and benefits in any amount. BPHC will ensure that no party found on System for Award Management (SAM) list is awarded a contract.
- 9) Must immediately report any discovered damages or inoperative items to BPHC so as not to be held accountable. In addition, vendor must report any incidents that involve vendor on BPHC property.
- 10) Must assign a supervisor for the locations. All services must be performed by employees of the vendor. The vendor agrees to assume responsibility for the actions and conduct of any of its employees. Vendor's employees who violate any rules shall immediately be removed and banned from all BPHC premise. The vendor must provide a list of employees under the contract if requested by BPHC.

**Invoice Requirements**

The vendor must assign an accounting / financial representative for invoicing and all fiscal responsibilities and correspondence. The following is required for invoice and payments:

Vendors must submit a typed or printed invoice; handwritten invoices are not acceptable.

Monthly invoices for cleaning must be submitted and identified with program location, date, and description of service.

A valid Purchase Order Number must be obtained prior to preparing invoices. Purchase Orders must be typed or printed on each invoice.

All invoices must have a unique invoice number.

Additional or Special service provided shall be billed on a separate invoice in accordance with the quotation.

## REQUEST FOR BID TERMS

BPHC may cancel the RFB or reject all bids at any time prior to award, if BPHC determines its best interest will be served by such action. Written notice of the cancellation will be made to bidders. A bidder's failure satisfactorily furnish required contract documents within BPHC's Procurement Office request time may result in the bidder forfeiting its award. BPHC reserves the right to select the next lowest responsive and responsible bidder of this RFB.

Services are expected to be performed by the awarded vendor on or about July 1, 2021 to June 30, 2022 ("Initial Term") with an annual renewal option for 2 years under the same terms, conditions and price per pound for each option term. The decision to exercise the option terms will be at BPHC's sole discretion. No services shall commence until all necessary contract documentation is fully executed by BPHC and awarded vendor(s).

The contract may be terminated with written notification by either party with or without cause in less than ninety (90) days by mutual agreement or in the event of substantial failure to perform in accordance with the terms set forth in the contract. BPHC has the discretion to select the next lowest responsible and responsive bidder under this RFB. Written notice of termination or cancellation shall be given to the vendor through the contact listed in the contract by BPHC. Awarded vendor shall have no right to recover other amounts, including but not limited to amounts for lost profits, indirect, incidental, or consequential damages.

BPHC has the right to select multiple vendors to perform services at a location or one vendor to provide services to all location based on bidders response.

## PREPARATION AND SUBMISSION INSTRUCTIONS

Bidder must review the specifications of this RFB, prepare and submit all bidding documents in the order listed below.

- Justification: Prepare Quality Justification, not exceeding three (3) pages, describing how the services can be fulfilled as set forth in the Scope of Service, including a brief history of the company and its experience in the provision of laundry and linen cleaning services. Include: a description of customer service procedures and protocol and, plan of action or response in emergency which hinders or prevents performance of service as described in the RFB.
- Complete all bidding documents.
- All documents requiring signature must be signed in blue ink.
- Do not alter any RFB forms. Additional forms requested may be submitted per the company's format.
- Questions and responses and/or addendums must be signed by the bidder and submitted with bidding documents to the email provided.
- Bidding documents and bid cost must be submitted in separate envelope or box clearly marked with
  1. Company Name, Address, "Bid Documents for Laundry and Linen Cleaning Service"
  2. Company Name, Address, "Bid Cost Sheets for Laundry and Linen Cleaning Service"

**Submit all required bidding documents in the following order:**

1. Cover Form
2. Company's Business Profile

3. Reference Form
4. Non-Collusion Form & Tax Compliance Form
5. Justification
6. Program Hours of Service
7. Cost of Service
8. Certifications (if applicable)
9. Certificate of Liability Insurance
10. W-9 Form
11. Addendums (if applicable)

Bids will be rejected if required documentation in specified order as indicated is not submitted.

Bids may be withdrawn in writing by mail or email to BPHC prior to date and time of RFB opening. Withdrawn bids may be resubmitted until the date and time of bid opening.

- Email Request: shall have letter attached on company letterhead with the bidder contact's signature and submitted five (5) business day before the date of RFB opening to [Procurement@bphc.org](mailto:Procurement@bphc.org)  
Subject: Laundry and Linen RFB Withdraw

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<b>Cost of Service Per Pound</b>			
<b>Property</b>	<b>Year 1</b> July 1, 2021 June 30, 2022	<b>Option Year 2</b> July 1, 2022 June 30, 2023	<b>Option Year 2</b> July 1, 2023 - June 30, 2024

<b>Boston Emergency Medical Service</b>			
EMS Material Management 780 Albany Street (Rear) Boston, MA 02118	\$	\$	\$
<b>Homeless Service</b>			
HSB Woods Mullen Shelter 794 Massachusetts Ave Boston, MA 02118	\$	\$	\$
HSB Emergency Shelter 112 Southamptn Street Boston, MA 02118	\$	\$	\$
<b>Recovery Service</b>			
RSB 201 River Street, Basement Level Mattapan, MA 02126	\$	\$	\$
RSB 201 River Street, Floor 1 Mattapan, MA 02126	\$	\$	\$
<b>Engagement Center</b>			
RSB 112 Southamptn Street (Located in rear in fabric structure) Boston, MA 02118	\$	\$	\$
<b>South End Fitness Center</b>			
SEFC Gymnasium 785 Albany Street, Floor 4 Boston, MA 02118	\$	\$	\$

BPHC will add 10% to the total annual cost for any additional or special service request as needed. BPHC will work with selected bidder(s) to adjust cost(s) based on any revisions to the scope of service. Bidder(s) shall provide special service requests to BPHC as needed but not limited to the scope herein. BPHC will not be responsible for any transportation fees or costs, included but limited to, mileage or fuel cost.

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**Cover Form**

**Request for Bid:** Laundry and Linen Cleaning Service

**Date Released:** May 24, 2021

Completion and submission of the cover form of the Request for Bid and information below indicates the intention of the bidder to comply with specifications, requirements, and terms of the Boston Public Health Commission’s request of laundry and linen services.

This form serves as the cover page for bid documents and bid cost submissions. Bids will be rejected without Cover Form.

**Company / Entity Information**

Company or Entity Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Taxpayer Identification #: \_\_\_\_\_

Business Classification:

*Check appropriate item(s) and submit certification(s) in the bidding documents.*

\_\_\_\_ Minority Owned Business Enterprise

\_\_\_\_ Woman Owned Business Enterprise

\_\_\_\_ Minority and Woman Business Enterprise

\_\_\_\_ Minority Women Non-Profit Organization

\_\_\_\_ Lesbian, Gay, Bisexual or Transgender

Business Enterprise

\_\_\_\_ Service-Disabled Owned Business Enterprise

\_\_\_\_ Veteran Owned Business Enterprise \_\_\_\_\_

Minority Non-Profit Organization (M/NPO)

\_\_\_\_ Disability-owned Business Enterprise

**Bidder Contact**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



**Reference Form**

**Request for Bid:** Laundry and linen cleaning service

**Date Released:** May 24, 2021

**Bidder Company Name:**

**Bidder Contact:**

**Telephone Number:**

List three (3) laundry and linen cleaning service contracts within the past five (5) years.

**Business Reference 1**

Company or Entity: \_\_\_\_\_

Contact Name & Telephone #: \_\_\_\_\_

Brief Description of Work: \_\_\_\_\_

Amount of Contract: \_\_\_\_\_

Contract Start / End Date: \_\_\_\_\_

**Business Reference 2**

Company or Entity: \_\_\_\_\_

Contact Name & Telephone #: \_\_\_\_\_

Brief Description of Work: \_\_\_\_\_

Amount of Contract: \_\_\_\_\_

Contract Start / End Date: \_\_\_\_\_

**Business Reference 3**

Company or Entity: \_\_\_\_\_

Contact Name & Telephone #: \_\_\_\_\_

Brief Description of Work: \_\_\_\_\_

Amount of Contract: \_\_\_\_\_

Contract Start / End Date: \_\_\_\_\_

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**Non-Collusion Form & Tax Compliance Form**

**Certificate of Non-Collusion**

The undersigned certifies under penalties of perjury that this bid, or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

\_\_\_\_\_  
Signature of Individual submitting bid or proposal.

\_\_\_\_\_  
Printed Name Individual submitting bid or proposal.

\_\_\_\_\_  
Company or Entity Name

**Tax Compliance Certification**

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

\_\_\_\_\_  
Signature of Individual submitting bid or proposal.

\_\_\_\_\_  
Printed Name Individual submitting bid or proposal.

\_\_\_\_\_  
Company or Entity Name