

BOSTON PUBLIC HEALTH COMMISSION



Request for Bid (RFB)
for the Procurement of
Laundry and Linen Cleaning Service

May 20, 2024

Request for Bid (RFB) Timeline

Vendors must submit all bid documents by the dates and times stated below. There are no exceptions to these deadlines.

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|--------------------------------|---|
| Sunday, May 19, 2024 | RFB published in <i>The Boston Globe</i> |
| Monday, May 20, 2024 | RFB made available at 10:00 AM on website: www.boston.gov/bid-listings |
| Tuesday, May 28, 2024 | Vendor Walkthrough: refer to the “Vendor Walkthrough” section of this RFB on page five (5) |
| Wednesday, May 29, 2024 | Vendor Walkthrough: refer to the “Vendor Walkthrough” section of this RFB on page five (5) |
| Friday, May 31, 2024 | Questions due by 2:00 PM via email to RFR@bphc.org with the subject “Laundry and Linen Cleaning Service” |
| Monday, June 3, 2024 | Responses to questions posted by 5:00 PM on website: www.boston.gov/bid-listings |
| Monday, June 10, 2024 | Bids due by 5:00 PM For instructions on how to submit bids, refer to the “Submission Instructions” section of this RFB on page five (5) and the website: www.boston.gov/bid-listings There are no exceptions to this deadline. |
| Monday, June 17, 2024 | Notification of Decision This is BPHC’s desired date to notify the vendor(s) of award; however, BPHC has the discretion to extend this date without notice. BPHC anticipates submitting a Notice of Award to the selected vendor(s) by the email or address provided in the vendor’s submission. Services resulting from this RFB shall not be in effect until contract is fully executed by the awarded vendor(s) and BPHC. |

Overview

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston whose mission is to protect, preserve, and promote the health and well-being of Boston residents, especially those among the City's most vulnerable populations.

As part of this mission, BPHC is requesting bids from qualified laundry and linen cleaning vendors to pick-up, wash, dry, fold, bundle, and return laundry and linens to multiple BPHC locations in Boston for a total service term of three years that begins with an initial one-year term after which BPHC, at its sole discretion, may opt to accept or decline the additional two years of service. Vendors may bid to secure services for all program sites or individual program sites, and BPHC may select multiple vendors to provide services across different sites or one vendor to provide services for all sites.

BPHC encourages Certified Underrepresented Business Enterprise (CUBE) vendors, including small, local, minority business enterprises (MBE), woman business enterprises (WBE), minority and woman business enterprises (M/WBE), veteran-owned business enterprises (VBE), minority non-profit organizations (M/NPO), women non-profit organizations (W/NPO), minority and women non-profit organizations (M/W/NPO), disability-owned business enterprises (DOBE), and lesbian, gay, bisexual or transgender business enterprises (LGBTBE) to participate in all BPHC procurement opportunities. For more information on how to become a Certified Underrepresented Business Enterprise, vendors should visit www.boston.gov/departments/economic-development and/or www.mass.gov/supplier-diversity-office.

Qualification Terms

Vendors must have at least five years of experience in providing laundry and linen services and must clearly demonstrate in their proposal how they can and will fulfill all the services requested in this RFB's "Scope of Service."

Vendors must comply with the City of Boston Living Wage Ordinance. For more information regarding this ordinance, vendors should visit www.boston.gov/worker-empowerment/living-wage-division

Cancellation and Withdrawal Terms

BPHC may cancel this RFB and/or reject any bid prior to award. In such cases, BPHC will provide vendors with a notice of cancellation.

Vendors may withdraw their bid by June 15, 2024, at 5pm. Vendors cannot resubmit withdrawn bids after this deadline. Vendors must submit their notice of withdrawal in writing to RFR@bphc.org

Scope of Service

For a detailed breakdown of services requested, read this section carefully.

BPHC is seeking qualified vendors that can provide laundry and linen cleaning services for three programs in Boston: the Homeless Service Bureau (HSB), the Recovery Service Bureau (RSB), and the South End Fitness Center (SEFC). HSB has two permanent sites and one temporary site. Service for the temporary site will end October 2024. Both RSB and SEFC have one site. The total volume of laundry and linen for the listed program sites is approximately 5050 lbs. per week.

Fulfilling this service, the vendor(s) must pick up, wash, dry, fold, bundle, and drop off laundry and linen, including sheets, blankets, pillowcases, and towels, on a daily, weekly, and/or bi-weekly basis and at times that each program site will determine. The vendor(s) must accommodate each program's pickup and drop off timeframe as indicated on page four (4) of this RFB.

The vendor(s) must assign a supervisor as the designated primary contact person reachable during regular business hours via phone and email for all program sites.

The vendor(s) must provide a list of their employees performing services for BPHC upon request and assume responsibility for their employees' actions and conduct. The vendor(s) must immediately report to BPHC any discovered damage, inoperative items, lost items, or incidents involving vendor employees on BPHC property. If they do not, BPHC may hold the vendor(s) accountable for damages, inoperative items, lost items, and incidents.

The vendor(s) must furnish all labor, material, supplies, and equipment, including bags, needed to perform the services requested in this RFB. As indicated on page four (4), the vendor(s) must supply the laundry and linens to RSB and SEFC on the first day of service.

The vendor(s) must track all received and delivered laundry and linens, and they must provide BPHC with documentation, including weight tickets, for each pickup and drop off.

The vendor(s) must accommodate any performance review requests. BPHC may evaluate the vendor(s) performance through regular reviews of site-determined key performance indicators (KPIs), including on-time pickup and drop off and accuracy of items delivered.

The vendor(s) must provide, and articulate in their proposal, a comprehensive transition plan to ensure a seamless transfer of laundry and linen services and items at the end of the service term. The transition plan must include detailed timelines, responsibilities, and communication protocols aimed at minimizing service disruptions.

The vendor(s) must make same day service available to the program sites upon request (i.e., in emergency cases) and at the usual cost per pound agreed to in the contract. Additionally, the vendor(s) must provide 24/7 emergency contact information.

The vendor(s) must adhere to all the services requested in this RFB's "Scope of Service."

| Bureau | HSB | | HSB (Temporary) | RSB | SEFC |
|--|---|--|---|---|---|
| Program Name and Site Address | Woods Mullen Shelter 794 Massachusetts Ave. Boston, MA 02118 | Emergency Shelter 112 Southamptn St. Boston, MA 02118 | Temporary Shelter 727 Massachusetts Ave. Boston, MA 02119 | Transitions 201 River St., Floor 1, Mattapan, MA 02126 | Gymnasium 785 Albany St., Floor 4, Boston, MA 02118 |
| Pickup/ Dropoff Timeframe | Monday–Sunday 10 AM—12 PM (including holidays) | | Wednesday 10 AM—12 PM (including holidays) | Monday— Wednesday 9 AM—11 AM (excluding holidays) | Tuesday 9 AM—11 AM (excluding holidays) |
| Recurrence | Daily | | Weekly | Weekly | Bi-Weekly |
| Turnaround | 24 Hours | | 1 Week | 48 Hours | 2 Weeks |
| Service Requested | Pick up, wash, dry, fold, bundle (one blanket with two sheets), and deliver laundry and linens. | | Pick up, wash, dry, fold, bundle (one blanket with two sheets), and deliver laundry and linens. | Pick up, wash, dry, fold, bundle (one blanket, one fitted sheet, one flat sheet, one pillowcase, and one towel) and deliver laundry and linens. | Pick up, wash, dry, fold, bundle, and deliver laundry and linens. |
| Items Serviced | Flat sheets, blankets, pillowcases, and body towels | | Flat sheets, blankets, pillowcases, and body towels | Fitted sheets, flat sheets, blankets, pillowcases, body towels, and face towels | Body towels |
| Vendor Provided Laundry and Linens? | HSB provides items | | HSB provides items | The vendor(s) must provide RSB with 20 dozen of each item on the first day of service | The vendor(s) must provide SEFC with 100 towels on the first day of service |
| Estimated Weekly Weight | 1000 LBS | 2000 LBS | 25 LBS | 2000 LBS | 25 LBS (Bi-weekly) |

Vendor Walkthrough

Vendors are encouraged to do a walkthrough with each program site before submitting their bid. The walkthrough will provide a comprehensive understanding of each program site’s specific needs, and by participating, vendors can better tailor their proposals to the requested service.

Vendors may not ask questions during the walkthrough; rather, they must send all questions to RFR@bphc.org with the subject “Laundry and Linen Cleaning Service.” Questions are due by Friday, May 31, 2024, at 3 PM, and BPHC will post responses by Monday, June 3, 2024, at 5:00 PM on www.boston.gov/bid-listings.

| Bureau | RSB | SEFC | HSB | | |
|---------------|--|--|--|---|--|
| Site | Transitions 201 River St., Floor 1, Mattapan, MA 02126 | Gymnasium 785 Albany St., Floor 4, Boston, MA 02118 | Emergency Shelter 112 Southamton St. Boston, MA 02118 | Temporary Shelter 727 Massachusetts Ave. Boston, MA 02119 | Woods Mullen Shelter 794 Massachusetts Ave. Boston, MA 02118 |
| Date | Tuesday May 28, 2024 | Wednesday May 29, 2024 | Wednesday May 29, 2024 | | |
| Time | 10:00 AM | 9:00 AM | 10:00 AM | | |
| Instr. | Enter on River Street and meet in the 201 lobby | Enter the parking lot at 35 Northampton and meet on the 4th floor lobby | Enter the parking lot on Atkinson Street and meet at the decommissioned gas station located in the parking lot | | |

Submission Instructions

The vendor(s) proposal must not exceed two (2) pages and must be in standard font and format (12-point Times New Roman font with 1-inch margins). The proposal must demonstrate how the vendor(s) can and will fulfill all the services requested in this RFB’s “Scope of Service” and must include a brief history of the company and its experience in providing laundry and linen cleaning services, a description of service procedures and protocols, and a plan of action or response to emergency cases that may hinder or prevent the vendor(s) from performing the services requested in this RFB.

The vendor(s) must submit two forms: the proposal and the cost of service. The vendor(s) must submit their proposal and cost of service on separate pages with the proposal preceding the cost of service. Both forms must reflect a thorough understanding and adherence to this RFB’s “scope of service.”

The vendor(s) must submit their cost of service as the fillable “Laundry and Linen Service Cost Sheet” provided on the next page of this RFB. This page should be included on the last page of vendor submissions (after their proposal). *The vendor(s) must not alter the “Laundry and Linen Service Cost Sheet” sheet.*



Laundry and Linen Service Cost Sheet

BPHC requires that all vendors provide their cost of service according to weight. This encompasses all expenses, such as emergency services and the provision of laundry and linen to the Recovery Service Bureau and the South End Fitness Center, which must be factored into the cost per pound.

| Cost of Service Per Pound | | | | | |
|--|---|---|--|---|--|
| Bureau | HSB | | HSB (Temporary) | RSB | SEFC |
| Program Site | Woods Mullen Shelter 794 Massachusetts Ave. Boston, MA 02118 | Emergency Shelter 112 Southampton St. Boston, MA 02118 | Temporary Shelter 727 Massachusetts Ave. Boston, MA 02119 | Transitions 201 River St., Floor 1, Mattapan, MA 02126 | Gymnasium 785 Albany St., Floor 4, Boston, MA 02118 |
| Vendor Provided Laundry and Linens? | No | No | No | Yes | Yes |
| Estimated Weekly Weight | 1000 | 2000 | 25 | 2000 | 25 |
| Cost Per Pound Year 1 July 1, 2024, to June 30, 2025 | | | | | |
| Cost Per Pound Option Year 2 July 1, 2025, to June 30, 2026 | | | | | |
| Cost Per Pound Option Year July 1, 2026, to June 30, 2027 | | | | | |

Vendors must submit this fillable sheet as the last page of their proposal.