

Group 79039 – Laundry and Linen Services (Statewide)

Inquiry Number	Solicitation Document	Section Number	Inquiry	OGS Responses
1	Solicitation Main Document	General	What if our company receives an award for a region but at the time of a service request we are unable to service a particular location within that region due to distance, weather issues, etc? Are we absolutely required to honor purchase orders for locations within our Region that we are unable to service?	Please see revised Sections 4.3, <i>Procurement Instructions for Authorized Users</i> and 5.20, <i>Ordering</i> .
2	Solicitation Main Document	1.2, <i>Scope</i>	Can I only bid on Customer-owned goods?	Yes. Bidders have the option of bidding Customer-owned Goods only, Contractor-owned Goods only, or both. Please see new subsection (C) of Section 1.2, <i>Scope</i> .
3	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	Where are the locations that are in need of services?	Because the Centralized contract(s) resulting from this Solicitation will be indefinite delivery/indefinite quantity contract(s) (see Appendix B, General Specifications, Section 28 - Estimated/Specific Quantity Contracts), the "locations that are in need of services" are not known. Any Authorized User throughout New York State can use the Centralized Contract(s) resulting from this solicitation, although as noted in Section 1.1, <i>Overview</i> , "[i]t is anticipated that the contracts will predominantly be used by healthcare facilities such as hospitals, mental health facilities, and nursing homes..."

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4	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	how many locations are there in each region?	<p>Because the contracts resulting from this Solicitation will be indefinite delivery/indefinite quantity contracts (see Appendix B, General Specifications, Section 28 - Estimated/Specific Quantity Contracts), the number of 'locations' in each Region that will use the contract(s) is not known.</p> <p>Pursuant to Solicitation 23147 Section 1.4 <i>Estimated Quantities</i>, "[no] specific quantities are represented or guaranteed and the State provides no guarantee of individual Authorized User participation."</p>
5	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	will you disclose a list of users?	OGS respectfully declines to provide this information. Any of our Authorized Users as defined in State Finance Law Section 163(1)(k) may use this contract.
6	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	Do you have a list of all locations and or quantities by item by location based on previous history?	<p>No, OGS does not have the requested information.</p> <p>However, pursuant to Section 1.4, <i>Estimated Quantities</i>, "[t]he anticipated dollar value of the award for this Solicitation, based on historical purchases under previous awards, is approximately \$15,000,000 annually. The individual value of each resultant Contract is indeterminate and will depend upon the number of Contracts issued and the competitiveness of the pricing offered."</p>
7	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	can you provide based off of history? all estimated is dollar amounts	Please see OGS response to Question # 6 above.
8	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	what originated your work on this? no history of this right?	<p>The New York Industries for the Disabled (NYSID) with partner companies is currently providing Laundry and Linen services to some Authorized Users.</p> <p>It is anticipated that this contract will be used by those Authorized Users that are unable to secure services through NYSID.</p>

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9	Solicitation Main Document	1.4, <i>Estimated Quantities</i>	do you anticipate a change in the preferred source structure?	OGS respectfully declines to comment on the structure of the Preferred Source program.
10	Solicitation Main Document	1.10, <i>MWBE & SDVOB Interest in Partnering with Bidders</i>	2) Page 10- Section 1.10 of the bid strongly encourages partnering with MWBE & SDVOB companies for this procurement, however, Page 22- Section 5.5.10 appears to preclude sub-contracting. These 2 sections appear to be at odds and can the sub-contracting language be removed and/or changed to have the caveat that all sub-contracting must be pre-approved by the end-user agency which is frequently the language found in NYS contracts, so that companies are encouraged to maximize partnering with MWBE's/ SDVOB's and others	OGS respectfully declines to make the requested change. Please refer to Solicitation Section 5.5.10, <i>Contractor's Employees</i> , which states subcontracting is not permitted under this contract except as stated in Section 5.13, <i>Continuous Operation</i> .
11	Solicitation Main Document	2, <i>Bidder Qualifications</i>	Does the operation have to be located in the region(s) that I'm participating in?	Bidder's Laundry and Linen cleaning facilities do not have to be in the Region being bid on. Please see revised Section 2 (1), <i>Bidder Qualifications</i> . Also, please see revised Attachment 9 - Minimum Qualifications (Revised February 15, 2019).
12	Solicitation Main Document	2, <i>Bidder Qualifications</i>	Although we're can decline to service a customer who is distant within the same region, we would be precluded from bidding in an adjacent county if it was in a different region than our facility?	Please see OGS Response to Question #11 above.
13	Solicitation Main Document	2, <i>Bidder Qualifications</i>	have you confirmed that there is a viable laundry in each region? my point is that many of us have operations but serve other regions - we do logistics and delivery	Please see OGS Response to Question #11 above.

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14	Solicitation Main Document	2, <i>Bidder Qualifications</i>	Section 2 and Attachment 9 of the contract state, Section states, "Bidder must have been in continuous operation providing laundry services within the Region it is bidding for the past two years immediately preceding the date of the Bid opening." During the bid webinar, it was stated that the facility itself must be located within the region. We routinely provide services outside of the regions in which our facility is located, and have been doing so for more than 2 years. It is also part of our emergency contingency plan. Can you please clarify the meaning of this section	Please see OGS Response to Question #11 above.
15	Solicitation Main Document	2, <i>Bidder Qualifications</i>	1) Can OGS please clarify and/or reconsider the requirement that you MUST have an operational plant in the region that you are bidding on ? For example, a company could have a plant in Brooklyn or Queens- region 1, have a proven track record of servicing Hospitals in Nassau, Suffolk and Westchester Counties, but as the bid spec is written today they will be forbidden from bidding on either Region 2 or 3.	Please see OGS Response to Question #11 above.

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16	Solicitation Main Document	4.1, <i>Method of Award</i>	3) Can OGS provide additional clarification on how they will determine “reasonable price” for method of award – per section 4.1- page 17.....based on this appearing to be a “do not exceed” contract pricing and the specs being extremely vague, undefined and open – ended in regards to quantity, type of facility to be serviced, anticipated mix of product, potential special handling, delivery schedule (up to 7 days per week), prohibition to charge for specialty packing (ie ER Packs, Surgical) and there appears to be no provision to charge for LOST linen when pricing out rental linen, it leaves vendors in very vulnerable positions on how to provide a reasonable price.	Pursuant to revised Section 5.3, <i>Price</i> , “Reasonable prices” may be determined by reviewing percentage discounts and net prices offered to other clients, prices on any previously awarded contract, pricing offered by other Bidders for this Solicitation, contracts with other state or government entities, or such other information as determined by OGS.”
17	Solicitation Main Document	5.3, <i>Price</i>	how do you expect us to calculate a discount when you don't show volumes or locations	Pricing bid in Attachment 1 - Pricing, will be evaluated by OGS for reasonableness pursuant to Section 5.3, <i>Price</i> . Location and volume information will be made available by Authorized Users at the engagement level. Authorized Users will be encouraged to negotiate lower rates based on volume of services needed.
18	Solicitation Main Document	5.3, <i>Price</i>	you realize it is difficult to quote pricing without volumes and locations right? delivery logistics are specific to users	Please see OGS response to Question #17 above.
19	Solicitation Main Document	5.3, <i>Price</i>	how do you define reasonableness of pricing?	Please see OGS response to Question #17 above.

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20	Solicitation Main Document	5.9, <i>Delivery</i>	accreditation standards do not require clean and soiled to be separate on the truck. they just have to be functionally separate how can you require us to keep clean and soiled separate on the truck if the HLAC standard does not require that	Pursuant to Section 5.9, Delivery, “Pickups and deliveries shall be conducted separately so that soiled and clean laundry do not occupy a truck at the same time.” OGS respectfully declines to change this requirement and acknowledges that this requirement is stricter than the “functional separation” requirement in sections 1.3 and 7.4 of Part II of Appendix C, Healthcare Laundry Accreditation Council’s Accreditation Standards (2016).
21	Solicitation Main Document	5.19, <i>Liquidated Damages</i>	What notice has to be provided if liquidated damages will be assessed? That is, does the Authorized User have to provide notice when the incident occurs, or can they assess damages at any point?	Pursuant to revised Section 5.19, <i>Liquidated Damages</i> , “In order to assert a claim for liquidated damages, the Authorized User shall notify the Contractor of such claim within 90 calendar days of the date liquidated damages accrue. The Authorized User shall have the sole discretion to decide the form in which the payment of any liquidated damages is to be made (i.e., cash payment, credit against a future bill, or other method) and to establish the timeframe for such payment. If the Authorized User fails to assert liquidated damages within 90 calendar days of accrual, such liquidated damages shall be deemed waived.”
22	Solicitation Main Document	5.19, <i>Liquidated Damages</i>	Once outside of the 90 day initial period, how far back can Clients go when assessing damages?	Please see OGS Response to Question #21 above.

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23	Solicitation Main Document	5.19, <i>Liquidated Damages</i>	If notice is provided and the bidder disputes, what are the procedures for resolving the dispute?	Pursuant to newly added section 5.40 <i>Formal Disputes During an Engagement</i> , "Formal disputes arising during the course of an engagement shall be decided in accordance with the Authorized User's dispute resolution procedures."
24	Attachment 1 – Pricing		I'm unable to add row rows for Contractor-owned Goods to the Pricing sheet. What should I do?	Attachment 1 – Pricing has been revised to include additional rows under Contractor-owned Goods. If additional rows are still needed, Bidders are advised to submit an additional Attachment 1 – Pricing (Revised February 15, 2019).
25	Attachment 8 - Report of Contract Usage		what are you expecting us to report on this spreadsheet? all of our business or only state business? so you want all of our business or just what is on this contract?	Attachment 8 - <i>Report of Contract Usage</i> should be filled out by the Contractor and should only contain the items/services provided to our Authorized Users under this Contract.
26	Attachment 9 - Minimum Qualifications	Sec 2 # 1 - Instructions	Please clarify the comment: Bidder shall enter on the "Continuous Operation" sheet, the number of years of operation within the Region it is bidding on and the full address of the operation within the Region to meet the first minimum qualification. Please confirm that as long as a company is providing service to a Region, it does not need to own and operate a laundry processing facility specifically within that Region if it is able to provide reliable service from its operations to a different Region. For example, a laundry operation located in Region 3 providing service to a client in Region 1.	Please see revised Attachment 9 - <i>Minimum Qualifications</i> (Revised February 15, 2019).