**Managed Service Soft FM Linen & Laundry Specification**

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| --- | --- |
| **Trust Tender Reference:** |  |
| **Atamis Reference:** |  |
| **Framework Reference:** | **LPP, Linen and Laundry Dynamic Purchasing System (DPS), Ref: LPP/2021/006** |
| **URN:** |  |
| **Contract Period:** | **3 years with option for 12-month + 12-month extension.** |

1. **Trust Background** 
   1. Background

The Princess Alexandra Hospital NHS Trust (“PAH”, <https://www.pah.nhs.uk/>) provides a full range of general acute, outpatient and diagnostic services and its 3,500 staff serve a local population of around 350,000 people at:

The Princess Alexandra Hospital (PAH) in Harlow (where the Government has allocated funding for a new hospital to be rebuilt);

The Herts and Essex Hospital in Bishop’s Stortford; and

St Margaret’s Hospital in Epping. (Including the Community Diagnosis Centre (CDC))

* 1. Trust Values

**Patient at heart** – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

**Everyday excellence** – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

**Creative collaboration** – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

PAHT believes in investing in all our people and rewarding high standards of care whilst building for excellence and in return we expect our people to uphold our values to the highest level.

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**2. Overview**

* 1. The Contractor shall provide a fully managed Linen & Laundry Service to deliver, manage and collect the following:

### Delivery of provision to the main site of PAH and SMH (inc. the CDC)

### provision of Clean Linen to point of use (ward/department).

### provision of clean uniforms to Authority Staff.

### collection and processing of Used Linen and uniforms

### provision of return to sender laundering service.

### option of provision and management of automated Linen dispensing machines

1. The provision of disposable curtain

**Sites:**

|  |  |  |
| --- | --- | --- |
| PAHT | The Princess Alexandra Hospital | The Princess Alexandra Hospital, Hamstel Rd, Harlow CM20 1QX |
| St Margaret’s Hospital in Epping.  (Including the Community Diagnosis Centre (CDC) | St. Margaret’s Hospital (SMH), The Plain, Epping, Essex, CM16 6TN |

* 1. The managed Linen Service shall be provided 24 hours per day, 365(6) days per year.
  2. The managed Linen Service applies to all areas of the PAH Site.
  3. The Managed Linen Services shall provide a 6-day delivery Monday to Saturday with a 7-day soiled linen collection Monday to Sunday.
  4. St Margaret’s Hospital including the CDC service is for delivery of linen and collection of dirty linen, full specification in appendix D.

**3. Definitions**

* 1. Any reference to the "Specific Service Specification" in this Part shall be a reference to this Linen & Laundry Service Specification.
  2. Items defined in the General Service Specifications shall have the same meaning herein.
  3. In this Specific Service Specification the following words and phrases shall have the following meanings:

|  |  |
| --- | --- |
| **“Authority”** | means the beneficiary of the Service, which may include one or more authorities working in partnership or collaboratively; |
| **“Clean Linen”** | means items of Linen that have been processed or are otherwise clean and have not yet been used; |
| **“Condemned Linen”** | means Linen that is no longer functional which shall be determined in accordance with Appendix B of this Specific Service Specification; |
| **“Emergency Supplies”** | means the stock of Linen required to service the needs of a special incident in accordance with the provisions of Appendix F of this Specific Service Specification; |
| **“Fouled Linen”** | means Used Linen that has been fouled by body substances including but not limited to sweat, blood and faeces; |
| **“Infected Linen”** | has the meaning set out in Choice Framework for local Policy and Procedures 01-04 – Decontamination of linen for health and social care: Engineering, equipment and validation manual (CFPP) 01-04 Hospital Laundry Arrangements for Used and Infected Linen; |
| **“Linen”** | means the items listed in 5.4 and Appendix C-F of this Specific Service Specification; |
| **“Linen and Laundry Services”** | means the linen, laundry room services to be provided by the Contractor pursuant to this Specific Service Specification; |
| **“Linen Repairs”** | means repairs to holes, tears, re-hemming, replacing tapes, buttons, Velcro and zips and such other repairs as are reasonably necessary for the Linen to comply with the Service Standards; |
| **“On-Call Room”** | means a bedroom used for short-term occupation by Authority Staff; |
| **“Private Patient Linen”** | means linen used for private patients, which is required to be of a higher quality standard; |
| **“Relatives Rooms”** | means accommodation for patients relatives / carers as set out in the Authority’s clinical output specifications; |
| **“Residential Accommodation”** | means accommodation for the following Authority staff; [[1]](#footnote-1) |
| **“Return to Sender”** | means linen owed by the Authority which is to be laundered and returned to the Authority; |
| **“Service Standards”** | means the standard(s) set out in this Specific Service Specification at Appendix B; |
| **“Soiled Linen”** | means all Used Linen not classified as Fouled Linen or Infected Linen; |
| **“Theatre Linen”** | means the sterile procedure and gown packs consisting of the items listed in Appendix D; |
| **“Used Linen”** | means the articles of Linen whether Soiled, Fouled or Infected which are not Clean Linen; |

## 4. Key Objectives

### In addition to the key objectives, stated within the General Services Specification: the Contractor will:

provide a comprehensive Linen and Laundry Service to ensure clean and appropriate Linen is available in all areas and for all users at the times required and in the volumes necessary to support the smooth running of the Authority;

work in close collaboration with all wards and departments to ensure an effective Linen and Laundry Service which is bespoke to the department or ward which it serves;

ensure that the handling and transport of all Linen fully complies with the Authority’s control of infection policy to minimise the risk of cross-contamination within the Facilities;

manage the Linen stock to maximise efficiencies whilst maintaining high service standards at all times;

provide a laundering service which is based on fundamental sustainable development principles that minimise the impact on the environment and is energy efficient;

provide and manage a number of automated Linen dispensing machines, in order to manage release and return of scrub suits;

providing effective account management to the Authority, including ongoing development and delivery of service improvement and/or cost saving opportunities. The Authority may request a level of guaranteed annual efficiency savings as well as forecast annual efficiency savings.

* 1. The Authority will determine the level of services required in for each elements of the linen and laundry service.

**5. Scope of Services**

* 1. The Contractor shall comply with all requirements set out in the General Service Specification relevant to the delivery of the Linen and Laundry Service.
  2. In addition to the applicable provisions set in the General Service Specification, the Contractor shall comply with this Specific Service Specification.
  3. The Contractor shall provide the following services as part of this Specific Service Specification:

1. provision and off-site storage of Clean Linen;
2. segregation and collection of Used Linen;
3. Linen processing;
4. Linen maintenance;
5. staff uniform service;
6. curtain and blind laundering;
7. provision of alginate bags;
8. laundering of return to sender linen
9. disposable curtains; and
   1. The scope of Linen included within this service includes but is not be limited to:
10. Patient Linen & Theatre as defined in Appendix C;
11. CDC Service as defined in Appendix D;
12. Linen for Residential Accommodation, Relatives Rooms and On-Call Accommodation as is defined in Appendix E
13. Emergency Supplies as is defined in Appendix F.
14. Linen & Laundry KPI Payment Mechanismas defined in Appendix H

## 6. Specific Requirements (KPI)

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| --- | --- | --- | --- | --- | --- |
| **Ref** | **Performance Parameters** | **Performance Failure**  **Category** | **Monitoring Period** | **Remedial Period** | **Monitoring Method** |
|  | ***Provision and storage of Clean Linen to central storage areas*** |  |  |  |  |
| LL 01 | The Contractor shall review minimum stock levels (which shall be agreed by the Authority Representative) on a ward by ward / department by department basis. | Medium | Monthly | 24 hours | Monthly review of stock levels undertaken by the Contractor. |
| LL 02 | The Contractor shall ensure deliveries are made in accordance with a delivery schedule agreed with the Authority’s Representative. This shall include deliveries of Linen for Residential Accommodation, Relatives Rooms and On Call Rooms, prior to occupation by a new user. | Medium | Daily | 15 minutes | Determined by default. |
| LL 03 | The Contractor shall ensure all Clean Linen shall be clean and serviceable in accordance with the Service Standards in Appendix B. | Medium | Daily | 15 minutes | Determined by default. |
| LL 04 | The Contractor shall provide an ad-hoc top-up service to the Site on an Emergency, Urgent and Routine Ad- Hoc Services Request basis to meet abnormal demand in accordance with the Completion Times set out within Appendix G. | Medium | Per Event | 24 hours | Determined by default. |
| LL 05 | Emergency Ad-Hoc Service Requests are Completed within the specified Completion Time. | Major | Per Event | 4 hours | Determined by default. |
| LL 06 | Urgent Ad-Hoc Service Requests are Completed within the specified Completion Times. | Medium | Per Event | 6 hours | Determined by default. |
| LL 07 | Routine Ad-Hoc Service Requests are Completed within the specified Completion Times. | Minor | Per Event | 6 hours | Determined by default. |
| LL 08 | The Contractor shall provide Emergency Supplies (including sufficient blankets, canvasses and draw sheets) in such an amount to be agreed with the Authority’s Representative. This emergency stock is to be rotated to accord with a programme agreed with the Authority. | Major | Monthly | 1 hour | Monthly review of records undertaken by Contractor. |
| LL 09 | The Contractor shall store Linen in accordance with the Authority’s Control of Infection Policy. | Medium | Monthly | 1 hour | Monthly review of procedures by Contractor.  Determined by default. |
|  | ***Segregation and Collection of Used Linen from central storage areas*** |  |  |  |  |
| LL 10 | The Contractor shall ensure that throughout the collection and distribution functions Used Linen is segregated from Clean Linen. | Major | Daily | 15 minutes | Determined by default. |
| LL 11 | The Contractor shall train relevant Authority Staff in the segregation of Linen. | Medium | Per Event | 24 hours | Relevant Authority staff trained by Contractor within one week of employment commencing. |
| LL 12 | The Contractor shall display procedures for the segregation of Linen at each Used Linen segregation and collection point. | Minor (for each point affected.) | Weekly | 4 hours. | Weekly check by Contractor to confirm procedures displayed.  Determined by default. |
| LL 13 | The Contractor shall ensure an adequate supply of the suitable and clean receptacles for the segregation, storage and or collection of Used Linen in accordance with the Authority’s control of infection policy. | Minor (for each room affected.) | Daily | 15 minutes. | Daily check of receptacles by Contractor.  Determined by default. |
| LL 14 | The Contractor shall operate procedures to ensure that failure to correctly segregate Used Linen by Authority Staff is traceable to the ward / department. | Major | Monthly | 24 hours | Procedures in place and tested by Contractor on a monthly basis. |
| LL 15 | The Contractor shall agree a collection schedule for Used Linen with the Authority’s Representative at such frequency appropriate to the size of the local storage areas to minimise the risk of cross-contamination. All receptacles used are emptied at least daily. | Minor | Monthly | 24 hours | Monthly review of collection schedules undertaken by Contractor. |
| LL 16 | The Contractor shall collect Used Linen in accordance with the collection schedule. | Medium | Daily | 15 minutes | Determined by default. |
| LL 17 | The Contractor shall undertake, additional collections to those Scheduled, within 2 hours if   1. designated storage receptacles reach more than 75% capacity; 2. build up impinges on Authority operations; 3. Linen collection areas are either unsightly or malodorous; | Medium (for each room affected.) | Per Event | 2 hours | Contractor interrogation of Helpdesk records.  Determined by default. |
| LL 18 | The Contractor shall ensure that there is no cross-contamination between Clean Linen, Soiled Linen, Fouled Linen or Infected Linen at any stage during the Linen ‘cycle’. | Medium | Monthly | 4 hours. | Monthly audit of procedures by Contractor. |

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| LL 19 | The Contractor shall dispose of Fouled and Infected Linen that cannot be laundered, which shall be treated as Clinical Waste. The classification of such items shall be agreed with the Authority’s Representative. | Major | | Monthly | 4 hours. | Monthly inspection of records by Contractor.  Determined by default. |
|  | ***Linen processing*** |  | |  |  |  |
| LL 20 | The Contractor shall launder all Used Linen in accordance with the detailed requirements of HSG(95)18 and the Authority’s control of infection policy. | Major | | Weekly | 1 hour. | Weekly audit of procedures by Contractor.  Determined by default. |
| LL 21 | The Contractor shall provide a return to sender laundering service on an Ad-Hoc Services basis to deliver a 3-day turnaround time including but not limited to:   1. Oven Cloths 2. Curtains | Minor | | Per Event | 24 hours | Interrogation of Helpdesk records by Contractor.  Determined by default. |
| LL 22 | The Contractor shall provide monthly management information to the Authority, including stock level, usage and costs for each department/area. | Medium | | Monthly | 1 week | Monthly inspection of records by Contractor. |
|  | ***Linen Maintenance*** |  | |  |  |  |
| LL 23 | The Contractor shall implement and operate an integrated stock control system. As a minimum the system shall:   1. provide traceability to each piece of Linen stock (where customised or Authority owned); and 2. monitor and record stock levels including stock losses. | Medium | | Monthly | 24 hours | Monthly test of system undertaken by Contractor. |
| LL 24 | Contractor shall provide a monthly report to the Authority providing the following information :   1. Linen usage for each ward and department; and 2. Authority to complete | Medium | | Monthly | 24 hours | Contractor report issued to Authority by due date. |
| LL 25 | Contractor shall on a weekly basis inspect all Authority owned items of Linen for faults and categorise items into one of the following categories:   1. Linen in good order; 2. Linen for repair or alteration; and 3. Condemned Linen   For the avoidance of doubt Linen shall be classed as Condemned Linen when in the opinion of the Authority’s Representative faults cannot be satisfactorily repaired to meet the Service Standards detailed in Appendix B. | Minor | | Weekly | 24 hours | Weekly inspection undertaken by Contractor. |
| LL 26 | Contractor shall respond to Ad-Hoc Service Requests to repair and alter within 3 days any Linen identified in the weekly inspection, or as required by the Authority. | Minor | | Per Event | 4 hours. | Interrogation of Helpdesk records by Contractor.  Determined by default. |
| LL 27 | Contractor shall respond to Ad-Hoc Service Requests to repair and alter within 3 days any Linen identified in the weekly inspection, or as required by the Authority. | Minor | | Per Event | 4 hours. | Interrogation of Helpdesk records by Contractor.  Determined by default. |
| LL 28 | Contractor shall dispose of Condemned Linen in accordance with Authority Policies and the provisions of the Waste Management Service Specification. | Minor | | Monthly | 4 hours. | Monthly inspection of records by Contractor.  Determined by default. |
|  | ***Authority Staff Uniform Service*** |  |  | |  |  |
| LL 29 | Contractor shall ensure that a clean uniform of the correct size and type is available for each member of Authority Staff at the commencement of their shift.  The service shall conform to the Authority’s Staff Uniform Policy and as a minimum include the following tasks:   1. receipt of uniform requests from Authority Staff; 2. Authority Staff measurement service to confirm sizing; 3. ordering uniforms from the Authority’s nominated supplier to pre-agreed stock levels; 4. mark up uniforms with staff and Authority details; 5. issue of uniforms; 6. provide a returns service for staff leaving the Authority employ. 7. Ad hoc delivery of uniform to staff upon request | Minor (for each member of Authority staff affected). | Daily | | 1 hour | Determined by default. |
| LL30 | The Contractors need to ensure that there is staff presence in the uniform office for a minimum of Monday to Friday 8am until 12pm | Medium | Daily | | 1 hour | Determined by default. |
|  | ***Laundering of curtains*** |  |  | |  |  |
| LL 31 | Contractor shall undertake the periodic cleaning of all window and cubicle curtains and blinds on a 6/12 monthly basis and with a turnaround time of 3 days. | Minor (for each room affected.) | Per Event | | 24 hours | Determined by default. |
|  | ***Linen Staff*** |  |  | |  |  |
| LL 32 | Contractor shall ensure all Linen service Staff who regularly work with Fouled and or Infected Linen shall receive health screening at least annually and are offered immunisation. | Major (for each member of Linen Service Staff affected | Monthly | | 24 hours | Monthly inspection of records.  Determined by default. |
| LL 33 | The Contractor shall ensure a record of all screenings and immunisations is kept and be available for inspection by the Authority’s Representative upon request. | Minor | Monthly | | 24 hours | Monthly inspection of records.  Determined by default. |
| LL 34 | The Contractor shall register with the Enhanced Disclosure and Barring Service (EDBS) and will ensure that all staff involved in delivery of the service and hold valid standard and enhanced disclosures from the Criminal Records Bureau prior to commencing work at the Authority site(s). | Minor | Monthly | | 24 hours | Monthly inspection of records.  Determined by default. |
|  | ***Disposal Curtains*** |  |  | |  |  |
| LL 35 | Contractor shall provide disposal curtains and any new sundries (i.e hooks) to the Trust | Major | Monthly | | 24 hours | Monthly inspection of records.  Determined by default. |

## 7. Service Deduction Points and Contract Default Mechanism

All services agreed in the performance of this contract will be subject to performance measurement. The specification, its KPIs and the linked points system below, will form the basis of this performance measurement and are non-negotiable.

Failure to provide the agreed service as per schedule will lead to service point deductions which will be deducted from the monthly invoice. This is referred to as a service credit due back to the Trust from the supplier, for failure to deliver the agreed service as per the Trust’s requirements.

The following service deduction points will used to measure the service of the supplier:

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| --- | --- |
| Major Event | 100 points |
| Medium Event | 50 Points |
| Minor Event | 25 points |

**Notes**

The Contractor’s points score will be calculated on a monthly basis.

Deduction on the monthly invoice amounts:

* 0 – 99 points – no deduction
* 100 points – £100.00 deduction
* 100 plus points – Will be calculated as an additional £1.00 per point, i.e. 125 points will attract a £125.00 deduction

500+ points – Contract Default Mechanism (CDM – see below) initiated. In the event that 500 points are reached in any monthly period a double deduction will be made.

If a contract goes into contract default mechanism three times in any consecutive 3 monthly period ENHT will reserve the right to initiate Stage 3 of the CDM (without having to go through Stages 1 and 2 of the CDM).

**Contract Default Mechanism (CDM)**

Contract performance will be monitored on a monthly basis. Performance and contract monitoring will be discussed at the monthly contract review meetings. Should the Contractor exceed 500 points monthly in any 3-month rolling period, then the CDM will commence.

Stage 1 of this process will be initiated at a special review meeting detailing the failure to meet the performance management standards.  A formal improvement notice will be issued and the service closely monitored for 3 months.

Stage 2 is the 3-month monitoring period after the CDM has been initiated. If significant improvement is observed, no further official action will be taken at this point. If standards do not improve the ENHT will reserve the right to move to Stage 3 of the CDM.

Stage 3 is the formal notification of termination of contract with 3 months’ notice.

An example of the PAHT Linen & Laundry KPI Payment Mechanism can be found in appendix H.

## Exclusions

### For the avoidance of doubt the following are not part of the Linen Service:

### Laundering of Linen in residential accommodation during the term of a tenancy. This will be undertaken by the tenant.

### Linen distribution from, and return to, local storage facilities

## Site Visits

* 1. Site visits are available upon request, please contact the strategic head of estates and facilities on [path.facilities.management@nhs.net](mailto:path.facilities.management@nhs.net). The trust consider site visits as mandatory if intending to bid for the service.

## 9 Appendices

**Appendix A**

|  |  |  |  |
| --- | --- | --- | --- |
| **Site** | **Address** | **Deliveries** | **Collections** |
| The Princess Alexandra Hospital | The Princess Alexandra Hospital, Hamstel Rd, Harlow CM20 1QX | 6 days a week (Monday to Saturday)  Delivery Point Between | 7 days a week (Monday to Sunday)  Delivery Point Between |
| St Margaret’s Hospital | St. Margaret’s Hospital (SMH), The Plain, Epping, Essex, CM16 6TN | Twice a Week  Delivery Point Between | Twice a Week  Delivery Point Between |
| Community Diagnosis Centre (CDC) | St. Margaret’s Hospital (SMH), The Plain, Epping, Essex, CM16 6TN | 6 days a week (Monday to Sunday)  Delivery Point Between | 7 days a week (Monday to Sunday)  Delivery Point Between |

## Appendix B - Service Standards

|  |  |
| --- | --- |
| **General** | * Fabrics shall comply with HTM 05 with respect to Fire Safety |
| **Pillowcase** | * Creasing allowed within the internal flap but not on the front and back surfaces. Minor creases are allowed on the front seams * Wrinkling will be allowed on the back surface of the flaps only * Dimensional distortion shall not exceed a half of inch at the seams of the open end * Residual moisture retention should be no more than the normal regain for the type of material * The pillowcase will be folded with two lateral folds on the short edge |
| **Bed sheets** | * Creasing allowed one third of the leading edge, but must be confined to within one inch of the selvage. No other creasing allowed * Wrinkling will be allowed within one inch of both hems only * Dimensional distortion must not exceed two inches * Residual moisture retention should be no more than the normal regain for the type of material * The bed sheet will be folded with two lateral folds along the leading edge and three cross folds |
| **Draw sheets** | * Creasing allowed one third of the leading edge, but must be confined to within one inch of the selvage. No other creasing allowed * Slight wrinkling will be allowed * Dimensional distortion must not exceed one inches * Residual moisture retention should be no more than the normal regain for the type of material * The draw sheet will be folded with two lateral folds along the leading edge and three cross folds |
| **Duvet covers** | * A small amount of creasing is allowed within the internal flap, but not on the front and back surfaces. Minor creases are allowed on the front seams. Wrinkling will be permitted on the back surface of the flaps only * Dimensional distortion must not exceed a half-inch at the seams of the open end * Residual moisture retention should be more than the normal regain for the type of material * The duvet cover should be folded with 2 lateral folds along the leading edge and three cross folds |
| **Baby sheets** | * Creasing allowed along one third of the leading edge but must be confined to one inch of the selvage. No other creasing allowed * Wrinkling will be allowed within one inch of both hems only * Dimensional distortion must not exceed one inch * Residual moisture retention should be no more than the normal regain for the type of material * The baby sheet will be folded with two lateral folds along the short edge |
| **Scrubs** | * There will be no more than three patches in any 35cm square * No repairs or patches will be larger than 15cm square * There will be no more than 15cm patches over the entire piece of Linen * The scrubs are V neck and multiple colours |
| **Lab coats** | * The white coat sleeve should be of normal length * Starched finish as appropriate to material type * No creasing will be allowed * There will be no seam impressions * Pockets are to be pressed flat to body * Coats are returned on hangers |
| **Cellular blankets** | * No wrinkling or creasing will be allowed * Bed blankets will be folded with two lateral and two cross folds |
| **Baby Dual Blanket** | * No wrinkling or creasing will be allowed * dual blankets will be folded with two lateral and two cross folds |
| **Baby blankets** | * Baby blankets will be folded with one lateral fold and one or two cross folds depending on size |
| **Baby gowns** | * No creasing will be allowed but light wrinkling will be permitted * Baby gowns will be presented folded back to back with one lateral fold, arms folded in and one cross fold |
| **Night gowns** | * No creasing will be allowed but slight wrinkling is permitted * The gowns will be folded back to back with one lateral fold, arms folded in and two cross folds with colour coded sizing patch where applicable uppermost |
| **Pyjamas tops** | * No creasing will be allowed but slight wrinkling will be permitted * Tops will be folded shoulder to shoulder with one lateral fold, arms folded into body with one cross fold. To present colour coded sizing patch uppermost |
| **Pyjamas bottoms** | * No creasing will be allowed, but slight wrinkling will be permitted * Trousers will be folded leg to leg with two cross folds. To present colour coded sizing patch uppermost |
| **Stretcher canvas** | * No creasing will be allowed but slight wrinkling will be permitted * The Stretcher canvas will be folded with two lateral folds along the short edge plus one cross fold |
| **Towels** | * Minimal creasing and wrinkling will be permitted * Towels will be folded with two lateral folds along the short edge and one cross fold |
| **Patient gowns** | * No creasing will be allowed on the body of the gown * Slight wrinkling will be allowed. Gowns must be folded back to back with only one lateral fold, the arms are required to be folded in and have two cross folds |
| **Ad Hoc - Oven Cloths** | * Minimal creasing and wrinkling will be permitted   Oven Cloths will be folded with two lateral folds along the short edge and one cross fold |
| **Ad Hoc - Curtains** | * Creasing allowed one third of the leading edge, but must be confined to within one inch of the selvage. No other creasing allowed * Wrinkling will be allowed within one inch of both hems only * Dimensional distortion must not exceed two inches * Residual moisture retention should be no more than the normal regain for the type of material * The Curtains will be folded with two lateral folds along the leading edge and three cross folds |
| **Disposable Curtains** | * Meet strict hygiene and infection control standards. * They should be flame-retardant, antimicrobial, and designed for easy installation and disposal. * Each curtain should have labels to clearly show the installation date to ensure compliance with replacement schedules. * They must be durable enough to withstand daily use while maintaining patient privacy and a professional appearance within clinical settings. |

**Appendix C - Volume Breakdown**

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**Appendix D - CDC Service**

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## Appendix E - On-Call Accommodation

Contractor shall provide the following the garments to the Service Standard and in an adequate supply to meet the day to day and emergency demands of the Authority[[2]](#footnote-2);

|  |  |
| --- | --- |
| **Item** | **Specification** |
| **Pillowcase** | * Creasing allowed within the internal flap but not on the front and back surfaces. Minor creases are allowed on the front seams * Wrinkling will be allowed on the back surface of the flaps only * Dimensional distortion shall not exceed a half of inch at the seams of the open end * Residual moisture retention should be no more than the normal regain for the type of material   The pillowcase will be folded with two lateral folds on the short edge |
| **Bed sheets** | * Creasing allowed one third of the leading edge, but must be confined to within one inch of the selvage. No other creasing allowed * Wrinkling will be allowed within one inch of both hems only * Dimensional distortion must not exceed two inches * Residual moisture retention should be no more than the normal regain for the type of material   The bed sheet will be folded with two lateral folds along the leading edge and three cross folds |
| **Duvet covers** | * A small amount of creasing is allowed within the internal flap, but not on the front and back surfaces. Minor creases are allowed on the front seams. Wrinkling will be permitted on the back surface of the flaps only * Dimensional distortion must not exceed a half-inch at the seams of the open end * Residual moisture retention should be more than the normal regain for the type of material * The duvet cover should be folded with 2 lateral folds along the leading edge and three cross folds |
| **Dual Blanket/cover** | * No wrinkling or creasing will be allowed * dual blankets will be folded with two lateral and two cross folds |
| **Towels** | * Minimal creasing and wrinkling will be permitted * Towels will be folded with two lateral folds along the short edge and one cross fold |

**Appendix F – Emergency Supplies**

Continency stock for emergencies;

* 200 bed sheets
* 400 Blankets
* 200 pillow cases
* 100 bed gowns
* 100 PJ’s of various sizing
* 400 Towels
* 50 baby bedding
* 50 baby blankets
* 20 of each scrub size

## Appendix G - Completion Times

**Off Site (Laundry to Site) response times:**

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| --- | --- |
| **Request Category** | **Completion Times** |
| Emergency | 2 hours |
| Urgent | 4 hours |
| Routine | 4 hours |
| Scheduled/Planned | Within 1 hour of agreed time |

## Appendix H - Service Deduction Points and Contract Default Mechanism

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)