

SWC# 370- Uniform, Linen, and Dust Control Rental Services
Contact Information and Special Use Instructions

Contract Period:

The following contracts are one (1) year contracts. For a regional breakdown of the State, please review “**Attachment 3 Regional Breakdown**” under the Solicitation Attachments header below.

Contract #	Contractor	Category Awarded	Awarded Locations	Contract Period
73703	Alsco	Linen	Linen Region 3- Davidson, except THP Stewarts Ferry Region 4- Henderson and Shelby	3/1/2022 - 2/28/2023
73704	Aramark	Uniform, Linen, Dust Control	Uniform: Regions 1-4 Linen: Region 1 except Loudon Region 2- All counties Region 3- All counties except Davidson and Christian, KY, including THP Stewarts Ferry Region 4- Benton, Chester, Henry, Hardin, and Lake Dust Control: Regions 1-4	3/1/2022 - 2/28/2023

Summary/Background Information:

The purpose of this Statewide Contract (SWC) is to supply the State and Authorized Agencies with rental services for uniform, linen, and dust control products. An Authorized Agency is defined as a using Agency, local government, or other entity of the statewide contract. Unit price bids were requested on products or services that equal or exceed the specifications listed in the ITB Specifications document located under the Solicitation Attachments header below.

State Contract Administrator:

Parker Birt
 Category Specialist
 Central Procurement Office
 (615) 291-5948
Parker.Birt@tn.gov

New Account Set-Up Instructions:

Authorized Agencies utilizing services for the first time under this Statewide Contract (SWC) should first identify the region the location to be service falls under on the Regional Map located under the

Solicitation Attachments header below. Once the region has been identified, the Authorized Agencies should locate the contract in the chart above for the appropriate category and region it is looking to establish service and contact the Contractor to establish service using the information located under the Contractor's Information header below. At a minimum an Authorized Agency may be asked to provide the following information:

- Name of the location
- Location's address
- Contact person for the account
- Desired pick-up and delivery schedule of laundered products

Authorized Agency's Responsibility:

Authorized Agencies are responsible for communicating its needs to the Contractor prior to the need arising to ensure its needs are met.

Authorized Agencies are responsible for keeping an accurate inventory of orders placed and delivered by the Contractor. Should there be a discrepancy in the product totals invoiced verses the products delivered, or the quality of the products delivered, the Authorized Agency is responsible for bringing this to the Contractor's attention for resolution by using the prescribed methods listed under the Usage Instructions header below.

Contractor's Information:

Alsco

Edison Contract #: 73703

Supplier ID #: 1430

Phil Glass

901-589-0726

PGlass@alsco.com

Aramark Uniforms

Edison Contract #: 73704

Supplier ID #: 167984

John Baumgardner

937-223-6667

Baumgardner-John@aramark.com

Contractor Responsibilities:

- Pick-up and delivery of laundered products shall be on a weekly basis. The weekly delivery is to be on the same day(s) of each week, between the hours of 8:00 A.M. to 3:30 P.M., Monday - Friday excluding legal holidays proclaimed by the Commissioner of the Department of Human Resources. Pick-up and delivery time shall be mutually agreed upon, within a set time frame, between the Authorized Agency and the Contractor.

- The Authorized Agency shall supply the Contractor with Attachment 2 – Supplier Sign-in Sheet. The sign-in sheet will be used as confirmation of delivery/pickup, as well as to keep documentation/details about each delivery.
- The Authorized Agency shall be billed on a weekly basis, with a separate invoice for each department listing 1) name of employee (when applicable), 2) name of department, and 3) number of pieces delivered at the time of delivery. The invoiced copy should be readable and summarize the quantity of products itemized on the invoice. Contractor shall bill for 100% inventory, with the exception of walk-off mats.

Usage Instructions:

- Authorized Agencies are to use the contract designated for the region and/or county associated with its location.
- For discrepancies involving incorrect invoice pricing, number of products delivered, or rejected products, Authorized Agencies are to contact the following:
 - **Aramark-**
 - **1st Point of Contact (Other Issues)-** Authorized Agencies first point of contact for all other issues should be their Route Sales Representative/Driver, who is able to attach notes and comments to the account or make corrections to orders from their hand-held device.
 - **2nd Point of Contact (Other Issues)-** Authorized Agencies are to contact **Aramark's National Call Center Customer Service** number to meet and address any needs, requests, or issues with the account if changes have not been made by the Route Sales Representative or if the issue is urgent needing an immediate response. Authorized Agencies are to express whether a call has urgent status when calling **Aramark's National Call Center Customer Service** at 1-800-272-6275 option 1 with the Customer Number located on the Aramark Invoice. Once the service request has been placed, the caller will be emailed a copy of the service ticket entered into Aramark's system and will be contacted by an Aramark representative within a couple of hours.
 - **Alsco-** Authorized Agencies are to email the General Manager that coincides with the location they are referencing and include details of the issue.
- Once the Contractor's preferred method of contact has been utilized and the issue has not been resolved, the Authorized Agency should send an email to the Contract Administrator detailing the issue, the channels taken to resolve the issue, and the response (if any) provided by the Contractor. The Contract Administrator will then speak to the Contractor directly to resolve the issue. Please be sure to attach any documentation applicable to the issue as back-up information.

Best Practices:

- Authorized Agencies should keep an inventory of the number of products delivered and picked up on a weekly basis at minimum by utilizing the ***Contractor's Fill Rate Worksheet*** (located under the Authorized Agency Usage Documents header below) and logging in information of each order placed and the actual products received. Please submit Fill Rate Worksheets that do not meet the minimum 90% fill rate over the course of a quarter, according to Section V. (A) of the ITB Specifications, to the Contract Administrator no later than 15 days after the end of the quarter.
- Authorized Agencies should utilize the ***Attachment 1 – Inventory Audit Sheet and Attachment 2 - Supplier Sign-In Sheet*** (located under the Authorized Agency Usage Documents header below) as the official record of the Contractor's monthly deliveries.
- Authorized Agencies should return all soiled products to the Contractor and not attempt to launder the products.

Billing and Payment Instructions:

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the Authorized Agencies billing address provided in the PO. The invoice will only include charges for services described in the PO. Once the agency is in possession of the invoice the timeframe for payment begins and the Authorized Agency will then follow their normal procedures for invoice payment.

Miscellaneous Information:

If you have any questions about this contract and the products or services covered, please contact the Contract Administrator listed on the first page of this document.