



**Contract Number**

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**SAP Number**

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## Arrowhead Regional Medical Center

<b>Department Contract Representative</b>	<u>William L. Gilbert, Director</u>
<b>Telephone Number</b>	<u>(909) 580-6150</u>
<b>Contractor</b>	<u>Medico Professional Linen Services</u>
<b>Contractor Representative</b>	<u>Egbert Dugall</u>
<b>Telephone Number</b>	<u>(323) 313-3497</u>
<b>Contract Term</b>	<u>December 1, 2019 to November 30, 2024</u>
<b>Original Contract Amount</b>	<u>\$7,500,000</u>
<b>Amendment Amount</b>	<u></u>
<b>Total Contract Amount</b>	<u>\$7,500,000</u>
<b>Cost Center</b>	<u>9184404200</u>

### IT IS HEREBY AGREED AS FOLLOWS:

**WHEREAS**, the County of San Bernardino (County), on behalf of Arrowhead Regional Medical Center, desires linen rental and laundry services; and

**WHEREAS**, the County conducted a competitive process and found *Medico Professional Linen Services* (Contractor) qualified to provide these services, and

**WHEREAS**, the County desires that such services be provided by Contractor and Contractor agrees to perform these services as set forth below;

**NOW, THEREFORE**, the County and Contractor mutually agree to the following terms and conditions:

#### I. DEFINITIONS

- A. Board: The San Bernardino County Board of Supervisors.
- B. Contract: The Contract between the County and the Proposer resulting from the award issued pursuant to this RFP to the successful Proposer.
- C. Contractor: Any individual, company, firm, corporation, partnership or other organization to whom a contract award is made by the County, in this case Medico Professional Linen Services.
- D. Facilitator: A County Purchasing Department buyer or designated individual tasked with managing the processes of the evaluation panel.

- E. Proposal: The offer to provide specific goods or services at specified prices and/or other conditions specified in the RFP.
- F. Purchasing Agent: The Director of the County Purchasing Department.
- G. Request for Proposal (RFP): The request for an offer from Proposers interested in providing the identified services sought to be procured by the County. The RFP specifies the evaluation factors to be used and contains or incorporates by reference contractual terms and conditions applicable to the procurement.
- H. Services: The requested services described in this RFP.
- I. Subcontractor: An individual, company, firm, corporation, partnership or other organization, not in the employment of or owned by Contractor who is performing services on behalf of Contractor under the Contract or under a separate contract with or on behalf of Contractor.

## **II. CONTRACTOR RESPONSIBILITIES**

- A. Contractor shall commence transition process during the period of December 1, 2019 through January 1, 2020; and on January 2, 2020, Contractor shall assume overall responsibility for pick-up of soiled linen/laundry and delivery of clean linen/laundry up to seven (7) days a week to the following facilities:
  - 1. Arrowhead Regional Medical Center Campus, 400 North Pepper Avenue, Colton, CA 92324
  - 2. Fontana Family Health Center, 16854 Ivy Avenue, Fontana, CA 92335
  - 3. McKee Family Health Center, 2372 North Sterling, San Bernardino, CA 92404
  - 4. Westside Family Health Center, 850 E. Foothill Blvd., Rialto, CA 92376
  - 5. Redlands Family Health Center, 800 E. Lugonia Suite F, Redlands, CA 92374
- B. Contractor shall assume responsibility of laundered items from ARMC, such as providing laundry seven (7) days a week, including holidays. Delivery of clean laundry shall be no later than 9:00 AM or a mutually agreed upon time.
- C. Contractor shall pick up soiled linen at ARMC's loading dock (laundry collection and distribution location) as designated by ARMC or other designated locations, at times mutually agreed upon by both Contractor and County. Soiled linen will be contained in closed bags for pick up. Soiled laundry will be placed in closed containers and delivered to specific locations.
- D. Contractor shall clean each cart after it has been used to transport soiled linen/laundry.
- E. Contractor service must include rental laundry/linen.
- F. Contractor must process all linen in compliance with Title 22 California Code of Regulations, Centers for Medicare & Medicaid Services (CMS) and Healthcare Facilities Accreditation Program (HFAP) regulations.
- G. Contractor must provide web-based laundry/linen management program to allow the County to submit order requests and track usage; develop methods that facilitate the correct exchange of linen/laundry between parties that minimize misdirected or lost items.
- H. Contractor must provide active leadership in a cost-effective process for laundering Items by participating in continuous education for the performance of Linen/Laundry Services.
- I. Contractor shall comply with all applicable Federal, State, and local laws, codes, Regulations and the Textile Rental Services Association.

- J. Contractor shall maintain and replace up to 100% of ARMC standard scrub inventory to par level each year of the Contract. If ARMC has exceeded the 100% inventory replacement level, ARMC shall compensate the Contractor for any replacements over 100% of mutually agreed upon levels. Contractor shall notify ARMC when it has reached 100% inventory levels. Contractor will perform quarterly scrub inventories to monitor scrub par levels and assure proper circulation of scrubs is occurring.
- K. Contractor will be required to perform a complete inventory of all linens and wearing apparel including scrubs per recommended schedule: two (2) times on all linens, and four (4) times on all apparel including scrubs per year. All variances greater than 5% will need further review and explanation from the Contractor.
- L. Contractor shall provide specialty gowns including, but not limited to, orange gowns for inmate patients, pediatric gowns for children and yellow gowns for fall risk patients at par level.
- M. Contractor will establish a credit system when rentals items are damaged and unable to launder.
- N. Clean linen shall be folded, stacked, tagged and packaged for shipment in a manner that ensures a minimum of wrinkling.
- O. Additional pick-ups and/or deliveries may be made from time to time by Contractor in order to service unusual or other extra needs of ARMC. Contractor shall make every effort to comply with such requests, provided such requests are reasonable and do not unduly hamper Contractor's ability to service its other customers. Special deliveries made outside established schedule due to special request by ARMC will incur a special delivery charge. Fee will be as follows \$150.00 and/or \$275.00 for holidays.
- P. Contractor shall have an item recovery system to search for misplaced patient items in the linen, and if retrieved, return to ARMC within 72 hours.
- Q. In the event the operation of the Contractor's primary laundry service is involuntarily interrupted of the services provided for under this Contract are delayed or postponed, the Contractor shall take whatever measures deemed appropriate to obtain linen services for ARMC, including but not limited to, contracting with another laundry for the needed services at no additional cost to ARMC.
- R. In the event of an external disaster, that could isolate ARMC from normal deliveries, Contractor must be able to provide emergency deliveries of linens and wearing apparel to cover a 72 hour period.
- S. Contractor shall provide ARMC a copy of a delivery ticket denoting the daily delivery count by item. A copy must also be attached to the Contractor's invoice for payment.
- T. Contractor shall maintain accreditation from the Healthcare Laundry Accreditation Council (HLAC) and maintain TRSA's Hygienically Clean Healthcare Certification.
- U. Contractor shall add scanner or tracker mechanism for linen.

### III. **GENERAL CONTRACT REQUIREMENTS**

#### A. **Recitals**

The recitals set forth above are true and correct and incorporated herein by this reference.

#### B. **Contract Amendments**

Contractor agrees any alterations, variations, modifications, or waivers of the provisions of the Contract, shall be valid only when reduced to writing, executed and attached to the original Contract and approved by the person(s) authorized to do so on behalf of Contractor and County.

- C. **Contract Assignability**  
Without the prior written consent of the County, the Contract is not assignable by Contractor either in whole or in part.
- D. **Contract Exclusivity**  
This is not an exclusive Contract. The County reserves the right to enter into a contract with other contractors for the same or similar services. The County does not guarantee or represent that the Contractor will be permitted to perform any minimum amount of work, or receive compensation other than on a per order basis, under the terms of this Contract.
- E. **Attorney's Fees and Costs**  
If any legal action is instituted to enforce any party's rights hereunder, each party shall bear its own costs and attorney fees, regardless of who is the prevailing party. This paragraph shall not apply to those costs and attorney fees directly arising from a third-party legal action against a party hereto and payable under Indemnification and Insurance Requirements.
- F. **Background Checks for Contractor Personnel**  
Contractor shall ensure that its personnel (a) are authorized to work in the jurisdiction in which they are assigned to perform Services; (d) do not use legal or illegal substances in any manner which will impact their ability to provide Services to the County; and (c) are not otherwise disqualified from performing the Services under applicable law. If requested by the County and not in violation of applicable law, Contractor shall conduct a background check, at Contractor's sole expense, on all its personnel providing Services. If requested by the County, Contractor shall provide the results of the background check of each individual to the County. Such background check shall be in the form generally used by Contractor in its initial hiring of employees or contracting for contractors or, as applicable, during the employment-screening process but must, at a minimum, have been performed within the preceding 12-month period. Contractor personnel who do not meet the County's hiring criteria, in County's sole discretion, shall not be assigned to work on County property or Services, and County shall have the right, at its sole option, to refuse access to any Contract personnel to any County facility.
- G. **Change of Address**  
Contractor shall notify the County in writing, of any change in mailing address within ten (10) business days of the change.
- H. **Choice of Law**  
This Contract shall be governed by and construed according to the laws of the State of California.
- I. **Compliance with County Policy**  
In performing the Services and while at any County facilities, Contractor personnel (including subcontractors) shall (a) conduct themselves in a businesslike manner; (b) comply with the policies, procedures, and rules of the County regarding health and safety, and personal, professional and ethical conduct; (c) comply with the finance, accounting, banking, Internet, security, and/or other applicable standards, policies, practices, processes, procedures, and controls of the County; and (d) abide by all laws applicable to the County facilities and the provision of the Services, and all amendments and modifications to each of the documents listed in subsections (b), (c), and (d) (collectively, "County Policies"). County Policies, and additions or modifications thereto, may be communicated orally or in writing to Contractor or Contractor personnel or may be made available to Contractor or Contractor personnel by conspicuous posting at a County facility, electronic posting, or other means generally used by County to disseminate such information to its employees or contractors. Contractor shall be responsible for the promulgation and distribution of County Policies to Contractor personnel to the extent necessary and appropriate.

County shall have the right to require Contractor's employees, agents, representatives and subcontractors to exhibit identification credentials issued by County in order to exercise any right

of access under this Contract.

J. **Confidentiality**

Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, regulations have been promulgated governing the privacy of individually identifiable health information. Contractor acknowledges that it is a covered entity and subject to the requirements of HIPAA and HITECH, and their implementing regulations. Contractor agrees to fully comply with the terms of HIPAA and HITECH, and regulations promulgated thereunder, and to ensure any Subcontractors utilized to fulfill Services pursuant to this Contract comply with said provisions. Contractor further agrees to comply with the requirements of all other applicable federal and state laws that pertain to the protection of health information.

K. **Primary Point of Contact**

Contractor will designate an individual to serve as the primary point of contact for the Contract. Contractor or designee must respond to County inquiries within two (2) business days. Contractor shall not change the primary contact without written acknowledgement to the County. Contractor will also designate a back-up point of contact in the event the primary contact is not available.

L. **County Representative**

The *Hospital Director* of his/her designee shall represent the County in all matters pertaining to the services to be rendered under this Contract, including termination and assignment of this Contract, and shall be the final authority in all matters pertaining to the Services/Scope of Work by Contractor. If this contract was initially approved by the San Bernardino County Board of Supervisors, then the Board of Supervisors must approve all amendments to this Contract.

M. **Damage to County Property**

Contractor shall repair, or cause to be repaired, at its own cost, all damages to County vehicles, facilities, buildings or grounds caused by the willful or negligent acts of Contractor or its employees or agents. Such repairs shall be made immediately after Contractor becomes aware of such damage, but in no event later than thirty (30) days after the occurrence.

If the Contractor fails to make timely repairs, the County may make any necessary repairs. The Contractor, as determined by the County, shall repay all costs incurred by the County for such repairs, by cash payment upon demand, or County may deduct such costs from any amounts due to the Contractor from the County, as determined at the County's sole discretion.

N. **Debarment and Suspension**

Contractor certifies that neither it nor its principals or subcontracts is presently disbarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. (See the following United States General Services Administration's System for Award Management website <https://www.sam.gov>). Contractor further certifies that if it or any of its subcontractors are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

O. **Drug and Alcohol Free Workplace**

In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this Contract, the Contractor agrees that the Contractor and the Contractor's employees, while performing service for the County, on County property, or while using County equipment:

1. Shall not be in any way impaired because of being under the influence of alcohol or an illegal or controlled substance.
2. Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal or controlled substance.

3. Shall not sell, offer, or provide alcohol or an illegal or controlled substance to another person, except where Contractor or Contractor's employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.
4. The Contractor shall inform all employees that are performing service for the County on County property, or using County equipment, of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.
5. The County may terminate for default or breach of this Contract and any other Contract the Contractor has with the County, if the Contractor or Contractor's employees are determined by the County not to be in compliance with above.

**P. Duration of Terms**

This Contract, and all of its terms and conditions, shall be binding upon and shall inure to the benefit of the heirs, executors, administrators, successors, and assigns of the respective parties, provided no such assignment is in violation of the provisions of this Contract.

**Q. Employment Discrimination**

During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age, or military and veteran status. Contractor shall comply with Executive Orders 11246, 11375, 11625, 12138, 12432, 12250, 13672, Title VI and Title VII of the Civil Rights Act of 1964, the California Fair Employment and Housing Act and other applicable Federal, State and County laws and regulations and policies relating to equal employment and contracting opportunities, including laws and regulations hereafter enacted.

**R. Environmental Requirements**

In accordance with County Policy 11-08, the County prefers to acquire and use products with higher levels of post-consumer recycled content. Environmentally preferable goods and materials must perform satisfactorily and be available at a reasonable price. The County requires Contractor to use recycled paper for any printed or photocopied material created as a result of this Contract. Contractor is also required to use both sides of paper sheets for reports submitted to the County whenever practicable.

To assist the county in meeting the reporting requirements of the California Integrated Waste Management Act of 1989 (AB 939), Contractor must be able to annually report the County's environmentally preferable purchases. Contractor must also be able to report on environmentally preferable goods and materials used in the provision of their service to the County, utilizing a County approved form.

**S. Improper Influence**

Contractor shall make all reasonable efforts to ensure that no County officer or employee, whose position in the County enables him/her to influence any award of the Contract or any competing offer, shall have any direct or indirect financial interest resulting from the award of the Contract or shall have any relationship to the Contractor or officer or employee of the Contractor.

**T. Improper Consideration**

Contractor shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Contract.

The County, by written notice, may immediately terminate this Contract if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once a contract has been awarded.

Contractor shall immediately report any attempt by a County officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from Contractor. The report shall be made to the supervisor or manager charged with supervision of the employee or the County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

**U. Informal Dispute Resolution**

In the event the County determines that service is unsatisfactory, or in the event of any other dispute, claim, question or disagreement arising from or relating to this Contract or breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

**V. Legality and Severability**

The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders. The provisions of this Contract are specifically made severable. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

**W. Licenses, Permits and/or Certifications**

Contractor shall ensure that it has all necessary licenses, permits and/or certifications required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations. The Contractor shall maintain these licenses, permits and/or certifications in effect for the duration of this Contract. Contractor will notify County immediately of loss or suspension of any such licenses, permits and/or certifications. Failure to maintain a required license, permit and/or certification may result in immediate termination of this Contract.

**Maintain accreditation from the Healthcare Laundry Accreditation Council (HLAC)  
Maintain TRSA's Hygienically Clean Healthcare Certification**

**X. Material Misstatement/Misrepresentation**

If during the course of the administration of this Contract, the County determines that Contractor has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, this Contract may be immediately terminated. If this Contract is terminated according to this provision, the County is entitled to pursue any available legal remedies.

**Y. Mutual Covenants**

The parties to this Contract mutually covenant to perform all of their obligations hereunder, to exercise all discretion and rights granted hereunder, and to give all consents in a reasonable manner consistent with the standards of "good faith" and "fair dealing".

**Z. Nondisclosure**

Contractor shall hold as confidential and use reasonable care to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, confidential information that is either: (1) provided by the County to Contractor or an agent of Contractor or otherwise made available to Contractor or Contractor's agent in connection with this Contract; or, (2) acquired, obtained, or learned by Contractor or an agent of Contractor in the performance of this Contract. For purposes of this provision, confidential information means any data, files, software,

information or materials in oral, electronic, tangible or intangible form and however stored, compiled or memorialize and includes, but is not limited to, technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data.

**AA. Notice of Delays**

Except as otherwise provided herein, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, that party shall, within twenty-four (24) hours, give notice thereof, including all relevant information with respect thereto, to the other party.

**BB. Ownership of Documents**

All documents, data, products, graphics, computer programs and reports prepared by Contractor pursuant to the Contract shall be considered property of the County upon payment for services (and products, if applicable). All such items shall be delivered to County at the completion of work under the Contract, subject to the requirements of Section IV–Term of the Contract. Unless otherwise directed by County, Contractor may retain copies of such items.

**CC. Participation Clause**

The County desires that Municipalities, School Districts, and other Tax Districts within the County of San Bernardino requiring the same services provided herein may at their option and through the County Purchasing agent, avail themselves of this Contract. Upon notice, in writing, the Contractor agrees to the extension of the terms of a resultant contract with such governmental bodies as though they have been expressly identified in this bid, with the provisions that:

1. Such governmental body does not have and will not have in force any other contract for like purchases.
2. Such governmental body does not have under consideration for award any other bids or quotations for like purchases.

Such governmental body shall make purchases directly through and to the Contractor. The County will not be liable for any such purchase made between the Contractor and another governmental body who avails themselves of this contract.

**DD. Air, Water Pollution Control, Safety and Health**

Contractor shall comply with all air pollution control, water pollution, safety and health ordinances and statutes, which apply to the work performed pursuant to this Contract.

**EE. Records**

Contractor shall maintain all records and books pertaining to the delivery of services under this Contract and demonstrate accountability for contract performance. All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable records shall be considered grounds for withholding of payments for invoices submitted and/or termination of the Contract.

All records relating to the Contractor's personnel, consultants, subcontractors, Services/Scope of Work and expenses pertaining to this Contract shall be kept in a generally acceptable accounting format. Records should include primary source documents. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must account for all funds, tangible assets, revenue and expenditures. Fiscal records must comply with the appropriate Office of Management and Budget (OMB) Circulars, which state the administrative requirements, cost principles and other standards for accountancy.

**FF. Relationship of the Parties**

Nothing contained in this Contract shall be construed as creating a joint venture, partnership, or employment arrangement between the Parties hereto, nor shall either Party have the right, power



or authority to create an obligation or duty, expressed or implied, on behalf of the other Party hereto.

**GG. Release of Information**

No news releases, advertisements, public announcements or photographs arising out of the Contract or Contractor's relationship with County may be made or used without prior written approval of the County.

**HH. Representation of the County**

In the performance of this Contract, Contractor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the County of San Bernardino.

**II. Strict Performance**

Failure by a party to insist upon the strict performance of any of the provisions of this Contract by the other party, or the failure by a party to exercise its rights upon the default of the other party, shall not constitute a waiver of such party's right to insist and demand strict compliance by the other party with the terms of this Contract thereafter.

**JJ. Subcontracting**

Contractor shall obtain County's written consent, which County may withhold in its sole discretion, before entering into Contracts with or otherwise engaging any subcontractors who may supply any part of the Services to County. At County's request, Contractor shall provide information regarding the subcontractor's qualifications and a listing of a subcontractor's key personnel including, if requested by the County, resumes of proposed subcontractor personnel. Contractor shall remain directly responsible to County for its subcontractors and shall indemnify County for the actions or omissions of its subcontractors under the terms and conditions specified in Section G. All approved subcontractors shall be subject to the provisions of this Contract applicable to Contractor Personnel.

For any subcontractor, Contractor shall:

1. Be responsible for subcontractor compliance with the Contract and the subcontract terms and conditions; and
2. Ensure that the subcontractor follows County's reporting formats and procedures as specified by County.
3. Include in the subcontractor's subcontract substantially similar terms as are provided in Sections B. Contractor Responsibilities and C. General Contract Requirements.

Upon expiration or termination of this Contract for any reason, County will have the right to enter into direct Contracts with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct Contracts with County.

**KK. Subpoena**

In the event that a subpoena or other legal process commenced by a third party in any way concerning the Goods or Services provided under this Contract is served upon Contractor or County, such party agrees to notify the other party in the most expeditious fashion possible following receipt of such subpoena or other legal process. Contractor and County further agree to cooperate with the other party in any lawful effort by such other party to contest the legal validity of such subpoena or other legal process commenced by a third party as may be reasonably required and at the expense of the party to whom the legal process is directed, except as otherwise provided herein in connection with defense obligations by Contractor for County.

**LL. Termination for Convenience**

The County and the Contractor each reserve the right to terminate the Contract, for any reason, with a thirty (30) day written notice of termination. Such termination may include all or part of the services described herein. Upon such termination, payment will be made to the Contractor for

services rendered and expenses reasonably incurred prior to the effective date of termination. Upon receipt of termination notice Contractor shall promptly discontinue services unless the notice directs otherwise. Contractor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

**MM. Time of the Essence**

Time is of the essence in performance of this Contract and of each of its provisions.

**NN. Venue**

The parties acknowledge and agree that this Contract was entered into and intended to be performed in San Bernardino County, California. The parties agree that the venue of any action or claim brought by any party to this Contract will be the Superior Court of California, County of San Bernardino, San Bernardino District. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Contract is brought by any third party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, County of San Bernardino, San Bernardino District.

**OO. Conflict of Interest**

Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and the County. Contractor shall make a reasonable effort to prevent employees, Contractor, or members of governing bodies from using their positions for purposes that are, or give the appearance of being motivated by a desire for private gain for themselves or others such as those with whom they have family business, or other ties. Officers, employees, and agents of cities, counties, districts, and other local agencies are subject to applicable conflict of interest codes and state law. In the event the County determines a conflict of interest situation exists, any increase in costs, associated with the conflict of interest situation, may be disallowed by the County and such conflict may constitute grounds for termination of the Contract. This provision shall not be construed to prohibit employment of persons with whom Contractor's officers, employees, or agents have family, business, or other ties so long as the employment of such persons does not result in increased costs over those associated with the employment of any other equally qualified applicant.

**PP. Former County Administrative Officials**

Contractor agrees to provide, or has already provided information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent Contractor. The information provided includes a list of former County administrative officials who terminated County employment within the last five years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of Contractor. For purposes of this provision, "County administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Executive Officer or member of such officer's staff, County department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.

**QQ. Disclosure of Criminal and Civil Procedures**

The County reserves the right to request the information described herein from the Contractor. Failure to provide the information may result in a termination of the Contract. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The Contractor also may be requested to provide information to clarify initial responses. Negative information discovered may result in Contract termination.

Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime

or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Contractor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Contractor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the County. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

**RR. Iran Contracting Act**

IRAN CONTRACTING ACT OF 2010, Public Contract Code sections 2200 et seq. (Applicable for all Contracts of one million dollars (\$1,000,000) or more). In accordance with Public Contract Code section 2204(a), the Contractor certifies that at the time the Contract is signed, the Contractor signing the Contract is not identified on a list created pursuant to subdivision (b) of Public Contract Code section 2203 as a person (as defined in Public Contract Code section 2202(e)) engaging in investment activities in Iran described in subdivision (a) of Public Contract Code section 2202.5, or as a person described in subdivision (b) of Public Contract Code section 2202.5, as applicable.

Contractors are cautioned that making a false certification may subject the Contractor to civil penalties, termination of existing contract, and ineligibility to bid on a contract for a period of three (3) years in accordance with Public Contract Code section 2205.

**IV. TERM OF CONTRACT**

This Contract is effective as of December 1, 2019 and expires November 30, 2024 but may be terminated earlier in accordance with provisions of this Contract.

**V. COUNTY RESPONSIBILITIES**

- A. ARMC shall reimburse Contractor at mutually agreed upon rates in Exhibit A, Exhibit B and Exhibit C. All statements for services provided under this Agreement shall be submitted to ARMC on a monthly basis. All statements will be due and payable within 60 days of the date on the invoice.
- B. ARMC reserves the right to notify Contractor, in writing, 30 days in advance of its intent to discontinue use of any items contracted for. Reference iii Section LL.
- C. ARMC shall notify Contractor to change its Linen par values at any time due to the nature of the changing population at its facilities.
- D. All soiled linen is to be considered contaminated and handled with standard precautions following OSHA guidelines for blood and other potentially infectious materials or may contain sharps. Soiled linen are not required to be placed in any red-colored or biohazard labeled bags.

- E. Delivered linen will be inspected by ARMC on their respective deliveries. Any linen and/or wearing apparel found to not be clean-looking and clean-selling, or in good condition will be returned through the reject linen process. Payment will not be made for rejected linen.

## **VI. FISCAL PROVISIONS**

- A. Contractor will be reimbursed based on Exhibit A, Exhibit B and Exhibit C. The maximum amount of *payment* under this Contract shall not exceed *\$7,500,000.00 total for the five-year contract period*, and shall be subject to availability of other funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem. Payment over the five year term shall increase by Consumer Price Index of 2.7% annually as follows:

YEAR	COST TYPE	ANNUAL COSTS
Year 1	Rental Services	\$1,400,000
Year 2	Rental Services	\$1,440,000
Year 3	Rental Services	\$1,480,000
Year 4	Rental Services	\$1,520,000
Year 5	Rental Services	\$1,660,000

- B. Contractor shall accept all payments from County via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.
- C. County is exempt from Federal excise taxes and no payment shall be made for any personal property taxes levied on Contractor or on any taxes levied on employee wages. The County shall only pay for any State or local sales or use taxes on the services rendered or equipment and/or parts supplied to the County pursuant to the Contract.
- D. Costs for services under the terms of this Contract shall be incurred during the contract period except as approved by County. Contractor shall not use current year funds to pay prior or future year obligations.
- E. Funds made available under this Contract shall not supplant any federal, state or any governmental funds intended for services of the same nature as this Contract. Contractor shall not claim reimbursement or payment from County for, or apply sums received from County with respect to that portion of its obligations that have been paid by another source of revenue. Contractor agrees that it will not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for purposes of obtaining funds from another revenue source without prior written approval of the County.
- F. Contractor shall adhere to the County's Travel Management Policy (8-02 and 08-02SP1) when travel is pursuant to this Contract and for which reimbursement is sought from the County. In addition, Contractor is encouraged to utilize local transportation services, including but not limited to, the Ontario International Airport.

## **VII. INDEMNIFICATION AND INSURANCE REQUIREMENTS**

### **A. Indemnification**

The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this Contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault

of indemnities. The Contractor indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code section 2782.

**B. Additional Insured**

All policies, except for Worker's Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional insureds with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.

**C. Waiver of Subrogation Rights**

The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.

**D. Policies Primary and Non-Contributory**

All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

**E. Severability of Interests**

The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.

**F. Proof of Coverage**

The Contractor shall furnish Certificates of Insurance to the County Department administering the Contract evidencing the insurance coverage at the time the Contract is executed, additional endorsements, as required shall be provided prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.

**G. Acceptability of Insurance Carrier**

Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum "Best" Insurance Guide rating of "A- VII".

**H. Deductibles and Self-Insured Retention**

Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.

**I. Failure to Procure Coverage**

In the event that any policy of insurance required under this contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.

J. **Insurance Review**

Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

1. Workers' Compensation/Employer's Liability – A program of Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

2. Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:
  - a) Premises operations and mobile equipment.
  - b) Products and completed operations.
  - c) Broad form property damage (including completed operations).
  - d) Explosion, collapse and underground hazards.
  - e) Personal injury.
  - f) Contractual liability.
  - g) \$2,000,000 general aggregate limit.

3. Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

4. Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.

5. Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim and two million (\$2,000,000) aggregate limits

**or**

Errors and Omissions Liability Insurance – Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits

**or**

Directors and Officers Insurance coverage with limits of not less than one million (\$1,000,000) shall be required for Contracts with charter labor committees or other not-for-profit organizations advising or acting on behalf of the County.

If insurance coverage is provided on a “claims made” policy, the “retroactive date” shall be shown and must be before the date of the state of the contract work. The claims made insurance shall be maintained or “tail” coverage provided for a minimum of five (5) years after contract completion.

#### **VIII. RIGHT TO MONITOR AND AUDIT**

- A. The County, State and Federal government shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation, in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.
- B. All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives for a period of three years after final payment under this Contract or until all pending County, State and Federal audits are completed, whichever is later.

#### **IX. CORRECTION OF PERFORMANCE DEFICIENCIES**

- A. Failure by Contractor to comply with any of the provisions, covenants, requirements or conditions of this Contract shall be a material breach of this Contract.
- B. In the event of a non-cured breach, County may, at its sole discretion and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

1. Afford Contractor thereafter a time period within which to cure the breach, which period shall be established at the sole discretion of County; and/or
2. Discontinue reimbursement to Contractor for and during the period in which Contractor is in breach, which reimbursement shall not be entitled to later recovery; and/or
3. Withhold funds pending duration of the breach; and/or
4. Offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to Item "b" of this paragraph; and/or
5. Terminate this Contract immediately and be relieved of the payment of any consideration to Contractor. In the event of such termination, the County may proceed with the work in any manner deemed proper by the County. The cost to the County shall be deducted from any sum due to the Contractor under this Contract and the balance, if any, shall be paid by the Contractor upon demand.

**X. NOTICES**

All written notices provided for in this Contract or which either party desires to give to the other shall be deemed fully given, when made in writing and either served personally, or by facsimile, or deposited in the United States mail, postage prepaid, and addressed to the other party as follows:

*County of San Bernardino  
Arrowhead Regional Medical Center  
400 North Pepper Avenue  
Colton, CA 92324*

*Medico Professional Linen Service  
2654 Sequoia Drive  
South Gate, CA 90280*

Notice shall be deemed communicated two (2) County working days from the time of mailing if mailed as provided in this paragraph.

**XI. ENTIRE AGREEMENT**

This Contract, including all Exhibits and other attachments, which are attached hereto and incorporated by reference, and other documents incorporated herein, represents the final, complete and exclusive agreement between the parties hereto. Any prior agreement, promises, negotiations or representations relating to the subject matter of this Contract not expressly set forth herein are of no force or effect. This Contract is executed without reliance upon any promise, warranty or representation by any party or any representative of any party other than those expressly contained herein. Each party has carefully read this Contract and signs the same of its own free will.



**WITNESS WHEREOF**, the County of San Bernardino and the Contractor have each caused this Contract to be subscribed by its respective duly authorized officers, on its behalf.

COUNTY OF SAN BERNARDINO

►

Curt Hagman, Chairman, Board of Supervisors

Dated: \_\_\_\_\_  
SIGNED AND CERTIFIED THAT A COPY OF THIS  
DOCUMENT HAS BEEN DELIVERED TO THE  
CHAIRMAN OF THE BOARD

Lynna Monell  
Clerk of the Board of Supervisors  
of the County of San Bernardino

By \_\_\_\_\_  
Deputy

Medico Professional Linen Services

\_\_\_\_\_  
(Print or type name of corporation, company, contractor, etc.)

By ► \_\_\_\_\_  
(Authorized signature - sign in blue ink)

Egbert Dugall

Name \_\_\_\_\_  
(Print or type name of person signing contract)

Title Director, Business Development  
\_\_\_\_\_  
(Print or Type)

Dated: \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

**FOR COUNTY USE ONLY**

Approved as to Legal Form

►

Michael Markel, Principal County Counsel

Date \_\_\_\_\_

Reviewed for Contract Compliance

►

Date \_\_\_\_\_

Reviewed/Approved by Department

►

William L. Gilbert, Director

Date \_\_\_\_\_

## PRICING EXHIBIT "A"

### ARROWHEAD REGIONAL MEDICAL CENTER

**Medico Professional Linen Service** will place into service, pick-up soiled, launder, and deliver all linen requirements for Customer.

#### PATIENT & NON-SPECIALTY ITEMS

The following list of items will be charged at the rate of \$0.520 per clean delivered pound.

Pillowcase	Thermal Blanket	Patient Gown, Tie Side
Hospital Flat Sheet	Fitted Sheet	IV Gown
Light Draw Sheet	Surgery Gown, Blue	Under Pad
Washcloth	Bariatric Gown, 10xl	Pediatric Gowns, Child All sizes
Bath Towel, Standard	Adult PJ Pant, XL	Obesity Gown, 10XL
Bath Blanket	Adult PJ Pant, Lg	

#### SPECIALTY / PROCESSING FEE ITEMS

Baby Diaper	.18	Baby Shirt, 3 months	.21
Baby Blanket	.21	Baby Shirt, 6 months	.21
IV Yellow Fall, Gown	.65	Psych Gown, Green	.80
Patient Risk Gown, Orange	.95	Pat. Risk XL Gown, Orange	1.05
Hyperbaric, Patient Gown	.80	Hyperbaric, Pillowcase	.42
Hyperbaric, Scrub Short	.95	Hyperbaric, Flat Sheet	1.15
Laundry Bag, Nylon	.35		

#### SURGICAL PACKS

OR Sheet, Jade 90x115	1.50	Surgical Gown, Ciel Blue	.90
Surgery Towel, Misty	.22	Wrapper, 1-ply 54x54	.76

In addition, to per clean pound rate all specialty non-standard items listed above will be charged their corresponding processing fee.

#### COG ITEMS\*

COG Curtain Small*	10.25	COG Curtain Medium*	12.00
COG Curtain Large*	14.00	COG Curtain Xlarge	18.00
COG Sling Canvas	5.00		

Note: All items identified with the following "\*" are to be labeled as Customer Owned Goods (COG)

**INVENTORY CONTROLLED ITEMS**

All items are billed at 100% inventory on a predetermined amount based on the stated weekly inventory requirements per customer. The unit prices are as follows:

**DUST CONTROL**

Microfiber Towel – 16x16 (AR 3%)	.11	Microfiber Flat, 18" (AR 2%)	.19
Wet MF Loop Mop, Lg. 24oz	.70	Wet MF Loop Mop, Md. 16oz	.65
Utility Rags, 2nd grade	.09	Bar Mop, Pink Stripe	.10

**GARMENT STAFF APPAREL**

Scrub Top, Std. Rev. Uni. (X small - XXL)	.27
Scrub Pant, Std. Rev. Uni. (X small – XXL)	.27
Warm-Up Jacket, Standard (X small – XXL)	.67
Lab Coat, ASEP Barrier	1.75
Lab Coat, Uni. Std.	1.75
Lab Coat, Women	1.75
Lab Coat, Men	1.75

Customer agrees to reimburse Company for above items without AR (automatic replacements) that are lost, stolen, damaged or otherwise removed from circulation while within control of the Hospital. Medico will bill hospital at the current replacement value (CRV).

## PRICING EXHIBIT “B”

### **ARMC OFF-SITE CLINIC LOCATIONS** 100% Inventory Controlled Billing Model

Item Description	Unit Price / Each.
Flat Sheet	\$0.70
Pillowcase	\$0.35
Fitted Sheet	\$0.66
Draw Sheet, Light	\$0.45
Bath Towel, Standard	\$0.52
Washcloth	\$0.28
Hand Towel	\$0.52
Thermal Blanket	\$1.50
Bath Blanket	\$1.04
Patient Gown, Standard	\$0.64
Child Gown, Small	\$0.28
Child Gown, Medium	\$0.30
Child Gown, Large	\$0.32
Laundry Bag, Nylon	\$0.25
Wet Mop, Med. 16oz	\$0.75
Wet Mop, Lg. 24oz	\$0.90
Microfiber Flat Mop, 18”	\$0.25
Microfiber Towel, 16x16	\$0.15
Cleaning Towel, Pink Stripe	\$0.12
Utility Towel, 2 <sup>nd</sup> Grade	\$0.10

## EXHIBIT “C”

### **Textile Replacement Loss Worksheet**

All soiled linen containers unloaded from the trucks are identified with a customer account ticket; each container has a bar code on it. Every container is weighed, and the account number and tare weight of the container is scanned in with a hand held bar code scanner. The system then marries the gross weight, tare weight and customer number into a log file entry on the computer, one entry per container.

The purpose of these systems is to provide a basis to compare the weight of the incoming soiled linen from an account to the clean product delivered. This data will then be used to generate a textile cost profile.

For the system to be used as a tool to identify lost linen, it is important to know the average soiled weight of any item for any account. You must have a soiled linen sort station installed to accomplish this. The main components of the system are a floor scale, table, and control panel.

The sampling procedure to develop the soil weights of individual items is as follows:

1. In order to establish a representative soil unit weight, ten percent of the weekly usage of each item is counted during this process.
2. During the sampling period, soiled linen for the specific customer being counted, is segregated from the rest of the soil linen and directed to the test station.
3. An employee places an empty container on the scale and sets the tare weight to zero
4. Each item being sampled is counted separately. An employee throws each item separately into the container on the scale
5. At the completion of the counting for each item, we will have a total weight and total piece count. This data will be used to calculate the average soil unit weight of each item.
6. During the sampling period, the weight of all garbage returned with the soiled linen is captured on a daily basis.

Creation and explanation of the baseline data

Once we have the average soil unit weight for the items, the next step is to generate a theoretical soil return for the clean deliveries for the same period. The Replacement Cost Worksheet is used to develop two figures.

1. The average cost per pound of replacement merchandise for the account based on their specific product mix.
2. The overall soil/clean ratio (soil factor) of the specific account.

The elements of the report are as follows:

- Total Pieces – Total number of pieces of each product delivered for the period.
- Total Weight – Total clean pounds served during test period.
- Replacement Price – Cost of new product.
- Extended Replacement Cost – Total cost of pieces served times unit price.
- Average Soil Weight – The average soil weight per piece as determined by the soiled linen test sampling
- Extended Soil Weight – The total expected soil weight determined by multiplying the soil unit weight times the pieces served.
- The average replacement cost per pound is calculated by dividing the Extended Replacement Cost by the Total Weight
- The Soil Factor is calculated by subtracting the Total Weight from the Extended Soil Weight and then dividing this number by the Total Weight.

#### Weekly tracking of actual outcome

The actual loss calculations are performed on the Loss Calculation Worksheet. This worksheet simply calculates an expected soil return volume based on the sales volume and the soil unit weights of the pieces. This is listed as the Total Expected Soil Pounds. The rest of the elements:

- Gross Weighed Soil Pounds – This is the total weight of the soil in the containers returned to the plant.
- Clean COG Lbs. Delivered – This is the clean weight of any Customer owned goods (COG) returned to the customer in a specific week
- COG Soil lbs. – Projected soil weight of the clean COG lbs. based on the established soil factor for the account.
- Scrubs – Soil weight of scrubs returned in the white linen.
- Garbage– Weight of weekly garbage based on data compiled during the sampling period.
- Net Soil Pounds – The Gross Weighed Soil Pounds minus the COG Soil lbs., the Scrubs soil pounds, and the Garbage pounds.
- Soil Pounds Variance – The difference between the Expected Soil Pounds and the Net Soil Pounds.
- Soil Factor – The Soil/Clean ratio developed from the Replacement Cost Worksheet
- Clean Pounds Variance – The amount of clean pounds not returned based on the Soil Pounds Variance and the Soil Factor.
- Cost/Lb. – The composite cost of replacement product from the Replacement Cost Worksheet
- Net Loss Charge – The Clean Pounds Variance times the Cost/Lb.