

Evaluation Criteria for Laundry Services

Each category is assigned a maximum point value. The categories will be scored as follows:

Pricing (50 pts) –pricing consistent with the requirements specified in the RFP

Corporate Stability and Expertise (25 pts) – Each Vendor will be evaluated in terms of the financial stability of the Vendor based on the audited financial report submitted. Each Vendor will be evaluated on their prior experience in providing laundry services in a correctional setting.

Quality of Response (20 pts) – Each response will be evaluated to determine the Vendor’s understanding of the project and its ability to perform and meet each technical specification. Each item must have been discussed clearly and succinctly.

Degree of Local Employment (5 pts) – Each response will be evaluated to determine the degree of local employment provided by the proposer. 5 points will be awarded to prime contractors headquartered in Fayette County, 4 points will be awarded to prime contractors with a Fayette County office, 3 points will be awarded to prime contractors headquartered in Kentucky but outside of Fayette County, 2 points will be awarded to prime contractors with an office in Kentucky but outside of Fayette County. Headquarters and offices must have been established for the 12 months prior to the issuance of this RFP to qualify for Degree of Local Employment points.

Best possible score: 100 points

Monthly fee for Laundry Services

as per specifications above

\$ 11,280.00

Scope of Work—Section 1, Laundry Services

- A. The laundry will be operated on the basis of one (1) full eight- hour first shift and one (1) full eight hour second shift per day, five (5) days per week.
- B. The laundry facility is designed to service the needs of up to 1280 inmates.
- C. The bulk of the items to be processed on a daily basis will be inmate uniforms, inmate personal clothing, bed/bath linens, dustmop/mop heads, safety garments/blankets/net, cleaning rags, EVA sandals. None of the items will require ironing. The Division does have some items (kitchen textiles, outerwear, etc.) that are laundered on an intermittent basis.
- D. The laundry equipment currently on site at the laundry facility located at the Division of Community Corrections and available for use consists of the following items:
 - o Five (5) washing machines Industrial – 125 lb. capacity
 - o One (1) washing machines Industrial – 100 lb capacity
 - o Five (5) gas dryers- Industrial – 170 lb. capacity
 - o One (1) gas dryer – Industrial – 120 lb. capacity
- E. The Contractor shall provide adequate personnel to administer and manage the Jail laundry program.
- F. The Contractor shall control the total facility supplied laundry inventory.
- G. The Contractor shall maintain the proper operational schedules to ensure the facility has a proper inventory and daily exchange of clean laundry.
- H. The Contractor shall maintain sanitation of all laundry equipment and laundry areas, including storage, assembly, delivery carts, etc.
- I. The Contractor is responsible for all general maintenance for the equipment. The contractor shall adhere to manufacturer's recommendations.
- J. The Contractor shall establish and administer all security requirements, both area and equipment related, as directed by proper operational procedure and as outlined by the Jail.
- K. The Contractor shall purchase and control all necessary expendable laundry products, as well as all other expendable supply costs to make the laundry fully operational. The Contractor is responsible for receiving in all supplies. Storage space is provided.
- L. The Contractor shall manage and train inmate labor to a level adequate to operate the laundry in a timely manner. The Contractor shall assign one (1) full time Laundry Director to the operation of the laundry at all times the laundry is

in operation. If a re-entry and/or vocational inmate program is available the Division wishes to implement such a program.

- M. It is the Contractor's responsibility, with the use of inmate labor, to conduct exchanges of laundry in a timely manner to meet Standards and to exchange items on a one for one basis. Inmate damaged items should be immediately brought to the attention of Jail staff for disciplinary action and restitution where possible. Items deemed unserviceable should be discussed with the Division representative before being removed from inventory.
- N. The Contractor shall maintain staffing files in the Laundry Service area on employees and contractual personnel, which will be made available to the Division upon request. The Division requires background checks (NCIC) for all permanent employees of the contractor. The Division reserves the right to refuse admittance to anyone deemed not appropriate for employment within the Division. Information shall include; but not be limited to:
 - o Employee's name, address, phone number(s), and title
 - o Number of full time and/or relief staff
 - o Number of staff by day, shift, and location.
- O. When requested, the successful Respondent will make available appropriate personnel to participate in Division meetings
- P. With the assistance and agreement of the facility, the Contractor shall establish at a minimum the following internal controls:
 - o Per inmate per day laundry cost.
 - o Inventory control and audit methods.
 - o Verification of invoice payments.
 - o Inmate scheduling and timekeeping.

The contractor will be held liable for the repairs/replacement if the damage is due to lack of supervision/oversight.

RIGHTS, AUTHORITY AND RESPONSIBILITIES OF THE FACILITY

The facility will provide areas for laundry operations as specified by this solicitation. The Jail will provide adequate entrance and exit access for all employees of the Contractor. Employees will have reasonable use of existing elevators, corridors, passageways, driveways and designated restrooms. The Jail will provide lighting, heating, cooling, ventilation and utilities, as may be required, for providing such services as required by this solicitation.

The Jail will provide, install and replace all equipment required for laundry operations.

SECTION 4: LAUNDRY SERVICE OPERATIONS PLAN

OUR COMMITMENT TO YOU

ARAMARK understands the critical nature of our industry. We will work with the facility administration to offer a program acceptable to the inmate and resident populations and guarantee our program will meet or exceed all required standards.

APPROPRIATE STAFFING LEVELS

ARAMARK Correctional Services will provide an experienced correctional team for the necessary supervision in these facilities. ARAMARK wages and benefits are the best in the industry. The only way to attract and keep the best people is to offer the best compensation.

STRINGENT INMATE SUPERVISION

ARAMARK Correctional Services will closely supervise the inmate labor to ensure adequate security procedures and proper conduct at all times.

CLEAN AND SAFE OPERATION

A comprehensive sanitation program will be implemented at the locations, as well as our Safety Program. Our programs are corrections tested and will ensure passing inspections.

EXPERIENCED CORRECTIONAL MANAGED SERVICE COMPANY

ARAMARK Correctional Services specializes in correctional services. **Since 1976, we have been meeting the daily needs of the correctional market.** Our expertise is centered in the correctional environment; we understand all of the components of managing services in a secured facility.

SECURITY

ARAMARK Correctional Services will work with your facility security procedures, as well as implement our own security systems. Our Security Program is discussed in detail in the Security Section of this proposal.

FLEXIBILITY

Our business is not black and white; ARAMARK staff must keep apprised of changing situations and last-minute needs that will surface. This requires a sense of urgency, as well as frequent and candid communication with all members of the jail administration. Our program will be flexible to meet your needs. It is not our policy to "sell you our program" but to custom design a program that meets your objectives and needs.

OPEN COMMUNICATION WITH STAFF

ARAMARK Correctional Services will attend staff meetings, with facility approval, to maintain a close working relationship with the administrations and correctional staff. Our goal is to be an integral part of the team. We will meet regularly with the administration to resolve any problems immediately.

OPERATIONS PLAN

Our program provides direct, daily supervision of the laundry operations and the inmates. Based on our analysis, it appears that production can be accomplished within a five-day workweek. Hours of the operation and numbers of inmates for each operation will be adjusted based on volumes of production.

ARAMARK Correctional Services will closely supervise the inmate labor to ensure adequate security procedures and proper conduct at all times.

TARGETED INMATE TRAINING

ARAMARK Correctional Services, in conjunction with our strategic partner, Ecolab®, will provide initial and ongoing training for inmates in order to deliver consistent quality. Additionally, ARAMARK will implement a Safety Program within the laundry operations.

Training will include areas such as:

- Universal precautions and proper use of gloves
- Sorting of items
- Material Safety Data Sheets (MSDS)
- Work-site chemical inventory listing (ensuring MSDS exist and are on file for each chemical inventoried on site)
- Proper loading and unloading of washers and dryers
- Fire hazards and safety procedures with chemical utilizations
- Identification of damaged items for scheduled replacement

IN2WORK

Our IN2WORK programs assist with offender re-entry in the same way that your rehabilitation programs focus on reducing recidivism. We have a shared goal: to be a solutions provider at the forefront of industry research and trends, influencing government and community affairs as leaders in the industry.

ARAMARK's IN2WORK started as a vocational food program but has evolved to meet the needs of our clients and to help make a difference in the communities in which we live and work. ARAMARK now offers IN2WORK Commissary (warehouse training and certification) and IN2WORK Facilities (sanitation and chemical safety).

The "Clean Start" Program we used at Cook County jail in Chicago was a derivative of our IN2WORK program and used 20 U.S. military veterans jailed on nonviolent charges, reducing Cook's expenses and providing valuable job skills for these offenders. In addition to hands-on experience in Laundry Services, the program also includes a classroom component in which participants can learn business plans and entrepreneurial skills.

Lexington Fayette Laundry

Friday, September 06, 2013 to Thursday, September 12, 2013

Name	Position	Hours	Friday 9-6	Saturday 9-7	Sunday 9-8	Monday 9-9	Tuesday 9-10	Wednesday 9-11	Thursday 9-12
Laundry Manager	Manager	40.00	Manager 6:00a - 2:30p	OFF	OFF	Manager 6:00a - 2:30p	Manager 6:00a - 2:30p	Manager 6:00a - 2:30p	Manager 6:00a - 2:30p
Laundry Supervisor	Laundry Super	35.00	Laundry Super. 10:00p - 5:30a Inmate Uniforms	OFF	OFF	Laundry Super. 10:00p - 5:30a Inmate Uniforms	Laundry Super. 10:00p - 5:30a Inmate Uniforms	Laundry Super. 10:00p - 5:30a Inmate Uniforms	Laundry Super. 10:00p - 5:30a Inmate Uniforms
Inmate Work Crew requirement daily AM_PM Shift 8 each									
AM Inmate Work Forc	Inmates - 8	56.00	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p	AM Inmate 6:00a - 2:30p
PM Inmate Work Forc	Inmates - 8	49.00	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a	PM Inmate 10:00p - 5:30a
Manager			1			1	1	1	1
AM Supervisor			1			1	1	1	1
PM Supervisor									
ODR Daily									
Total Staff Daily			2			2	2	2	2
Total ACS Positions			1	1	1	1	1	1	1

Run Date: 04/01/2013

Fayette Laundry Estimated Cost

Run Time: 1:26p

Friday, September 06, 2013 to Thursday, September 12, 2013

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Name	Position	Type	Cost	Regular Hrs	Daily OT Hrs	Period OT Hrs	Days Worked	Total Cost
Laundry Manager	Manager	Hourly	12.50	40.00	N/A	-	5	500.00
Laundry Supervisor	Laundry Super	Hourly	11.50	35.00	N/A	-	5	402.50
AM Inmate Work Force	Inmates - 8	Hourly	-	40.00	N/A	16.00	7	-
PM Inmate Work Force	Inmates - 8	Hourly	-	40.00	N/A	9.00	7	-
TOTALS				155.00	N/A	25.00		902.50

POLICIES AND PROCEDURES

The proposal shall indicate the method the Proposer shall follow in establishing and revising laundry service policies and procedures.

SPECIALIZATION IN CORRECTIONS

ARAMARK Correctional Services manages food, commissary, and laundry service only in secured environments. We are a corrections-dedicated company.

EXPERTISE IN ALL TYPES OF FACILITIES

ARAMARK Correctional Services currently manages services in more than 450 correctional facilities across the country with many of these operations having one or more satellite locations. We feel it is our responsibility to make knowledgeable observations and then recommend proper procedures to meet or exceed applicable standards. The importance of the support service in a correctional facility cannot be overstated. Food, commissary, and laundry are extremely important to inmates and the staff.

Therefore, when ARAMARK Correctional Services provides service at a correctional facility, we assume the role of service consultants. We look for methods to achieve the objectives of our client. Based on our experience and observations, you can expect ARAMARK and its management team to:

- Understand the existing food, commissary, and laundry service policies and procedures.
- Identify areas that are out of compliance with existing practices or are in need of change.
- Present these identified areas to the County Administration for change approval.
- Call upon the resources in the surrounding county facilities for guidance as to their processes and call upon the expertise ARAMARK brings to the table with our district manager, regional general manager, regional sales director, menu management team, and other ACA-accredited, ARAMARK-operated facilities across the United States.
- Work with the ACA Compliance Monitor and Jail Administration to ensure all policies as they are being revised are still with-in ACA/state compliance.
- Meet with security staff and gain approval from their team to ensure all changes are within the security needs of the institution.

Completed changes will be presented to County Administration for approvals.

ARAMARK's goal is to work as part of the facility management team and provide the resources and experience and expertise from a large pool of ARAMARK Correctional professionals across the county.

COMPLIANCE INSPECTIONS

ARAMARK will also implement our Quality Assurance Review (QAR/OP-X) process. Based on ACA standards, this rigorous self-audit program is designed to ensure that our food service facilities are operated professionally and are easily auditable by the district manager and the facility. A detailed explanation of this program can be reviewed in the Operational Excellence (OP-X) Section of this proposal.

The OP-X process is evaluated for compliance **EVERY** day. Compliance inspections are completed by the front-line manager on a monthly basis to be used as a continuous self-evaluation of one's performance at the facility. The district manager verifies all standards are met on a quarterly basis. Detailed action plans are written for those areas that require improvements. High performance is encouraged, as our managers are evaluated based upon OP-X criteria and rewarded for high achievement. ARAMARK Correctional Services proposes to use this review process as a basis for meetings with you.

A complete filing system will be put into place which identifies the specific Food Service related standard and the compliance with the standard. These files will be provided to or work in conjunction with any existing files that the County is currently keeping.

REFERENCES

Atlantic County Justice Facility

5060 Atlantic Avenue
Mays Landing, New Jersey 08330
Date Opened: July 1, 1996
Population: 780
Service Provided: Food and Laundry

Johnson County Detention Center

27745 West 159 Street
New Century, Kansas 66031
Date Opened: August 15, 1999
Population: 748
Service Provided: Food and Laundry

Josephine County Jail

1901 NE "F" Street
Grants Pass, Oregon 97526
Date Opened: November 1, 2000
Population: 155
Service Provided: Food, Commissary, and Laundry

Muskingum County Jail

28 North 4th Street
Zanesville, Ohio 43701
Date Opened: August 21, 2001
Population: 172
Service Provided: Food and Laundry

Brown County Jail

300 E. Walnut Street
Green Bay, Wisconsin 54301
Date Opened: April 1, 2010
Population: 665
Service Provided: Food and Laundry

Erie County Care Facility

3916 Perkins Avenue
Huron, Ohio 44839
Date Opened: July 8, 2009
Population: 97
Service Provided: Food and Laundry

Johnson County Juvenile Detention Center

910 West Spruce Street
Olathe, Kansas 66083
Date Opened: June 16, 2008
Population: 33
Service Provided: Food and Laundry

Kenton County Detention Center

303 Court Street
Covington, Kentucky 41011
Date Opened: August 1, 2005
Population: 490
Service Provided: Food, Commissary, and Laundry

Santa Rosa Criminal Justice Facility

5755 East Milton Road
Milton, Florida 32583
Date Opened: June 1, 1997
Population: 426
Service Provided: Food, Commissary, and Laundry

DEGREE OF LOCAL EMPLOYMENT

Degree of local employment (Fayette County) to be provided by the person or firm in the performance of this contract.

Please refer back to the completed Bid Specifications for this information.