

User Guidance

Laundry & Ware Wash Products and Service Requirements

Users – please take note: requirements have changed in the fulfillment by the Vendors for this category of products and related services. Please review the following vendor requirements and customer expectations. If you have any questions, contact Cheri Miller, State Purchasing Office (SPO) at your earliest convenience (303-866-4005 or cher.miller@state.co.us).

(Excerpt from solicitation #IFB-CM-15-001 Laundry and Ware Wash Products)

3.5 General Laundry Products Requirements.

In general, **laundry detergents and compounds products** offered by an awarded Contractor shall comply with various guidelines established for the industry to include the U.S. Environment Protection Agency (EPA), Designed for the Environment (DfE), Ecologo, or Green Seal. Further, the offered products are to align with the State of Colorado's Environmentally Preferable Purchasing Policies (EPP). Below is a list of products and their attributes currently being utilized and have been listed in the following Groups.

Note: During the term of a resulting contract, as products are discontinued other products may be offered as a replacement by the awarded Contractor that meet or exceed the effectiveness of the original product; and may be accepted by the State at its sole discretion. Additionally, as new products and/or formulations are offered due to industry-wide developments and/or required by Federal or State regulations, such products may be offered by an awarded Contractor, and accepted by the State at its sole discretion.

Group 1. Laundry Detergent

- A. Powder (Dry Chemical)
- B. Laundry Detergent, Heavy Duty
- C. Liquid

Group 2. Rust-Removing Sour / Liquid Laundry Sour

Group 3. Bleach

Group 4. Fabric Softener with Bacterial Static Agent

- A. Liquid - Chemical features:
- B. Liquid Sour & Softener Combined

Group 5. Liquid Laundry Alkali

Group 6. Liquid Pre-Soak

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

3.6 Ware Wash Detergents and Compounds Requirements

In general, **ware wash detergents and compounds products** offered by an awarded Contractor shall comply with various guidelines established for the industry to include the U.S. Environment Protection Agency (EPA), Designed for the Environment (DfE), Ecologo, or Green Seal. Further, the offered products are to align with the State of Colorado's Environmentally Preferable Purchasing Policies (EPP). Below is a list of products and their attributes currently being utilized and have been listed in the following Groups.

Note: During the term of a resulting contract, as products are discontinued other products may be offered as a replacement by an awarded Contractor that meet or exceed the effectiveness of the original product; and may be accepted by the State at its sole discretion. Additionally, as new products and/or formulations are offered due to industry-wide developments and/or required by Federal or State regulations, such products may be offered by an awarded Contractor, and accepted by the State at its sole discretion.

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

Group 1. Machine Detergents

Group 2. Manual Detergents and Pre-soaks

Group 3. Rinse Additives

- A. Solid Rinse Additives
- B. Liquid Rinse Additives

Group 4. Germicidal Detergents

- A. Idophor Liquid Germicidal Detergent
- B. Quaternary Liquid Germicidal Detergent

Group 5. Food Service Cleaners

- A. Scale/Lime/Iron Removal Detergent
- B. General Purpose Degreaser Concentrate

3.7 Product Specifications, Labeling and Safety Data Sheets

- A. Product Specifications and Labeling.
- B. Safety Data Sheets.

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

3.8 Environmentally Preferable Product Attributes and Certifications.

The Governor and the State of Colorado are taking the lead in efforts to reduce the environmental impact of its products and practices. The State Purchasing Office has implemented policies for Environmentally Preferable Purchasing, found at the link below. <http://www.colorado.gov/dpa/dfp/spo/docs/epp.pdf>.

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

3.10 General Laundry and Ware Wash - Chemical Dispensing Systems Requirements. (Related Service).

In addition to **Section 2 (Overview, Background, and General)** above, an awarded Contractor is responsible to provide a secure, tamper-proof chemical dispensing system sufficient for an Ordering Entity's use, when applicable, as a related service to the purchase of product. An awarded Contractor shall furnish, install, and maintain, at no cost to the Ordering Entities, the appropriate chemical dispensing system to the known facilities, and any others that may be added throughout the duration of the State Price Agreement or no less than the term of the Ordering Entities' continuous orders for product.

Chemical dispensing systems required to transport and accurately dispense product shall be designed and provided by an awarded Contractor, at its own expense, and subject to the Ordering Entity's written approval (email is acceptable.) An awarded Contractor shall be responsible for coordinating with each Ordering Entity's laundry/kitchen manager in writing (via email is acceptable), for the installation of new chemical dispensing system(s), if applicable to the product. When an awarded Contractor installs a dispensing system and/or upgrades an existing system, all equipment and parts are the property of that Contractor.

An awarded Contractor shall be or become familiar with varied types and brands of laundry and ware wash equipment to include adjustment of the Ordering Entity's laundry or ware wash equipment to maximize efficiency of the product provided.

NOTE: The awarded Contractor is NOT responsible for the maintenance or repairs of an Ordering Entity's owned (or leased) laundry and/or ware wash equipment under the Price Agreement.

An awarded Contractor will be expected to adapt existing chemical dispensing systems, and/or provide any new or additional chemical dispensing system, as necessary for simple and continuous use of the Contractor's product, and will maintain all chemical dispensing systems at each Ordering Entity's site for the duration of the Price

Agreement or no less than the term of the Ordering Entity's continuous orders for product, at no extra charge beyond the purchase price of the product. .

Note: Adjustment to the Ordering Entity's laundry and ware wash equipment by an awarded Contractor may be needed to ensure Ordering Entity's equipment and dispensing systems are compatible for optimal operation and shall occur with the approval of the Ordering Entity's designated equipment manager. (Note: In the case of CDOC, the designated person must be CDOC staff and CANNOT be an inmate.)

Generally, chemical products in undiluted form must be kept in secured (locked) enclosures, and many of the existing Ordering Entity enclosures generally only accommodate one gallon and smaller containers of highly concentrated products. The Ordering Entity is responsible for providing other storage of product containers.

Additional Required Attributes of the Chemical Dispensing System:

- The dispensing system shall be a closed system that shall automatically dispense the products from its respective shipping containers into the laundry and/or ware wash machine.
- The system shall inject the proper amount of product for each load, allowing flexibility according to work classifications.
- The system shall have optional add-on detergent pump for higher volume detergent output for laundry machines larger than 150 pounds dry weight capacity.
- The laundry system shall have the capacity of counting laundry loads.
- The system shall utilize current equipment technology.
- The system shall be capable of pumping from a minimum distance of 100 feet.
- The awarded Contractor shall provide a locking cabinet for the 1-5 gallon products in use. (Additional product storage is the responsibility of the Ordering Entity.)

Transition Plan: The chemical dispensing system(s) currently used by the Ordering Entities is the property of the current Contractor. The removal of chemical dispensing systems shall be a coordinated effort between the laundry/kitchen managers, and the new and previous Contractors and documented in writing (via email is acceptable). After removal, the State encourages usable dispensers to be recycled.

NOTE: At NO INSTANCE shall an Ordering Entity alter or remove a Contractor's chemical dispensing system. Only the originally engaged Contractor shall alter or remove its equipment. If an emergency arises or there is a problem with the out-going Contractor removing its dispensing system, the Ordering Entity must contact the State Purchasing Office for further instruction.

In the event a quantity of previous Contractor's product remains unused subsequent to effective date of an awarded Price Agreement, coordination between the new awarded Contractor and laundry/kitchen managers shall ensure previous Contractor's products are completely utilized, within reason and no longer than 3 months. This will allow previous Contractor's chemical dispensing system to remain in place before similar products are received from the new awarded Contractor; and shall further ensure that no interruption of service shall occur during the transition.

3.11 Periodic Chemical Dispensing System Inspections and Status Reports. (Related Service)

At a minimum, an awarded Contractor shall inspect its chemical dispensing system(s) at the Ordering Entity's site at least once a month, at no charge to the Ordering Entity, as a related service to the purchase of product. These periodic visits will be scheduled with the Ordering Entity's laundry/kitchen manager with the intent to have the Ordering Entity's representative be available to interact with the awarded Contractor and such inspections are viewed as preventative maintenance for the Contractor's chemical dispensing system. An Ordering Entity may request additional on-site visits and those will be mutually negotiated with an awarded Contractor; however, a travel charge of \$50.00 may be charged by the awarded Contractor for each such additional visit if the Ordering Entity's site is more than 50 miles (one way) from the awarded Contractor's main office.

An awarded Contractor's technical service representative shall provide a written inspection report to the Ordering Entity's representative upon completion of each periodic inspection. The format of the inspection report will be

mutually agreed upon. An awarded Contractor shall provide technical assistance, advice, and consulting services to Ordering Entities on an "as needed" basis regarding product usage and laundering/ware washing problems.

Programming or changing of laundry or ware washer equipment formulas shall be performed only by a representative from an awarded Contractor, as needed or requested by the Ordering Entity. Where feasible, the Ordering Entity will provide secured dilution stations.

State Agency and Institutions Environmental Impact and Requirements: An Ordering Entity may perform periodic testing of its own to verify an awarded Contractor's report results. If results vary from the awarded Contractor's reports, the Ordering Entity may contact the Contractor to address a possible problem. A follow-up email between the Ordering Entity and an awarded Contractor is required.

3.12 Emergency Service Calls on the Chemical Dispensing System. (Related Service)

As many of the Ordering Entities have 24/7 operations, it is likely that an awarded Contractor will receive an emergency service call about the chemical dispensing system. As a related service to the purchase of product, an awarded Contractor's technical service representative shall respond to emergency service calls on problems with the Contractor's dispensing system, on an as-needed basis by an Ordering Entity. A verbal response from the awarded Contractor to the Ordering Entity is required within two (2) hours of the first emergency contact initiated by the Ordering Entity.

The awarded Contractor's on-site response to an emergency service call is required within a maximum of one (1) business day, or as mutually agreed between the Ordering Entity and the awarded Contractor. In addition to an initial emergency phone call, the Ordering Entity is required to send a notification via email to the awarded Contractor's main business email address which also addresses the awarded Contractor's on-site response time, if different from the one business day requirement.

An awarded Contractor's technical service representative shall provide a written inspection report to the Ordering Entity's representative upon completion of each emergency chemical dispensing system inspection. The format of the inspection report will be mutually agreed upon.

Note: In the event the problem was not with the awarded Contractor's chemical dispensing system, a travel charge of \$50.00 may be charged by the awarded Contractor for each emergency service visit, and/or if the Ordering Entity's site is more than 50 miles (one way) from the awarded Contractor's main office.

3.13 Training. (Related Service)

An awarded Contractor is expected to have a training program for the products it provides and for the chemical dispensing systems it maintains at an Ordering Entity's site, as a related service for the purchase of product. An awarded Contractor shall train ONLY Ordering Entity personnel in the proper function and use of all products provided. Ongoing training opportunities shall be offered within a schedule identified by the Ordering Entity and mutually agreed upon by the awarded Contractor.

(Note: In the case where the Ordering Entity has inmates/offenders/clients such as CDOC, CDHS, or political subdivision jails, etc., the Contractor is prohibited from training such non-employees.) In the event of turnover of previously trained staff, an Ordering Entity shall ensure that replacement employees are identified for training. Training shall be available in English, and training in Spanish or other languages is optional, if offered by the awarded Contractor.

Training shall include, but not be limited to the following:

- Products/product application.
- General knowledge of the chemical dispensing system.
- Laundry and Ware washer equipment operation, in conjunction with and particular to the awarded Contractor's product and chemical dispensing systems.

After completion of training programs with identified key staff, the awarded Contractor is permitted discretion to monitor proper use of product containers and to advise the Ordering Entity's representative regarding end-user compliance with manufacturer recommended procedures.

3.14 Agency-Specific Service Requirements.

An awarded Contractor will encounter a varied pool of Ordering Entities, many of which will require special considerations unique to a particular Ordering Entity or group. Such is the case with the Colo. Dept. of Human Services and with the Colo. Dept. of Corrections (CDOC). The Ordering Entity is responsible for notifying the awarded Contractor in writing (email is acceptable) of its unique requirements. For the purpose of example, below is a brief synopsis of some of the requirements CDOC has had and which may change as CDOC management or policy requires. An awarded Contractor has a responsibility to comply with such requirements and to ensure its personnel are also informed of each Ordering Entity's special requirements.

Example: All awarded Contractor representatives, including delivery drivers, that will enter the property of a CDOC facility will be subject to continuous NCIC background checks. Generally, persons previously convicted of a felony will not be allowed entrance to make deliveries within the security perimeter of any CDOC facility. Admittance to any CDOC facility or warehouse is at the sole discretion of the CDOC. An awarded Contractor that provides product to CDOC facilities is subject to CDOC rules and regulations, posted at <http://www.doc.state.co.us> and found under 'Operations', 'Admin Regulations'; including but not limited to, #200-05 'Warehouse Guidelines'.

Generally, chemical products in undiluted form must be kept in secured (locked) enclosures, and the existing DOC enclosures generally only accommodate one gallon and smaller containers of highly concentrated products. CDOC is responsible for providing other storage of product containers. A CDOC secure facility may require dispensing of product across unusual distances and through secure configurations. Dispensing design shall be approved by the CDOC facility.

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

3.15 State of Colorado Environmentally Preferable Purchasing (EPP) Policy.

Awarded Contractors are required to review and promote the **State's Environmentally Preferable Purchasing (EPP) Policy, Exhibit E**. The awarded Contractor is expected to provide products and services that supports the State's EPP Policy; and identifies and provides Green products in addition to its standard inventory. "Green" is determined by third party certification or registration (no self-certification), such as industry accepted entities like Energy Star, LEED, EPA, Green Seal, etc.

3.16 Points of Contact and Hours of Operation

Point of Contact – Services: The State requires that the level of representation, meaning the number of awarded Contractor representatives and their experience level, is maintained to the State's satisfaction throughout the term of a Price Agreement. An awarded Contractor shall provide and maintain a contact sheet (list) that identifies the name, title, location, geographic coverage area(s), phone, and email address for all company representatives assigned to support the resulting Price Agreement; and shall notify the SPO with periodic written updates. The State reserves the right to approve changes in an awarded Contractor representation levels through the optional years of renewal of a resulting Price Agreement.

Additionally, an awarded Contractor shall designate a single representative to serve as the central point of contact for day-to-day customer services. This person is responsible for the overall relationship between an awarded Contractor (and its subcontractors, if applicable) and the State, and may be involved in high-level activities, such as account reviews. **At a minimum, the awarded Contractor's contact person must be available Monday-Friday, 8 a.m. to 5 p.m. (MT).** The awarded Contractor shall provide the contact point's name, title, phone number, and email address; and shall provide in writing to the SPO and periodic updates (email is acceptable).

Hours of Operation: At a minimum, an awarded Contractor's services are expected to be provided during the following work hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. (Mountain Time). An awarded Contractor is required to have a 24 hours a day / 7 days a week ("24/7") emergency contact number and shall notify the SPO of periodic written updates. Answering services, pagers and/or answering machines are not an acceptable means of communication for awarded Contractors. An awarded Contractor shall provide the hours of operation in writing to the SPO and periodic updates (email is acceptable).

[Additional detailed requirements are available in the full IFB. For this purpose, only main points are illustrated.]

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