

Schedule 4 – Specification and Additional Obligations

1. Scope

- a). The Supplier must:
 - (i) provide all required linen stocks, as specified by each Purchasing Party;
 - (ii) deliver and distribute all clean linen to Delivery Points using the service model nominated by the Purchasing Party;
 - (iii) remove all soiled linen from Collection Points; and
 - (iv) collect soiled and return clean COGs as required.
- b). The Supplier must be able to provide onsite staff to conduct linen operations within the Purchasing Party sites as agreed with the Purchasing Party. Examples of the types of Services to be rendered by onsite staff include:
 - (i) The delivery of clean linen to Delivery Points within the Purchasing Party site (via trolley exchange, linen top-up, imprest systems, etc).
 - (ii) Collection of soiled linen from Collection Points within the Purchasing Party site.
 - (iii) The provision of labour to coordinate linen functions within the Purchasing Party site as required by the Purchasing Party.
- c). The Supplier must provide:
 - (i) trolleys, containers, moving equipment and all other items required for the transportation of linen to and from Delivery Points and Collection Points at the Purchasing Party site;
 - (ii) linen bags for the collection of soiled linen.
- d). The Purchasing Party may specify, and the Supplier must provide the Services in accordance with the Purchasing Party's required linen delivery and collection schedule.
 - (i) When collecting soiled linen, the Supplier ensure that any extraneous objects (e.g. surgical instruments) or any items considered to be lost property, which may have been included with linen collected by the Supplier are returned on a weekly basis to the Purchasing Party.
- e). Indicative linen requirements for Purchasing Parties have been provided for Respondent consideration.
- f). The Supplier acknowledges that the Purchasing Party volume and Service frequency may change throughout the Agreement.
- g). If engaged, the Supplier must provide and collect all linen as requested by each Purchasing Party.
- h). The Supplier must ensure that they have sufficient linen to meet a Purchasing Party's requirements once engaged.
- i). The Supplier must deliver all linen appropriately folded, stacked and completely covered with a suitable barrier to prevent contamination in transit and during storage on trolleys.
- j). The Supplier must not discontinue or introduce any type or variant of linen for the Agreement without the prior written consent of HSV and the affected Purchasing Parties.

- k). The Supplier must not alter the manner in which linen is delivered once engaged by a Purchasing Party, including the way in which the linen is folded and packaged, without the prior written consent of the Purchasing Party.

2. Service Categories

- a). The categories required include:

CATEGORY NUMBER	CATEGORY NAME
1	Linen Base Cost (laundrying and supply)
2	Transport Cost
3	Customer Site Cost

- b). Category 1 – Linen Base Cost (laundrying and supply)
 - (i) Linen Base Cost (Supplier cost) is to be priced per item, including:
 - A. Laundrying
 - B. Linen purchases
 - C. Plant and Equipment associated costs
 - D. Maintenance
 - E. Labour
 - F. Subcontracting costs
 - G. Overheads i.e. rent, utilities
 - H. Consumables i.e. chemicals for washing
 - I. Any additional costs associated with laundrying and supply at provider site
 - (ii) Products must have one linen base cost per item to be applied across all sites statewide
- c). Category 2 – Transport Cost
 - (i) Transportation cost is to be priced, including:
 - A. Vehicle movement to the Purchasing Party sites
 - B. Vehicle movement from the Purchasing Party sites
 - C. Fuel
 - D. Subcontracting costs
 - E. Loading/unloading to one Delivery Point and Collection Point per Purchasing Party site
 - F. Labour associated with delivery
 - G. Any additional costs associated with transportation
 - (ii) Transport must be provided as a monthly fee per Purchasing Party, including all transport and logistics.
 - (iii) Changes to which fee is utilised may be required throughout the Agreement Term, this is only possible at the request of the Purchasing Party, or with their written consent. For example: If the Purchasing Party requests additional scheduled deliveries or changes the delivery schedule.
 - (iv) All ad-hoc deliveries are included in the transport fee, and do not count towards the number of scheduled deliveries.
 - (v) Transport credits can be applied to incentivise Purchasing Parties to transition between awarded Suppliers. This is presented as a separate line item credit based on a percentage discount value to any applicable monthly transport fee.
- d). Category 3 – Customer Onsite Cost
 - (i) Purchasing Party onsite cost is required, including:

- A. Staffing cost at Purchasing Party site (excluding Labour factored into Category 2 – Transport Cost)
 - B. Movement of linen around the Purchasing Party site
 - C. Any additional staffing costs associated at Purchasing Party site
 - (ii) Onsite cost must be provided in the following manner:
 - A. Cost per FTE staff Member per hour.
 - (iii) For on-site costs, the Purchasing Party and Supplier will agree on the number of hours required to undertake the Services.
 - (iv) Purchasing Parties may audit the time spent on site to determine if it is being used appropriately.
 - (v) Purchasing Parties will provide 4 weeks' notice to the Supplier if the agreed monthly hours are to change.
- e). The Supplier is responsible for all charges, taxes and other fees associated with rendering the Services.

3. Service Requirements

- a). Site Visits:
 - (i) HSV and Purchasing Parties require the capacity to conduct site visits at all laundry facilities used to provide services under the agreement, to confirm the continued compliance to relevant standards. Site visits should occur within a two (2) week period following a request for site access by HSV.
- b). Ownership of Linen:
 - (i) All linen provided by the Supplier remains the property of the Supplier and the Supplier will be given reasonable access to a Purchasing Party's premises once engaged, for the purpose of checking linen stocks. Purchasing Party staff will not be made available to participate in a Supplier's stock take at any time.
- c). Customer Owned Goods:
 - (i) The Supplier will be required to launder a range of Purchasing Party owned items, including but not limited to quilts, bed screens, pressure care aids, lifting/ hoist harnesses, shower curtains, mattress overlays, eggshell mattresses and linen skip harnesses.
 - (ii) A Supplier must establish a process to ensure the health service owned items are returned to the department requesting the Service.
- d). Imprest:
 - (i) If the Purchasing Party requests monitoring of imprest levels as part of the onsite Service, the Supplier must track and account for constant variations in individual Delivery Point activity. The Supplier must maintain adequate linen levels to provide the Services accounting for variations that occur. Imprest levels are subject to change on an individual Delivery Point basis.
 - (ii) Each calendar quarter, the Supplier must conduct a formal imprest review, for each applicable Purchasing Party site. The review should identify if linen levels are the most cost effective and operationally efficient options. The Supplier must make any recommendations as to improvements in efficiency at each Delivery Point to each Purchasing Party for discussion, decision and implementation.
- e). Transport:
 - (i) Vehicles engaged by the Supplier that are used for the transportation of linen must be regularly maintained and such records be made available as required by HSV or the Purchasing Party.
 - (ii) The Supplier may use the same trolleys, bins, bags or other transport for carrying soiled linen or cleaned linen if soiled and clean linen are not commingled and if those trolleys,

- bins and bags have been thoroughly cleaned after carrying soiled linen and before being used for transporting cleaned linen.
- (iii) The Supplier's delivery vehicles attending Purchasing Party sites where a loading dock with a raised platform is not available must have a tailgate device to ensure the safe loading and unloading of linen.
 - (iv) The Supplier's delivery vehicles carrying both soiled and clean linen must have suitable barriers to separate to prevent any risk of contamination. Any areas of the vehicle that have carried soiled linen must be sanitized and cleaned before holding any clean linen. Such records and audits must be maintained and made available as required by HSV or the Purchasing Party.
 - (v) In the case that a mobile trolley is being transported, the Supplier's delivery vehicle must be able to secure the trolleys firmly within the vehicle i.e. with anchorages where straps can be fixed. If a tailgate platform is being used to load and unload the trolley, then a restraint must be in place to prevent the trolley from rolling i.e. wheel locks.
 - (vi) The Supplier's delivery vehicles must be kept in a clean and presentable working condition so as to limit the risk of contaminating clean linen in transit.
- f). Trolleys, Containers and Moving Equipment:
- (i) The Supplier must provide necessary equipment for the Purchasing Party to meet OH&S criteria on manual handling of linen – this includes but is not limited to rising base trolleys / scissor lift trolleys for the movement of trolleys at the Purchasing Party site.
 - (ii) The Supplier must implement a maintenance program to ensure trolleys, containers and moving equipment at the Purchasing Party site are properly maintained at all times. Such records and audits must be maintained and made available as required by HSV or the Purchasing Party.
 - (iii) The Supplier must adopt a standardised and consistent item placement process on trolleys so end users can access and interact with the linen in a consistent and predictable manner.
 - (iv) The Supplier must provide trolleys for Purchasing Party sites with a design that allows for easy cleaning, and clean and service those trolleys regularly. Trolley wheels should be free to rotate i.e. free from string and other impediments.
 - (v) The trolleys, containers and other moving equipment the Supplier provides at each Purchasing Party site is to be determined in consultation with that Purchasing Party. Provision of such amenities to the Purchasing Party site is included in the Suppliers rates.
 - (vi) The Supplier must have an adequate number of trolleys available to account for fluctuations in demand and any potential disruptions at Purchasing Party sites.
- g). Storage and protection of clean linen:
- (i) The Supplier must store clean linen so it remains free from any forms of contamination i.e. dust, moisture etc. and rotated so that older stock is used first.
 - (ii) The Supplier's clean linen storage shelving must be clean.
 - (iii) The Supplier must use protective covers for clean linen to prevent contamination in storage areas.
- h). Change of Engagement:
- (i) The Purchasing Party will provide notice in writing to the Supplier for notifying the intention to end engagement with the Supplier, noting any applicable reasoning.
 - (ii) The Supplier will be provided 5 Business Days to respond in writing with proposed method for addressing the Purchasing Party reasoning for ceasing engagement including a timeline for rectification.
 - (iii) It will be at the discretion of the Purchasing Party to accept this proposal.
 - (iv) The Purchasing Party will provide three months' notice for transition out.
 - (v) The Supplier must provide a transition out Service as per "Module D - 11.2 Transition Out Service"

- i). Invoices:
 - (i) The Supplier will send invoices for Services rendered on a monthly schedule to each Purchasing Party. Invoices are to be provided monthly in arrears, no later than one week after the end of the invoiced month.
 - (ii) Those invoices shall be available both in an electronic and hardcopy format as agreed between each individual Purchasing Party and a Supplier.
 - (iii) Invoices will clearly indicate the name of the Delivery Point, cost centre (as supplied by a Purchasing Party), quantity and costs per individual items/fees, and should be easily reconciled with the delivery dockets that accompany each delivery.
- j). Reporting:
 - (i) The Supplier must provide monthly sales reporting to both HSV and the applicable Purchasing Parties in the template format provided by HSV.
 - (ii) Reports should include all non-contracted items that have been delivered to Purchasing Parties.
 - (iii) The reports will record complete details of each item supplied during the previous month, quantities supplied, credits processed (where applicable) and itemised costs.
 - (iv) The use of email or via an online system to distribute the monthly usage report is the preferred option for distribution of such reports.
- k). Other reports:
 - (i) A Supplier must provide KPI reports monthly to both HSV and applicable Purchasing Parties.
 - (ii) If requested by HSV or the Purchasing Parties, a Supplier must provide reporting relating to greenhouse gas emissions and Environmental impacts in the specified format.
- l). Delivery Point reports:
 - (i) Supplier must provide a daily traffic light report at 07:00 AEST to Purchasing Parties outlining any issues related to the supply of laundry and an itemised listing of the linen that is affected. The report needs to specify:
 - A. Traffic light colour: Green = same day rectification, Yellow = next day rectification, Red = > 2 days rectification
 - B. Issue i.e. bed linen shortage
 - C. Corrective Action i.e. same day additional delivery scheduled
 - D. Timeline i.e. shortage to be delivered by 12pm
 - E. Any additional comments

4. Standards and Compliance

- a). The Services must comply with relevant Australian Standards, Orders, Legislation and Regulations (collectively 'Compliance Requirements'), or their equivalent International Compliance Requirements. Refer to Appendix 1 – Compliance Requirements for a list of the minimum Compliance Requirements.
- b). Quality management:
 - (i) Compliance with relevant standards and codes of practice must be demonstrated via annual inspections by a suitably trained person.
 - A. Documentation demonstrating proof of compliance must be made available upon request by HSV or Purchasing Parties.
 - (ii) It is desired that a certified quality management system is in place.
 - (iii) Key laundry processes should have clear procedures and an ongoing audited program to record and monitor these processes should be in place, including:
 - A. Processes for maintaining product life, washing, drying, disinfecting and finishing; and

- B. Preventative maintenance systems for the end-to-end laundering process should be in place to ensure safe and compliant operations.

5. Infection Control & Quality

- a). Where applicable, all items delivered to Purchasing Parties must meet the requirements of the Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019).
- b). A Supplier must ensure that:
- (i) The linen is not damaged or stained, and an inspection procedure should be in place and documented;
 - (ii) The linen is cleaned in a manner making it suitable for use by Purchasing Parties, while at the same time complying with the relevant Australian Standards.
 - (iii) Laundry bags must at all times be defect free, have the ability to be securely closed and be made of a suitable material to carry linen. Reusable Laundry bags should be made as per the AS3789 standard requirements.
 - (iv) A monthly bacterial culture test report showing whether the supplied linen conforms to acceptable standards is to be provided to each Purchasing Party:
 - A. Suppliers are required to detail their proposed acceptable levels and “Action Levels” in regards to Total Aerobic Microbial Count (CFU per plate counts);
 - B. Suppliers are required to nominate the number of tests to be undertaken and the standard areas of testing:
 - (v) (Number) x Tests of Standard areas: (e.g. Sterilising Room, Folding Table, Hand Basin, Stock Trolley, etc.); and
 - (vi) (Number) x Tests of Variable areas.
- c). A program for equipment cleaning and maintenance must be in place and all related records and auditing documents must be made available to HSV or Purchasing Parties upon request.
- d). Regular and routine cleaning should be in place for all areas including work areas, overhead, rest areas and hard to reach areas.
- e). Pest control programs should be in place.
- f). Subject to the terms of the proposed agreement, Purchasing Parties shall have the right to reject faulty or substandard linen items. Linen that does not meet acceptable standards shall be returned to the Supplier at no additional cost to the Purchasing Parties and under the relevant Service model, a credit provided for the value of the rejected linen along with a report detailing location and type of items rejected.
- g). Repair and maintenance of all items will remain the responsibility of the Supplier. Repairs to linen items shall not affect the utility, function or aesthetics of the item.
- h). In the event that linen supplied by the Supplier does not comply with agreed standards, the Purchasing Party shall immediately inform the Provider in writing via email.
 - (i) Once informed that linen supplied does not comply with standards the Supplier must give written notice as to the cause of the lapse and the steps taken by the Supplier to remedy any such cause within five (5) business days.
- i). Linen provided will be covered in a manner that protects the contents from contamination during transportation, storage and handling.
- j). The Supplier must use a microbiological indicator testing system to check the cleaning of trolleys used for clean linen transportation when previously used for soiled linen. Records and audits of the microbiological tests must be maintained and made available as required by HSV or the Purchasing Party.
- k). Protective clothing should be made available to all staff when handling soiled linen. This includes clothing that covers all appropriate areas of the body, and which prevents fluid penetration.
- l). Hand cleansers (alcohol based) should be readily available to ensure regular hand cleaning by all staff involved in the laundering of linen.

- m). Movement by staff between segregated areas of clean and soiled linen should be restricted or minimized. Training should be provided on appropriate personal hygiene and on what is required to prevent the spread of micro-organisms if movement between the areas is unavoidable. Protective garments should be removed whenever staff leave the soiled area, and facilities should be provided to allow staff the appropriate opportunity to shower before leaving site.

6. Panel Pricing

- a). Where HSV elects to award panel supply, the Purchasing Party may choose to purchase from any contracted Supplier.

7. Price review

- a). Price review will be set out in and must be in accordance with PART 5: DRAFT AGREEMENT.
- b). HSV will automatically apply the agreed price review methodology each year on the anniversary of the Agreement.

8. Electronic Data Interchange

- a). The Purchasing Parties prefer to exchange orders, payments, acknowledgements, invoices, remittance notices and other records (Data) electronically, in place of tangible documents. Suppliers are required to work with the Purchasing Parties to achieve this outcome.
- b). Suppliers will preferably have modern and innovative solutions with ordering and goods management i.e. live visibility on delivery status, ability make changes to orders, etc.

9. Delivery

- a). A Supplier must:
 - (i) Deliver the required quantities of linen to each site (and/or specified linen delivery or storage points) and according to the delivery schedule set out as requested by the Purchasing Party.
 - (ii) Ensure that all linen is delivered to each site (and/or specified linen delivery or storage points) in trolleys that are either completely sealed or securely covered by an impervious waterproof cover.
 - (iii) Distribute delivered linen at each site in accordance with the specific requirements as requested by the Purchasing Party.
 - (iv) Ensure that each Delivery Point receives with each batch of linen a delivery docket specifying items and quantities supplied in each delivery.
- b). Subject to the terms in the proposed agreement a Supplier must notify Purchasing Parties and HSV of any supply or delivery problems.
 - (i) Notification of problems with delivery are to be in writing by e-mail to the Purchasing Party within one (1) working day of the Supplier becoming aware of the situation.
 - (ii) Delays in Service provision extending beyond 48 hours' notice are to be notified to the nominated HSV and Purchasing Party representative in writing by e-mail.
 - (iii) Any subsequent deliveries to fulfill agreed orders will be at the cost of the Supplier and will not be passed on to The Purchasing Party
- c). If during the Term of the Agreement, the Supplier cannot supply the product at the time and cannot fulfil the contracted delivery requirements, HSV and each Purchasing Party reserves the right to purchase the Service or alternative Service from an alternative source.
 - (i) A Supplier must reimburse the Purchasing Party purchasing cost for the difference between the agreement price and the cost to the Purchasing Party including freight, until the product is available from the Supplier.

10. Urgent Deliveries

- a. Urgent Delivery
 - (i) The Supplier shall be able to receive urgent delivery requests 24 hours a day, 7 days per week and provide a response to urgent delivery requests within 24 hours of receipt.
 - (ii) Urgent deliveries should be received by Purchasing Parties within 48 hours from receipt of order.

11. Training

- a). Upon request by a Purchasing Party, the Supplier will deliver a training package and/or training materials to facilitate the introduction of their Services to relevant staff in their operating environment.
- b). Training requirements may include (but are not limited to):
 - (i) face-to-face training at Purchasing Party sites (i.e. in-service training)
 - (ii) training materials
- c). All Supplier staff should be trained with appropriate laundry skills and any associated technology. Training qualifications with nationally accredited organisations is preferred.
 - (i) All laundering staff should have appropriate knowledge of the potential infection hazards of soiled linen.
 - (ii) Ongoing education and training should be provided to all laundering staff on the appropriate handling of clean and soiled linen to prevent contamination.
 - (iii) Laundering staff should be instructed of a documented method to report all infections and seek medical assistance.
 - (iv) Personal hygiene training for all staff with regards to hand washing when handling all soiled items such as linen and protective clothing should be provided.
 - (v) Ongoing training, supervision, and regular performance reviews identifying competency and additional training needs should be undertaken. Training records should be maintained.

12. Customer Service and Support

- a). Subject to specific Service requirements, the Supplier is required to undertake to provide the Services up to 24 hours per day, 7 days per week, on each week of the year.
- b). The Supplier must be able to provide customer service and support to Purchasing Parties during business hours.
- c). The Supplier will provide Purchasing Parties with representatives that are:
 - (i) inherently familiar with the contracted Products/Services
 - (ii) appropriately qualified
 - (iii) technically knowledgeable about the contracted Products/Services
 - (iv) available to respond to Purchasing Parties' queries during business hours.
- d). The level of customer service and support required of the Supplier is expected to include (but is not limited to):
 - (i) liaising with health service staff to recommend Products/Services and solutions
 - (ii) promptly answering queries (including after hours)
 - (iii) liaising with various hospital departments (for example: operating theatre, Nurse Unit Managers)
 - (iv) providing informational materials
 - (v) providing education and in-service training upon request.
- e). A Supplier must comply with the Purchasing Parties' local policies regarding engagement with Purchasing Party staff.
- f). Customer surveys:

- (i) A Supplier shall conduct customer satisfaction surveys to a schedule agreed with each individual Purchasing Party (at a minimum on an annual basis) and shall report the results of the survey, plus any corrective action necessary to the Purchasing Party. HSV shall approve the methodology, structure and content of the survey prior to distribution.
- g). Complaints:
 - (i) A mechanism for the management of complaints must be established, which must include an education plan to inform all staff responsible for the cost centres that receive linen across all Purchasing Parties. Complaints are to be addressed promptly, and written responses directed to the person who originated the complaint.
- h). Business Continuity and Contingency:
 - (i) The Supplier will be required to demonstrate and to provide full details, that suitable business continuity and contingency plans are in place in the event of their own inability to supply the Services. Details should include:
 - A. How the linen Service can maintain supply to Purchasing Parties during emergency response situations arising from external disasters or equipment failure.
 - B. Alternative sources of linen provision (at no additional cost to Purchasing Parties) in the event that the provider cannot supply.
 - C. Risk Management Plan(s);
 - D. Business Contingency Plan(s);
 - E. Transport and Logistics contingency plans i.e. if a truck is stolen
 - F. Workplace Health & Safety Plan(s); and
 - G. Any other relevant information.
- i). Continuous Improvement:
 - (i) The Supplier is required to identify and demonstrate opportunities where their Services may be used to enhance or improve current linen handling practices and strategies for linen cost minimisation.

13. Key Performance Indicators

- a). Refer to Schedule 6 - KPIs

14. Service Level Agreement

- a). A Purchasing Party may enter into a Service Level Agreement (SLA) with a Supplier, on the terms set out in the Draft Agreement clause 4.3 Service Level Agreement. The SLA may cover the following arrangements:
 - (i) requirements for stock management and rotation
 - (ii) arrangements for ordering, invoicing and delivery
 - (iii) FTE requirements for onsite staff
 - (iv) social procurement commitments or framework set out by a Purchasing Party that may be linked to the Social Procurement Framework set out in the Agreement;
 - (v) support, including attendance requirements for Representatives in relation to education and training
 - (vi) Specific KPIs above and beyond the level set out in PART 5: DRAFT AGREEMENT
 - (vii) The SLA will be in addition to the Agreement between the Supplier and HSV and will not alter any terms of the Agreement. Any SLA entered into between the Supplier and a Purchasing Party must be established in accordance with the framework of the Agreement and must not contravene or undermine the terms of the Agreement.
- b). HSV will not be responsible for monitoring compliance with any SLA. This is a matter of agreement between the parties to the SLA.

- c). The Supplier will provide a copy of all Service Level Agreements to HSV within 1 week of being finalised.

15. Exclusions

- a). Any health service with an Insourced or Shared Service arrangement is excluded from the scope of the Agreement.
 - (i) Insourced Service means Services that are managed and delivered internally by a health service's employees. A health service that has an inhouse laundry and linen Service need not submit a tender response for its own health service and that health service would be out of scope for the Agreement.
 - (ii) Shared Service means Services that are provided to multiple health services who are represented in the governance and direction of the shared unit (e.g. representation on a steering or governance committee). The main purpose of Shared Service is not for profit, as profits are left in the shared unit or distributed to the equity partners.