

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

Contract Period:

This is a three-year contract term running from January 10, 2023 to January 9, 2026, with 2 one-year renewal options. If both renewals are exercised, this contract will expire on January 9, 2028. This contract was solicited as ITB Event #32110-12518.

Summary/Background Information:

The purpose of this contract is to supply uniform, linen, and dust control rental and laundry services to the State of Tennessee. This Contract is available for all Tennessee State Agencies and other Authorized Users across the State

State Contract Administrator:

Seth Lake
Category Specialist
Central Procurement Office
615-507-6930
Seth.Lake@tn.gov

Supplier Contact Information:

Aramark Uniform & Career Apparel Group I

Edison Contract #: 73704
Supplier ID #: 167984
John Baumgardner
937-223-6667
Baumgardner-John@aramark.com
Contract #: 77120
Vendor ID: 167984

New Account Set-Up Instructions:

Authorized Agencies utilizing services for the first time under this Statewide Contract (SWC) should first identify the region the location to be service falls under on the Regional Map located under the Solicitation Attachments header below. Once the region has been identified, the Authorized Agencies should locate the contract in the chart above for the appropriate category and region it is looking to establish service and contact the Contractor to establish service using the information

located under the Contractor's Information header below. At a minimum an Authorized Agency may be asked to provide the following information:

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

Authorized Agency's Responsibility:

- Authorized Agencies are responsible for communicating its needs to the Contractor prior to the need arising to ensure its needs are met.
- The Authorized Agency shall supply the Contractor with Supplier Sign-in Sheet. The sign-in sheet will be used as confirmation of delivery/pickup, as well as to keep documentation/details about each delivery.
- Authorized Agencies are responsible for keeping an accurate inventory of orders placed and delivered by the Contractor. Should there be a discrepancy in the product totals invoiced verses the products delivered, or the quality of the products delivered, the Authorized Agency is responsible for bringing this to the Contractor's attention for resolution by using the attachments mentioned below.
- Authorized User should use the following attachments to manage their inventories, deliveries, and pickups.
 - Supplier Sing-in Sheet
 - Inventory Audit Sheet
 - Shortage Tracking Sheet
- Authorized User should return all soiled products to the Contractor and not attempt to launder the products.
- Authorized User shall notify Contractor of inventory shortages within 24 hours of delivery.
- All current Contract documents can be found at the following link.
https://hub.edison.tn.gov/psp/paprd_11/SUPPLIER/ERP/c/TN_PUBLIC_SUPPLIER.TN_SOURCING_CNTRCT.GBL?Page=TN_CNTRCT_DOC_PG&Action=U&ExactKeys=Y&CNTRCT_ID=0000000000000000000077120&SETID=SHARE

Contractor Responsibilities:

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

agreed upon, within a set time frame, between the Authorized Agency and the Contractor.

- The Authorized Agency shall be billed on a weekly basis, with a separate invoice for each department listing 1) name of employee (when applicable), 2) name of department, and 3) number of pieces delivered at the time of delivery. The invoiced copy should be readable and summarize the quantity of products itemized on the invoice. Contractor shall bill for 100% inventory, with the exception of walk-off mats.
- Authorized User and Contractor MUST have documentation for agreed upon Inventory amounts for each location using the Contract. Contractor shall send Inventory number documentation to the Contract Administrator for each State facility serviced under the Contract. Any updates to this documentation must be provided to the Contract Administrator.
- Contractor must fill shortages within 24 hours of notification or 48 hours of original delivery time.

Usage Instructions:

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

Billing and Payment Instructions:

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

Miscellaneous Information:

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