

**THIRD AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
ENCORE TEXTILE SERVICES, LLC DBA EMERALD TEXTILES SERVICES, LLC**

THIS AMENDMENT TO THE AGREEMENT, entered into this _____ day of _____, 2025, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Encore Textile Services, LLC dba Emerald Textiles Services, LLC, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for laundry-linen rental services on January 25, 2022, for the term of February 1, 2022, through January 31, 2025, in an amount not to exceed \$1,300,000; and

WHEREAS, the parties amended the Agreement on March 23, 2022, to adjust the invoicing contact information and assign the original agreement from Emerald Textiles to Encore Textile Services, LLC dba Emerald Textiles Services, LLC; and

WHEREAS, the parties amended the Agreement on November 25, 2024, to increase the amount of the agreement by \$25,000, to an amount not to exceed \$1,325,000; and

WHEREAS, the parties wish to amend the Agreement to extend the term of the agreement by 2 years through January 31, 2027, and increase the amount of the Agreement by \$1,421,500, to an amount not to exceed \$2,746,500.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 3, Payments of the agreement is amended to read as follows:

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed TWO MILLION SEVEN HUNDRED FORTY-SIX THOUSAND FIVE HUNDRED DOLLARS (\$2,746,500). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement. All weekly invoices must be approved by the Safety Officer or their designee and paid within thirty (30) days of receipt of the invoice. Invoices must be sent to: SMMC-Accounts-Payable@smcgov.org. Processing time may be delayed if invoices are not submitted electronically.

2. Section 4, Term of the agreement is amended to read as follows:

Subject to compliance with all terms and conditions, the term of this Agreement shall be from February 1, 2022, through January 31, 2027.

3. Original Exhibit A and Revised Exhibit B (rev. 3/9/22) are hereby replaced in its entirety with Revised Exhibit A (rev. 11/22/24) and Revised Exhibit B (rev. 11/22/24) respectively, copies of which are attached hereto and incorporated into the Agreement by this reference.
4. **All other terms and conditions of the agreement, as previously amended, between the County and Contractor shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Encore Textile Services, LLC dba Emerald Textiles Services, LLC

Egbert Dugall
Contractor Signature

1 / 22 / 2025
Date

Egbert Dugall
Contractor Name (please print)

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Revised Exhibit A

(rev. 11/22/24)

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

For purposes of this Agreement, Contractor shall provide complete, reliable, and high-quality goods and services, including but not limited to, laundering, drying, ironing, folding, presswork, garment processing, and inventory control of both rental and Customer Owned Goods (COG) services at the following two County locations, described more fully below: San Mateo Medical Center main campus (the "hospital") and San Mateo County Youth Services Center (the "youth center").

Standard Laundry Services:

- A. Locations of Service. Contractor shall provide the Services to the locations set forth in the chart below ("County Locations").

Facility Name	Facility Address	Facility Type	Service Days	Delivery Days
San Mateo Medical Center	222 W. 39 th Ave San Mateo, CA 94403 West Loading Dock	Acute Inpatient and Psych.	S- S	7
San Mateo County Youth Services Center	222 Paul Scannell Dr. San Mateo, CA 94402 Loading dock: Loop Road, Building 30 Back Loading Dock	Youth Services	Tuesday Friday	2

- B. General: During each Service day set forth above, Contractor shall provide the following Services to include:
- i. Lease to County the textiles identified on Exhibit B, attached hereto. Contractor, in its sole discretion, shall select the linen vendor it will utilize to provide the linen leased to County hereunder.
 - ii. Pick up soiled textiles from County.
 - iii. Launder, sort, fold and return comparable or like textiles to County.
 - iv. Process the COG linens set forth on Exhibit B.
- C. Textile Delivery: All textiles will be delivered to County in Contractor-provided laundry carts.
- D. Sorting of Laundry: County shall use its reasonable efforts to remove all Sharps (as defined by this section) from the soiled textiles before pick-up by Contractor. If Sharps are found by Contractor, its employees or agents, County shall be responsible for paying to Contractor the amount of Two Hundred Fifty Dollars (\$250.00) per Sharps item found in County's soiled textiles. "Sharps" means any needles, scalpels, wires, endodontic files, or other articles that could cause wounds or punctures to personnel handling them.
- E. Laundry Carts: All laundry carts furnished to County by Contractor shall remain the property of Contractor and are furnished for the exclusive use of County to facilitate the return of soiled textiles to Contractor. Contractor agrees to maintain laundry carts in good condition, free of dirt and other debris. Laundry carts furnished by Contractor to provide the Services will be fully cleaned prior to being stocked with clean textiles. All clean textiles in laundry carts will be encased in plastic to prevent soiling or contamination while in transit. County agrees to use care while laundry carts are in the possession of County. Carts with soiled laundry and empty laundry carts shall be picked up by Contractor at one location at each County Location listed above. On or before the date of termination or expiration of this Agreement, County shall return all carts provided hereunder to Contractor and County shall pay full replacement value for any carts not

returned. County shall be responsible for any damage or loss to any Contractor's laundry cart while such laundry cart is under County's control except for normal wear and tear.

- F. **Leased Textiles:** The parties acknowledge all textiles provided by Contractor shall at all times be and remain the exclusive property of Contractor. County is responsible for Contractor owned textiles while in the possession of County and will make every reasonable effort to eliminate loss, theft, or misuse of textiles. On or before the date of termination or expiration of this Agreement, County shall return all textiles provided hereunder to Contractor.
- i. **Damaged or Lost Textiles:** Customer will reimburse Emerald for the Damaged or Lost Textiles based on the method outlined in Attachment B.
 - ii. **Textile Inventory.** Contractor has the right to inventory textiles on County property during normal business hours, provided Contractor shall not disrupt the operations of the County in any way during such inventory.
 - iii. **Textile Inventory Log and Final Textile Inventory.** Contractor shall perform an initial textile inventory, at the commencement of Services ("Initial Inventory"). Contractor shall maintain and update a log of the number of textiles that should be on-site at any given time, keeping track of each increase or decrease to textile inventory agreed upon by the parties ("Updated Inventory"). Contractor shall conduct a final inventory upon termination of the Agreement ("Final Inventory"). County shall pay Contractor's invoice price for any unreturned textiles based on the difference between the Updated Inventory and the Final Inventory.
- G. **Weighing Procedures.** Contractor shall cause all textiles picked up at County to be weighed separately at Contractor's laundry facility.
- H. **Online Linen Management Program**
- i. Contractor will implement Linen Helper and Linen Master to ensure efficient onsite management of inventory. The online management program will augment the tenets of the contractor's overall linen management program: benchmarking, inventory monitoring, linen management software, departmental delivery schedules, linen committee/floor tours, linen usage awareness and regular meetings

Quality Control:

Contractor shall perform the following:

- Contractor shall provide a representative who shall report on the performance and function of the quality control program quarterly to review the effectiveness of the program. Key performance indicators will be reported on monthly.
- Delivered linen must conform, at a minimum, to the generally accepted standards of quality for cleanliness, finish, and appearance. All work performed shall be done under sanitary conditions. Linen shall be free from soil and stains, bacteria, fungi, and other microorganisms, including pathogens, to the extent required by state, county, and city codes and regulatory agencies. Contractor shall ensure that its services meet the standards established by the Joint Commission on Accreditation of Health care Organizations and California's Title 22.
- Monitor linen inventory and communicate County requirements to suppliers.
- Weigh linen being picked up from and linen being delivered to SMMC. This weight will be logged and reported monthly.
- Provide weekly invoices. Daily deliveries must be accompanied by a packing slip.
- Provide linen inventory levels to ensure linen par levels are maintained to avoid shortages.
- Participate in an annual inventory.
- Provide the formula for wet to dry weights.
- Provide the following monthly reports: weight report, linen replacement report and discarded linen report and meet established key performance indicators

- A mutually agreed upon linen life and replacement program shall be proposed and abided by throughout the term of the Agreement
- A mutually agreed upon linen rejection program shall be proposed and abided by throughout the term of the Agreement

Quality Management:

Contractor shall align its services to the following quality management standards:

Contractor's management philosophy towards quality management is multifaceted and addressed throughout the organization.

Contractor shall maintain the highest standard of cleanliness and operating efficiencies at its facilities, and our commitment to those principles is evident upon the first visit to our plant. Contractor's shall choose the right product to meet the Hospital's needs. Contractor has partnered with its linen suppliers to offer high quality products designed to improve patient satisfaction and lower overall costs. Contractor shall ensure that its management of the production team employs multiple quality assurance processes, including QA at each station as well as metrics that each employee is measured against.

Contractor's service department is a key component of our quality approach through interfacing with customers on a regular basis and helping with the implementation of our Linen Management Program. The program includes benchmarking to define KPIs for maintaining and constantly improving quality as well as usage reduction to include inventory monitoring, linen management software, departmental delivery schedules, linen committee/floor tours and linen usage awareness. Contractor shall o create custom reporting to capture key quality performance indicators customized to our customers' needs. The program and its reporting along with our Linen Cost Management tools such as our Linen Management Service Matrix, a Monthly Metrics Report and web-based Linen Helper by Linen Master provide visibility and tracking of important metrics and quality controls.

Contractor's vendor approval process shall include the following steps:

1. Solicit and review bids from multiple vendors
2. Conduct reference and background checks of each vendor
3. Weighted average scoring is used to assess prospective vendors
4. Vendors are selected based on scoring
5. Dual source all critical inventory and supplies wherever possible

Quality Assurance Program

Contractor shall maintain strict standards for the processing of all linen to ensure quality, compliance and safety for clients and their patients.

The following policy shall remain in place to maintain high quality standards and guarantee Title 22 compliance.

A. Policy

All employees of Contractor will follow the Quality Assurance Program in order to maintain strict standards for the processing of all linen.

B. Responsibilities of Contractor

Quality Assurance extends throughout the linen processing cycle. It includes:

- Monitoring of client owned goods
- Wash formula/time controls.
- pH monitoring.
- Dryer time/temperature controls.
- Visual inspection for stains, tears, and folds on linens.
- Item and weight accountability of client linen and newly purchased linens.
- Documentation of special handling linens.
- Item and weight summary of client linen deliveries.
- Schedule and document daily, weekly and periodic housekeeping tasks.
- Weekly management operations meetings.
- Routine ironer chest temperature checks.
- Daily inspection for rejects and weekly percentage tracking.

C. Procedures

The following procedures shall be followed by Contractor to guarantee a standard process that is consistent and measured:

- Bag numbers are recorded to ensure separation of wash formulas, including time and temperature, and are monitored by staff and verified daily.
- Wash titrations including pH levels, active alkalinity, and bleach levels are monitored to ensure acceptable levels and are documented monthly (as a minimum) by an outside source.
- Dryer times and temperatures are monitored by staff and computers.
- Linen items are separated by type and counted by cart/rack load.
- Each cart or rack is weighed and scanned into system to document the tare and product delivery weights.
- Items that require special handling are individually counted by type, size and category.
- A summary of all linens delivered to the client is provided, as are the individual total cart weights, tare weights and net weight.
- A daily summary of all linen items is maintained including average daily deliveries for statistical purposes and accurate reporting.
- Management operations meetings are conducted monthly and on an ad hoc basis.

D. Engineering Maintenance

Routine and Preventative Maintenance procedures shall be implemented by Contractor to include, at a minimum:

- Daily checks of feeder, ironer and folder belts for excessive wear or damage.
- Daily operational checks of all power plant machinery including boilers, air compressors, and water softeners.
- Daily removal of lint and debris from inside washers, dryers, folders and ironers.
- Daily water temperature and flow rate level checks.
- Daily blow down of all production equipment in plant.
- Monthly checks of all conveyor belts, including tracking and adjustment of drive chains.
- Monthly lubrication of bearings and chains.
- Monthly tightness checks of set screws in pulleys, sprockets and bearings.
- Quarterly checks of gearbox oil levels.
- Ironers are visually inspected for stains, tears, pressure and temperature.
- Preventative maintenance procedures performed are documented and maintained on a daily basis.

- Visual inspection of presses is performed twice per shift.

E. Quality Standards for Each Item:

Bath Towels/Hand Towels/Washcloths

- No holes, patches or mending acceptable.
- No stains acceptable.
- Must be neatly packaged and folded.

NOTE: New items have a yellow hue that may require several washes to whiten.

Sheets, Fitted, Flat and Draw

- Un-mended holes up to 1/4" on sides are acceptable.
- Small, light stains on outer edges are acceptable if 1/2" or smaller.
- Reject items that are worn, thin, or in which the cotton fibers have substantially deteriorated are not acceptable.
- Must be neatly folded and packaged.

Pillow Cases

- No stains acceptable.
- No holes, patches or mending acceptable.
- Must be neatly folded and packaged.

Mattress Pads

- Center is considered entire pad surface.
- Light stains up to 1" are acceptable.
- Reject items in which the padding has pillowed or rolled.

Thermal Blankets/Dual Covers/Bath Blankets

- No holes are acceptable.
- No more than 1 mended area acceptable.
- No stains are acceptable.

Patient Gowns - 3x gowns - 10x gowns, IV, Telemetry

- Holes less than 1/4" on edges are acceptable
- Minimal wrinkles
- Must be neatly folded and packaged.

PJ Pants

- Replace missing drawstrings.
- No stains acceptable.

Baby Shirts/Diapers/ Baby Blankets

- No mending is acceptable.
- No stains acceptable.

Pediatric Gowns and Pants

- Replace all ties.

- No stains acceptable.
- No holes or patches acceptable.

Lifter Sheets/Drapes

- No holes or tears.
- Light stains are acceptable up to 1/2".

Incontinent Pads

- Light stains acceptable.
- No holes acceptable.
- Must be neatly folded and packaged

Surgery Towels

- No visible lint, hair or other debris acceptable.
- No holes acceptable.
- Light stains are acceptable up to 1".

Scrub Tops and Bottoms

- Replace any missing drawstrings.
- Ink stains up to 1/2" are acceptable.
- Replace snaps, if necessary.
- No other stains acceptable.

Warm-up Jackets and Cover Coats

- Replace missing ties.
- Replace snaps, if necessary.
- Ink stains up to 1/2" are acceptable.

EMERALD TEXTILES DISASTER MANAGEMENT PLAN FOR CONTINUITY OF LINEN AND LAUNDRY SERVICES:

A. INTRODUCTION

The Emerald Textiles Disaster Management Plan goes into effect immediately when a disaster or emergency occurs. A "disaster" shall include any natural occurrence (such as earthquake, flood, severe storm, volcano, etc.); bio-terrorism attack or disease outbreak; act of war or civil disobedience that threatens to disrupt normal linen processing, regular linen delivery/pick-up, continuous communication between customers and Contractor, and/or causes a sudden, dramatic, and unforeseen increase in patient care demand within the region or within a facility.

B. BUSINESS CONTINUITY

The Emerald Textiles Disaster Management Plan (hereafter referred to as the "Plan") will serve as a guide and a resource in the event of normal linen and laundry services and/or distribution becoming threatened by an emergency or disaster.

While utilizing the Emerald Linen Management Plan ensures a proactive approach to ensure a full supply of clean linen is on hand at each hospital daily, this plan goes above and beyond standard procedure and is designed to ensure continuity of service and supply of linen in a reactive

manner such as in case of emergency or disaster situations.

C. PURPOSE OF THE PLAN

The purpose of the Plan is to ensure continuity and maximize the availability of linen for treating the sick and injured in a disaster or emergency.

The Plan is in place to provide:

- a linen utilization guide for patient caregivers
- linen distribution guidelines for linen distribution personnel
- communication and coordination between customers and Contractor
- a guide and reference for laundry management

Employees and customers of Contractor are encouraged to maintain a copy of this plan and make it readily accessible in the event of emergency situations.

D. COMMUNICATION IN A DISASTER

Emerald Emergency Contact Information

Should this Disaster Plan be implemented, initial communication regarding linen service needs should be directed to the primary contact:

Ken Bunk – General Manager

Emerald Textiles - Livingston, CA

Phone: (209) 259-2772

kbunk@emeraldus.com

Noel Mendes – Chief Engineer

Emerald Turlock, CA & Livingston, CA

Phone: (909) 528-7809

nmendes@emeraldus.com

E. HOSPITAL EMERGENCY CONTACT INFORMATION

In addition to the normal linen department contact numbers, Contractor will provide contact information for our command center for each hospital it serves.

The contact information includes:

- the name of the facility
- designated disaster/emergency contacts
- phone numbers
- e-mail addresses
- regional trauma center(s)

F. ALTERNATIVE LAUNDRY/LINEN SERVICE

Should the Plan be implemented by Hospital Administration and the Hospital is unable to communicate with the regular laundry/linen service for 24 hours or more, the Disaster Plan Coordinator may authorize contact with an alternative laundry for temporary, emergency service.

Laundries in the region who are partnering with Contractor in this Disaster Plan include:

Emerald Textiles – Turlock, CA
Don Luckenbach, General Manager
(650) 280-4226

Emerald Textiles – San Diego, CA
Stella Rancour, General Manager
(619) 993-2164

Emerald Textiles – Commerce, CA (LA)
Sean Mageean, General Manager
(323) 264-2243

Emerald Textiles – Reno, NV
Eric Romero, General Manager
(775) 329-6433

G. REGIONAL DISASTER AUTHORITY

Directives regarding linen service and availability may come from government regional disaster authorities. For example, Contractor may be directed to provide service to facilities with the greatest need, regardless of who the normal linen service provider. Such directives will supersede the plan as outlined above.

H. IMPORTANT CONTACT NUMBERS

• County Emergency Operations Center	911 – Life threatening 211 – Non-life threatening
• Emergency Department	911
• County Department Public Health	(209) 381-1200
• County Department Emergency Mgmt	211
• State Department of Health	(916) 445-4171
• Merced County Fire Dispatch	(209) 385-7344
• NDMS Coordinator	(800) 232-4636
• Center for Disease Control (CDC) Atlanta	(404) 639-0615
• CDC Emergency Response Office	(770) 488-7100
• CDC Bioterrorism Emergency Number	(770) 488-7100
• CDC Hospital Infections Program	(404) 639-6413
• Federal Emergency Management (FEMA)	(800) 621-3362
• Federal Bureau of Investigation (FBI)	(858) 565-1255

I. LINEN USE REDUCTION PROCEDURES

To ensure ample supply of linen and uninterrupted service to all customers, as standard business practice, Contractor provides all rental pool customers with a minimum of eight (8) par of linen for all standard items and sixteen (16) par of linen for non- standard items. A par is defined as one (1) average day's usage. Through Emerald Textile's Linen Management Program, all Title 22 compliant inventory levels are established and maintained throughout the facility (See Exhibit 1). Contractor's inventory management system further ensures additional emergency supply is always available, if needed. As an additional security measure, Contractor stocks two full days (two days defined as two average days of usage) supply of linen, per hospital, at the Contractor Service Center.

If an event occurs and the Plan is implemented by Hospital Administration, it is possible that normal deliveries from Contractor may be interrupted. If the Plan is implemented, the following procedures, which ensure strict linen use reduction, should be followed by all customers, even if they are not directly impacted by the disaster. In the case of emergency or disaster, it is important to minimize linen needs, enhance the utilization of linen on hand and free-up linen for disaster victims until normal linen service can be restored. With proper use, the linen-on-hand will meet customers' needs for a minimum of 3-5 days without full linen service.

The strict linen-use-reduction procedures that should be followed include:

- **Bed Linen**
 - i. Change linen only when soiled
 - ii. Do not put clean or usable linen into hamper until after patient is discharged
 - iii. Do not take linen into patient room unless required for immediate use
 - iv. Patient room bath linens will be stocked to a maximum of 1 towel and 1 wash cloth per bathroom
- **Discharge Bed**
 - i. Will be cleaned and made with 1 fitted or flat sheet and 1 pillowcase only, no thermal or bath blankets
 - ii. Stretcher sheets can be used as flat sheets when necessary
- **Patient Apparel**
 - i. Patients will be instructed to use patient or IV gowns, robes, PJs, and infant apparel until as long as reasonably possible or until discharge
 - ii. All usable apparel will remain with patient until discharge
- **Scrub Apparel**
 - i. Under no circumstances are scrubs allowed to leave the facility. Scrubs not soiled with body fluids can be worn by the same individual more than once, providing scrubs are not worn in surgery or labor and delivery or other areas which may be exposed to blood borne pathogens
- **Operating Room Linen**
 - i. When possible, use linen, blankets, and pillows from transport stretchers to make up the OR table.
 - ii. When possible, use same linen on transport stretcher post-op and on bed in patient's room.
 - iii. Open sterile packs only on immediate demand
- **Patient Transport Linen**
 - i. Transport stretchers will use linen from patient's bed, the ER stretcher or other sources.
 - ii. Linen will stay with patient to eliminate one-time use. Under no circumstances is linen allowed to leave with outside transport services

J. IN-HOUSE LINEN DISTRIBUTION

Under normal conditions Contractor works 8-12 hours in advance with additional warehouse supply of new linen available on demand always. In accordance with Title 22 regulations, hospitals are expected to maintain a reasonable amount of clean back-up linen on hand. The volume of back-up linen should be monitored and access to this linen should be restricted to authorized personnel only.

Contractor has a Service Center located in Livermore, CA which stocks two (2) full days of linen in case of a disaster or emergency.

In the event of an emergency or disaster, staff should expect to find the following minimum

quantities on hand of the major linen items (See Exhibit 2). Linen staff should always be aware of these minimum quantities and attempt to maintain them.

K. EMERGENCY HOSPITAL LINEN DISTRIBUTION

As with other supplies, internal distribution of linen during an emergency/disaster will be initially restricted to areas of greatest need based on patient care demand. These priority areas may include triage, emergency room, operating room, intensive care or areas designated by the hospital disaster operations center. These areas will receive delivery of available linen before other areas within the hospital. Linen will be held in reserve, in anticipation of extraordinary need in these priority departments (Exhibit 3).

L. HANDLING SOILED LINEN

All soiled linen will be handled utilizing Standard Precautions as though all items are contaminated or infectious, as outlined in Exhibits 1 and 5. Identifying all possible contaminants is beyond the scope of this document. However, listed below are the standard requirements for handling all soiled linen. The procedures outlined below are appropriate for processing of all contaminated linen including linen contaminated with C diff, MRSA, flu and chicken pox.

- Adhere to Universal Precautions
- Handle soiled clothing and linen minimally to avoid agitation
- Handle soiled linen only in areas with negative air pressure relative to the clean side of the facility
- Exposed surfaces of equipment, carts carrying soiled linen, etc. will be cleaned according to plant contact precautions guidelines before reuse

M. CONTRACTOR'S RESPONSIBILITY IN A DISASTER

In a disaster, hospital linen needs may increase significantly. Accordingly, Contractor's management and staff are prepared to meet these needs. The Plan includes the following procedures to be followed by the Contractor Team:

- All management and staff not affected by the emergency will report to work as usual. Those affected by the disaster will be instructed not to report to work, which could pose a threat to safely processing linen
- Hours of operation will be extended as needed in proportion to the severity of hospital linen needs
- If disaster damage to the plant is possible, engineers will check all systems including utilities (gas, water, electricity), boilers, chemical system, overhead sling systems and other potential safety hazards before the plant becomes operational
- If normal boiler/fire alarm systems are not operational, Contractor will take appropriate manual precautions
- Check phone system
- Management will call all hospitals' Emergency Operation Centers (EOCs) to assess linen need.
- If key components of the laundry are damaged beyond immediate repair, management will contact its partnering laundry plant(s) to arrange for service as back up
- Coordinate staffing with back up facilities
- Contractor is prepared to operate 24 hours per day if needed.

N. PRIORITY LINEN ITEMS

Contractor's initial response to the disaster will be to focus on basic linen items in maximum demand for triage and emergency care for large numbers of patients. These linen items include:

- Bath blankets
- Pillowcases
- Patient gowns
- Thermals/spread blankets
- Under pads
- Scrub apparel
- Flat sheets
- Washcloths
- Surgery items
- Contour sheets
- Bath towels
- Scrub Pants and Shirts

O. DELIVERY/PICK-UP SCHEDULES

Hospitals with the greatest number of patients, resulting from the disaster or emergency, will be given priority for linen delivery. Contractor's management team will determine delivery priorities based on input from Regional Disaster Authorities and hospital Emergency Operations Centers.

P. EMERGENCY SHIPMENTS FROM LINEN SUPPLIERS

Contractor's management team actively works with supply chain to plan ahead and coordinate with suppliers and vendors of linen and textiles regarding the possible need for emergency shipments in a disaster. Actions include:

- Determining quantities of major items that should be ready to ship at all times.
- Substituting generic product for specialty items, when necessary;
- Arranging back-up agreements for all major linen items, chemicals, etc.;
- Maintaining contact information for alternative sources or vendors;
- Ensuring that suppliers carry inventory stocked locally in Southern California.

Q. WORK STOPPAGE DELIVERY ACTION PLAN

In the event of a work stoppage or strike at a customer's location Contractor assures the continuance of all services.

Revised Exhibit B

(rev. 11/22/24)

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

Standard Linen SMMC

Item Description	Unit Price
Pillow, Cases (White)	\$0.24
Sheet Flat (White)	\$0.62
Sheet, Knitted Fitted	\$0.73
Patient Gown, Performax	\$0.55
Blanket, Thermal	\$1.95
Blanket, Bath	\$1.10
Towel, Bath	\$0.52
Washcloth	\$0.08
Pad, Incontinent	\$0.77

Non-Standard Linen SMMC

Item Description	Unit Price
Towel, Utility	\$0.12
Bag, Hamper	\$0.75
Gown, I.V., Plastic Snap, Surfboard Print OSFA	\$0.60
Pants, PJ Adult Blue XL	\$0.40
Pants, PJ Adult Blue LG	\$0.40
Pants, PJ Adult Blue 3X	\$0.40
Pants, PJ Behavioral	\$0.40
Bib, Adult	\$0.42
Gown, Bariatric Basketweave Yellow 10XL	\$0.88
Exam Gown	\$0.75
Robe, Patient, Waffle Weave	\$2.00
Tablecloth, 52x114 White	\$1.72
Napkin, 22x22 White	\$0.135
Apron Bib, White	\$0.365

Staff Apparel SMMC

Item Description	Unit Price
*Jacket, Warm-up	\$0.65
*Scrub, Top Women	\$0.40
*Scrub, Pants Women	\$0.42
*Scrub, Top Men	\$0.40
*Scrub, Pants Men	\$0.42

Dust Control Items SMMC

Item Description	Unit Price
Microfiber Mop, Wet Housekeeping	\$0.22

OR

Item Description	Unit Price
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Surgery Towel Pack – 50 count	\$14.50
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COG

Item Description	Unit Price
Lab Coat, Steam Finish	\$2.75
Cubicle Curtain	\$14.27

Special Services SMMC

Item Description	Unit Price
Mending	\$4.00 each
Linen Helper	\$150.00 per month
Labeling	\$1.50 each
Special Deliveries	\$150 per delivery
Handling of Bio-Hazardous Waste	\$250 per occurrence

Standard Linen SMCYSC

Item Description	Unit Price
Single top flat sheet, 50/50, T180 white	\$0.80 each
Single flat bottom sheet 50/50 T180 white	\$0.97 each
Pillow Cases Standard, White 50/50 T180	\$0.24 each
*Blanket, Thermal	\$1.95 each

*40% minimum inventory turn required, and actual losses charged for these items if need to be a special purchase by Contractor

Increase in Fees to Cover Increased Costs

Annually, after the first contract year, Contractor may increase fees and/or charges to cover demonstrated increases in its direct expenses which include, but are not limited to, waste disposal, labor, transportation, vehicle fuel, utilities and supplies, subject to noticing the County thirty (30) days in advance. Such increases shall not exceed the then-current CPI-U rate. Upon the termination of this Agreement, if both parties agree to a Transition Period, as outlined in Section 20. Disentanglement, an increase limited to the then-current CPI-U rate shall apply

Invoicing:

For services provided at SMMC (hospital) location under this agreement, invoices for such services shall be sent to:

San Mateo Medical Center
Attn: Accounts Payable; SMMC-Accounts-Payable@smcgov.org
222 W. 39th Avenue
San Mateo, CA 94403

For services provided at SMCYSC (youth center) location under this agreement, invoices for such services shall be sent to:

San Mateo County Youth Services Center
Attn: Accounts Payable; prob_accounts_payable@smcgov.org
222 Paul Scannell Drive
San Mateo, CA 94402

Damaged or Lost Textiles - Linen Replacement Charge:

A Soiled to Clean Ratio will be calculated monthly and corresponding linen replacement charges will be Invoiced in the following month. Upon request, Emerald will provide Customer with the current Soiled to Clean Ratio on a monthly basis.

Soiled to Clean Ratio

Emerald will determine the Customer's Benchmark Soiled to Clean Ratio, using the following process. Until the Benchmark Soiled to Clean Ratio is established both Parties agree to use the industry standard of 108% as the Soiled to Clean Ratio.

- The soiled Linen Products returned by Customer will be weighed as they arrive at the Emerald plant.
- All Linen Products will be kept separate from the pool of other rental linens until clean weight is measured.
- All Linen Products will be cleaned and dried to be delivered to the Customer.
- The clean, dry Linen Products will be weighed.
- The soiled and clean weights will be measured for multiple days to calculate an accurate weighted average.
- Initial Soiled Weight Returned / Final Clean Weight Delivered = Benchmark Soiled to Clean Ratio

For the avoidance of doubt, the soiled weight utilized in this calculation and throughout this Exhibit will include all Linen Products returned with the soiled linen.

Once the Benchmark Soiled to Clean Ratio has been established, Emerald will weigh every cart of soiled linen picked up at the hospital and every cart of clean linen delivered to the hospital. At the end of each month Emerald will review the actual Soiled to Clean Ratio versus the Customer's Benchmark Soiled to Clean Ratio.

Excessive Losses

If the actual Soiled to Clean Ratio falls below the established Benchmark Soiled to Clean Ratio, then the number of replacement pounds will be calculated and a linen replacement charge of \$4.95 per lost pound will be assessed (***Linen Replacement Charge***).

Example Calculations (for illustrative purposes only):

Benchmark Soiled to Clean Ratio = 108%
Clean pounds delivered = 10,000
Expected soiled pounds returned = 10,800
Actual soiled pounds returned = 10,650 = 106.5%
Variance = 150 pounds

Example Linen Replacement Charge Calculation: 150 pounds lost x \$4.95 = \$742.50 Linen Replacement Charge

Emerald will invoice for the calculated Linen Replacement Charge on a monthly basis.