



HAWAII HEALTH SYSTEMS
C O R P O R A T I O N
"Touching Lives Everyday"

INVITATION FOR BIDS

IFB No:
HHSC FY 20R-0020

Laundry Services

Leahi Hospital and
Maluhia

Hawaii Health Systems Corporation
Oahu Region
3675 Kilauea Avenue
Honolulu, Hawaii 96816

An Agency of the State of Hawaii

Invitation for Bids

**Leahi Hospital and Maluhia
Laundry Services
IFB No. HHSC FY 20R-0020**

The Hawaii Health Systems Corporation (HHSC) is requesting bids from qualified vendors to provide laundry services at Leahi Hospital located at 3675 Kilauea Avenue Honolulu 96816 and Maluhia located at 1027 Hala Drive Honolulu 96817.

The IFB may be obtained electronically from the following websites:

<https://leahi.hhsc.org/>
<https://maluhia/hhsc.org/>

Due to the recent events of the COVID-19 outbreak, a pre-bid orientation will not be scheduled. The deadline for submission of written/emailed questions pertaining to the IFB is April 30, 2020.

All bids must be received by May 14, 2020 at 2:00 p.m. Hawaii Standard Time. Bids may be mailed to the Purchasing Office of Maluhia at 1027 Hala Drive, Honolulu, Hawaii 96817. **Bids via e-mail are acceptable and shall be sent to skawai@hhsc.org by the deadline.**

Addenda to the IFB will be posted on the HHSC website listed above.

For any inquires, please contact Scott Kawai, HHSC Oahu Region Contracts Department at (808) 832-3025 or by email at skawai@hhsc.org.

Leahi Hospital
3675 Kilauea Avenue
Honolulu, Hawaii 96817

Maluhia
1027 Hala Drive
Honolulu, Hawaii 96816

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SECTION 1
ADMINISTRATION

1.0 INTRODUCTION

This Invitation for Bid (hereinafter “IFB”) is issued by the Hawaii Health Systems Corporation (hereinafter “HHSC”), a public body corporate and politic and an instrumentality and Agency of the State of Hawaii. All procedures and processes will be in accordance with HHSC Oahu Region policy and procedures.

In order for HHSC to accept Bidder’s response in a timely manner, please thoroughly read this IFB and follow instructions as presented.

1.1 IFB TIMETABLE AS FOLLOWS

The timetable as presented represents HHSC’s best estimated schedule. If an activity of the timetable, such as “Closing Date for Receipt of Bids” is delayed, the rest of the timetable dates may be shifted. BIDDER will be advised, by addendum to the IFB, of any changes to the timetable. Contract start date will be subject to the issuance of a Notice to Proceed.

ACTIVITY		SCHEDULED DATES
1.	IFB Public Announcement	April 23, 2020
2.	No Pre-Bid Orientation	
3.	Closing Date for Receipt of Questions	April 30, 2020
4.	Closing Date for Receipt of Bids 2:00 p.m.	May 14, 2020
5.	Contractor Selection/Award Notification (on/about)	May 15, 2020
6.	Contract Start Date	June 1, 2020

1.2 AUTHORITY

This IFB is issued under the provisions of the HHSC Hawaii Revised Statutes (HRS) and its administrative rules. All BIDDERS are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed bid by any BIDDER shall constitute admission of such knowledge on the part of such BIDDER.

1.2.1 IFB ORGANIZATION

This IFB is organized into five sections:

SECTION 1: ADMINISTRATIVE

Provides information regarding administrative requirements.

SECTION 2: SCOPE OF SERVICES

Provides a detailed description of goods and/or services to be provided and delineates HHSC and CONTRACTOR responsibilities.

SECTION 3: BID FORMS AND INSTRUCTIONS

Describes the required format and content for submission of the bid.

SECTION 4: BID EVALUATION AND AWARD

Describes how bids will be evaluation and procedures for selection and award of contract.

1.3 HEAD OF PURCHASING AGENCY (HOPA)

The HOPA for HHSC, or designee, is authorized to execute any and all Agreements (Contracts), resulting from this IFB.

The HOPA for this IFB is:

Derek Akiyoshi
Regional Chief Executive Officer
Hawaii Health Systems Corporation

1.4 DESIGNATED OFFICIALS

The officials identified in the following paragraphs have been designated by the HOPA as HHSC's procurement officials responsible for execution of this IFB, award of Agreement and coordination of CONTRACTOR's satisfactory completion of contract requirements.

1.4.1 ISSUING OFFICER

The Issuing Officer is responsible for administrating/facilitating all requirements of the IFB solicitation process and is the **sole point of contact** for BIDDER from date of public announcement of the IFB until the selection of the successful BIDDER. The Issuing Officer will also serve as the Contract Manager responsible for contractual actions throughout the term of the contract. The Issuing Officer is:

Scott Kawai, Contracts Department
Maluhia
1027 Hala Drive
Honolulu, Hawaii 96817
e-mail: skawai@hhsc.org
phone: (808) 832-3025

1.5.1 CHARTER

HHSC is a public body corporate and politic and an instrumentality and agency of the State of Hawaii. HHSC is administratively attached to the Department of Health, State of Hawaii and was created by the legislature with passage of Act 262, Session Laws of the State of Hawaii 1996. Act 262 affirms the State's commitment to provide quality health care for the people in the State of Hawaii, including those served by small rural facilities.

1.5.2 STRUCTURE AND SERVICES

HHSC is organized into four operational regions and provides a broad range of healthcare services including acute, long term, rural and ambulatory health care services. As the fourth largest public health

system in the country, HHSC is the largest provider of healthcare in the Islands other than on Oahu. This solicitation pertains to Maluhia and Leahi Hospital on the island of Oahu.

1.5.3 MISSION

The mission of HHSC is to provide and enhance accessible, comprehensive health care services that are quality-driven, customer-focused and cost-effective.

1.6 FACILITY INFORMATION

Detailed information pertaining to HHSC facilities is located at <http://www.hhsc.org>.

1.7 SUBMISSION OF QUESTIONS

Questions must be submitted in writing via electronic mail, facsimile or post mail to the Issuing Officer no later than the "Closing Date for Receipt of Questions", identified in paragraph 1.1 in order to generate an official answer. All written questions will receive an official written response from HHSC and become addenda to the IFB.

IMPORTANT - BIDDER may request changes and/or propose alternate language to the attached HHSC General and Special Terms and Conditions during this phase only. All requests will be presented to the HHSC Legal Department for review. No requests to change the HHSC General or Special Terms and Conditions will be entertained after the bids have been submitted or during the contracting process. All written questions and/or approved changes will receive an official written response from HHSC and shall be recorded as addenda to the IFB.

HHSC reserves the right to reject or deny any request(s) made by BIDDER.

Responses by HHSC shall be due to the BIDDER prior to notice of award.

Impromptu, un-written questions are permitted and verbal answers will be provided during pre-bid conferences and other occasions, but are only intended as general direction and will not represent the official HHSC position. The only official position of HHSC is that which is stated in writing and issued in the IFB as addenda thereto.

No other means of communication, whether oral or written, shall be construed as a formal or official response/statement and may not be relied upon.

SEND QUESTIONS TO:

Scott Kawai, Issuing Officer
1027 Hala Drive
Honolulu, Hawaii 96817
e-mail: skawai@hhsc.org

1.8 SOLICITATION REVIEW

BIDDER should carefully review this solicitation for defects and questionable or objectionable matter. Comments concerning defects and questionable or objectionable matter, **excluding requests to revise the**

General or Special Conditions, must be made in writing and should be received by the Issuing Officer, Scott Kawai, no later than the “Closing Date for Receipt of Bids” as identified in Section 1.1. This will allow issuance of any necessary amendments to the IFB. It will also assist in preventing the opening of bids upon which award may not be made due to a defective solicitation package.

1.9 IFB AMENDMENTS

HHSC reserves the right to amend the IFB any time prior to the deadline date of the IFB. IFB Amendments will be in the form of addenda.

1.10 CANCELLATION OF IFB

The IFB may be canceled when it is determined to be in the best interests of HHSC.

1.11 PROTESTS

Any protest shall be submitted in writing to the HOPA as noted below.

A protest based upon the content of the solicitation shall be submitted in writing within five (5) working days **after** the aggrieved individual/business knows or should have known of the facts giving rise thereto; provided further that the protest shall not be considered unless it is submitted in writing prior to and not later than the “Closing Date for Receipt of Bid” identified in section 1.1.

A protest of an award or proposed award shall be submitted within five (5) working days after the posting of award of the contract. The notice of award, if any, resulting from this solicitation shall be posted at the procurement website: <http://www.maluhia.hhsc.org/procurement/contract-awards/> and <http://www.leahi.hhsc.org/procurement/contract-awards/>

Any and all protests shall be submitted in writing to the HOPA, as follows:

Derek Akiyoshi
Hawaii Health Systems Corporation
Oahu Region
3675 Kilauea Avenue
Honolulu, Hawaii 96816

SECTION 2
SCOPE OF SERVICES

2.0 INTRODUCTION

The purpose of this competitive solicitation is to award a fixed-rate Agreement to BIDDER to furnish laundry services at Leahi Hospital (3675 Kilauea Avenue Honolulu 96816) and Maluhia (1027 Hala Drive Honolulu 96817) for a 2-year period.

The Contractor awarded an Agreement under this IFB shall be referred to as “CONTRACTOR” or “BIDDER”.

2.1 CONTRACT PERIOD

The contract shall commence on June 1, 2020 to and including May 31, 2022. There will be 2 options to extend the Contract for an additional 12-month period. A supplemental agreement (amendment) shall be executed by the both parties to exercise any and all extensions.

2.2 SCOPE OF SERVICES

The CONTRACTOR shall provide Laundry Services for Maluhia and Leahi Hospital pursuant to provisions set forth in this IFB and the HHSC General Conditions.

A. General

1. Laundry services shall consist of laundering hospital and hospital resident’s property items, including any hospital rented items; and shall include at a minimum: collection and transportation (pickup and return), sorting, washing, sanitizing, drying, ironing, folding, segregation and mending, wrapping and bundling, storage and supply laundry carts.
2. Laundry services shall be provided on a daily basis with pickup, servicing and return of laundry items, within a 24 hour period. The CONTRACTOR shall furnish HHSC with all items listed on Appendix C. HHSC reserves the right to revise the list during the term of the Agreement.
3. All laundry items shall be laundered in accordance with “Standard Operational Procedures” of an approved hospital laundry. Hospitals may reject any laundry item serviced that does not meet performance standards and the CONTRACTOR is responsible to credit HHSC for items that are rejected.
4. Laundry carts. The CONTRACTOR shall provide carts to HHSC which shall be used to transport and store linen to and from the HHSC premises:

Leahi Hospital

- Total of five (5) laundry carts for the containment and transportation of soiled laundry
 - One (1) laundry cart for each nursing unit (5 nursing units)

Maluhia

- Total of six (6) covered laundry carts for the containment and transportation of soiled laundry
 - One (1) covered laundry cart for each nursing unit (4 nursing units)
 - Two (2) covered laundry carts for laundry and linen use

The Hospital shall be responsible to place and contain soiled laundry in approved impervious infectious laundry bags, place the bags in the laundry carts and transport to the hospital collection area. The Hospitals shall exercise due caution in preventing foreign articles from being mixed with the soiled laundry. If there are any foreign articles, the Contractor may return the laundry to the Hospital.

B. Piece Count and delivery slips

1. Each delivery slip shall indicate the total count of each item delivered for the day of service. The Hospital shall count and inspect all goods within a 2-hour period. The CONTRACTOR shall be informed immediately of any discrepancies. Non-rented items shall be marked/printed clearly on the delivery slip to ensure proper receipt of items.
2. Daily clean laundry is required to be returned completely, without intermixing with another day's laundry.
3. If the wrong load of laundry is delivered, the CONTRACTOR shall make a special trip to the hospital within the same day to deliver the correct load of laundry.
4. In the event any of the daily laundry cannot be returned within 24 hours an accounting thereof shall be provided immediately at the next delivery. Items that cannot be delivered shall be listed and delivery date indicated.
5. Discrepancies in the count will be reported to the CONTRACTOR and adjustments will be made. Any lost laundry items or irreparable damage attributable to the CONTRACTOR shall be reconciled by credit memo for the cost price of the items. Upon request of the CONTRACTOR, the hospital will furnish a current unit cost price of laundry inventory.

C. Pickup and Delivery

1. Leahi Hospital
Pickup and delivery of laundry items shall be between the hours of 8:00 a.m. and 9:00 a.m. daily, at loading docks, housekeeping department, Pahole Street entrance. Laundry items received (picked up) shall be annotated on the CONTRACTOR's pickup slips, by count. A written notice of change to this schedule shall be provided by the CONTRACTOR seven (7) calendar days in advance of such change.

2. **Maluhia**

Pickup and delivery of laundry items shall be between the hours of 7:00 a.m. and 8:00 a.m. daily, at the Maluhia sub-basement room, #SB5. Laundry items received (picked up) shall be annotated on the CONTRACTORs pickup slips, by count. A written notice of change to this schedule shall be provided by the CONTRACTOR seven (7) calendar days in advance of such change.

3. **CONTRACTOR holidays**

The CONTRACTOR shall inform the Hospital of the CONTRACTOR's holiday at least seven (7) days in advance and pickup laundry at specific holiday times as mutually agreed upon. The CONTRACTOR shall provide adequate laundry items to the Hospital during a holiday schedule.

D. Contractor's Representative

The CONTRACTOR shall designate a Representative responsible to the hospitals for any and all matters relating to the satisfactory execution of contract services and requirements. Names and telephone numbers of the Representative shall be provided to designated HHSC "Technical Representative" upon commencement of contract performance. The Technical Representative for Leahi Hospital is: Michael Nakada and the Technical Representative for Maluhia is David Ballesteros.

E. Qualifications

The CONTRACTOR shall have:

1. A current laundry services license issued by the Director of Finance, City and County of Honolulu
2. A facility that has been performing laundry services for a minimum of three (3) consecutive years.

F. Other

1. Laundry count estimates. The laundry count estimates (as shown in Appendix C) are based on annual hospital past and future requirements and are stated for cost proposal purpose only. Actual count of laundry items to be serviced may be more or less. The CONTRACTOR shall be compensated for actual (not estimated) count of each item.
2. Invoices. The CONTRACTOR shall submit monthly invoices (in duplicate) to applicable hospitals for approval and payment in accordance with provisions of paragraph 18 of the General Conditions. Invoices shall reference the Agreement

(contract) number and include an itemized account of all expenses incurred and in particular, daily cost and count of each item delivered.

3. Credits. The CONTRACTOR shall credit HHSC for any cleaned laundry items that is soiled, stained, smelly or deemed “dirty” by the Technical Representative.
4. The Contractor shall hygienically clean and handle the laundry to prevent recontamination from dust and dirt during loading and transport pursuant to CMS regulations.

G. Bid Price

The total bid price shall be the all inclusive price to HHSC (including all applicable taxes) for laundry services to Maluhia and Leahi Hospital. Interested Bidders shall complete Appendix C with an amount per piece. Failure to include an amount per piece will result as a non-responsive bid.

The interested bidder’s bid price shall include all administrative and personnel costs and any increase in costs for benefits required by law that are automatically increased as a result of increase wages, such as federal old age benefits, workers’ compensation, temporary disability insurance, unemployment insurance, and prepaid public health insurance.

H. Price Increases

Price Increases during the first two years of the Agreement will not be considered. Interested Bidders may request for an increase of price of not more than 3% of the original bid price during the first Supplemental term period and not more than 3% of the first Supplemental term period for the second Supplemental period. All increase in prices shall be approved in writing by HHSC.

SECTION 3
Bid Forms and Instruction

General Instructions for Completing Forms

- *Bids shall be submitted in the prescribed format outlined in this IFB*
- *No supplemental literature, brochures or other unsolicited information should be included in the bid packet.*
- *A written response is required for each item unless indicated otherwise.*

3.0 Bid Form

The bid form must be completed and submitted to the HOSPITAL by the required due date and time, and in the form prescribed by the Hospital (see Appendix A, Appendix B, Appendix C). Facsimile transmissions shall not be accepted. E-mails are accepted and must be submitted by the deadline.

Interested bidders shall submit their bid under the interested bidder's exact legal name that is registered with the Department of Commerce and Consumer Affairs and shall indicate this exact legal name in the appropriate space on Appendix A. Failure to do so may delay proper execution of the Contract.

Interested bidders shall certify its ability to provide laundry services on November 11, 2016 or upon execution of the Contract agreement by both parties. The Hospital reserves the right to apply liquidated damages for the delay in Contract execution on the part of the Contractor.

The interested bidder's authorized signature shall be an original signature in ink. If the Bid Form on Appendix A is unsigned or the affixed signature is a facsimile or a photocopy, the bid shall be automatically rejected.

The option to extend the Contract will be at the sole discretion of the Hospital and determined to be in the best interests of the State.

3.1 General Conditions

The HHSC General Conditions of the Contract may be found on the following website link: http://www.maluhia.hhsc.org/wp-content/uploads/HHSC-General_Conditions-Purchase_of_Goods_and_Services_from_Non-HSP-Non-HRS_103D.pdf for the interested bidder's review and information. The general conditions shall be incorporated into the Contract with the Successful Bidder.

(END OF SECTION)

SECTION 4
BID EVALUATION AND AWARD

4.0 Bid Evaluation

Each bid offer will be reviewed for exact conformity of the requirements in the IFB, known as a responsible bid. Information provided in/with the bid offer will be used to determine whether the interested bidder has the technical and financial capacity to deliver the goods or services, known as a responsive bid.

4.1 Method of Award

An award shall be made to the lowest responsible and responsive bidder's grand total base bid price that includes the price for year 1 and year 2 of Maluhia and Leahi Hospital. To be considered a responsive bid and eligible for an award, the interested bidder must bid on both facilities.

The option to extend the Contract will be at the sole discretion of the HHSC. Nothing in this IFB shall be construed or interpreted to mean that the Hospital is obligated to exercise the two 12-month option periods. The Contract may be extended, without the necessity of rebidding, at the same rates as proposed in the original bid, unless price adjustments are made and agreed upon by HHSC.

A bid may be automatically rejected if it is:

1. Unreasonable in Price. A bid is unreasonable in price, if the bid price when compared with price submissions of other prospective bidders, prior Contract prices, and/or prices available on the open market is grossly unbalanced it is determined to be unreasonable in price, including not only the total price of the bid, but the prices for individual items as well.
2. Materially unbalanced. A bid is materially unbalanced, if there is a reasonable doubt that the bid would result in the lowest overall cost, even though it is the lowest bid, or the bid is so grossly unbalanced that its acceptance would be tantamount to allowing an advance payment. An example of a materially unbalanced bid is one where the bidding is at a very high price for the first item and extremely low for subsequent items.

Any bid offer which is submitted in a manner which alters the bid form or does not conform to the format and instructions provided shall be determined non-responsive

4.2 Contract Execution

Upon receipt of the Contract document, the CONTRACTOR shall have ten (10) business days to execute and return the Contract to the Issuing Officer. Explicit execution

instructions will accompany the Contract. A copy of the fully executed Contract will be provided the CONTRACTOR within seven (7) business days of Contract execution.

Award of Contract may be withdrawn if the CONTRACTOR is unable to meet Contract execution requirements.

1. Sample Contract may be obtained at <http://www.maluhia.hhsc.org/procurement/general-conditions/>
2. The HHSC General Conditions (Purchase of Goods and Services – Non-Healthcare Service Providers) For Non-103D Agreements may be obtained at http://www.maluhia.hhsc.org/wp-content/uploads/HHSC-General_Conditions-Purchase_of_Goods_and_Services_from_Non-HSP-Non-HRS_103D.pdf

BID TRANSMITTAL COVER LETTER

Dear Mr. Kawai,

(Name of Business) proposes to provide any and all goods and services as set forth in the “Invitation for Bid” to furnish laundry services at Leahi Hospital and Maluhia IFB No. 20R-0020, for which fees/costs have been set. The fees/costs offered herein shall apply from June 1, 2020 to May 31, 2022.

It is understood and agreed that (Name of Business) have read HHSC’s Scope of Services described in the IFB and that this bid is made in accordance with the provisions of such Scope of Services. By signing this bid, (Name of Business) guarantee and certify that all items included in this bid meet or exceed any and all such Scope of Services.

(Name of Business) agree, if awarded the contract, to provide the goods and services set forth in the IFB; and comply with all terms and conditions indicated in the IFB; and at the fees/costs set forth in this bid. The following individual(s) may be contacted regarding this bid: _____

Other information:

Address:		Federal Tax ID #:	
Phone No.:		Hawaii GET ID #:	
E-mail address:			

(Name of Business) is a: Sole Proprietor Partnership Corporation Joint Venture Other (Specify) _____

State of Incorporation is: (Specify) _____

Year of Business started: _____

The exact legal name of the business under which the contract, if awarded, shall be executed is: _____

(Authorized Bidder’s Signature, Printed Name/Title; Corporate Seal or Notarized)

BID FORM

_____ submits the following bid price for laundry
(*Name of Business*)

services at Leahi Hospital and Maluhia from June 1, 2020 to May 31, 2022.

Leahi Hospital

Year 1 _____

Year 2 _____

Maluhia

Year 1 _____

Year 2 _____

Grand Total _____

The Grand Total price shall match exactly to the bid worksheets as shown in Appendix C. If the prices do not match exactly the bid worksheets will be calculated and taken as the Grand Total price.

**BID WORKSHEET
ESTIMATED DAILY LINEN**

The daily linen counts are based on annual hospital past and future requirements and are stated for cost proposal purpose only. Actual count of laundry items to be serviced may be more or less. The CONTRACTOR shall be compensated for actual (not estimated) count of each item.

LEAHI HOSPITAL – 1st year

ITEMS	Estimated Daily Count	Estimated Annual Count	Bid Price Per Count	Total Bid Price Year 1
Blanket, Bath 72”X90” 100% cotton	5	1,825		
Blanket, Thermal 74”x96” 100% cotton	5	1,825		
Case, Pillow 42”x34” 50/50, T130	120	43,800		
Gown, Patient One size fit all	10	3,650		
Fitted Sheet 35”x80” 50/50, T130	48	17,520		
Sheet, Flat 66”x115” 50/50, T130	140	51,100		
Towel, Bath 30”x40” 86/14 blend	140	51,100		
TOTAL				

LEAHI HOSPITAL 2nd year

ITEMS	Estimated Daily Count	Estimated Annual Count	Bid Price Per Count	Total Bid Price Year 1
Blanket, Bath 72"x90" 100% cotton	5	1,825		
Blanket, Thermal 74"x96" 100% cotton	5	1,825		
Case, Pillow 42"x34" 50/50, T130	120	43,800		
Gown, Patient One size fit all	10	3,650		
Fitted Sheet 35"x80" 50/50, T130	48	17,520		
Sheet, Flat 66"x115" 50/50, T130	140	51,100		
Towel, Bath 30"x40" 86/14 blend	140	51,100		
TOTAL				

LEAHI HOSPITAL GRAND TOTAL_____

MALUHIA – 1ST Year

ITEMS	Estimated Daily Count	Estimated Annual Count	Bid Price Per Count	Total Bid Price Year 1
Blanket, Bath 72"X90" 100% cotton	20	7,300		
Blanket, Thermal 74"x96" 100% cotton	15	5,475		
Pajama Bottom, Bermuda (L)	25	9,125		
Pajama Bottom, Bermuda (XL)	25	9,125		
Case, Pillow 42"x34" 50/50, T130	160	58,400		
Sheet, Draw 54"x81" 50/50, T130	80	29,200		
Sheet, Flat 66"x115" 50/50, T130	80	29,200		
Towel, Bath 30"x40" 86/14 blend	120	43,800		
Bar Mop	70	25,550		
Apron	20	7,300		
TOTAL				

MALUHIA- YEAR 2

ITEMS	Estimated Daily Count	Estimated Annual Count	Bid Price Per Count	Total Bid Price Year 1
Blanket, Bath 72"x90" 100% cotton	20	7,300		
Blanket, Thermal 74"x96" 100% cotton	15	5,475		
Pajama Bottom, Bermuda (L)	25	9,125		
Pajama Bottom, Bermuda (XL)	25	9,125		
Case, Pillow 42"x34" 50/50, T130	160	58,400		
Sheet, Draw 54"x81" 50/50, T130	80	29,200		
Sheet, Flat 66"x115" 50/50, T130	80	29,200		
Towel, Bath 30"x40" 86/14 blend	120	43,800		
Bar Mop	70	25,550		
Apron	20	7,300		
TOTAL				

MALUHIA GRAND TOTAL _____