



STATE OF INDIANA

DEPARTMENT OF ADMINISTRATION Commissioner's Office

Mike Braun, Governor

Indiana Government Center South
402 West Washington Street, Room W462
Indianapolis, IN 46204

Award Recommendation Letter

Date: July 17, 2026

To: Jennifer Jansen, Major Procurements Category Director
Indiana Department of Administration

From: Christina Garcia, Procurement Consultant,
Indiana Department of Administration

Subject: Recommendation of Selection for RFP 26-84289,
Linen Services

Based on its evaluation of responses to RFP 26-84289, it is the evaluation team's recommendation that United Hospital Services LLC be selected to begin contract negotiations to administer the Linen Services for Family and Social Services Administration and the Division of Mental Health and Addiction for both the Neuro Diagnostic Institute and the Richmond State Hospital facilities.

United Hospital Services LLC did not commit to subcontract with any certified Minority-owned Business (MBE), Women-owned Business (WBE), or certified Indiana Veteran Owned Small Business (IVOSB).

The terms of this recommendation are included in this letter.

Estimated 4-year Contract Value: \$956,086.89.

The evaluation team received four (4) proposals from:

1. She Rock's Property Solutions LLC
2. United Hospital Services LLC
3. Vestis Uniform and Workplace Supplies
4. Woods Throne Laundry

The proposals were evaluated by FSSA, DMHA, and IDOA according to the following criteria established in the RFP:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	40
3. Cost (Cost Proposal)	40
4. Buy Indiana	5
5. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
6. Women Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
7. Indiana Veteran Owned Small Business Enterprise Subcontractor Commitment	5 (1 bonus pt. available)
Total: 100 (103 if bonus awarded)	

The proposals were evaluated according to the process outlined in Section 3.2 ("Evaluation Criteria") of the RFP. Scoring was completed as follows:

A. Adherence to Requirements

Each proposal was reviewed for responsiveness and adherence to mandatory requirements. Four (4) proposals were deemed responsive and adhered to the mandatory requirements. One (1) proposal withdrew from consideration.

B. Management Assessment/Quality: Initial Scoring

The Respondents' proposals were each evaluated based on their respective Business Proposal and Technical Proposal.

Business Proposal

For the Business Proposal evaluation, the evaluation team considered the information the Respondent provided in the Business Proposal. These areas were reviewed to assess the Respondent's ability to serve the State:

- Company Information
- References
- Experience Serving State Governments

Technical Proposal

For the Technical Proposal evaluation, the evaluation team considered the Respondent's proposal in the following areas:

- General Requirements and Definitions
- Service Requirements
- Delivery and Facility Coordination
- Linen Standards and Product Use
- Documentation and Reporting
- Cost Savings
- Supplier Responsibilities

The evaluation team's Round 1 scoring is based on a review of the Respondent's proposed approach to each section of the Business Proposal and Technical Proposal. The evaluation team issued MAQ and Cost Clarifications to all Respondents prior to finalizing Round 1 scores. The initial results of the Management Assessment/Quality Evaluation are shown below:

Table 1: Round 1 – Management Assessment/Quality Scores

Respondent	MAQ Score 40 pts.
She Rock's Property Solutions LLC	22.00
United Hospital Services LLC	31.50
Vestis Uniform and Workplace Supplies	15.75

C. Cost Proposal (40 Points)

The price points on the Respondent's Costs were awarded as follows:

Score =

$$\begin{cases}
 \bullet \text{ If Respondent's Cost amount is lowest among all Respondents, then score is 40.} \\
 \bullet \text{ If Respondent's Cost amount is NOT lowest among all Respondents, then score is:} \\
 40 * \frac{(\text{Lowest Respondent's Cost Amount})}{(\text{Respondent's Cost Amount})}
 \end{cases}$$

The cost scoring as a result of the Respondents' cost proposals is as follows:

Table 2: Round 1 – Cost Scores for Neuro Diagnostic Institute (NDI)

Respondent	Cost Score 40 pts.
She Rock's Property Solutions LLC	1.12
United Hospital Services LLC	21.38
Vestis Uniform and Workplace Supplies	40.00

Table 2: Round 1 – Cost Scores for Richmond State Hospital

Respondent	Cost Score 40 pts.
She Rock's Property Solutions LLC	6.76
United Hospital Services LLC	29.81
Vestis Uniform and Workplace Supplies	40.00

D. First Round Total Scores and Shortlisting

The combined Round 1 MAQ and Cost scores from the initial evaluations are listed below.

Table 3: Round 1 – Total Scores (MAQ + Cost) Neuro Diagnostic Institute (NDI)

Respondent	Total Score 80 pts.
She Rock's Property Solutions LLC	23.12
United Hospital Services LLC	52.88
Vestis Uniform and Workplace Supplies	55.75

Table 3: Round 1 – Total Scores (MAQ + Cost) Richmond State Hospital

Respondent	Total Score 80 pts.
She Rock's Property Solutions LLC	28.76
United Hospital Services LLC	61.31
Vestis Uniform and Workplace Supplies	55.75

The evaluation team elected to issue invites to Oral Presentations to the three (3) Respondents.

E. Post Oral Presentations – Second Round MAQ Scores

The Respondents' MAQ scores were reviewed and re-evaluated based on the Oral Presentations and the written responses to questions asked during Oral Presentations. The scores for the Respondents after the Oral Presentations were as follows.

Table 4: Round 2 – Management Assessment/Quality Scores

Respondent	MAQ Score 40 pts.
She Rock's Property Solutions LLC	9.50
United Hospital Services LLC	31.50
Vestis Uniform and Workplace Supplies	12.75

F. Post Best and Final Offer Opportunity – Final Round Cost Scores

The State elected to issue Best and Final Offers (BAFOs) to the Respondents.

The cost scoring as a result of the Respondents' BAFO Cost Proposals is as follows:

Table 5: Round 2 – BAFO Cost Scores Neuro Diagnostic Institute (NDI)

Respondent	Cost Score 40 pts.
She Rock's Property Solutions LLC	7.16
United Hospital Services LLC	21.51
Vestis Uniform and Workplace Supplies	40.00

Table 5: Round 2 – BAFO Cost Scores Richmond State Hospital

Respondent	Cost Score 40 pts.
She Rock's Property Solutions LLC	14.84
United Hospital Services LLC	40.00
Vestis Uniform and Workplace Supplies	22.09

G. Round 2 - Total Scores

The combined final scores for the Respondents, based on Round 2 Management Assessment/Quality and BAFO Cost Scores are listed below.

Table 6: Round 2 - Evaluation Scores Neuro Diagnostic Institute (NDI)

Respondent	MAQ Score	Cost Score	Total Score
Points Possible	40	40	80
She Rock's Property Solutions LLC	9.50	7.16	16.66
United Hospital Services LLC	31.50	21.51	53.01
Vestis Uniform and Workplace Supplies	12.75	40.00	52.75

Table 6: Round 2 - Evaluation Scores Richmond State Hospital

Respondent	MAQ Score	Cost Score	Total Score
Points Possible	40	40	80
She Rock's Property Solutions LLC	9.50	14.84	24.34
United Hospital Services LLC	31.50	40.00	71.50
Vestis Uniform and Workplace Supplies	12.75	22.09	34.84

H. IDOA Scoring

IDOA scored the Respondents in the following areas: MBE Subcontractor Commitment (5 points + 1 available bonus point), WBE Subcontractor Commitment (5 points + 1 available bonus point), IVOSB Subcontractor Commitment (5 points + 1 available bonus point), and Buy Indiana (5 points) using the criteria outlined in the RFP. IDOA requested updated M/WBE and IVOSB commitments from the Respondents who submitted BAFO Cost Proposals. Once the final M/WBE and IVOSB forms were received from the Respondent, the total scores out of 100 possible points were tabulated and are as follows:

Table 7: Final Evaluation Scores Neuro Diagnostic Institute (NDI)

Respondent	MAQ Score	Cost Score	Buy Indiana*	MBE*	WBE*	IVOSB*	Total Score
Points Possible	40	40	5	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	100 (+3 bonus pt.)
She Rock's Property Solutions LLC	9.50	7.16	0.00	-1.00	-1.00	-1.00	13.66
United Hospital Services LLC	31.50	21.51	0.00	-1.00	-1.00	-1.00	50.01
Vestis Uniform and Workplace Supplies	12.75	40.00	0.00	-1.00	-1.00	-1.00	49.75

* See Sections 3.2.5, 3.2.6, and 3.2.7 of the RFP for information on available M/WBE and IVOSB bonus points.

Table 7: Final Evaluation Scores Richmond State Hospital

Respondent	MAQ Score	Cost Score	Buy Indiana*	MBE*	WBE*	IVOSB*	Total Score
Points Possible	40	40	5	5 (+1 bonus pt.)	5 (+1 bonus pt.)	5 (+1 bonus pt.)	100 (+3 bonus pt.)
She Rock's Property Solutions LLC	9.50	14.84	0.00	-1.00	-1.00	-1.00	21.34
United Hospital Services LLC	31.50	40.00	0.00	-1.00	-1.00	-1.00	68.50
Vestis Uniform and Workplace Supplies	12.75	22.09	0.00	-1.00	-1.00	-1.00	31.84

* See Sections 3.2.5, 3.2.6, and 3.2.7 of the RFP for information on available M/WBE and IVOSB bonus points.

Award Summary

The term of the contract shall be for a period of four (4) years from the date of contract execution. There may be one (1) two-year renewal for a total of six (6) years at the State's option.

