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The Regional Municipality of Durham Report

To: Committee of the Whole
From: Commissioner & Medical Officer of Health
Report: #2023-COW-39
Date: November 15, 2023

Subject:

Region of Durham Paramedic Services Linen Laundry Service

Recommendations:

That the Committee of the Whole recommends to Regional Council:

That authorization be granted to award a sole source agreement to Ecotex Healthcare Linen Services effective January 1, 2024, for a period of five (5) years to provide linen pick-up, laundering and delivery services, as well as contingency storage and heat transfer linen identification services, at an annual estimated cost of \$180,000 to be funded from the annual Paramedic Services Business Plans and Budget.

Report:

1. Purpose

1.1 The purpose of this report is to obtain approval to award a sole source agreement to Ecotex Healthcare Linen Services (Ecotex HLS) to provide linen laundry service for Region of Durham Paramedic Services (RDPS).

2. Background

2.1 Ecotex HLS has been in business for over 60 years and is the largest single-site healthcare laundry services provider in North America. Its regional laundry facilities use the most environmentally friendly practices, making use of environmentally friendly detergents, along with large scale energy and water conservation systems. Ecotex HLS has achieved a Clean Green certification for its class leading environmental leadership.

2.2 The existing contract between Ecotex HLS and RDPS to provide linen pick-up, laundering and delivery services, as well as contingency linen storage and heat transfer linen identification services expired June 30, 2023.

- 2.3 Ecotex HLS offers a unique program which continues to meet the dynamic linen services needs of RDPS and local hospitals.
- 2.4 Ecotex HLS retrieves soiled, uniquely identified RDPS linens (sheets, blankets, pillowcases, and towels) from all RDPS response stations, logistics facilities and all hospitals in the region. The linens are cleaned/laundered and delivered to all RDPS response stations and logistics facilities based on operational requirements.
- 2.5 Ecotex HLS provides storage of clean and/or emergency/contingency RDPS linens at no additional charge.
- 2.6 Ecotex HLS is the sole provider of linen/laundry requirements at Lakeridge Health Corporation. Maintaining the same healthcare laundry services provider as the local hospitals ensures that the large volumes of soiled RDPS linens left at local hospitals are also collected, laundered, and returned to RDPS operations, minimizing linen inventory losses.

3. Previous Reports and Decisions

- 3.1 Report [2018-INFO-162](#) provided details related to the use of delegated authorities by Regional staff during the period of Restricted Acts of Council (Lame Duck Period) from June 2018 to November 30, 2018. During this period, Ecotex Healthcare Linen Service received a sole source award for a five-year term for \$625,000 (i.e., \$125,000/year).

4. Financial Implications

- 4.1 In 2022, RDPS spent approximately \$160,000 on linen laundering services provided by Ecotex HLS. Based on usage and cost increases, it is anticipated that costs associated with Ecotex laundry service in 2024 will not exceed \$180,000.
- 4.2 Section 7.2 of the Region's Purchasing By-law #16-2020 permits the acquisition of goods and services through sole source negotiations under specific circumstances outlined in Appendix C of the By-law. Section 1.1 of Appendix "C" permits negotiations where the goods or services can be supplied only by a particular supplier, to ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.
- 4.3 The cost for the Ecotex laundry service will be included in the annual Paramedic Services Business Plans & Budget submissions.

5. Relationship to Strategic Plan

- 5.1 This report aligns with/addresses the following strategic goal and priority in the Durham Region Strategic Plan:

- a. Goal 5: Service Excellence: Optimize resources and partnerships to deliver exceptional quality services and value.

6. Conclusion

- 6.1 It is recommended that authorization be granted to award a sole source agreement to Ecotex HLS effective January 1, 2024, for a period of five (5) years to provide linen pick-up, laundering and delivery services, as well as contingency storage and heat transfer linen identification services, with costs to be included in the annual 2024 Paramedic Services Business Plans and Budget.
- 6.2 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with the recommendations.

Respectfully submitted,

Original signed by

R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM
Commissioner & Medical Officer of Health

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer