



DECEMBER 17, 2009

RFP 09021IM ENVIRONMENTAL SERVICES

Response to Questions 1

ATTENTION ALL PROPONENTS:

This notification is being provided to all proponents as GHS's response to the following vendor questions.

QUESTION:

Can you please provide us with the YTD GHS HCAHPS scores -(12 months) and your Press Ganey patient satisfaction rating for the same time period. In addition we would like to see your Bed turnaround reports for the year, Satisfaction Quality Inspection report, and Response Time Discharge reports - This data will help us to benchmark where GHS is today against the Quality requirements of the RFP and any guarantees.

GHS RESPONSE:

Please review Exhibit #8 Press-Ganey Report. Additional information will follow.

All other Terms & Conditions remain the same.

Please acknowledge receipt of this addendum on Appendix C of the RFP.