



**DISTRICT OF COLUMBIA DEPARTMENT OF MENTAL HEALTH
CONTRACTS AND PROCUREMENT SERVICES**

**609 H STREET, NE 4TH FLOOR, WASHINGTON, DC 20002
PHONE: (202) 671-3174 * FAX: (202) 671-3395**

May 7, 2012

AMENDMENT THREE (3) for INVITATION FOR BID (IFB) NO. RM-012-IFB-086-BY4-DJW for LAUNDRY/LINEN SERVICES

TO ALL PROSPECTIVE BIDDERS:

The above referenced Invitation for Bid (IFB) is hereby amended as follows:

- PART 1 - Questions from Bidders and Answers from the Program**
- PART II - Administrative Revisions and Additions to the Solicitation**
- PART III – Revised Schedule B Pricing Sheets**

PART I

Question Number	IFB Section	Question
1.	N/A	Mops (Are they Micro Fiber and are they COG?)
DMH RESPONSE: The Mops are Cotton and COG.		
Question Number	IFB Section	Question
2.	N/A	Dust Mops (Are they cotton Mops and are they also COG)
DMH RESPONSE: The Dust Mops are Cotton and COG.		
Question Number	IFB Section	Question
3.	N/A	As per the Bid it states that the Carts will be provided by DMH (please clarify).
DMH RESPONSE: The Vendor shall be required to provide carts for soil linen pick-up for the next day		
Question Number	IFB Section	Question

4.	N/A	Can you tell us who else is bidding on this Bid (IFB)?
DMH RESPONSE: In order to ensure Full and Open Competition a response to this question is not available.		
Question Number	IFB Section	Question
5.	C	Page 12 of the Bid "Contractor Qualification (Does this mean we have to give you a list of references).
DMH RESPONSE: This solicitation requires Vendors to provide three (3) references.		
Question Number	IFB Section	Question
6.	F	Page 20 of the Bid "Certification"(What kind of certification you need?)
DMH RESPONSE: The clause states "The Contractor shall present a copy of current licenses and current permits to the Contracting Officer 15 days of Contract Award.		
Question Number	IFB Section	Question.
7.	N/A	Bath Towels - What is the size and weight of the towel?
DMH RESPONSE: The Standard Towel size approximately 27 inches by 52 inches approximately 15.2 ounces.		
Question Number	IFB Section	Question
8.	N/A	Large Sheets - What size, material, and thread count?
DMH RESPONSE: Standard Size - to cover mattress size 35 x 80 x 6, Flat Sheets only, made of Cotton with a Thread count no less than 300.		
Question Number	IFB Section	Question
9.	N/A	Thermal Spreads - What size?
DMH RESPONSE: Standard Size - to cover mattress size 35 x 80 x 6		
Question Number	IFB Section	Question
10.	N/A	Patient Gown - What color, sizes, snap or tie?
DMH RESPONSE: DMH Saint Elizabeths Hospital recommends any color or design, tie only and one-size fits all for Adults.		
Question Number	IFB Section	Question

11.	N/A	Wash Cloths – Size, weight?
DMH RESPONSE: Standard Washcloth size 8” x 8” approximately 14 ounces.		
Question Number	IFB Section	Question
12.	N/A	Residential Clothing - Is this a type of uniform, or an array of casual shirts, trousers, etc? What quantity of shirts and trousers is anticipated?
DMH RESPONSE: There shall be an array of Clients clothing including but not limited to pants, shirts, coats, etc. The quantity varies.		
Question Number	IFB Section	Question
13.	N/A	Mops - Wet or dry weight? Cotton or micro-fiber? Size?
DMH RESPONSE: The Mops shall be soiled and wet.		
Question Number	IFB Section	Question
14.	N/A	Dust Mops Cotton or Micro Fiber?
DMH RESPONSE: The Dust Mops shall be cotton in various sizes.		
Question Number	IFB Section	Question
15.	N/A	Customer Own Goods (COG) - What type of items and what quantity of each type?
DMH RESPONSE: Customer Own Goods (COG) include but are not limited to Mops, dust mops, blankets, clothing, etc. The quantities of COG shall vary.		
Question Number	IFB Section	Question
16.	N/A	Is it possible to conduct a site visit to provide our healthcare laundry experts a thorough understanding of the scope of this solicitation?
DMH RESPONSE: There shall be no Site Visit scheduled for this Solicitation.		
Question Number	IFB Section	Question
17.	N/A	What are the requirements regarding bundling Linen & Laundry?
DMH RESPONSE: All Linen/Laundry must be sorted accordingly; sheets with sheets, towels with towels etc. no specific quantity needed in a bundle but all Clean Linen/Laundry must be Folded and delivered in a Covered Cart.		

Question Number	IFB Section	Question
18.	N/A	What is the turnaround time for Linen & Laundry?
DMH RESPONSE: The Turnaround time for Laundry/Linen and COG is within 48 hours.		
Question Number	IFB Section	Question
19.	N/A	What is the preferred method in returning Linen & Laundry?
DMH RESPONSE: All Laundry/Linen must be in clean/sanitized cart, all Laundry/Linen must be folded, and all carts must be covered completely.		
Question Number	IFB Section	Question
20.	N/A	When do you expect the Contract to begin?
DMH RESPONSE: DMH is contemplating awarding the Contract resulting from this IFB promptly upon completion of the process.		
Question Number	IFB Section	Question
21.	N/A	When is the Contract being Awarded?
DMH RESPONSE: That information is unknown at this time.		
Question Number	IFB Section	Question
22.	N/A	Does this contract involve the disposition/destruction of regulated medical waste, or is your facility simply using red bags to contain linen which may be contaminated with bodily fluids?
DMH RESPONSE: The usage of Red Bags is for Laundry/Linen that is contaminated with bodily fluids, lice, MRSA infected etc. These items require cleaning and washing separately from normally soiled items.		
Question Number	IFB Section	Question
23.	N/A	Are the Contractors expected to deliver the Linen & Laundry Carts?
DMH RESPONSE: This Solicitation requires the Vendor awarded the Contract to deliver Laundry/Linen in Carts.		
Question Number	IFB Section	Question
24.	N/A	Are these separate Bids for Saint Elizabeths Hospital (SEH) & Comprehensive Psychiatric Emergency Program (CPEP)?
DMH RESPONSE: This IFB Solicitation shall result in one Contract Award. This IFB Solicitation requires the completion of a Schedule B Bid Pricing document one for St. Elizabeths Hospital (SEH) and one Comprehensive Psychiatric Emergency Program (CPEP).		
Question Number	IFB Section	Question
25.	N/A	How is personal clothing being sorted?

DMH RESPONSE: Personal clothing is not sorted it goes in with all the Soiled Laundry/Linen.

Question Number	IFB Section	Question
26.	N/A	How many delivery places?
DMH RESPONSE: There shall be two (2) locations to deliver clean items and two (2) locations to pick up soiled/contaminated items which are SEH located at 1100 Alabama Ave., SE Washington, DC 20032 and to the CPEP located at 1905 E Street, SE Washington, DC 20003.		

PART II

Administrative Revisions and Additions to the Solicitation

The above referenced Invitation for Bid (IFB) is hereby amended as follows:

- 1) THE CLOSING DATE FOR THIS SOLICITATION HAS CHANGED. THE NEW DATE SHALL BE FRIDAY, MAY 11, 2012 @ 2:00 P.M. EST.**
- 2) THE DATE FOR SUBMITTING QUESTIONS HAS CHANGED. THE NEW DATE FOR SUBMITTING QUESTIONS SHALL BE MONDAY MAY 7, 2012.**
- 3) SECTION F.2 DELIVERABLES ON PAGE 20 “ANNUAL REPORT” HAS CHANGED TO “QUARTERLY REPORT.**
- 4) SECTION C.2 PAGE15 HAS CHANGE TO INCLUDE LANGUAGE FOR DELIVERY AND PICK UP TO COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP).**
- 5) C.2 SCOPE OF SERVICES**

C.2.1 The Contractor shall wash, dry finish and fold linen and clothing in accordance with the Standards of Quality as stipulated under Section C.3. These services shall be provided in the Contractor's facility. The Contractor shall transport the laundry, linen and clothing to be processed to and from the Contractors place of business and the DMH, Fabric Section Shipping and Receiving Room. The Contractor shall sign off on shipping and receiving receipt each time laundry, linen and clothing are delivered and picked up and returned to the DMH Fabric Care Section. The Contractor shall pick up and deliver soiled and contaminated laundry, linen and clothing on a daily basis, Monday through Friday between the hours of 8:00 a.m. and 3:30 p.m. EST to Saint Elizabeths Hospital (SEH) located at 1100 Alabama Avenue, SE Washington DC and to the Comprehensive Psychiatric Emergency Program (CPEP) located at 1905 E Street, SE Washington, DC 20003 between the hours of 8:00 a.m. and 9:00 a.m. excluding the following holidays:

- 6) SECTION G.6 “SUBMISSION OF INVOICE” ON PAGE 23 SHALL BE DELETED IN ITS ENTIRITY. THE NEW CLAUSE SHALL READ:**

G.6 SUBMISSION OF INVOICE (DMH RESPONSE: B)

G.6.1 The Contractor shall submit proper Invoices on a monthly basis or as otherwise specified in Section G.4 Invoices shall be prepared with an Original and Three Copies for submission to the DMH Chief Financial Officer (DMH/CFO) The address of the DMH/CFO is:

Department of Mental Health
Accounts Payable Office
64 New York Avenue, NE 6th Floor
Washington, DC 20002
or email to dmh.ap@dc.gov

G.6.2 To constitute a proper Invoice, the Contractor shall submit the following information on the invoice:

- G.6.2.1 Contractor's name, federal tax ID and invoice date (date invoices as of the date of mailing or transmittal);
- G.6.2.2 Contract number and invoice number;
- G.6.2.3 Description, price, quantity and the date(s) that the supplies or services were delivered or performed;
- G.6.2.4 Other supporting documentation or information, as required by the Contracting Officer;
- G.6.2.5 Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- G.6.2.6 Name, title, phone number of person preparing the invoice;
- G.6.2.7 Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and
- G.6.2.8 Authorized signature.

PART III
Revised Schedule B Pricing Sheets

SAINT ELIZABETHS HOSPITAL (SEH)

B.5 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

BASE YEAR

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
	The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.			
0001	BATH TOWEL	70,000	\$ _____	\$ _____
0002	LARGE SHEETS	80,000	\$ _____	\$ _____
0003	THERMAL SPREADS	55,000	\$ _____	\$ _____
0004	PATIENT GOWN	35,000	\$ _____	\$ _____
0005	PILLOW CASES	35,000	\$ _____	\$ _____
0006	WASH CLOTHS	70,000	\$ _____	\$ _____
0007	LINEN BAGS	20,000	\$ _____	\$ _____
0008	LINEN BAGS (ISOLATION) REDS	500	\$ _____	\$ _____
0009	RESIDENTIAL CLOTHING	2500 Pounds	\$ _____	\$ _____
0010	MOPS	15,000 each	\$ _____	\$ _____
0011	DUST MOPS	2500 each	\$ _____	\$ _____
0012	CUSTOMER OWN GOODS	2500 Pounds	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

SAINT ELIZABETHS HOSPITAL (SEH)

B.6 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR ONE (1)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
	The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.			
0001	BATH TOWEL	70,000	\$ _____	\$ _____
0002	LARGE SHEETS	80,000	\$ _____	\$ _____
0003	THERMAL SPREADS	55,000	\$ _____	\$ _____
0004	PATIENT GOWN	35,000	\$ _____	\$ _____
0005	PILLOW CASES	35,000	\$ _____	\$ _____
0006	WASH CLOTHS	70,000	\$ _____	\$ _____
0007	LINEN BAGS	20,000	\$ _____	\$ _____
0008	LINEN BAGS (ISOLATION) REDS	500	\$ _____	\$ _____
0009	RESIDENTIAL CLOTHING	2500 Pounds	\$ _____	\$ _____
0010	MOPS	15,000 each	\$ _____	\$ _____
0011	DUST MOPS	2500 each	\$ _____	\$ _____
0012	CUSTOMER OWN GOODS	2500 Pounds	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

SAINT ELIZABETHS HOSPITAL (SEH)

B.7 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR TWO (2)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
<p style="text-align: center;">The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.</p>				
0001	BATH TOWEL	70,000	\$ _____	\$ _____
0002	LARGE SHEETS	80,000	\$ _____	\$ _____
0003	THERMAL SPREADS	55,000	\$ _____	\$ _____
0004	PATIENT GOWN	35,000	\$ _____	\$ _____
0005	PILLOW CASES	35,000	\$ _____	\$ _____
0006	WASH CLOTHS	70,000	\$ _____	\$ _____
0007	LINEN BAGS	20,000	\$ _____	\$ _____
0008	LINEN BAGS (ISOLATION) REDS	500	\$ _____	\$ _____
0009	RESIDENTIAL CLOTHING	2500 Pounds	\$ _____	\$ _____
0010	MOPS	15,000 each	\$ _____	\$ _____
0011	DUST MOPS	2500 each	\$ _____	\$ _____
0012	CUSTOMER OWN GOODS	2500 Pounds	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

SAINT ELIZABETHS HOSPITAL (SEH)

B.8 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR THREE (3)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
	The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.			
0001	BATH TOWEL	70,000	\$ _____	\$ _____
0002	LARGE SHEETS	80,000	\$ _____	\$ _____
0003	THERMAL SPREADS	55,000	\$ _____	\$ _____
0004	PATIENT GOWN	35,000	\$ _____	\$ _____
0005	PILLOW CASES	35,000	\$ _____	\$ _____
0006	WASH CLOTHS	70,000	\$ _____	\$ _____
0007	LINEN BAGS	20,000	\$ _____	\$ _____
0008	LINEN BAGS (ISOLATION) REDS	500	\$ _____	\$ _____
0009	RESIDENTIAL CLOTHING	2500 Pounds	\$ _____	\$ _____
0010	MOPS	15,000 each	\$ _____	\$ _____
0011	DUST MOPS	2500 each	\$ _____	\$ _____
0012	CUSTOMER OWN GOODS	2500 Pounds	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

SAINT ELIZABETHS HOSPITAL (SEH)

B.9 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR FOUR (4)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
	The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.			
0001	BATH TOWEL	70,000	\$ _____	\$ _____
0002	LARGE SHEETS	80,000	\$ _____	\$ _____
0003	THERMAL SPREADS	55,000	\$ _____	\$ _____
0004	PATIENT GOWN	35,000	\$ _____	\$ _____
0005	PILLOW CASES	35,000	\$ _____	\$ _____
0006	WASH CLOTHS	70,000	\$ _____	\$ _____
0007	LINEN BAGS	20,000	\$ _____	\$ _____
0008	LINEN BAGS (ISOLATION) REDS	500	\$ _____	\$ _____
0009	RESIDENTIAL CLOTHING	2500 Pounds	\$ _____	\$ _____
0010	MOPS	15,000 each	\$ _____	\$ _____
0011	DUST MOPS	2500 each	\$ _____	\$ _____
0012	CUSTOMER OWN GOODS	2500 Pounds	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

INTENTIONALLY LEFT PAGE BLANK

PART III
Revised Schedule B Pricing Sheets

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

B.10 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

BASE YEAR

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.				
0001	BATH TOWEL	2,500	\$ _____	\$ _____
0002	LARGE SHEETS	4,000	\$ _____	\$ _____
0003	THERMAL SPREADS	2,500	\$ _____	\$ _____
0004	PATIENT GOWN	2,500	\$ _____	\$ _____
0005	PILLOW CASES	1,000	\$ _____	\$ _____
0006	WASH CLOTHS	2,600	\$ _____	\$ _____
0007	LINEN BAGS	600	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

B.11 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR ONE (1)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.				
0001	BATH TOWEL	2,500	\$ _____	\$ _____
0002	LARGE SHEETS	4,000	\$ _____	\$ _____
0003	THERMAL SPREADS	2,500	\$ _____	\$ _____
0004	PATIENT GOWN	2,500	\$ _____	\$ _____
0005	PILLOW CASES	1,000	\$ _____	\$ _____
0006	WASH CLOTHS	2,600	\$ _____	\$ _____
0007	LINEN BAGS	600	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

B.12 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR TWO (2)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
<p>The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.</p>				
0001	BATH TOWEL	2,500	\$ _____	\$ _____
0002	LARGE SHEETS	4,000	\$ _____	\$ _____
0003	THERMAL SPREADS	2,500	\$ _____	\$ _____
0004	PATIENT GOWN	2,500	\$ _____	\$ _____
0005	PILLOW CASES	1,000	\$ _____	\$ _____
0006	WASH CLOTHS	2,600	\$ _____	\$ _____
0007	LINEN BAGS	600	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

B.13 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR THREE (3)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
	The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.			
0001	BATH TOWEL	2,500	\$ _____	\$ _____
0002	LARGE SHEETS	4,000	\$ _____	\$ _____
0003	THERMAL SPREADS	2,500	\$ _____	\$ _____
0004	PATIENT GOWN	2,500	\$ _____	\$ _____
0005	PILLOW CASES	1,000	\$ _____	\$ _____
0006	WASH CLOTHS	2,600	\$ _____	\$ _____
0007	LINEN BAGS	600	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person

Title

Date

PART III
Revised Schedule B Pricing Sheets

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM (CPEP)

B.14 The Contractor shall bid on all or none of the following Contract Line Items for this Solicitation.

OPTION YEAR FOUR (4)

Contract Line Item No. (CLIN)	Item Description	Annual Quantity	Unit Price	Extended Price
The Contractor shall provide Laundry and Linen Services in accordance with the Statement of Work in (Section C) and at the stated Quantities and Prices herein.				
0001	BATH TOWEL	2,500	\$ _____	\$ _____
0002	LARGE SHEETS	4,000	\$ _____	\$ _____
0003	THERMAL SPREADS	2,500	\$ _____	\$ _____
0004	PATIENT GOWN	2,500	\$ _____	\$ _____
0005	PILLOW CASES	1,000	\$ _____	\$ _____
0006	WASH CLOTHS	2,600	\$ _____	\$ _____
0007	LINEN BAGS	600	\$ _____	\$ _____
GRAND TOTAL			\$ _____	\$ _____

Print Name of Contractor

Print Name of Authorized Person

Signature of Authorized Person


Title

Date

ALL OTHER TERMS AND CONDITIONS OF THE INVITATION FOR BID (IFB) SHALL REMAIN UNCHANGED.

Only one copy of this amendment is being sent to prospective Offerors. Offerors shall sign below and attach a signed copy of this amendment to each Bid to be submitted to the place specified for receipt of Bids. Bids shall be mailed or delivered in accordance with the instructions provided in the original IFB. In the event your Bid has been previously deposited with the Department of Mental Health, Contracts and Procurement Administration (DMH/CPA), submit this signed Amendment in a sealed envelope, identified on the outside by the IFB number and submission date. This signed Amendment must be received by the DMH/CPA on or before **Friday May 11, 2012 at 2:00 PM EST** the date and time for closing. **Failure to acknowledge receipt of Amendment Three (3) for Solicitation Number RM-012-IFB-086-BY4-DJW may be cause for rejection of any Bid submitted in response to the subject IFB.**

Signed:



Samuel J. Feinberg, CPPO, CPPB
Director, Contracts and Procurement
Agency Chief Contracting Officer

5/7/12

Date

Amendment Number Three (3) is hereby acknowledged and is considered a part of the Bid **RM-012-IFB-086-BY4-DJW**

Signature of Authorized Representative

Date

Title of Authorized Representative

Print or Type Name of Offeror