Vendor Requirements

New supplier and service providers must complete an Acts vendor application form. Information provided will help Acts understand your firm’s capabilities and allows us to contact you if we need more information. Completing the form will help Acts evaluate your firm and how we may be able to work together. The Procurement & Contract Management Department has final approval of all new vendors.

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Procure to Pay Team
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Vendor Relationship Guidelines

420 Delaware Drive
P.O. 2222
Fort Washington, PA 19034
Introduction to Acts / Mission
Acts Retirement-Life Communities, Inc. was established in 1971 and owns, manages and/or operates twenty-six lifecare communities, servicing more than 10,000 residents, throughout Pennsylvania, New Jersey, Maryland, Delaware, North Carolina, South Carolina, Georgia, Alabama and Florida. We are one of the largest not-for-profit builder and operator of continuing care retirement communities in the United States.

Acts’ mission is “to provide security and peace of mind to all residents by being the pre-eminent provider of retirement-life services, meeting resident’s social, personal, health and spiritual needs in a Christian atmosphere graced with loving-kindness, dignity, sensitivity, honesty and respect without prejudice to any individual or preference to any particular faith or creed.”

Business Standards & Ethics
Acts strives to maintain and practice the highest possible standards of business ethics and professional courtesy in our vendor relations. We attempt to extend fairness and impartiality to all business concerns. We welcome the interest of private enterprise, and through our competitive bidding process procedures, we attempt to provide opportunities for fair and open competition in those areas where we feel such opportunities are appropriate. Acts also strives to comply with all aspects of law and regulations, and seeks out only vendors who do the same. The Acts Procurement & Contract Management Department provides our communities with direction, support, product standards and guidelines for the efficient purchase and use of supplies, equipment and services. Our success is built on sound, prudent procedures and effective business relationships with our vendors, that provides our communities the tools they need for the proper and efficient provision of services to our residents.

Delivering Value
Our residents expect that Acts will deliver quality goods and services while continuing our efforts to manage costs. Our vendors need to be equally committed to delivering quality products and services at competitive prices. We challenge our vendors to find new methods, products, and approaches that will enable us to continue to deliver outstanding value to our residents. Our vendors must share our vision and focus of serving our residents.

Safety & Quality
The Acts Procurement & Contract Management Department is committed to providing our residents and staff safe, reliable, and cost-effective products and services. Acts only purchases quality products and services that meet various performance requirements. Procurement decisions are made on the basis of quality, service, cost, and other pertinent criteria.

Approved Vendors
The Procurement & Contract Management Department maintains a list of approved vendors, and evaluates and approves all new vendor requests. A vendor interested in partnering with Acts should register on the Acts Vendor Portal, being sure to indicate what service areas they cover, and what categories they can provide. In some cases, the vendor may receive a Request for Quotation for the category, equipment or service. Acts reserves the right to reject any and/or all bids or parts of bids if in the best interest of Acts.

The Bid Process
Bid responses are evaluated using a “value” analysis technique, and any subsequent purchase orders are awarded to the bidder who offers the best value and meets our specifications and qualification requirements. Acts generally accepts a bidder’s offer in response to our Request for Quotation by the issuance of a letter of award or purchase order, which creates a binding contract between the vendor and Acts. The Request for Quotation generally sets forth all of the terms and conditions of the agreement between the bidders and Acts.

Ethical and Professional Standards
The Procurement & Contract Management Department of Acts works with vendors and follows these ethical and professional standards (among others):

- Afford prompt, open and courteous response to vendors, as well as fair and impartial treatment through all phases of the purchasing cycle.
- Avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
- Respect and maintain the integrity of the bid process in those instances where Acts determined that this process is advantageous to Acts and its residents; and provide equal opportunity for all qualified vendors to submit quotations.
- Guarantee the confidentiality of proprietary vendor information, as well as samples, pricing and terms.
- As much as possible, provide full and clear explanations to vendors the reason for the rejection of their bid.
- Avoid unreasonable demands and putting vendors to unnecessary expense or inconvenience.
- Decline to take advantage of vendor errors or compromising practice in relationships, actions and communications.
- Achieve timely and fair resolution to vendor’s issues and concerns.
- Decline all gifts, gratuities and favors to individuals with courtesy and discretion.

VENDOR RELATIONSHIP GUIDELINES