Supplier Requirements

Suppliers interested in partnering with Acts should register on our portal:

https://www.actsretirement.org/future-business-partners/

Here you may view our Vendor Relationship Guidelines and access our Vendor Portal to upload your company information, contact information, category of products/services and community locations that you can service. Registering your firm will help Acts understand your firm's capabilities and allows us to contact you if we need more information. The Procurement & Contract Management Department has final approval of all new suppliers.

Procure to Pay Team

- **Patty Schaffer**, Director of Shared Services; pschaffer@actslife.org, 267.787.4094
- **Letters: A,B,Q,R - Kitty Foster**, kitty.foster@actslife.org, 410.970.2077
- **Letters: D,E,F,U - Connie Yarnell**, connie.yarnell@actslife.org, 267.787.4078
- **Letters: C,G,H,I - Linda Schulze**, linda.schultze@actslife.org, 410.970.2024
- **Letter: S- Melissa Soppick**, melissa.soppick@actslife.org, 267.827.2664
- **Letters: J - N & O - P - Chrissy Discher**, christine.discher@actslife.org, 267.787.4075
- **Letters: T, V - Z - Arlene McFarland**, arlene.mcfarland@actslife.org, 267.787.4089

Procurement & Contract Management Team

- **Brian Rounsavill**, Vice President of Procurement & Contract Management; brian.rounsavill@actslife.org, 267.787.4112
  - ***Landscape Maintenance***
  - ***Capital & Major Contracts***
- **Mitchell Abrams**, Corporate Director of Procurement; mitchell.abrams@actslife.org, 267.787.4228
  - ***Accommodation Restoration***
- **Karen Felice**, Director of Purchasing Services; karen.felice@actslife.org, 267.787.4225
  - ***Culinary/Nutrition Services***
  - ***Environmental Services***
- **Gwen Bleeker**, Purchasing Manager; gbleeker@actslife.org, 267.787.4166
  - ***Resident Health Services***
  - ***Sales & Marketing***
  - ***Administration***
- **Eric Frankenfield** Purchasing Manager; eric.frankenfield@actslife.org, 267.787.4085
  - **Life Safety**
  - ***Maintenance Supplies and Services***
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  - ***Procurement Systems***
- **Erika Gross**, Contract Administrator; erika.gross@actslife.org, 267.787.4139
  - ***Professional Services Support***
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- **Collin DeMaioribus,** Procurement Systems Analyst; gcollin.demaioribus@actslife.org, 267.787.4255
  - ***Lawson / Acts MarketPlace Support***
- **Gabrielle Hayes**, Purchasing Coordinator; gabrielle.hayes@actslife.org, 267.787.4055
- **Christina McKenzie**, Procurement Coordinator & Travel Specialist; christina.mckenzie@actslife.org, 267.787.4147

SUPPLIER RELATIONSHIP GUIDELINES

Acts

Where Loving-Kindness Lives

Acts Retirement-Life Communities, Inc.
420 Delaware Drive
P.O. Box 2222
Fort Washington, PA 19034

2025

Supplier Relationship Guidelines

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 supplier relationships. We extend fairness and impartiality to all business concerns. We welcome and encourage new suppliers that can help us meet our objectives. Through our competitive bidding process, we 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 suppliers who do the same. The Acts Procurement & Contract Management Department provides our communities with direction, support, product standards and guidelines for the efficient acquisition of supplies, equipment and services. Our success is built upon sound, prudent procedures and effective business relationships with our suppliers, that provide 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 suppliers need to be equally committed to delivering quality products and services at competitive prices. We challenge our suppliers to find new methods, products and approaches that will enable us to continue to deliver outstanding value to our residents. Our suppliers must share our vision and focus on quality service for our residents.

Safety & Quality

The Procurement & Contract Management Department's goals are: to facilitate the responsible acquisition and management of supplies, equipment, and services in support of the mission of Acts; and to provide the best overall value to Acts, where value is defined as a combination of factors that include price, quality, and service.

Approved Suppliers

The Procurement & Contract Management Department maintains a list of approved suppliers for specific supplies and services. PCM evaluates and approves all new supplier requests. PCM also maintains a potential bidders list which serves as the basis for request for quotations.

The Bid Process

Competition is an effective way to ensure that supplies and services are secured with the most favorable pricing and terms. It is the policy of ACTS to solicit competitive bids for supplies, services, capital equipment, renovations, community projects and major improvement projects. Bid responses are evaluated using a "value analysis" approach, and any subsequent purchase orders are awarded to the bidder who offers the best value and meets our specifications and qualification requirements.

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Ethical and Professional Standards

The Procurement & Contract Management Department works with suppliers and adheres to the following ethical and professional standards:

- To afford prompt, open and courteous responses to suppliers, as well as fair and impartial treatment through all phases of the procurement process.
- To avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
- To 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.
- To provide equal opportunity for all qualified suppliers.
- To guarantee the confidentiality of proprietary supplier information, as well as samples, pricing and terms.
- To provide full and clear explanations to suppliers for the reasoning for the rejection of their bid.
- To avoid unreasonable demands and putting suppliers to unnecessary expense or inconvenience.
- To decline to take advantage of supplier errors and show consideration for supplier difficulties.
- To achieve timely and fair resolution to supplier issues and concerns.
- To decline all gifts, gratuities and favors with courtesy and discretion.

The Procurement & Contract Management Department (PCM) is the central purchasing authority responsible for managing all purchase orders and supplier contracts associated with the purchase and/or lease of supplies, equipment and services to support Acts' mission.