Performance Work Statement (PWS)
Linen Processing PRSU
IHS Pine Ridge Service Unit

A. Purpose of Contract

The Pine Ridge Indian Health Service (IHS) Hospital located on the Pine Ridge Indian Reservation in Pine Ridge, SD is a 45-bed hospital which sees medical, obstetrical, pediatric and surgical patients. The hospital processes an average of 27,000 pounds of soiled linen a month, with an approximate 324,000 pounds of soiled linen a year. This amount fluctuates depending on patient admissions at the facility.

B. Scope of Work

Thie contractor shall provide all management, supervision, labor transportation, vehicles, equipment, supplies, packaging, documentation and quality controls necessary for the collection and delivery of laundry. This is a non-personal services contract. The Contractor is an independent contractor responsible for managing its own personnel and shall not be subject to supervision or control by Government employees in the day-to-day performance of work. The Government retains the right to inspect deliveries, reject nonconforming items, and evaluate performance against the standards established in this PWS.

Laundering will be done in accordance with accepted standards of The Joint Commission (TJC) and the Center for Medicare and Medicaid Services (CMS). Certifications and a business license required by the State of South Dakota should be available on file at the contractor's place of business and be available to the Contracting Officer Representative (COR) upon request.

C. Contractor Responsibilities

The contractor shall provide proper cleaning, disinfecting, ironing and folding of laundry, and effective inventory control. The contractor is required to provide all equipment, supplies, and materials; pick up and deliver two times per week during normal operation hours, in accordance with this PWS. Hospital Laundry shall be processed separately from other customer laundry. All uniforms shall be washed separately. As the laundry progresses through the various stages it shall be kept separate from preceding stages. Reviving and sorting, laundering, finishing, and storing. The contractor shall provide the services in accordance with the following standards and conditions:

Test Piece Analysis

All washing procedures shall be subject to Laboratory Report of Test Piece Analysis when requested by the contractor. Tensile strength and whiteness retention measurement of test pieces shall be determined on the basis on 20 washings in accordance with methods of American Institute of Laundering. The washing procedures shall meet the following standards of tensile strength loss and whiteness retention.

Tensile Strength Loss: A – not over 5% - Excellent
B – 6% to 10% - Good
Whiteness Retention: A – 95% or higher – Excellent
B – 92% to 96% - Good

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The following procedures are to be outlined in processing commercial laundry white formula to assure maximum sterilization as separate linen processing should be provided. Processing equipment should be provided. Processing equipment should be arranged so the linen flows from soil to clean, i.e. sorting area, washing, extracting, drying, ironing, folding, storage, etc. Basic processing steps should include the following components:

Initial Flush
A cool water flush or split (half cold and half hot water) shall be utilized initially to prevent setting of certain stains. The laundry shall be soaked as needed to yield the desired stain-free results.

Sudsing States
The principal washing action is achieved during the detergent sudsing stages. The maximum temperature range should be between 150- and 170-degrees Fahrenheit. This temperature shall maintain for a minimum of 25 minutes to destroy any microorganisms. Bleach must be added after the last sudsing stage at a rate of at least 100ppm.

Rinsing Rates
High temperature rinsing 165-170 degrees Fahrenheit shall occur following the sudsing stages. A sour shall be added after the final rinse to remove traces of detergent. The sour abruptly reduces the pH from 5.0 and reduction of microorganisms.

Fluff Drying
Twenty minutes at 165 degrees Fahrenheit

Ironing and Folding
Ironing shall be performed by a laundry press or a flat-work ironer of approximately 100 pounds. Steam pressure of at least 130 degrees Fahrenheit shall be applied to reduce the number of microorganisms.

Clean Linen Storage
Final folding and storage should be accomplished in all areas which are separate from dirty laundry, and which have been sanitized with a 50-ppm chlorine solution. Handwashing facilities should be provided in this area. Items stored should be placed in enclosed carts or on covered linen shelves. A sewing and repair operation may be included in this area.

Re-Performance
The contractor shall re-perform cleaning of items identified as unsatisfactorily cleaned by the Facilities Technical Point of Contact (TPOC)/Contracting Officer Representative (COR) at no additional cost to the Government. Item(s) shall be re-cleaned and returned to the same exchange point on the next scheduled normal delivery day. The contractor shall ensure item(s) re-cleaned are segregated from other cleaned laundry and identified as “re-cleaned” by a label or tag marked “re-cleaned” and include the date and load number with which the items were originally

returned. The number of items shall be deducted from the total weekly number on the day the discrepancy was noted.

Quality Control

The contractor shall establish a quality control program to incorporate an inspection system covering all the services to be performed under the contract. It must specify areas to be inspected on either a schedule or unscheduled basis and the title of the individuals who will do the inspections. In addition, the quality control program shall address a method for identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable. The contractor shall maintain a file for all inspections conducted and all the corrective actions to be taken. This document shall be made available to the COR upon request.

Lost and Found Property

The contractor shall ensure that all articles of possible personal or monetary value found by the contractor personnel on the premises of the Pine Ridge Service Unit are turned over to the COR. At the time of their discovery, such items shall be tagged to identify the location at which they were found.

Deduction for Missing Inventory

In instances where the contactor fails to return the same amount of laundry which was picked up from the Pine Ridge Hospital prior visit, the government shall assess the contractor charges $5.00 per pound. Such charges shall be deducted against the next invoice amount. All laundry weights shall be examined and verified with signatures by the contractor and the housekeeping department. Any discrepancies in laundry weights exceeding 10 pounds per visit shall be addressed by the COR on the next invoice, the contractor must submit justification for the missing laundry at the time of submission of the invoice corresponding to the day of service.

D. Collection and Deliveries

Collections and deliveries are required at least two times per week. They shall be made on Monday and Thursday of each week, prior to 12:00 p.m. MST, unless previously arranged with the COR. Deliveries will be made directly to the hospital by the contractor in a closed laundry vehicle. Rough and flat work shall be packed by the type of garment and item in clear plastic wrap and sealed by beat of pressure methods and handled in such a manner as to prevent contamination. No commercial deliveries accepted. When laundry is delivered it will be signed and received by the TPOC/COR. All laundry taken on Monday will be returned on Thursday. All laundry taken on Thursday will be returned on Monday. The contractor scales will be synchronized to ensure the weight of the cart is accurate prior to the award of this contract for the fiscal year. Collections shall be picked up by the laundry contractor in separate lots and shall be receipted by the contractor at the time of the collection. The vehicle shall transport dirty laundry to the contractor's facility and shall be cleaned and sterilized with a 50-ppm chlorine solution prior to placement of clean laundry into the vehicle for transport return. Clean laundry shall not be transferred at any time in the same vehicle with dirty laundry.

**Plan for delivery challenges associated with the rural location of the Pine Ridge Indian Reservation, including weather, road closures, fuel availability, vehicle breakdowns, and*

regional supply chain disruptions. Notify the COR or designee as early as practicable when delivery may be delayed. Identify reasonable alternatives and maintain operational flexibility to support uninterrupted services.

E. Performance and Regulatory Standards

Requirement	Standard	Acceptable Quality Level (AQL)
Service Quality	All laundered items meet PWS criteria and are suitable for use in healthcare setting.	98% compliance
Timely Delivery	Within scheduled delivery window unless delay is approved in advance by the COR or designee	95% of routine deliveries meet the scheduled delivery window 100% notification for delays
Documentation Accuracy	Invoices, delivery tickets and proof of delivery are complete, legible, and consistent with delivered items	98% compliance
Personnel Conduct	Courteous, compliant with safety protocols, ability to deliver to rural healthcare facility and meet scheduled delivery windows, ability to provide accurate invoices, delivery records and product availability information	No sustained pattern of noncompliance; immediate correction required for safety issues.
Supply Continuity Communication	Contractor provides timely notice of any delays or disruptions	100% compliance

F. Quality Assurance Surveillance Plan (QASP)

The Government will monitor Contractor performance to determine whether services conform to contract requirements. Surveillance may be performed by the Contracting Officer Representative (COR), receiving personnel, Department leadership, or other authorized Government personnel. Surveillance findings may be used to support acceptance, rejection, corrective action, past performance documentation, and other contractual remedies

Requirement	Surveillance Method	Frequency	Government Documentation	Remedy/Follow-up
Service Quality	Visual inspection of condition of linens/ uniforms, packaging, and labels.	Each delivery.	Receiving inspection notes, photos if needed.	Reject nonconforming items; require replacement or credit.

Timely Delivery	Review delivery logs and receiving records.	Each delivery; monthly summary.	Delivery log, receiving notes, COR file.	Notice to Contractor; corrective action plan for repeated late deliveries.
Documentation Accuracy	Compare invoice, delivery ticket, order, and received quantities.	Each invoice; monthly review.	Invoice review notes, IPP records.	Return invoice for correction; withhold payment for unsupported charges.
Personnel Safety and Conduct	Observe delivery personnel compliance with facility protocols.	Random and as incidents occur.	COR observation, incident report.	Immediate correction; removal request for repeated or serious issues.
Supply Disruption Communication	Review timeliness and content of shortage/delay notices.	As disruptions occur; monthly review.	Email notices, monthly performance notes.	Corrective action request when communication failures affect operations.

G. Place of Performance

Deliveries shall be made to the designated hospital loading dock (east side of the facility) unless otherwise directed by the TPOC/COR at the Pine Ridge Indian Health Service (IHS) Hospital, 607 Indian Health Road, Pine Ridge SD, 57770. Deliveries shall occur during established scheduled receiving hours. The Contractor shall not deliver outside the approved delivery window unless specifically authorized by the COR or designee. Delivery schedules may be adjusted for federal holidays, severe weather, road closures, or other operational needs. The Contractor shall coordinate schedule changes with the COR or designee in advance when practicable.

H. Contractor Furnished Items

Contractor shall furnish all washing machines, dryers, detergents, ironing equipment, disinfectants, and other items required for the proper performance of the work called for by this contract. The materials furnished by the contactor shall conform with applicable federal specifications and shall be approved for use by the COR. No hazardous materials may be brought onto the Government facility without the written consent of the COR.

All necessary equipment such as washers and dryers shall be furnished by the contactor and shall conform to applicable OSHA requirements. Equipment deemed by the COR to be of improper type of design or inadequate for the purpose intended shall be removed from the premises and replaced with satisfactory equipment. It shall be the responsibility of the contractor to maintain

the equipment in operable and safe condition. All Laundry facilities and vehicles must have constructions of interior finishes which are smooth and easily cleanable. The interior of the laundry carts should be thoroughly cleaned daily. An appropriately sized janitorial closet should be provided. Toilet facilities should be provided and located within or immediately adjacent to the laundry. Appropriate OSHA standards should be met by the laundry facilities.

Facilities that are used to process must be inspected or otherwise meet the requirements of the Indian Health Service-Office of Environmental Health. The Government reserves the right to have the contractors' facilities inspected at all reasonable times during the performance of this contract. If an inspection reveals the existence of unsanitary conditions, the contractor shall be requested in writing by the COR to correct such conditions. Refusal to correct unsanitary conditions shall constitute sufficient cause for the Government to terminate this contract within ten days for the refusal of correcting of the condition. To assure compliance with all contract specifications, terms, and conditions, and to perform those services as provided for under the "inspection and acceptance" clause of the General Provisions, the Government has assigned to this contract a Contracting Officer Representative (COR). The COR will, on a random basis, review the performance of services under the contract; check and report to the contracting officer all progress in accordance with the contractors submitted work schedules; receive, check, verify complaints related or alleged against contractor non-compliance with the contract specifications and requirements.

I. Government Furnished Property

The Government shall provide access to the designated receiving area, reasonable receiving support, approved delivery schedules, ordering documents, and facility-specific safety or sanitation instructions necessary for performance. The Government will not furnish Contractor vehicles, drivers, warehouse space, fuel, equipment, or Contractor management resources.

J. Contract Management and Non-Personal Services

The Contractor shall submit a monthly report to the COR no later than the 10th calendar day following the close of each contract month. The report shall provide a cumulative and period-specific accounting of contract capacity expended and shall serve as the primary instrument for financial and performance monitoring of this contract. The monthly report shall include, at minimum, the following elements:

- Contract period of performance covered by the report.
- Total authorized contract ceiling value in dollars and/or units, as applicable to the contract structure.
- Total capacity expended to date, expressed as both a dollar/unit amount and as a percentage of the total contract ceiling.
- Capacity used during the current reporting month, expressed as both a dollar/unit amount and as a percentage of the total contract ceiling.
- Remaining contract capacity available, expressed as both a dollar/unit amount and as a percentage of the total contract ceiling.

- Projected rate of consumption based on current utilization trends, including an estimated date of contract ceiling exhaustion at the current usage rate.
- Any variances from projected utilization and a brief narrative explanation of the cause and expected impact.
- Status of pending invoices, credits, back orders, or unbilled deliveries not yet captured in cumulative totals.

The Contractor shall provide written notification to the Contracting Officer Representative (COR) upon expending sixty percent (60%) of the total authorized contract ceiling for the applicable performance period. The notification shall be submitted within five (5) calendar days of the date on which cumulative capacity expended reaches or is projected to reach the 60% threshold. Receipt of a threshold notification by the (COR) does not authorize the Contractor to exceed the contract ceiling. The Contractor shall not perform services more than the authorized contract ceiling without a duly executed contract modification signed by the Contracting Officer (CO).
In the event the contractor, for any reason whatsoever, fails to perform a task, the Government reserves the right to:

- Obtain performance of the deficient task from another source. The cost of such performance, and any other additional costs to the Government incurred as the result of such action shall be charged to the contractor, or
- At the discretion of the COR to terminate the contract upon ten days' notice in writing to the contractor.

This is a non-personal services contract in accordance with FAR 37.101. The Contractor shall be solely responsible for managing, supervising, and directing its own personnel. Government employees shall not exercise supervision or control over Contractor personnel in the manner of work performance, personnel assignments, staffing decisions, routes, vehicle operations, or methods of accomplishment. To avoid creation of an unauthorized personal services relationship, the following shall apply:

- Government personnel shall communicate requirements, inspection findings, and performance feedback through the Contracting Officer, COR, or designated receiving official.
- The Contractor shall designate a point of contact responsible for coordination with the Government.
- Government personnel may reject nonconforming deliveries but will not direct individual Contractor employees as if they were Government employees.

K. Documentation and Invoicing
Payments for satisfactory work performed under this contract will be made no later than thirty days after receipt of acceptable invoice. Payment for the first month will be made at the amount as agreed on the Indian Health Service tickets. The contractor shall record pickup tickets on a weekly basis, and each ticket will be retained by the contractor. The monthly invoice of services

shall be received no later than the first working day of the next month. The contractor shall consolidate and verify all pickup and delivery tickets with the Facilities TPOC/COR. Documentation shall identify backordered, substituted, rejected, or partially delivered items. Receiving acknowledgement does not waive the Government right to later reject latent defects or products found to be nonconforming. Invoices shall include contract number, order number if applicable, invoice date, delivery date, product description, unit price, quantity, total amount, and any applicable credit or adjustment. Invoices must align with delivery documentation and shall be subject to Government review before payment. All invoices submitted under this award must utilize the Invoice Processing Platform (IPP) in accordance with HHSAR 352.232-71. Website: https://www.ipp.gov

Help Desk: (866) 973-3131 | Email: IPPCustomerSupport@fiscal.treasury.gov

L. Point of Contact (POC)
Chance Knutson, Facility Manager- 605-867-3042 or Chance.knutson@ihs.gov

General Information

Normal workdays are Monday through Friday except US Federal Holidays. Core hours of work are from 0800 MST to 1630 MST daily. All employees are expected to be available during core hours. If there should be any change in normal working hours, this will be coordinated with the COR.

GOVERNMENT HOLIDAYS:

New Year's Day	Martin Luther King, Jr.'s Birthday	President's Day
Memorial Day	Juneteenth Day	Independence Day
Labor Day	Columbus Day	Veteran's Day
Thanksgiving Day	Christmas Day	

Any other day specifically declared by the President of the United States to be a national holiday (see Federal Holidays (opm.gov)).

Contracting Authority

The Contracting Officer (CO) is the only person authorized to approve changes or modify any of the requirements of this contract. The Contractor shall communicate with the CO on all matters pertaining to contract administration. Only the CO is authorized to make commitments or issue any modification to include (but not limited to) terms affecting price, quantity or quality performance of this contract. No person other than the Contracting Officer has authority to bind the Government with respect to this contract. No action or omission of any government employee or representative other than the Contracting Officer shall increase or decrease the scope of this contract or shall otherwise modify the terms and conditions of this contract. In no event shall any of the following be effective or binding on the Government or imputed to the

Contracting Officer with respect to this contract: An understanding or agreement between the Contractor and anyone other than the Contracting Officer; A purported modification or change order issued by anyone other than the Contracting Officer; A promise by anyone other than the Contracting Officer to provide additional funding or make payments; or An order, direction, consent, or permission from anyone other than the Contracting Officer to: Incur costs in excess of a specified estimated cost, allotment of funds, or other ceiling; or expend hours in excess of a specified level of effort.