ATTACHMENT 2

PERFORMANCE WORK STATEMENT

Laundry Services for Western Oregon Service Unit

RFQ No. 75H71326Q00057

1. TITLE

Laundry Services for Western Oregon Service Unit

2. BACKGROUND

The Western Oregon Service Unit requires recurring laundry services to provide clean linens and related textile items for patient care and staff operations. The requirement supports clinic operations by ensuring that textile items are available in a clean, sanitary, dry, and usable condition.

3. OBJECTIVE

The objective is to obtain reliable, performance-based laundry services that ensure soiled items are picked up, processed, and returned as clean items on a regular schedule with minimal disruption to patient care and staff operations.

4. SCOPE

The Contractor shall provide all personnel, supervision, management, transportation, vehicles, equipment, containers, textile inventory, laundry supplies, cleaning agents, quality control, administrative support, and other resources necessary to perform laundry services. The Contractor shall provide/rent the required textile items, pick up soiled laundry, process laundry, return clean laundry, maintain inventory, and provide service records in accordance with this PWS.

Laundry items include the textile items identified in Section 5, and may include other patient-care or staff textile items identified by the Government and approved under the contract. The Contractor shall process only those items authorized under the contract or otherwise approved by the Government.

5. PAR LEVELS / INVENTORY EXPECTATIONS

The following PAR levels are provided by the requiring activity and shall be used for planning, pricing, staffing, and inventory purposes. The PAR levels identify required on-site inventory levels by item type and location. The Contractor shall provide and maintain textile inventory sufficient to support the PAR levels and shall include rental/provision of textile items, laundering, pickup, delivery, stock rotation, removal of unusable items, inventory maintenance, and related support in the quoted annual fixed price.

The Contractor shall maintain the following PAR levels:

a. Scrubs, shirt and pants, small - weekly quantity 15 EA; annual quantity 780 EA; location: Locker Rooms.

b. Scrubs, shirt and pants, medium - weekly quantity 30 EA; annual quantity 1560 EA; location: Locker Rooms.

c. Scrubs, shirt and pants, large - weekly quantity 20 EA; annual quantity 1040 EA; location: Locker Rooms.

d. Scrubs, shirt and pants, XL - weekly quantity 12 EA; annual quantity 624 EA; location: Locker Rooms.

e. Scrubs, shirt and pants, XXL - weekly quantity 10 EA; annual quantity 520 EA; location: Locker Rooms.

f. Dental gowns, medium - weekly quantity 40 EA; annual quantity 2080 EA; location: Dental.

g. Dental gowns, large - weekly quantity 40 EA; annual quantity 2080 EA; location: Dental.

h. Patient gowns, large - weekly quantity 40 EA; annual quantity 2080 EA; location: Pod 1 and Pod 2.

i. Patient gowns, XXL - weekly quantity 40 EA; annual quantity 2080 EA; location: Pod 1 and Pod 2.

j. Lab coats, small - weekly quantity 3 EA; annual quantity 156 EA; location: Locker Rooms.

k. Lab coats, large - weekly quantity 5 EA; annual quantity 260 EA; location: Locker Rooms.

l. Lab coats, XL - weekly quantity 5 EA; annual quantity 260 EA; location: Locker Rooms.

m. Dental towels - weekly quantity 240 EA; annual quantity 12480 EA; location: Dental.

The listed PAR levels are not separately priced line items unless stated in the Schedule of Items. The Contractor shall include costs for stock support, inventory maintenance, replacement for normal wear, unusable items, and related support in the annual fixed price. The Contractor shall not invoice separate inventory-maintenance units, replacement charges, surcharges, or other unpriced charges unless specifically authorized by the Contracting Officer through the contract or a written contract modification.

6. PERFORMANCE REQUIREMENTS

6.1 Pickup and Delivery. The Contractor shall provide routine pickup and delivery one time per week, unless otherwise agreed to in writing by the Government. Pickup and delivery shall occur during normal business hours at the exterior door next to the facility loading dock. This exterior door leads directly into the room where hampers and laundry bags are staged for laundry service. The Contractor shall not use the loading dock for routine laundry pickup and delivery unless otherwise directed by the Government. If the scheduled service day falls on a Federal holiday or clinic closure day, service shall occur on the next business day unless the Government directs otherwise.

Performance Standard: Scheduled pickup and delivery are completed on the agreed service day. Acceptable Quality Level: No more than one late or missed pickup or delivery per quarter, provided that the Contractor corrects the missed or late service within one business day at no additional cost to the Government.

6.2 Cleanliness and Usability. The Contractor shall return laundry items clean, dry, free of visible soil, stains to the maximum practical extent, lint, odors, pests, foreign objects, and excessive chemical residue. Returned items shall be suitable for patient care or staff use.

Performance Standard: Returned laundry is clean, dry, odor-free, and usable. Acceptable Quality Level: Defective items are reprocessed or replaced, as applicable, within two business days at no additional cost to the Government.

6.3 Packaging and Protection of Clean Items. The Contractor shall fold, bundle, wrap, bag, or otherwise package clean items to protect them from contamination during transport and delivery. Clean items shall not be transported in the same containers used for soiled items unless the containers have been cleaned and sanitized before reuse.

Performance Standard: Clean items remain protected during delivery. Acceptable Quality Level: No delivery of clean items in visibly contaminated containers or in direct contact with soiled laundry.

6.4 Inventory Accountability and Stock Support. At each pickup and delivery, the Contractor shall provide a delivery ticket or service record showing the date, item count or other agreed measure, and any exceptions, shortages, rejected items, or damaged items. The Contractor shall maintain clean and soiled textile inventory levels, rotate stock, remove unusable items, and perform stock-support/inventory-maintenance tasks necessary to support the PAR levels. The Contractor shall promptly notify the Government of lost, damaged, contaminated, or unserviceable items.

Performance Standard: Service records support verification of service performed. Acceptable Quality Level: Complete service records are provided with each pickup and delivery and are sufficient to support invoice review.

6.5 Re-performance. The Contractor shall reprocess any laundry rejected by the Government because it is not clean, dry, sanitary, properly packaged, or otherwise compliant with this PWS. Re-performance shall be at no additional cost to the Government.

Performance Standard: Rejected work is corrected. Acceptable Quality Level: Rejected items are corrected within two business days or by the next scheduled delivery, whichever is sooner, unless the Government agrees to another schedule.

6.6 Continuity of Service. The Contractor shall maintain sufficient personnel, transportation, equipment, subcontractor support, and contingency arrangements to continue performance during vehicle breakdowns, staff absences, equipment failures, weather events, and other reasonably foreseeable disruptions.

Performance Standard: Laundry services continue without interruption. Acceptable Quality Level: Contractor provides timely notice of disruptions and performs corrective or alternative service within one business day, unless prevented by circumstances beyond the Contractor's reasonable control.

6.7 Infection Control and Safety. The Contractor shall handle soiled laundry using appropriate precautions and shall comply with applicable federal, state, and local health, safety, transportation, and environmental requirements, including applicable OSHA requirements for contaminated laundry

and bloodborne pathogens if applicable. The Contractor shall not sort or rinse soiled laundry in clinic spaces unless expressly authorized by the Government.

Performance Standard: Work is performed safely and without avoidable contamination. Acceptable Quality Level: No substantiated safety or contamination incident caused by Contractor failure to follow applicable requirements or this PWS.

6.8 Customer Service. The Contractor shall provide a point of contact with authority to resolve routine service issues. The Contractor shall respond to Government service concerns by the next business day.

Performance Standard: Service issues are acknowledged and addressed promptly. Acceptable Quality Level: Responses to Government concerns occur by the next business day.

7. DELIVERABLES

7.1 Service Schedule. Within five business days after award, the Contractor shall coordinate a routine weekly pickup and delivery schedule with the Government.

7.2 Service Tickets. The Contractor shall provide a service ticket or delivery record for each pickup and delivery.

7.3 Incident Reports. The Contractor shall notify the Government as soon as practicable, and no later than the next business day, of any missed service, damaged or lost items, suspected contamination issue, vehicle accident affecting performance, or other event that may affect service quality or continuity.

7.4 Invoices. The Contractor may submit invoices weekly or monthly in arrears, based on services actually performed/provided and accepted during the billing period.

8. INVOICING REQUIREMENTS

The Contractor shall submit all payment requests electronically through the Department of Treasury Invoice Processing Platform (IPP) or successor system in accordance with HHSAR 352.232-71. Invoices shall not be submitted by email or paper unless the Contracting Officer authorizes alternate procedures in writing.

The Contractor may invoice weekly or monthly in arrears, at the Contractor's election, after services have been performed/provided and accepted. Each invoice shall cover only the applicable billing period and shall be based on the awarded annual CLIN amount prorated or otherwise billed in accordance with the purchase order for the accepted services performed/provided during that billing period. The Contractor shall not invoice in advance.

Each invoice shall include the contract or purchase order number, invoice number, invoice date, billing period, CLIN, description of services performed, amount invoiced for the billing period, and any service ticket or delivery documentation needed to support Government review and acceptance.

Invoices shall include only charges authorized by the contract or purchase order. Invoices that include unpriced or unauthorized charges, surcharges, unsupported quantities, duplicate charges, or charges for services not actually performed/provided may be rejected or returned for correction.

9. GOVERNMENT-FURNISHED EQUIPMENT / GOVERNMENT-FURNISHED INFORMATION

The Government will provide access to the designated pickup and delivery point, which is the exterior door next to the facility loading dock that leads directly into the room where hampers and laundry bags are staged for laundry service. The Government will identify the laundry items to be processed. Unless otherwise stated in the purchase order, the Government will not provide Contractor equipment, vehicles, personnel, cleaning supplies, textile inventory, or laundry processing equipment.

10. SECURITY, PRIVACY, AND FACILITY ACCESS

Background checks and badges are not required for routine pickup and delivery personnel. Contractor personnel shall comply with all facility access, parking, exterior-door access, safety, security, and restricted-area requirements while on Government premises. Contractor personnel shall access only the exterior door next to the facility loading dock, the laundry staging room where hampers and laundry bags are staged, and other areas specifically authorized by the Government for pickup and delivery. Contractor personnel shall not use the loading dock for routine laundry pickup and delivery unless otherwise directed by the Government.

The Contractor is not expected to access patient records or personally identifiable information. If Contractor personnel discover documents, labels, or other materials containing patient information or other sensitive information in laundry items or containers, the Contractor shall secure the material, avoid further disclosure, and notify the Government immediately.

Contractor personnel shall not remove Government records from the facility except as specifically authorized in writing. Contractor personnel shall not photograph, disclose, or discuss patient information or facility-sensitive information encountered during performance.

11. QUALITY ASSURANCE AND PERFORMANCE MONITORING

The Government will monitor performance through review of service tickets, invoice review, observation of pickup and delivery, inspection of returned laundry, documentation of service issues, and customer feedback. Acceptance will be based on compliance with this PWS and the terms of the contract.

The Government may reject nonconforming services and require re-performance at no additional cost. Repeated performance failures may be considered in accordance with the contract terms and applicable remedies.

12. INSPECTION AND ACCEPTANCE

Inspection and acceptance of services will occur at the destination after delivery of clean laundry and review of service documentation. The Government will accept services when the laundry and related documentation conform to the PWS and contract requirements.

13. PLACE OF PERFORMANCE

Pickup and delivery shall occur at Western Oregon Service Unit, Chemawa Health Center, 3750 Chemawa Rd. N.E., Salem, Oregon 97305. The routine pickup and delivery point is the exterior door next to the facility loading dock, which leads directly into the room where hampers and laundry bags are staged for laundry service. Laundry processing may occur at the Contractor's facility or at an approved subcontractor facility. The Contractor remains responsible for all performance, including subcontractor performance.

14. PERIOD OF PERFORMANCE

Base Period: July 19, 2026 through July 18, 2027

Option Year 1: July 19, 2027 through July 18, 2028

Option Year 2: July 19, 2028 through July 18, 2029

Option Year 3: July 19, 2029 through July 18, 2030

Option Year 4: July 19, 2030 through July 18, 2031

15. SPECIAL CONSIDERATIONS

The Contractor may use subcontractors or team members, subject to all applicable contract terms, including FAR 52.219-14. The Contractor remains fully responsible for performance, quality, timeliness, re-performance, safety, invoice accuracy, and compliance with all contract terms.

No personal services are authorized. Contractor personnel are not Government employees and shall not be supervised as Government employees.

16. RISK CONTROL

The Contractor shall maintain contingency procedures to address missed routes, equipment failure, vehicle failure, staffing shortages, weather delays, and rejected laundry. The Contractor shall promptly notify the Government of any event that may affect service delivery or quality and shall propose corrective action.

17. FOLLOW-ON WORK

No follow-on work is promised or guaranteed. The Government may exercise options in accordance with the contract, subject to continued need, availability of funds, satisfactory performance, and determination that option exercise is in the best interest of the Government.

18. END OF PERFORMANCE WORK STATEMENT