Questions and Answers

Q1: Please clarify the drapery CLIN/scop and pricing basis: is it per square foot (SF) and where is the "established rate" defined (pricing matrix or task orders)?

A: Yes, draperies would be per sq foot. See row 39 on the Pricing Matrix to submit pricing on.

Q2: Please confirm PLP implementation requirements: Are contractor-furnished internet-enabled devices mandatory? Are two (2) CAC sleds mandatory? Are specific hardware/software configurations required/approved?

A: The PWS 2.7.5, Attachments, and Technical Exhibits outline this requirement.

Q3: Is this a new requirement or is there an incumbent currently fulfilling this need? If there is an incumbent, could you please share the current contract number?

A: There is a current Laundry and Dry Cleaning contract in place – W911SG21D0002

Q4: Utility Ownership & Costs: The PWS indicates operations will occur within an on-installation facility (e.g., Chaffee Road facility). Will the Government provide all facility utilities (electricity, water, gas, sewage, steam) at no cost to the contractor, or is the contractor responsible for sub-metering and reimbursing the installation for utility consumption?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q5: Government-Furnished Equipment (GFE) Inventory: Does the provided Fort Bliss facility contain existing, operational Government-Furnished Equipment (e.g., commercial washers, extractors, dryers, dry-cleaning machines, presses, boilers)? If yes, will the Government provide a comprehensive inventory list detailing the make, model, capacity, and current operational condition of this equipment?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q6: Maintenance and Repair Thresholds: Who is financially and operationally responsible for the preventative maintenance, routine repair, and emergency overhaul of Government-Furnished Equipment and facility infrastructure? Is there a dollar threshold (e.g., $500 per incident) below which the contractor is responsible, or does the Government retain all maintenance liabilities?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q7: Equipment Replacement Contingency: If a piece of primary Government-Furnished Equipment (such as a commercial boiler or large-capacity washer) suffers a catastrophic failure that halts operations, what is the Government's expected timeline for repair or replacement? Will the 5-business-day turnaround metric be paused during such an event without penalty to the contractor?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q8: Contractor-Owned Equipment Installation: In the event that the contractor needs to augment the facility with contractor-owned, subcontractor-owned, or leased commercial machinery, will the Government permit structural, electrical, or plumbing modifications to the facility? What is the formal approval process and timeline for such modifications?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q9: Historical Data by CLIN: To allow for accurate production scaling, can the Government provide the historical monthly or annual workload data broken down by individual CLIN for the past 3 fiscal years (specifically standard laundry vs. specialty items like Chaplain vestments, ceremonial uniforms, Japanese Defense Force, and Missile Defense Agency items)?

A: See Attachment 5 – Estimated Workload Data

Q10: Surge and Seasonality Trends: Are there predictable seasonal surges or historical peaks associated with the maximum ceiling of 206,709 pieces (e.g., during specific annual training cycles, rotational exercises, or international joint maneuvers)? If so, what is the maximum historical volume processed in a single 30-day window?

A: Summer surge typically is seen between April- October. See Attachment 5 for annual estimates. ~1,500 pieces in 30 day- window.

Q11: Definition of a "Piece": For multi-component items, such as the Organizational Clothing and Individual Equipment (OCIE) Sleep Systems listed under CLIN 0005/X005, how is a "piece" defined for billing purposes? Is the entire multi-part sleep system billed as one individual piece, or is each modular component (e.g., bivy cover, patrol bag, intermediate bag) counted and billed as a separate piece?

A: On the Pricing Sheet, each piece is identified except for row 11, deceased military personnel all clothing.

Q12: Minimum Task Order Guarantee: The solicitation notes a total contract minimum guarantee of 784 pieces across the entire 5-year lifecycle. Will individual task orders or monthly order cycles feature a guaranteed minimum volume to offset baseline transportation, administrative, and fixed operational setup costs?

A: Each Task Orders will include MAX/MIN

Q13: Foreign Military & Outside Agency Ordering: CLINs 0006 / X006 (Japanese Defense Force) and 0007 / X007 (Missile Defense Agency) account for distinct customer bases. Do these agencies utilize separate drop-off points, invoicing processes, or specialized packing/segregation criteria, or are they integrated into the standard Fort Bliss post laundry workflow?

A: See Attachment 7/8 for drop off locations, CLINs 2-7 will require separate invoicing processes as they are separate funded customers. All customer owned items must be returned to the customer they were picked up from except IMCOM owned linen.

Q14: Distribution and Drop-off Points: Is the contractor required to pick up and deliver soiled and clean items from multiple distinct unit locations across the Fort Bliss installation, or is all cargo centralized at a single hub or the main processing plant facility?

A: This is a multi-collection point requirement, see Attachment 8-Pickup-Delivery Schedule.

Q15: Turnaround Time Clarification: The PWS mandates a 5-business-day turnaround time. How are federal holidays, training holidays, and unexpected base closures factored into this timeline? If a task order is issued immediately preceding a 4-day holiday weekend, does the clock pause until the next standard business day?

A: See PWS 2.1.4, 2.4.1 and 2.4.2.

Q16: Inspection and Rejection Protocols: What is the formal QA process for item inspection upon delivery to the facility? If items are received in a condition that requires specialized pre-treatment (e.g., extreme biohazard, heavy grease, or structural damage), is there a mechanism to reject the item or request a pricing adjustment under a specialized category?

A: See PWS 2.1.20 and 6.1. External SOP will state the contractor may reject linen items that are considered unserviceable outside of their contract scope.

Q17: Vehicle Disinfection Specifications: The PWS requires daily vehicle disinfection with germicidal cleaners. Does the Government require logbook documentation of these daily cleanings to be submitted weekly/monthly to the COR? Are there specific EPA-registered chemicals or active ingredients mandated by the installation's medical or safety commands?

A: The government will not get into the means and method of the vendor. Contractor will follow the PWS 2.1.24, Attachments and Technical Exhibits.

Q18: Lost or Damaged Property Valuation: What is the established liability and reimbursement schedule for items that are determined to be lost or damaged during the laundry process? Will reimbursement values be based on standard Army depreciation tables (e.g., Central Commissary/CIF cost codes), or is the contractor liable for full replacement value at market rates?

A: See PWS 4.3.2 and item specifications in Attachment 3. If the contractor chooses to pay the government to replace it then the rate will be full market value.

Q19: Post Laundry Program (PLP) Hardware: The PWS outlines mandatory administration of the Army's Post Laundry Program (PLP) via Common Access Card (CAC) verification. Will the Government provide the physical computer workstations, CAC readers, and encrypted network connections required to run the PLP software within the facility, or must the contractor supply the hardware to meet Army IT compliance?

A: See PWS 1.4 and 4.3.1

Q20: Software Training and Support: Will the Government provide formal training and administrative system credentials for the PLP software to the incoming contractor during the Phase-In period? Who is the technical point of contact or helpdesk entity responsible for system outages or software bugs?

A: Yes the government will provide PLP training once the system is live and available for use. The Contracting Officer Representative (COR) will be the point of contact in case of any issues with regard to the contract.

Q21: CAC Issuance for Subcontractor Personnel: Under an administrative prime contractor model where physical operations may involve subcontractor personnel, will the Government issue Common Access Cards (CACs) or Trusted Associate Sponsorship System (TASS) credentials to subcontractor management and delivery personnel to ensure uninterrupted access to the PLP tracking system and base facilities?

A: Yes, according to PWS 2.5.5, 4.1.6 and 4.1.6.2

Q22: Data Back-Up Requirements: In the event of an installation-wide network outage or PLP software failure, what is the approved manual contingency tracking method? Does the Government require paper-based duplicate tracking tickets (per Technical Exhibit J) to be digitized and uploaded retroactively once systems are restored?

A: The enhanced PLP system is not yet live, a contingency plan has not yet been published.

Q23: Phase-In Period Duration & Access: CLIN 0008 designates a Phase-In Period. What is the explicit duration of this period (e.g., 15 days, 30 days) prior to the formal September 24, 2026 contract start date? During this timeframe, what hours of physical access will the incoming contractor have to the facility to conduct equipment testing, safety inspections, and staff training?

A: The incoming vendor will have the same access and availability as the current vendor. The phase in period is a max of one month but is optional to the vendor per PWS 4.2.

Q24: Incumbent Joint-Occupancy: Will the incumbent contractor be fully demobilized and vacated from the Chaffee Road facility prior to the start of the Phase-In period, or will there be a period of joint-occupancy where the incoming contractor must coordinate space and utility access with the outgoing vendor?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4, 4.2, and 4.3.1

Q25: Incumbent and prior contract context: Is there a current or recent incumbent providing this level of effort (LOE)? If so, can you please provide the incumbent name, contract award number and contract award value?

A: W911SG21D0002 awarded to Supreme Laundry and Cleaners, Inc. This contract holds no funding as the funds are applied to the individual task orders the individual clients write off this contract.

Q26: If there's an Incumbent, what scope changes have been made from the old contract to the new contract?

A: There is a current Laundry and Dry-Cleaning contract in place – W911SG21D0002. Changes from the current contract to the new requirement can be discerned by reviewing the PWS.

Q27: IGCE Range: Does the government have an IGCE range it can share, or provide historical pricing from prior similar work at this location?

A: There is no public IGCE range information available. The current contract W911SG21D002 is public.

Q28: Handoff of In-Progress Inventory: How will items currently "in the system" (soiled items received by the incumbent but not yet processed or delivered) be handled at the exact transition cutoff on September 23, 2026? Will the incumbent clear all backlogs, or will the incoming contractor be required to inherit and process in-progress inventory under the new contract terms?

A: The outgoing vendor will be required to have all customer items back in the customer's possession by the end of their contract date. PWS 4.2

Q29: Evaluation Criteria & Pricing Deviations: Will the Government evaluate total proposed pricing based on the maximum contract ceiling volume (206,709 pieces) multiplied by the unit rates, or will evaluation be based on a specialized sample basket of historically high-volume CLINs?

A: Total proposed pricing will be evaluated on overall base quote. CLINS 2-7 are for the individual customers, those will not be utilized for every task order.

Q30: Invoicing Frequency: Are invoices to be submitted monthly through Wide Area Workflow (WAWF) based on the actual quantity of pieces processed and accepted via the PLP software during that billing cycle, or will invoicing follow individual task order closeouts?

A: See the combined synopsis solicitation document

Q31: FAR 52.219-14 Interpretation: Given that this solicitation incorporates FAR 52.219-14 (Limitations on Subcontracting), please confirm that if the prime contractor partners with a subcontractor registered in SAM.gov as a small business under NAICS 812320, the subcontractor's labor and performance costs will be considered a "Similarly Situated Entity" and will not count against the 50% subcontracting limitation ceiling.

A: We can confirm that under the updated RFO FAR 52.219-14 reference, that any work done as a subcontractor who is "similarly situated" counts as if the prime contractor has performed the work themselves and does NOT count towards the 50% subcontracting ceiling.

Q32: Staffing: What is the estimated number of full-time equivalent (FTE) personnel required to perform the services described in the PWS? What staffing level does the incumbent currently maintain?

A: The government will not dictate the means and method of the vendor to satisfying the contractual requirements.

Q33: CAC Processing: What is the estimated timeline for CAC issuance for Contractor personnel? Will the Government support expedited processing to meet the Sept 24 start date?

A: The government will assist the contractor in processing the Common Access Card (CAC).

Q34: Dry Cleaning: Does the Government facility include dry cleaning equipment, or is the Contractor expected to provide dry cleaning capability (either on-site or through a subcontractor)?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q35: Post Laundry Program (PLP): Will training on the PLP system be provided to Contractor personnel during the phase-in period?

A: Yes, the government will provide PLP training once the system is live and available for use.

Q36: Deceased Military Personnel (CLIN 0001): Are there specific certifications, handling protocols, or chain-of-custody requirements beyond standard laundering for personal effects of deceased service members?

A: See PWS 2.1.14 and 2.1.18

Q37: At the three pickup locations, are we going to joint-count everything 100% at pick up and at drop off?

A: External SOP will state the customer must ensure a current count.

Q38: Are the sheets and pillowcases wash, dried, and folded or do they need to be ironed?

A: See PWS 2.1.9 and 2.1.10

Q39: Just want to confirm that the pick-up/delivery is once a week on Tuesdays only?

A: See PWS 2.3

Q40: Are there Government owned laundry facilities on Fort Bliss that the contractor must operate?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q41: Does "within designated on installation facilities" mean the contractor must process laundry on Fort Bliss, or only conduct pickup/drop-off/accountability transactions on Fort Bliss?

A: Only conducting pick-up/drop-off/accountability will be performed on the Fort Bliss installation. There is no on-installation Laundry and Dry Cleaning facility that will be utilized for this requirement.

Q42: Is offsite laundering permitted if the contractor maintains accountability, quality standards, PLP records, and five business day turnaround?

A: Only conducting pick-up/drop-off/accountability will be performed on the Fort Bliss installation. Offsite laundering is permitted as there is no on-installation Laundry and Dry Cleaning facility that will be utilized for this requirement.

Q43: May the prime contractor subcontract dry cleaning/laundering services to an existing commercial or institutional laundry facility?

A: Subcontracting is allowed. All communications will remain between the Government and the Prime Contractor only.

Q44: Will the Government provide any washers, dryers, presses, racks, carts, shelves, counters, scales, bags, tickets, storage areas, computers, CAC readers, or other equipment?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q45: Are clean/dirty laundry carts, containers, bins, hampers, garment bags, or transport bags Government furnished or contractor furnished?

A: This requirement does not provide any government furnished property to a contractor. See PWS 1.4 and 4.3.1

Q46: Will the contractor have access to on base storage space for clean items, soiled items, carts, bags, records, or supplies?

A: This requirement does not provide a government facility on post to a contractor. See PWS 1.4 and 4.3.1

Q47: Are contractor personnel required to be physically present at any collection point outside the Tuesday 0800-1200 pickup/return window?

A: See PWS 2.3 and Attachment 8- Pickup-Delivery Schedule.

Q48: Are collection points customer service counters that must be manned, or scheduled pickup/drop-offs locations only?

A: Customers will be present during each appointment. See PWS 2.3 and Attachment 8-Pickup-Delivery Schedule.

Q49: Is the contractor required to use PLP only during pickup/drop-offs and customer exchange transactions, or must PLP be updated throughout the full laundry processing cycle?

A: Customer transactions

Q50: In order to start, will the Government provide PLP training, user accounts, and system access instructions?

A: Yes, the government will provide PLP training once the system is live and available for use.

Q51: Are the internet enabled mobile devices and CAC sleds contractor furnished, and how many are required?

A: This requirement does not provide any government furnished property to a contractor. See PWS 1.4 and 4.3.1

Q52: Clause 52.216-19 Order Limitation on page 66 -67, identifies the minimum and maximum orders. Does the 784 piece minimum and 206,709 piece maximum apply to the total contract ordering period, each year, or each task order?

A: The minimum and maximum range apply to the total contract ordering period.