Performance Work Statement (PWS)

Fort Bliss, Texas

Laundry and Dry Cleaning

1. General.

1.1 Introduction.

Army Sustainment Command (ASC) provides contracted Laundry and Dry Cleaning (L&DC) services In Accordance With (IAW) Army Regulation (AR) 210-130 to launder and press fabrics, textiles, garments, linens, and specified Organizational Clothing and Individual Equipment (OCIE).

1.2 Background.

The Army Sustainment Command (ASC) has provided or made available, L&DC services to launder and press textiles, garments, linens, OCIE and fabrics on a direct funded basis. L&DC operations are primarily governed by AR 210-130, Laundry and Dry-Cleaning Operations. ASC provides manpower and contracts for L&DC at specific Installations, both Continental United States (CONUS) and Outside of Continental United States (OCONUS).

1.3 Mission.

The Army's Installations L&DC Program provides the laundry and dry-cleaning of government owned items IAW environmental, Occupational Safety and Health Administration (OSHA), and other applicable regulations and policies listed in paragraph 5 of this PWS. This process includes drop-off and pick-up at customer designated location(s). The laundry services include accountability, wash, dry, and package specified items IAW Attachment 6, List of Items to meet organizational health and sanitation requirements. Dry-Cleaning services include accountability and cleaning, packaging of items IAW Attachment 6, List of Items.

1.4 Objectives.

The Contractor shall schedule and manage operations to maximize responsiveness, efficiency, and economy to the Fort Bliss community. The Contractor shall provide L&DC services for which includes labor, supervision, vehicle transportation for pickup and delivery, facilities, equipment, supplies and material (unless designated as Government furnished within this contract) necessary for the performance for bulk and piece rate Customer support at Fort Bliss. This contract includes functions, tasks and responsibilities normally inherent to a Laundry and Dry-Cleaning Facility. The Contractor shall receive, account for, process and return articles tendered for laundry.

1.5 **Contract Type** – This contract is a Firm Fixed Price per piece/item with an Indefinite Delivery and Indefinite Quantity (IDIQ).

2. Requirements.

2.1 Description of Services.

2.1.1 The Contractor shall operate and manage the Laundry Distribution and Collection Point(s) for the exchange of linens IAW AR 710-2, Secondary Item Policy and Retail Level Management; AR 210-130, Laundry and Dry-Cleaning Operations; AR 710-4, Property Accountability; and other regulatory requirements.

2.1.2 The Contractor shall maintain a contractor developed accountability system for linens and other items submitted for L&DC services IAW AR 710-2, Secondary Item Policy and Retail Level Management; AR 710-4, Property Accountability; and other regulatory requirements.

The contractor shall maintain the Post Laundry Program (PLP) the Army's system of record for laundry services. A Common Access Card (CAC) card is required IAW Para 4.1.6.2.

NOTE: All work and services provided by the Contractor shall be performed IAW the standards as contained or referenced herein.

2.1.3 The Contractor shall provide laundry service to Government authorized customers only IAW AR 710-4.

2.1.4 In the case of a holiday or emergency (e.g., inclement weather, post closure), the Contractor shall execute laundry service (pick up / delivery) on the following business day during the same business week.

2.1.5. The Contractor personnel shall be clean in appearance and be appropriately dressed (IAW the contractor's dress code) for the work to be performed while on duty. The contractor shall provide employees with appropriate dress code information that aligns with Army values for their required functional area. The Government will not provide for or reimburse the contractor for the cost of uniforms or appropriate dress.

2.1.6 The Contractor shall be compliant with Federal, State, Local and Department of Health regulations and CDC.

2.1.7 The Contractor shall use bio-base Laundry and Dry-Cleaning cleaning products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user.

2.1.8 The Contractor shall accurately and timely submit deliverables IAW Attachment 2 - Deliverables Schedule.

2.1.9 All linens (sheets, pillows, pillowcases, mattress covers/pads, bedspreads, and blankets) shall be clean and serviceable and laundered IAW Manufacturer care label/instructions.

2.1.10 All finished linen shall be folded and bundled (ten (10) each sheet, ten (10) each pillowcase, five (5) each mattress covers/pads, five (5) each bedspread, and five (5) each blanket). The contractor shall ensure linens are dry with no signs of wetness, damage to the cleaned items or deep creases.

2.1.11 All soiled linen items turned in for laundry shall be exchanged for clean, and serviceable like items.

2.1.12 The contractor shall follow TG MED 314, Non-Vaccine Recommendations to Prevent Acute Infectious Respiratory Disease among U.S. Army Personnel Living in Close Quarters/TRADOC Regulation 350-6, Enlisted Initial Entry Training Policies and Administration.

2.1.13 All items that fail to meet quality standards shall be returned for re-laundering at no additional cost to the Government.

2.1.14 The Contractor shall clean specialty items (e.g., OCIE (sleep system) for authorized customers IAW manufacturer care/label instructions, be serviceable, dry (with no signs of wetness) and free of dirt and soil.

2.1.15 OCIE items IAW Attachment 6, List of Items shall be cleaned and serviceable. All items shall be cleaned and dried with no signs of wetness IAW with manufacturer care label/instructions.

2.1.16 OCIE Items shall be folded and bundled by size and like-items to provide ease of count and in a manner to preserve the sanitary condition of the finished work during all phases of handling and transit.

2.1.17 All laundered and dry-cleaned items turned in for cleaning shall be completed within five (5) business days. All Military Funeral uniforms and clothing of deceased military personnel shall be completed within five (5) business days.

2.1.18 All dry cleaning of flags, bunting, ceremonial uniforms (Coats, trousers or shirts), and chaplains' vestments, shall be cleaned, wrinkle free, and be free of dirt and soil IAW manufacturer/care label instructions.

2.1.19 Draperies accepted by the Contractor for processing shall be invoiced by the Contractor at the established rate. This price shall include appropriate processing, ironing, and delivery of the completed work to the Requiring Organization.

2.1.20 The Contractor at their expense shall repair (minor snags, holes, open seams, replacement of buttons, and repair or replacement of broken zippers) or replace items damaged during the laundering process. Any existing damage discovered at the time of turn in shall be so noted on the laundry or dry-cleaning ticket. The replacement linen shall be IAW Attachment 3 - Linen Specifications.

2.1.21 Thread, material, zippers and buttons of the same type, texture, manufacture quality, color, and colorfastness used for repair and replacement shall match and be equal to or better than those used in the manufacture of the article.

2.1.22 Claims for lost or damaged items shall be documented via Technical Exhibit G and resolved within ten (10) business days following the date the claim is received by the Contractor.

2.1.23 All cleaned laundry and dry-cleaning items shall be transported and segregated from items to be cleaned and dry cleaned. Clean items shall be maintained in a clean state with limited exposure during transport.

2.1.24 Contractor vehicles used to transport laundry shall be cleaned with germicidal cleaner after each working day.

2.1.25 The Contractor shall maintain accountability of Government-owned items.

2.1.26 Reserved

2.1.27 Reserved

2.2 General Information.

2.2.1 Non-Personal Services.

This is NOT a personal services contract, and the Government shall neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the Contractor believes that any action constitutes, or are perceived to

constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (KO) immediately.

2.3 Place of Performance and Business Hours.

The Contractor shall pick-up/return items IAW customer appointments (Attachment 8). During normal business hours of 0800-1200 Tuesday except for Federal holidays or when Government facility is closed due to local or national emergencies.

2.4 Recognized Government Holidays.

The Federal Government observes the following holidays. Government personnel in CONUS locations (to include Alaska and Hawaii) will not be available.

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

2.4.1 When a federal holiday falls on a pick-up/delivery day the Contractor shall resume normal operations on the following business day.

2.4.2 In the event that weather or other emergency conditions prevent performance of scheduled pickups or deliveries, the COR will work with the Contractor to provide a revised schedule as soon as practical. The contractor shall perform to the revised schedule, upon notification, to the same standard as the normal schedule.

2.5 Contract Administration and Management.

2.5.1 Post Award Conference/Performance Evaluation Meetings.

2.5.1.1 The Contractor shall attend the post award conference convened by the Contracting Activity or Contract Administration IAW AR 70-13 Chapter 4-4b (1), the Contracting Office will hold periodic status or progress meetings with the KO, COR,

Logistics Readiness Center (LRC) management, and Contractor, and other requiring activities personnel as necessary to discuss problems, progress of contract and contractor performance. These meetings shall be at no additional cost to the government. If the Contractor does not concur with any portion of the minutes/MFR, recorded by the Government, the non-concurrence shall be provided in writing to the KO within three (3) workdays following receipt of the document.

2.5.2 Roles, Responsibilities and Respective Authority.

2.5.2.1 Contracting Officer (KO). The KO is the only person authorized to make changes in any of the requirements under the contract, and notwithstanding any provisions contained elsewhere in the contract, said authority remains solely with the KO. In the event the Contractor makes any change at the direction of any person other than the KO, the change will be considered to have been made without authority and solely at the risk and expense of the Contractor. All contract administration will be affected by the KO. Communications pertaining to contractual administrative matters shall be addressed to the KO. No changes in or deviation from the terms and conditions shall be affected, without a written modification to the contract, executed by the KO authorizing such changes. The KO will approve all submittals and plans required in this PWS.

2.5.2.2 Contracting Officer's Representative (COR)/ Alternate Contracting Officer's Representative (ACOR). The KO will appoint a COR/ACOR during the performance of this requirement. IAW AR 70-13, Management and Oversight of Service Acquisitions. Other surveillance personnel may be designated as Contracting Officer's Representative(s) and shall be trained and appointed IAW Department of Defense Instruction (DoDI) 5000.72, DoD Standard for Contracting Officer's Representative (COR) Certification, and Defense Federal Acquisition Regulation Supplement (DFARS) 201.602-2, Contracting Officer's, Responsibilities. The COR will aid in identification and resolution of problems, conflicts in priority, subtask requirement definitions, and other operations type problems. The COR will perform IAW the responsibilities and duties identified in the appointment letter.

2.5.2.2.1 COR Authority. A letter of designation will be issued to the COR by the KO. A copy of the letter will be sent to the Contractor. The letter of designation states the responsibilities and limitations of the COR. The COR has no authority to change cost, price estimates, or changes in delivery dates IAW FAR 1.402-1.

2.5.2.2.2 COR Functions. The COR or designated ACOR shall monitor all technical aspects of the contract and assist in contract administration. The COR or designated ACOR is authorized to perform the following functions: assure the Contractor performs

the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; interpret technical requirements; monitor, document, and report Contractor's performance and notify both the KO and Contractor of any deficiencies; coordinate availability of Government-Furnished Property, and provides direction or assistance for site entry requests of Contractor personnel.

2.5.2.3 The Contractor shall not in any way represent that it is a part of the United States (U.S.) Government, or that it has the authority to contract or procure supplies for the account of the United States of America (U.S.A).

2.5.3 Contract Management.

2.5.3.1 The Contractor shall provide a Program Manager (PM) who shall be responsible for the overall management, performance and coordination of this contract. The PM shall act as the central point of contact with the Government. The PM shall have signature authority for contract-related documents and make independent decisions concerning the performance of the contract to include personnel staffing, work beyond normal operating hours and contract negotiations. An Alternate shall be designated to act in the same capacity as the PM during his/her absence. The PM and Alternate, shall be designated in writing to the Contracting Officer. The Contractor shall submit an organization chart (to include contact info) for the PM and their Alternate and replacements, and Technical Exhibit – C to the KO and COR, not later than ten (10) business days prior to the contract start date or ten (10) business days after the start date of any new employees or required update.

2.5.3.2 The Contractor shall be responsible for total management during the performance of this contract. The administration of the contract requires maximum coordination and cooperation between the Government and the Contractor.

2.5.3.3 The Contractor's PM and Alternate shall each possess three (3) years specialized experience in supervising, administering and managing a L&DC operation.

2.5.3.4 The PM or Alternate shall be available during the normal business hours 0730-1700, Tuesday to address contractual matters and customer complaints and respond within 48 hours after being contacted/notified. (Technical Exhibit - E Customer Complaint Record).

2.5.3.5 The contractor shall maintain a current and complete listing of employees entering the installation IAW Technical Exhibit – C - Employee Information. The contractor shall submit Technical Exhibit – C the KO and COR IAW 2.5.3.1.

2.5.3.6 The contractor shall ensure that the COR is included on all correspondence between the customer and the contractor.

2.5.4 Personnel Administration.

The Contractor shall provide administrative support to employees IAW state and federal employment policies (time keeping, leave processing, pay, emergency needs). The Contractor shall provide guidance to employees during designated Government non-workdays or other periods where Government offices are closed due to weather or security conditions.

2.5.5 Subcontract Management.

The Contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement.

2.6 Contractor Personnel, Disciplines, Training and Specialties.

2.6.1 Contractor Personnel Requirements.

2.6.1.1 The Contractor shall provide personnel with required skills and experience to accomplish the work required under this PWS. The Contractor shall provide its employees with detailed instruction on Government policies and regulations in the areas of safety, security, and environmental compliance as they pertain to the operations specified in this PWS and subsequent modifications.

2.6.1.2 The Contractor shall ensure that all Contractor personnel meet the physical requirements to perform the function(s) and task(s) to which they are assigned.

2.6.1.3 Contractor employees or representatives shall be clearly identified as such and shall be distinct from Government personnel. Contractor employees shall not act, advertise, or willfully appear as Government employees, agents, or representatives. Contractor employees shall identify themselves as Contractor employees. Contractor employees shall be introduced as Contractor personnel and shall wear Contractor furnished identification badges that display the employees name, photograph and

company name in a conspicuous place on exterior clothing, above the waist, except when safety or health reasons prohibit.

2.6.1.4 While on a DoD Installation: Contractor personnel shall be appropriately dressed, including individual protective clothing and equipment, for the work to be performed. At no time shall Contractor employees, or representatives wear or display any clothing, garment or accessory that is offensive, racial, gang-related, otherwise derogatory, or contrary to the Army values. Government rules and policies, regulations, laws, directives and requirements which are in place or issued during the contract term relating to law, order, and security shall be applicable to all Contractor employees. Contractor personnel who violate such rules, policies, regulations, laws, directives or requirements may be denied access to the Installation, either temporarily or permanently. The Contractor shall provide employees with appropriate dress code information.

2.6.1.5 The Contractor shall not hire any person whose employment would result in a conflict of interest or employment that is prohibited by the latest Department of Defense Directive (DoDD) 5500.7-R entitled "Joint Ethics Regulation".

2.6.1.6 Employment of off-duty Military personnel or Government civilian personnel is permissible provided such employment does not contravene the policies set forth in DoD Joint Ethics Regulation 5500.7-R as determined by the local Staff Judge Advocate (SJA).

2.6.1.7 The Contractor shall ensure the Contractor PM and the Alternate PM possess basic proficiency in the English language (reading & writing).

2.6.1.8 Contractor employees having duties on a DoD Installation shall not loiter in any work or patron area. Upon completion of their assigned duties on the Installation, Contractor employees shall depart the facility.

2.6.2 Required Training

2.6.2.1 The Contractor shall develop a training program addressing both Government required training and Contractor-provided training to ensure Contractor personnel are trained and required skills are maintained to accomplish the requirements of this effort. Additionally, the Contractor will be advised by the COR of mandatory Government sponsored training and shall request, in writing, authorization for additional training to be

approved by the KO. The Contractor shall maintain employee training records and provide Technical Exhibit C – Employee Information IAW 2.5.3.1.

2.6.2.2 **Antiterrorism Training,** all Contractor employees, requiring access to Army Installations, Facilities or Controlled access areas shall complete Antiterrorism (AT) Level I Awareness Training within thirty (30) calendar days after contract award date or effective date of incorporation of the requirement into the contract, whichever applies and annually thereafter. The Contractor shall submit certificates of completion for each affected contract employee and subcontractor employee to the KO or COR within thirty (30) calendar days of completion of training by all employees and subcontractor personnel on a recurring annual basis. AT Level I Awareness Training is available at the following site: https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf.

2.6.2.3 **iWatch Training** - The Contractor and all associated sub-Contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity Antiterrorism Officer (ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 days of contract award and within 5 days of new employees commencing performance and annually thereafter. Results shall be reported to the COR NLT 10 days after completion. Course takes approximately two (2) hours to complete. iWatch training is available at https://www.mepcom.army.mil/Home/Contractors/

2.6.2.4 **OPSEC Training** - Per AR 530-1 Operations Security, the Contractor employees shall complete Level I OPSEC Awareness training within 30 days of their reporting for duty and annually thereafter. OPSEC Awareness training is available at the following website: https://jkodirect.jten.mil. The course takes approximately one (1) hour to complete. In the event the automated system cannot be accessed or is not available (e.g., server problems), OPSEC Training can be provided by a qualified instructor.

2.6.2.5 **Threat Awareness and Reporting Program (TARP) Training** - Per AR 381-12 TARP, Annual threat awareness training conducted by a CI agent making the presentation to a live audience is mandatory for all Contractor personnel. Contractor personnel shall be trained within 30 days of their reporting for duty and annually thereafter. In the event live training is not possible Contractor personnel shall complete the computer-based training that is available on the Army Learning Management System (ALMS) Web site at https://www.lms.army.mil. This is the only authorized alternative method for TARP training.

2.6.2.6 **Combating Trafficking in Persons (CTIP)** - Combat Trafficking in Persons as described in the FAR 52.222-50. DOD 0020 Combating Trafficking in Persons (CTIP) for acquisition and contracting personnel shall be completed within 30 days of contractor(s) reporting for duty and annually thereafter. Contractor personnel shall complete the computer-based training that is available on https://www.waru.edu.

2.7 Contractor Planning, Resource Management.

2.7.1 If the Senior Mission Commander or Installation (Garrison) Manager declares an Installation closed or road conditions red or black are deemed unsafe for routine travel/use due to inclement weather, the Contractor shall not pick up or deliver laundry to the installation. The remuneration of Contractor employees for lost time due to weather or other allowable causes is at the sole discretion of the company and is not an allowable cost under this effort.

2.7.2 If the Contractor is requested to perform services outside of the PWS, the Contractor shall contact the KO prior to providing the additional services.

2.7.3 The Contractor shall ensure that all Contractor-generated technical records, reports, files, and other documentation are made available to the KO/COR during the performance of this contract. This Contractor shall obtain KO approval before releasing any information that has been stored, generated, or archived related to this contract to the Contractor's corporate or other off-site offices, to other Government Activities or Agencies, to other Contractors, or to private parties. This restriction does not apply to contractor data needed to properly execute this effort (e.g., man-hour reporting).

2.7.4 The Contractor shall maintain the pick-up and delivery schedule (Attachment 8) within 30 minutes before or after the weekly delivery schedule. The COR and customer shall be notified within 10 minutes by the Contractor for any deviation from the weekly delivery schedule.

2.7.5 The contractor shall supply internet enabled mobile device(s) equipped with WindowsOS or MacOS capabilities to ensure compliance with the PLP requirements in the performance of this contract. The operation of the mobile device will require the acceptance of two (2) operational CAC sleds for the operator and customer for concurrent use.

3. Performance Task Requirements, Standards and Acceptable Quality Levels (AQLs).

3.1 The Contractor shall provide L&DC services to authorized individuals and organizations as outlined in the Performance Requirements Summary (Attachment 1). All work performed under the contract shall be provided IAW the terms and conditions of the contract and AR 210-130, Laundry and Dry-Cleaning Operations.

4. Security and Safety.

4.1. Physical Security, Anti-terrorism & Operations Security.

4.1.1 Physical Security. The Contractor shall safeguard all Government equipment, information, and property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured IAW the Army Physical Security Program AR 190-13.

4.1.2 Neither the Contractor nor any of its employees shall disclose, or cause to be disclosed, any information concerning operations which could result in or increase the likelihood of the possibility of a breach of the activity's security or interrupt the continuity of operations. Additionally, the Fort Bliss Public Affairs Office (PAO) is the only official spokesperson for the Installation. No information regarding performance of this contract will be released to the media without prior approval of the PAO, KO or their authorized representative(s).

4.1.3 As requested by the KO, the Contractor shall remove, at no additional cost to the Government, any employee who endangers operational or national security. The Contractor is reminded that the Government has the right to exclude individuals from its facilities. If this action results in any employee being unable to perform his/her duties, the Contractor shall replace him/her at no additional cost to the Government.

4.1.4 The Contractor’s employees shall comply with applicable Installation/Facility access including local security policies and procedures provided by the KO, COR or Provost Marshal. The Contractor shall also provide all information required for background checks to meet Installation access requirements to be accomplished by the Installation Provost Marshal Office, Director of Emergency Services, or Security Office. The Contractor workforce shall comply with all personal identity verification requirements. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or

Installation change, the Government may require changes in Contractor security matters or processes. The Contractor shall ensure all required interviews, background checks, and forms are always up to date and on file.

4.1.5 The Contractor/contractor employees shall not present themselves as a representative of the United States (U.S.) Government, or that it has the authority to contract or procure supplies for the account of the United States of America (U.S.A).

4.1.6 All Contractor personnel performing on U.S. Government facilities or installations (on a regular basis for a period of six months or more) and/or require access to U.S. Government Information Technology (IT) systems shall be eligible and/or vetted for a CAC IAW Army Sustainment Command (ASC) CG policy 380-13.

4.1.6.1 All Contractor personnel must, at a minimum, have a favorably adjudicated Tier 1, or an equivalent or higher, investigation IAW Homeland Security Presidential Directive-12 (HSPD-12). The Contractor must have a pre-hiring system in place to ensure probability and eligibility to receive a favorably adjudicated Tier 1. The Contractor shall comply with all applicable installation, facility, and area commander installation/facility access and local security policies and procedures.

4.1.6.2 The Government will issue a CAC to eligible contractor employees performing work under this contract IAW Department of Defense (DoD) Manual 1000.13, Volume 1, DoD Identification (ID) Cards. A CAC will be issued if a) The contractor requires physical access to a DoD facility and/or access, via logon, to a DoD network onsite or remotely, or b) The contractor requires physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of DoD on a recurring basis for a period of 6 months or more. The Government reserves the right, in its sole discretion, to refuse to issue a CAC to any employee or to revoke one for security purposes or other reasons.

4.1.6.3 Upon notice to proceed the contractor shall provide the name, telephone number, and e-mail contact information for their Facility Security Officer (FSO) or Security POC through the COR/KO to ASC G2 Contractor Background Investigation Management Program (the Program). The Program will contact the FSO/POC and provide specific instructions on the electronic submission of background investigations (SF 85 and FD 258 Fingerprint Card) IAW HSPD-12 and Defense Counterintelligence and Security Agency (DCSA) guidance. The Program will provide verification of existing investigations for personnel transitioning from other contracts.

4.2 Transition.

4.2.1 Phase In/Phase Out. To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board during the one (1) month phase in/ phase out periods. During the phase in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services noted in the Schedule and PWS. The Contractor shall, at a minimum: reconcile all property accounts, requisitions, and work in progress; clean-up Contractor work areas; provide for training of the successor's personnel on automated systems used in performance of the contract; and accomplish security debriefings in accordance with AR 380-5 and AR 380-40 for departing incumbent personnel holding security clearances.

4.2.2 Reserved

4.2.3 Reserved

4.2.4 The incoming contractor shall be in compliance IAW PWS para 2.1.2 and 2.7.5 prior to the end of the transition period.

4.3 Government Property and Services.

4.3.1 The Contractor shall be responsible and accountable for all Government laundry items from the time of pick-up until returned to the service point. The government will not provide any equipment, fuel, or personnel to the contractor for execution of this contract. Items to be laundered shall be picked up and returned on the next scheduled delivery/pick-up day.

4.3.2 The Contractor shall be liable for the loss, damage or destruction except for fair wear and tear, of Government property. The Contractor shall repair or replace any item damaged while in his/her possession. Repairs or replacements shall be IAW the specifications listed in Attachment 3, accomplished using supplies and materials of the same quality, color, texture and colorfastness as the original manufacturer. Claims for lost or damaged items of clothing (Technical Exhibit G) shall be resolved within ten (10) business days following the date the claim is received by the Contractor.

4.3.3 Reserved

4.3.4 Reserved

4.3.5 Reserved

4.4 Environmental Requirements.

4.4.1 The Contractor shall be knowledgeable of, and comply with, all applicable local, Installation, federal and state environmental laws and regulations (note: roads and highways are considered public throughways).

4.4.2 The Contractor shall comply with Federal, State, Local and Department of Health regulations, and the Center for Disease Control (CDC).

4.4.3 The Contractor shall use bio-base Laundry and Dry-Cleaning cleaning products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. All supplies and materials shall be of a type and quality that conform to applicable State and Federal specification standards.

4.4.4 The Contractor shall ensure their vehicles do not drip fuel, grease, oil or other environmentally hazardous components on the Installation.

4.5 Quality.
This section describes the Quality Control components for this effort. The following sub-sections provide details of various considerations on this effort.

4.5.1 Quality Control.

4.5.1.1 Quality Control is the responsibility of the Contractor. The Contractor shall develop a QCP and maintain an effective Quality Control Program to ensure services are performed IAW this contract and PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's QCP is how the Contractor can assure himself/herself that their work complies with the requirement of the contract. Contractors under a commercial acquisition shall be allowed to use existing QCPs to the maximum extent practicable.

4.5.1.2 The Contractor's proposed QCP shall be submitted to the Contracting Officer (KO) through the Contracting Officer's Representative (COR) for review at time of award.

4.5.1.3 The KO may notify the Contractor of required modifications to the plan during the period of performance. The Contractor then shall coordinate suggested modifications and obtain acceptance of the plan by the KO. Any modifications to the

program during the period of performance shall be provided to the KO for review NLT ten (10) business days prior to the effective date of the change.

4.5.1.4 The Government will review and either notify the Contractor in writing of acceptance of the plan or return their comments to the Contractor. If the Government has provided comments, the Contractor shall then have 10 business days to submit a final QCP. After receipt of the final QCP, the Contractor may receive the Contracting Officer's acceptance in writing. Any proposed changes to the accepted QCP are required to be resubmitted for acceptance by the Contracting Officer no later than 10 business days prior to the anticipated change and before implementation by the Contractor. The timeline noted above will apply for review and acceptance for proposed changes. At a minimum, the QCP shall include and answer the following to be acceptable:

(a) A chart showing the organizational structure and lines of authority, the names, qualifications, duties, responsibilities, and classification of each member of the Contractor's Quality Control Team.

(b) How the Contractor will monitor work to ensure performance complies with all deliverables (etc. timelines, deadlines, and goals).

(c) How the Contractor will monitor work to ensure performance complies with all specifications and requirements of the contract, including the contract's clauses.

(d) How the Contractor will monitor and ensure staff qualifications remain current and valid including Department of Defense (DoD) Contractor Personnel Office (DOCPER) processes/approvals throughout contract performance.

(e) How the Contractor will inventory, and track maintenance of all Government Provided Equipment / Materials.

(f) How the Contractor will identify, investigate, and correct any non-conforming performance and prevent similar deficiencies in the future.

(g) How the Contractor will file and save all Quality Control related documents for the life of the contract plus 5 years.

4.5.2 Quality Assurance: The Government will evaluate the Contractor's performance under this contract IAW the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government shall do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the

acceptable quality levels (performance thresholds). This is a Government only document

4.5.2.1 Non-conformance Services. Nonconformance occurs when a Contractor fails to meet Contract terms, conditions, specifications and/or the services are defective in some manner. For contractual nonconformance the KO shall issue to the Contractor a Corrective Action Request (CAR). Depending on the level of CAR issued a Corrective Action Plan (CAP) shall be required.

- All instances of nonconformance and corrective action will be documented within the Product Data Reporting & Evaluation Program (PDREP).
- Nonconformance and corrective action is categorized into four levels of corrective action within PDREP.
- A CAR may contain multiple levels of nonconformance resulting in a level four CAR being rated as the highest level of deficiency.
- If in a Prime/Subcontractor relationship, responsibility for resolution of CAR will be addressed by the Prime.

4.5.3 Quality Assurance Surveillance Plan (QASP): The Government will evaluate the Contractors performance under this Task/Delivery Order IAW the Government's QASP. The Performance Requirement Summary (PRS) (Attachment 1) defines the contract standards and acceptable quality levels of performance.

4.5.3.1 The Government retains the right to evaluate all services required by the contract. The Government will perform inspections and tests in a manner that will not unduly delay the work.

5. Related Documents.

5.1 Contractor shall abide by all applicable regulations, publications, manuals, and local policies and procedures.

5.2 The following publications, manuals, regulations, etc. are mentioned in this PWS and are listed below.

AD 2014-05	Policy and Implementation Procedures for Common Access Card Credentialing and Installation Access for Uncleared Contractors
AR 70-13	Management and Oversight of Service Acquisitions
AR 190-13	The Army Physical Security Program
AR 190-45	Law Enforcement Reporting
AR 190-51	Security of Unclassified Army Resources (Sensitive and Nonsensitive)
AR 210-130	Laundry and Dry-Cleaning Operations
AR 525-13	Antiterrorism
AR 710-2	Secondary Item Policy and Retail Level Management
AR 710-4	Property Accountability
DA PAM 210-9	Laundry and Dry-Cleaning Operation Procedures
DoD 4145-19-R	Storage and Materials Handling
DoDD 5500.7-R	Joint Ethics Regulation
DoDI 5000.72	DoD Standard for Contracting Officer's Representative (COR) Certification, and Defense Federal Acquisition Regulation Supplement
FAR 52.222-50	Combating Trafficking in Persons
FIPS PUB Number 201-3	Personal Identity Verification (PIV) of Federal Employees and Contractors
HSPD-12	Policy for a Common Identification Standard for Federal Employees and Contractors
OMB Guidance M-05-24	Subject: Implementation of Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors

TG MED 314	Non-Vaccine Recommendations to Prevent Acute Infectious Respiratory Disease among U.S. Army Personnel Living in Close Quarters.
TRADOC REG 350-6	Enlisted Initial Entry Training Policies and Administration
ASC OPORD 023-26 Optimization	Laundry and Dry Cleaning (L&DC) FY 26 Program

6. Definitions and Acronyms

6.1 Definitions

Acceptable Quality Level (AQL). The maximum percent defective or the number of defects that can be considered satisfactory on the average. It is also the allowable variance from a standard before the Government will reject a specific service.

Accountability. The obligation of the Contractor to be responsible for and to keep a system of records of all property in their possession.

Business days / Workdays. Monday through Friday unless specified otherwise.

Business Hours. Are work hours in which customers are interacted with.

Clean. Laundered articles are dry and free of visible soil, lint, body chemicals, and other objectionable odors. Spots and stains are removed where possible to do so without damaging the fabric.

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the Prime Contractor.

Contracting Officer. A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

Contracting Officer's Representative (COR). An employee of the U.S. Government appointed by the KO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to

provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

Defective Service. A service output that does not meet the standard of performance associated with the PWS.

Deliverable. Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

Dry. Laundered articles that are not wet; lacking natural oiliness or moisture; dry to the touch.

Dry-Cleaning. Professional cleaning of clothes and other fabrics by immersion in dry cleaning (chemical) solvents and use of mechanical action. Dry cleaning may include pre-spotting and use of soaps and synthetic detergents required to remove soil and stains. All items received for dry cleaning shall be pressed in accordance with industry standards. The Contractor may subcontract dry cleaning work to existing commercial or institutional facilities engaged in this work.

Files/Records/Documents. Documentary materials, regardless of physical form or characteristic, created or received by the Contractor in pursuance of Federal Law or in connection with the transaction of public business.

Laundering. The process by which soiled fabric items are cleaned and treated, meeting or exceeding industry standards. The term includes cleaning by mechanical action in appropriate temperature water with solutions of detergents and other additives including water repellent treating, leaching, bluing, rinsing, chemical rinse (sour, fabric, softener, and any other agent for controlling the growth of micro-organisms such as molds and bacteria), starching, ironing, and pressing operations appropriate to the type of fabric and nature of soil.

Performance Work Statement (PWS). A document that accurately describes the essential and technical requirement for items, materials, or services, including standards used to determine whether requirements have been met.

Pick-Up Points. Physical locations where the Contractor shall pick up laundry and dry-cleaning items.

Provision. Action of providing or supplying something for use.

Physical Security. Actions that prevent the loss or damage of Government property.

Quality Assurance (or Government contract quality assurance). The various functions, including inspection performed by the Government to determine whether a Contractor has fulfilled the contract obligations pertaining to quality and quantity.

Quality Assurance Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

Quality Control. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

Serviceable. Stain, tear, or hole, less than 2 inches in length and or diameter.

Subcontractor. One that enters into a contract with a Prime Contractor. The Government does not have privity of contract with the Subcontractor.

Workday. The number of hours per day the Contractor provides services in accordance with the contract.

Work Week. Monday through Friday, unless specified otherwise.

Unserviceable. Stain, tear, or hole, 2 inches or greater in length and or diameter.

6.2 Acronyms. Although not inclusive of every term used within this PWS, or that may be included in an acquisition, the following provides a list of acronyms commonly used in the acquisition field.

ACOR	Alternate Contracting Officer Representative
AD	Army Directive
AR	Army Regulation
AQL	Acceptable Quality Level
ASC	Army Sustainment Command
AT	Antiterrorism
CAC	Common Access Card
CAR	Corrective Action Request
CDC	Center for Disease Control
CFR	Code of Federal Regulation
CONUS	Continental United States

COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
DA PAM	Department of Army Pamphlet
DoD	Department of Defense
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DTM	Directive Type Memorandum
DX	Direct Exchange
FBI	Federal Bureau of Investigation
FIPS PUB	Federal Information Processing Standards Publication
FPCON	Force Protection Condition
FY	Fiscal Year
HSPD-12	Homeland Security Presidential Directive-12
IAW	In Accordance With
IDIQ	Indefinite Delivery Indefinite Quantity
KO	Contracting Officer
L&DC	Laundry and Dry Cleaning
LRC	Logistics Readiness Center
NACI	National Agency Check with Inquiries
NLT	No Later Than
OCI	Organizational Conflict of Interest
OCIE	Organizational Clothing and Individual Equipment
OCONUS	Outside of Continental United States
OMB	Office of Management and Budget
OSHA	Occupational Safety and Health Administration
PAO	Public Affairs Office
PDREP	Product Data Reporting & Evaluation Program
PLP	Post Laundry Program
PM	Project Manager
PRS	Performance Requirement Summary
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
SAM	System for Award Management
SJA	Staff Judge Advocate

STD	Standard
TA	Trusted Agent
TASS	Trusted Associate Sponsorship System
U.S.	United States
USA	United States of America

7. Attachment and Technical Exhibit Listing

7.1 Attachments

Attachment 1 – Performance Requirements Summary

Attachment 2 – Deliverable Schedule and Formats

Attachment 3 – Linen Specifications

Attachment 4 – Reserved

Attachment 5 – Estimated Workload Data

Attachment 6 – List of Items

Attachment 7 - Authorized Customers

Attachment 8 – Pickup/Delivery Schedule

7.2 Technical Exhibits

Technical Exhibit A – Workload Data Tracker

Technical Exhibit B – Reserved

Technical Exhibit C – Employee Information

Technical Exhibit D – Reserved

Technical Exhibit E – Customer Complaint Record

Technical Exhibit F – Rework

Technical Exhibit G – Damaged Item

Technical Exhibit H – Lost Item

Technical Exhibit I – Customer Contact Information

Technical Exhibit J – Laundry Ticket

Technical Exhibit K – Authorized Customers (Example)