SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NO.: 678-27-1-621-0001
PAGE 1 OF: 79

2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NO.	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
			36C26227Q0001	07-15-2026

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NO. (No Collect Calls)	8. OFFER DUE DATE/LOCAL TIME
	Mirna Gastelum Romero	5207921450	08-06-2026 15:00 MDT

9. ISSUED BY — CODE 36C262

Department of Veterans Affairs
NCO 22 - Network Contracting
3601 S. 6th Avenue
Tucson AZ 85723

10. THIS ACQUISITION IS
- [ ] UNRESTRICTED OR [X] SET ASIDE: 100 % FOR:
- [X] SMALL BUSINESS
- [ ] HUBZONE SMALL BUSINESS
- [ ] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- [ ] WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
- [ ] EDWOSB
- [ ] 8(A)

NAICS: 812320
SIZE STANDARD: $8 Million

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED	12. DISCOUNT TERMS	13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)	13b. RATING / 14. METHOD OF SOLICITATION
[ ] SEE SCHEDULE		[ ]	N/A [X] RFQ [ ] IFB [ ] RFP

15. DELIVER TO — CODE 36C262

Department of Veterans Affairs
Southern Arizona VA Healthcare System
3601 S. 6th Avenue

Tucson AZ 85723

16. ADMINISTERED BY — CODE 36C262

Department of Veterans Affairs
NCO 22 - Network Contracting
3601 S. 6th Avenue
Tucson AZ 85723

17a. CONTRACTOR/OFFEROR CODE: FACILITY CODE:

TELEPHONE NO. UEI: EFT:

[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY — CODE:

This is accomplished through the
Tungsten Network located at:
http://www.fsc.va.gov/einvoice.asp
This is mandatory and the sole method
for submitting invoices.

PHONE: FAX:

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED
[ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES (See CONTINUATION Page)	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	The Contractor shall furnish all the labor, personnel, supervision, tools, materials, equipment, and incidentals to provide laundry and linen services for the Southern Arizona VA Healthcare System.				

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA: See CONTINUATION Page

26. TOTAL AWARD AMOUNT (For Govt. Use Only)

- [ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [X] ARE [ ] ARE NOT ATTACHED.
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

[X] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

[ ] 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)	30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)	31c. DATE SIGNED
		Mayte Diaz Contracting Officer	

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SECTION B - CONTINUATION OF SF 1449 BLOCKS

B.1 CONTRACT ADMINISTRATION DATA

1. Contract Administration: All contract administration matters will be handled by the following individuals:

a. CONTRACTOR:

b. GOVERNMENT: Contracting Officer 36C262
Department of Veterans Affairs
NCO 22 - Network Contracting
3601 S. 6th Avenue
Tucson AZ 85723

2. CONTRACTOR REMITTANCE ADDRESS: All payments by the Government to the contractor will be made in accordance with:

[X] 52.232-33, Payment by Electronic Funds Transfer—System For Award Management, or

[] 52.232-36, Payment by Third Party

3. INVOICES: Invoices shall be submitted in arrears:

a. Quarterly []

b. Semi-Annually []

c. Other [X] Monthly

4. GOVERNMENT INVOICE ADDRESS: All Invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

ACKNOWLEDGMENT OF AMENDMENTS: The offeror acknowledges receipt of amendments to the Solicitation numbered and dated as follows:

AMENDMENT NO	DATE

B.2 PRICE/COST SCHEDULE

ITEM INFORMATION

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Linen and Laundry Service for SAVAHCS Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	12.00	MO	_____	_____
0002	Miscellaneous Service (as needed) Contract Period: Base POP Begin: 10-01-2026 POP End: 09-30-2027 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	1.00	EA	_____	_____
1001	Linen and Laundry Service for SAVAHCS Contract Period: Option 1 POP Begin: 10-01-2027 POP End: 09-30-2028 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	12.00	MO	_____	_____
1002	Miscellaneous Service (as needed) Contract Period: Option 1 POP Begin: 10-01-2027 POP End: 09-30-2028 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	1.00	EA	_____	_____
2001	Linen and Laundry Service for SAVAHCS Contract Period: Option 2 POP Begin: 10-01-2028 POP End: 09-30-2029 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping -	12.00	MO	_____	_____

	Laundry/Drycleaning				
2002	Miscellaneous Service (as needed) Contract Period: Option 2 POP Begin: 10-01-2028 POP End: 09-30-2029 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	1.00	EA	_____	_____
3001	Linen and Laundry Service for SAVAHCS Contract Period: Option 3 POP Begin: 10-01-2029 POP End: 09-30-2030 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	12.00	MO	_____	_____
3002	Miscellaneous Service (as needed) Contract Period: Option 3 POP Begin: 10-01-2029 POP End: 09-30-2030 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	1.00	EA	_____	_____
4001	Linen and Laundry Service for SAVAHCS Contract Period: Option 4 POP Begin: 10-01-2030 POP End: 09-30-2031 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	12.00	MO	_____	_____
4002	Miscellaneous Service (as needed) Contract Period: Option 4 POP Begin: 10-01-2030 POP End: 09-30-2031 PRINCIPAL NAICS CODE: 812320 - Drycleaning and Laundry Services (except Coin-Operated) PRODUCT/SERVICE CODE: S209 - Housekeeping - Laundry/Drycleaning	1.00	EA	_____	_____
				GRAND TOTAL	_____

B.3 DELIVERY SCHEDULE

ITEM NUMBER	SHIPPING INFORMATION		DELIVERY DATE
0001 - 4002	SHIP TO:	Department of Veterans Affairs Southern Arizona VA Health Care System 3601 S 6th Ave Tucson, AZ 85723 USA	10/01/2026 – 09/30/2031
	MARK FOR:	Roberto Lucero Roberto.Lucero@va.gov (520) 792-1450 11677	

SECTION C - CONTRACT CLAUSES

C.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

https://www.acquisition.gov/browse/index/far
https://www.va.gov/oal/library/vaar/

(End of Clause)

FAR Number	Title	Date
52.203-6	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT ALTERNATE I (NOV 2021)	JUN 2020
52.203-17	CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS	NOV 2023
52.203-19	PROHIBITION ON REQUIRING CERTAIN INTERNAL CONFIDENTIALITY AGREEMENTS OR STATEMENTS	JAN 2017
52.204-13	SYSTEM FOR AWARD MANAGEMENT—MAINTENANCE (DEVIATION)	NOV 2025
52.209-6	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, PROPOSED FOR DEBARMENT, OR VOLUNTARILY EXCLUDED	JAN 2025
52.209-9	UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS	OCT 2018
52.209-10	PROHIBITION ON CONTRACTING WITH INVERTED DOMESTIC CORPORATIONS	NOV 2015
52.212-4	CONTRACT TERMS AND CONDITIONS—COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (DEVIATION)	OCT 2025
52.217-8	OPTION TO EXTEND SERVICES	NOV 1999
52.219-6	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE (DEVIATION)	NOV 2025
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS (DEVIATION)	NOV 2025
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN (DEVIATION)	NOV 2025
52.219-14	LIMITATIONS ON SUBCONTRACTING (DEVIATION)	NOV 2025
52.219-16	LIQUIDATED DAMAGES—SUBCONTRACTING PLAN (DEVIATION)	NOV 2025
52.222-3	CONVICT LABOR (DEVIATION)	NOV 2025
52.222-35	EQUAL OPPORTUNITY FOR VETERANS (DEVIATION)	NOV 2025
52.222-36	EQUAL OPPORTUNITY FOR WORKERS WITH DISABILITIES (DEVIATION)	NOV 2025
52.222-37	EMPLOYMENT REPORTS ON VETERANS (DEVIATION)	NOV 2025
52.222-40	NOTIFICATION OF EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT (DEVIATION)	NOV 2025
52.222-41	SERVICE CONTRACT LABOR STANDARDS (DEVIATION)	NOV 2025

52.222-42	STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES	MAY 2014
52.222-43	FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT LABOR STANDARDS-PRICE ADJUSTMENT (MULTIPLE YEAR AND OPTION CONTRACTS) (DEVIATION)	NOV 2025
52.222-50	COMBATING TRAFFICKING IN PERSONS (DEVIATION)	NOV 2025
52.222-54	EMPLOYMENT ELIGIBILITY VERIFICATION (DEVIATION)	NOV 2025
52.222-55	MINIMUM WAGES FOR CONTRACTOR WORKERS UNDER EXECUTIVE ORDER 14026 (DEVIATION)	NOV 2025
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (DEVIATION)	NOV 2025
52.223-23	SUSTAINABLE PRODUCTS (DEVIATION)	NOV 2025
52.226-8	ENCOURAGING CONTRACTOR POLICIES TO BAN TEXT MESSAGING WHILE DRIVING	MAY 2024
52.228-5	INSURANCE—WORK ON A GOVERNMENT INSTALLATION	JAN 1997
52.232-18	AVAILABILITY OF FUNDS	APR 1984
52.232-33	PAYMENT BY ELECTRONIC FUNDS TRANSFER—SYSTEM FOR AWARD MANAGEMENT	OCT 2018
52.232-40	PROVIDING ACCELERATED PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS	MAR 2023
52.233-3	PROTEST AFTER AWARD	AUG 1996
52.233-4	APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM	OCT 2004
52.237-2	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION	APR 1984
52.237-3	CONTINUITY OF SERVICES	JAN 1991
852.201-70	CONTRACTING OFFICER'S REPRESENTATIVE	DEC 2022
852.203-70	COMMERCIAL ADVERTISING	MAY 2018
852.204-70	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (DEVIATION)	MAR 2026
852.215-70	SERVICE-DISABLED VETERAN-OWNED AND VETERAN-OWNED SMALL BUSINESS EVALUATION FACTORS (DEVIATION)	JAN 2023
852.215-71	EVALUATION FACTOR COMMITMENTS	OCT 2019
852.222-71	COMPLIANCE WITH EXECUTIVE ORDER 13899 (DEVIATION) (APR 2025)	APR 2025
852.232-72	ELECTRONIC SUBMISSION OF PAYMENT REQUESTS	NOV 2018
852.237-74	NON-DISCRIMINATION IN SERVICE DELIVERY	OCT 2019
852.242-71	ADMINISTRATIVE CONTRACTING OFFICER	OCT 2020

C.2 SUPPLEMENTAL INSURANCE REQUIREMENTS

In accordance with FAR 28.307-2 and FAR 52.228-5, the following minimum coverage shall apply to this contract:

(a) Workers' compensation and employers liability: Contractors are required to comply with applicable Federal and State workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with a Contractor's commercial operations that it would not be practical to require this coverage. Employer's liability coverage of at least $100,000 is required, except in States

with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.

(b) General Liability: $500,000.00 per occurrences.

(c) Automobile liability: $200,000.00 per person; $500,000.00 per occurrence and $20,000.00 property damage.

(d) The successful bidder must present to the Contracting Officer, prior to award, evidence of general liability insurance without any exclusionary clauses for asbestos that would void the general liability coverage.

(End of Clause)

C.3 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

(End of Clause)

C.4 52.222-90 ADDRESSING DEI DISCRIMINATION BY FEDERAL CONTRACTORS (DEVIATION APR 2026)

(a)*Definitions*. As used in this clause—

Program participation means membership or participation in, or access or admission to: training, mentoring, or leadership development programs; educational opportunities; clubs; associations; or similar opportunities that are sponsored or established by the contractor or subcontractor.

Racially discriminatory diversity, equity, and inclusion (DEI) activities means disparate treatment based on race or ethnicity in the recruitment, employment (e.g., hiring, promotions), contracting (*e.g.*, vendor agreements), program participation, or allocation or deployment of an entity's resources.

(b) In connection with the performance of work under this contract, the Contractor agrees as follows:

(1) The Contractor will not engage in any racially discriminatory DEI activities;

(2) The Contractor will furnish all information and reports, including providing access to books, records, and accounts, as required by the Contracting Officer, for purposes of ascertaining compliance with this clause;

(3) In the event of the Contractor's or a subcontractor's noncompliance with this clause, this contract may be canceled, terminated, or suspended in whole or in part, and the Contractor or subcontractor may be declared ineligible for further Government contracts;

(4) The Contractor will report any subcontractor's known or reasonably knowable conduct that may violate this clause to the Contracting Officer and take any appropriate remedial actions directed by the Contracting Officer; and

(5) The Contractor will inform the Contracting Officer if a subcontractor sues the Contractor and the suit puts at issue, in any way, the validity of this clause.

(6) The Contractor recognizes that compliance with the requirements of this clause are material to the Government's payment decisions for purposes of 31 U.S.C. 3729(b)(4).

(c) The Contractor must include the substance of this clause, including this paragraph (c), in subcontracts at any tier, including those for commercial products and commercial services, except those where the place of delivery or performance is outside the United States.

(End of Clause)

C.5 52.240-91 SECURITY PROHIBITIONS AND EXCLUSIONS (NOV 2025) (DEVIATION)

(a) *Definitions*. As used in this clause—

American Security Drone Act-covered foreign entity means an entity included on a list that the Federal Acquisition Security Council (FASC) develops and maintains and publishes in the System for Award Management (SAM) at *https://www.sam.gov* (section 1822 of Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

Backhaul means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (e.g., connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (e.g., fiber optic, coaxial cable, Ethernet).

Covered application means the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.

Covered article, as defined in 41 U.S.C. 4713(k), means:

(1) Information technology, as defined in 40 U.S.C. 11101, including cloud computing services of all types;

(2) Telecommunications equipment or telecommunications service, as those terms are defined in section 3 of the Communications Act of 1934 (47 U.S.C. 153);

(3) The processing of information on a Federal or non-Federal information system, subject to the requirements of the Controlled Unclassified Information program (see 32 CFR part 2002); or

(4) Hardware, systems, devices, software, or services that include embedded or incidental information technology.

Covered foreign country means The People's Republic of China.

Covered telecommunications equipment or services means—

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

(2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);

(3) Telecommunications or video surveillance services provided by such entities or using such equipment; or

(4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Critical technology means—

(1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled—

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

FASC-prohibited unmanned aircraft system means an unmanned aircraft system manufactured or assembled by an American Security Drone Act—covered foreign entity.

FASCSA order means any of the following orders issued under the Federal Acquisition Supply Chain Security Act (FASCSA) requiring removing covered articles from executive agency information systems or excluding one or more named sources or named covered articles from executive agency procurement actions, as described in 41 CFR 201-1.303(d) and (e):

(1) The Secretary of Homeland Security may issue FASCSA orders that apply to civilian agencies, to the extent not covered by paragraph (2) or (3) of this definition. This type of FASCSA order may be referred to as a Department of Homeland Security (DHS) FASCSA order.

(2) The Secretary of Defense may issue FASCSA orders that apply to the Department of Defense (DoD) and national security systems other than sensitive compartmented information systems. This type of FASCSA order may be referred to as a DoD FASCSA order.

(3) The Director of National Intelligence (DNI) may issue FASCSA orders that apply to the intelligence community and sensitive compartmented information systems, to the extent not covered by paragraph (2) of this definition. This type of FASCSA order may be referred to as a DNI FASCSA order.

Information technology, as defined in 40 U.S.C. 11101(6)—

(1) Means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency, if the equipment is used by the executive agency directly or is used by a contractor under a contract with the executive agency that requires the use—

(i) Of that equipment; or

(ii) Of that equipment to a significant extent in the performance of a service or the furnishing of a product;

(2) Includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources; but

(3) Does not include any equipment acquired by a Federal contractor incidental to a Federal contract.

Intelligence community, as defined by 50 U.S.C. 3003(4), means the following—

(1) The Office of the Director of National Intelligence;

(2) The Central Intelligence Agency;

(3) The National Security Agency;

(4) The Defense Intelligence Agency;

(5) The National Geospatial-Intelligence Agency;

(6) The National Reconnaissance Office;

(7) Other offices within the Department of Defense for the collection of specialized national intelligence through reconnaissance programs;

(8) The intelligence elements of the Army, the Navy, the Air Force, the Marine Corps, the Coast Guard, the Federal Bureau of Investigation, the Drug Enforcement Administration, and the Department of Energy;

(9) The Bureau of Intelligence and Research of the Department of State;

(10) The Office of Intelligence and Analysis of the Department of the Treasury;

(11) The Office of Intelligence and Analysis of the Department of Homeland Security; or

(12) Such other elements of any department or agency as may be designated by the President, or designated jointly by the Director of National Intelligence and the head of the department or agency concerned, as an element of the intelligence community.

Interconnection arrangement means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (e.g., connecting a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

Kaspersky Lab-covered article means any hardware, software, or service that—

(1) Is developed or provided by a Kaspersky Lab-covered entity;

(2) Includes any hardware, software, or service developed or provided in whole or in part by a Kaspersky Lab-covered entity; or

(3) Contains components using any hardware or software developed in whole or in part by a Kaspersky Lab-covered entity.

Kaspersky Lab-covered entity means—

(1) Kaspersky Lab;

(2) Any successor entity to Kaspersky Lab, including any change in name, e.g., "Kaspersky";

(3) Any entity that controls, is controlled by, or is under common control with Kaspersky Lab; or

(4) Any entity of which Kaspersky Lab has a majority ownership.

National security system, as defined in 44 U.S.C. 3552, means any information system (including any telecommunications system) used or operated by an agency or by a contractor of an agency, or other organization on behalf of an agency—

(1) The function, operation, or use of which involves intelligence activities; involves cryptologic activities related to national security; involves command and control of military forces; involves equipment that is an integral part of a weapon or weapons system; or is critical to the direct fulfillment of military or intelligence missions, but does not include a system that is to be used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications); or

(2) Is protected at all times by procedures established for information that have been specifically authorized under criteria established by an Executive order or an Act of Congress to be kept classified in the interest of national defense or foreign policy.

Roaming means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

Sensitive compartmented information means classified information concerning or derived from intelligence sources, methods, or analytical processes, which is required to be handled within formal access control systems established by the Director of National Intelligence.

Sensitive compartmented information system means a national security system authorized to process or store sensitive compartmented information.

Source means a non-Federal supplier, or potential supplier, of products or services, at any tier.

Subsidiary means an entity in which more than 50 percent of the entity is owned directly by a parent corporation or through another subsidiary of a parent corporation.

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

Unmanned aircraft means an aircraft that is operated without the possibility of direct human intervention from within or on the aircraft (49 U.S.C. 44801(11)).

Unmanned aircraft system means an unmanned aircraft and associated elements (including communication links and the components that control the unmanned aircraft) that are required for the operator to operate safely and efficiently in the national airspace system (49 U.S.C. 44801(12)).

(b) *Prohibitions on providing or using specific products or services in performance of contract*. Unless a waiver or exception applies, the Contractor is prohibited from providing any products or services to the Government or using in the performance of the contract any of the following:

(1) A covered application on any information technology owned or managed by the Government, or on any information technology used or provided by the Contractor under this contract, including equipment provided by the Contractor’s employees (section 102 of Division R of the Consolidated Appropriations Act, 2023 (Pub. L. 117-328));

(2) A Kaspersky Lab-covered article (Section 1634 of Division A of the National Defense Authorization Act for Fiscal Year 2018 (Pub. L. 115-91));

(3) Covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system (paragraphs (a)(1)(A) of section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232)). This does not prohibit contractors from providing—

(i) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) Prohibition on unmanned aircraft systems manufactured or assembled by American Security Drone Act—covered foreign entities.

(1) Prohibition. The Contractor is prohibited from—

(i) Delivering any FASC-prohibited unmanned aircraft system, which includes unmanned aircraft (i.e., drones) and associated elements (sections 1823 and 1826 of American Security Drone Act of 2023, within the National Defense Authorization Act for Fiscal Year 2024, Pub. L. 118-31, Div. A, Title XVIII, Subtitle B, 41 U.S.C. 3901 note prec.);

(ii) On or after December 22, 2025, operating a FASC-prohibited unmanned aircraft system in the performance of the contract (section 1824 of Pub. L. 118-31); and

(iii) On or after December 22, 2025, using Federal funds to procure or operate a FASC-prohibited unmanned aircraft system (section 1825 of Pub. L. 118-31).

(2) *Procedures*. The Contractor shall search SAM for the FASC-maintained list of American Security Drone Act—covered foreign entities before proposing, or using in performance of the contract, any unmanned aircraft system. Also, the Contractor shall ensure any effort or expenditure associated with a FASC-prohibited unmanned aircraft system is consistent with a corresponding exemption, exception, or waiver determination expressly stated in the contract.

(3) *Exemptions, exceptions, and waivers*. The prohibitions in paragraph (c) of this clause do not apply where the agency has determined an exemption, exception, or waiver applies, and the contract indicates that such a determination has been made. See sections 1823 through 1825 and 1832 of Public Law 118-31 for statutory requirements pertaining to exemptions, exceptions, and waivers.

(d) *Prohibition on using or providing specific products or services or conducting certain transactions regardless of connection to contract*.

(1) *Certain telecommunications and video surveillance equipment, systems, or services*.

(i) Unless an applicable waiver has been issued by the Government, the Contractor cannot use any equipment, systems, or services that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part

of any system (paragraph (a)(1)(B) of section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232)).

(ii) This prohibition applies to using covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. This does not prohibit the contractor from using—

(A) A service that connects to the facilities of a third party, such as backhaul, roaming, or interconnection arrangements; or

(B) Telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) *Office of Foreign Assets Control Restrictions*.

(i) Except as authorized by the Office of Foreign Assets Control (OFAC) in the Department of the Treasury, the Contractor shall not acquire, for use in the performance of this contract, any supplies or services if any proclamation, Executive order, or statute administered by OFAC, or if OFAC's implementing regulations at 31 CFR chapter V, would prohibit such a transaction by a person subject to the jurisdiction of the United States.

(ii) Except as authorized by OFAC, most transactions involving Cuba, Iran, and Sudan are prohibited, as are most imports from Burma or North Korea, into the United States or its outlying areas.

(A) For lists of entities and individuals subject to economic sanctions, see OFAC's List of Specially Designated Nationals and Blocked Persons at *https://home.treasury.gov/policy-issues/financial-sanctions/specially-designated-nationals-and-blocked-persons-list-sdn-human-readable-lists*.

(B) For more information about these restrictions, as well as updates, see OFAC's regulations at 31 CFR chapter V and at *https://home.treasury.gov/policy-issues/office-of-foreign-assets-control-sanctions-programs-and-information*.

(C) To conduct electronic screens of potential parties to regulated transactions, see the consolidated screening list at *https://www.trade.gov/consolidated-screening-list*, which consolidates multiple export screening lists of the Departments of Commerce, State, and the Treasury.

(3) *Sudan prohibition*. The Contractor is prohibited from conducting any restricted business operations in Sudan in accordance with Accountability and Divestment Act of 2007 (Pub. L. 110-174).

(4) *Iran prohibitions*.

(i) Unless an exception applies according to paragraph (d)(4)(iii) or the Government grants a waiver, the contractor shall not engage in certain activities or transactions relating to Iran (section 6(b)(1)(A) of Iran Sanctions Act (50 U.S.C. 1701 note).

(ii) Unless an exception applies according to paragraph (d)(4)(iii) or the Government grants a waiver, contractor shall not export certain sensitive technology to Iran, as determined by the President, and has an active exclusion in SAM (22 U.S.C. 8515).

(iii) The prohibition in paragraphs (d)(4)(i) and (d)(4)(ii) do not apply if the acquisition is subject to trade agreements and the offeror certifies that all the offered products are designated country end products or designated country construction material (see part 25).

(iv) Unless an exception applies or the Government grants a waiver, contractors are prohibited from knowingly engaging in any significant transaction (i.e., over $15,000) with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked according to the International Emergency Economic Powers Act (section 6(b)(1)(B) of Iran Sanctions Act (50 U.S.C. 1701 note)).

(e) *Governmentwide exclusion and removal orders*.

(1) Unless the Government has issued an applicable waiver, contractors shall not provide or use as part of the performance of the contract any covered article, or any products or services produced or provided by a source, if the covered article or the source is prohibited by an applicable FASCSA order as follows:

(i) For solicitations and contracts awarded by a Department of Defense contracting office, DoD FASCSA orders apply.

(ii) For all other solicitations and contracts, DHS FASCSA orders apply.

(2) The Contractor shall search for the phrase "FASCSA order" in the System for Award Management (SAM) at *https://www.sam.gov* to locate applicable FASCSA orders.

(3) The Government may identify in the solicitation other FASCSA orders that are not in SAM, which are effective and apply to the solicitation and resulting contract.

(4) A FASCSA order issued after the date of solicitation applies to this contract only if added by an amendment to the solicitation or modification to the contract (see FAR 40.204-1(c)).

(f)*Reasonable inquiry*. The contractor shall conduct a reasonable inquiry to determine if there are any prohibited products or services. The inquiry will look at any information in the entity's possession but does not need to include an internal or third-party audit.

(g) *Removal of prohibited products and services*. For Federal Supply Schedules, Governmentwide acquisition contracts, multi-agency contracts or any other procurement instrument intended for use by multiple agencies, upon notification from the Contracting Officer, during the performance of the contract, the Contractor shall promptly make any necessary changes or modifications to remove any product or service produced or provided by a source that this clause prohibits.

(h) *General report*.

(1) If the Contractor identifies or is notified by any source, (including a subcontractor at any tier), that any product or service provided or used (or to be provided or used) during contract performance does not comply with any prohibition in this clause, then the Contractor shall report

the following information, or as much information is known, in writing to the contracting office as identified in paragraph (h)(2) within 72 hours:

(i) Contract number and order number, if applicable;

(ii) The specific prohibition the product or service is not complying with;

(iii) A description of the products or services that the Contractor identifies or has reason to suspect is prohibited (include brand; model number, such as the original equipment manufacturer (OEM) number, manufacturer part number, or wholesaler number; and item description, as applicable);

(iv) The entity that produced the product or service (include entity name, unique entity identifier, Contractor and Government Entity (CAGE) code, facilities responsible for design, fabrication, assembly, packaging, and test of the product, and whether the entity was the OEM or a distributor (provide manufacturer codes and distributor codes used for the product));

(v) Description of the functionality of the product or service and how that functionality impacts the risk to the product or service;

(vi) An explanation of any factors relevant to determining if the product or service should be permitted by an applicable exception, exemption, or waiver (if the contractor would like the Government to consider a waiver, and asks for such a waiver);

(vii) Whether alternative products or services are available that would comply with the prohibition;

(viii) If the product or service is related to item maintenance, include the following information on the item being maintained:

(A) Brand;

(B) Model number, OEM number, manufacturer part number, or wholesaler number; and

(C) Item description, as applicable.

(ix) Any readily available information about mitigation actions implemented or recommended.

(2) If a report must be submitted to a contracting office, the Contractor shall submit the report as follows:

(i) If a Department of Defense contracting office, the Contractor shall report to the website at *https://dibnet.dod.mil*.

(ii) For all other contracting offices, the Contractor shall report to the Contracting Officer.

(iii) For indefinite delivery contracts, the Contractor shall report to both the contracting office for the indefinite delivery contract and the contracting office for any affected order.

(3) If the report provided does not contain any of the information required by paragraph (h)(1) of this clause, and the contractor later discovers new information that is required by paragraph

(h)(1) of this clause, then the contractor shall submit a subsequent report within 72 hours of discovering the new information.

(4) The contractor shall also report the information in paragraph (h)(1) if the contractor wishes to ask for a waiver of the requirements of a new FASCSA order being applied through modification.

(i) *New FASCSA orders report*.

(1) During contract performance, the Contractor shall review SAM at least once every three months, or as advised by the Contracting Officer, to check for covered articles subject to FASCSA order(s), or for products or services produced by a source subject to FASCSA order(s) not currently identified under paragraph (e) of this clause.

(2) If the Contractor identifies a new FASCSA order(s) that could impact their supply chain, then the Contractor shall conduct a reasonable inquiry to identify whether a covered article or product or service produced or provided by a source subject to the FASCSA order(s) was provided to the Government or used during contract performance. The inquiry will look at any information in the entity's possession but does not need to include an internal or third-party audit.

(3) The Contractor shall submit a report to the contracting office identified in paragraph (h)(2) of this clause if the Contractor identifies, including through any notification by a subcontractor at any tier, that a covered article or product or service produced or provided by a source was provided to the Government or used during contract performance and is subject to a FASCSA order(s). For indefinite delivery contracts, the Contractor shall report to both the contracting office for the indefinite delivery contract and the contracting office for any affected order. The Contractor shall report the following information within 72 hours for each covered article or each product or service produced or provided by a source, where the covered article or source is subject to a FASCSA order:

(i) Contract number and order number, if applicable;

(ii) Name of the covered article or source subject to a FASCSA order;

(iii) The specific FASCSA order the product or service does not comply with;

(iv) The elements of (h)(1)(iii) through (ix) of this clause.

(j) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (j) but excluding subparagraphs (d)(1) and (i)(1), in all subcontracts and other contractual instruments, including subcontracts for acquiring commercial products or commercial services.

(End of Provision)

C.6 52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (NOV 2020)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any VAAR (48 CFR Chapter FEDERAL ACQUISITION REGULATION (48 CFR Chapter 1)) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of Clause)

C.7 VAAR 852.204-72 PERSONNEL VETTING AND CREDENTIALING (DEVIATION) (MAR 2026)

(a) Definitions. As used in this clause –

VA Information system is the same as information system and means, pursuant to 38 U.S.C. 5727, a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information whether automated or manual.

VA sensitive information means all VA data, on any storage media or in any form or format, which requires protection due to the risk of harm that could result from inadvertent or deliberate disclosure, alteration, or destruction of the information and includes sensitive personal information. The term includes information where improper use or disclosure could adversely affect the ability of VA to accomplish its mission, proprietary information, records about individuals requiring protection under various confidentiality provisions such as the Privacy Act and the HIPAA Privacy Rule, and information that can be withheld under the Freedom of Information Act. Examples of VA sensitive information include the following: individually-identifiable medical, benefits, and personnel information; financial, budgetary, research, quality assurance, confidential commercial, critical infrastructure, investigatory, and law enforcement information; information that is confidential and privileged in litigation such as information protected by the deliberative process privilege, attorney work-product privilege, and the attorney client privilege; and other information which, if released, could result in violation of law or harm or unfairness to any individual or group, or could adversely affect the national interest or the conduct of Federal programs.

(b) *General*. Contractor personnel assigned to work for or on behalf of VA must undergo a background investigation commensurate with the risk and sensitivity level designation associated with the work to be performed at the level indicated in the contract. The Contractor and subcontractors shall comply with VA Directive/Handbook 0710, Personnel Security and Suitability Program, which can be accessed at: https://vaww.va.gov/vapubs/index.cfm.

(c) *Risk and Sensitivity Levels*. The following table identifies the risk and sensitivity levels that apply to any personnel providing services under this contract. *VA Administrations, organizations and staff offices will use the OPM Position Designation Tool.

Positions/Tasks Designated as Non-Sensitive Positions – Tier 1/Low Risk

Positions/Tasks Designated as Non-Sensitive Positions – Tier 2/Mod Risk
Positions/Tasks Designated as Non-Sensitive Positions – Tier 4/High Risk

Security clearances are granted to individuals with a specific requirement for access to classified material (for example, Confidential, Secret and Top Secret). Contractor personnel that are required to obtain a security clearance will be subject to a Tier 3 or Tier 5 investigation. The following sensitivity designations have been assigned for the identified Tier 3 and Tier 5 required by this contract:

Tier 3:

Tier 5:

(d) *Fitness*. The results from a background investigation are used to determine if an individual's fitness is sufficient for that individual to perform work for or on behalf of VA in the position identified in this contract. Contractor fitness determinations are made in accordance with 5 CFR Part 731.202.

Fitness requirements for employment are separate and distinct from job qualifications. If a Contractor or subcontractor employee is found to be unsuitable or unfit to provide services under this contract, the Contractor shall immediately remove the employee from working on this contract and take those necessary steps that restrict the employee's logical access to VA data, information, VA sensitive information, or information technology or VA information systems containing such data or information.

The Contractor shall advise the employee that they are not permitted to access any VA controlled building or real property in relation to this contract. The removal of an unfit Contractor or subcontractor employee does not alleviate the Contractor from satisfying the requirements of this contract. The Government will not reimburse the Contractor for any costs associated with the recruitment/replacement of an employee or subcontractor employee who is found to be unfit.

(e) *Identification Cards*. The Government will provide a Personal Identification Verification (PIV) card or other identification card, as necessary, to fit Contractor personnel who require physical access to VA facilities and/or logical access to VA data, information, VA sensitive information, or information technology or VA information systems containing such data or information. Contractor and subcontractor personnel shall prominently display their PIV/identification card on their persons while working at a VA facility and shall present their PIV/identification card for inspection upon request by a VA official. The Contractor must

surrender the employee or subcontractor employee's PIV/identification card in accordance with the requirements set forth in Directive/Handbook 0735 when any of the following events occur:

1. When no longer needed for contract performance.

2. Upon completion of the Contractor/subcontractor employee's employment.

3. Upon contract completion or termination.

(f) *Lost/stolen*. Immediately upon detection, the Contractor shall report a lost or stolen PIV/identification card to the Government authorities as identified in Directive/Handbook 0735. Within 48 hours of reporting the lost/stolen PIV/identification card, the Contractor shall submit to the Program Manager an incident report that describes the relevant facts and circumstances regarding the loss/theft. If the loss/theft was reported by the Contractor to the local police, the Contractor shall further submit a copy of the final police report to the Program Manager within 48 hours of the report being made available by the local police department. The Government will not reimburse the Contractor for any costs that result from lost/stolen PIV/identification card(s).

(g) *Regular Reporting*. The Contractor shall submit a status report to PIV Sponsor within 5 working days after the end of each calendar quarter and as requested by the Government in order to initiate contract closeout procedures. The report must provide the status of each contractor/subcontractor employee who is required to have a PIV/identification card during the performance of the contract. The report shall identify the Contractor and the contract number, and list the following status for each contractor/subcontractor employee who holds a PIV/identification card under this contract:

1. Contractor/subcontractor employee name.

2. Name of VA facility where Contractor/subcontractor employee works, if applicable.

3. Date background check submitted for Contractor/subcontractor employee.

4. Date PIV/identification card issued to Contractor/subcontractor employee.

5. Contractor/subcontractor employee's PIV/identification card number, as applicable.

6. Date Contractor/subcontractor employee no longer has need for PIV/identification card.

7. Date Contractor notified VA that PIV/identification card is no longer required.

8. Date Contractor returned PIV/identification card was returned to VA.

(h) *Flow down of clause*. The Contractor shall include the substance of this clause in subcontracts, third-party agreements, and BAA's, in which subcontractors, third-party servicers/employees, and business associates will perform functions where they will have physical access to a VA facility or logical access to VA data, information, VA sensitive information, or information technology or VA information system containing such data or information.

(End of Clause)

C.8 VAAR 852.219-75 VA NOTICE OF LIMITATIONS ON SUBCONTRACTING—CERTIFICATE OF COMPLIANCE FOR SERVICES AND CONSTRUCTION (JAN 2023) (DEVIATION)

(a) Pursuant to 38 U.S.C. 8127(l)(2), the offeror certifies that—

(1) If awarded a contract (see FAR 2.101 definition), it will comply with the limitations on subcontracting requirement as provided in the solicitation and the resultant contract, as follows:

(i) [X] *Services*. In the case of a contract for services (except construction), the contractor will not pay more than 50% of the amount paid by the government to it to firms that are not certified SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 50% subcontract amount that cannot be exceeded. Other direct costs may be excluded to the extent they are not the principal purpose of the acquisition and small business concerns do not provide the service as set forth in 13 CFR 125.6.

(ii) [] *General construction*. In the case of a contract for general construction, the contractor will not pay more than 85% of the amount paid by the government to it to firms that are not certified SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 85% subcontract amount that cannot be exceeded. Cost of materials are excluded and not considered to be subcontracted.

(iii) [] *Special trade construction contractors*. In the case of a contract for special trade contractors, the contractor will not pay more than 75% of the amount paid by the government to it to firms that are not certified SDVOSBs listed in the SBA certification database as set forth in 852.219–73 or certified VOSBs listed in the SBA certification database as set forth in 852.219–74. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 75% subcontract amount that cannot be exceeded. Cost of materials are excluded and not considered to be subcontracted.

(2) The offeror acknowledges that this certification concerns a matter within the jurisdiction of an Agency of the United States. The offeror further acknowledges that this certification is subject to Title 18, United States Code, Section 1001, and, as such, a false, fictitious, or fraudulent certification may render the offeror subject to criminal, civil, or administrative penalties, including prosecution.

(3) If VA determines that an SDVOSB/ VOSB awarded a contract pursuant to 38 U.S.C. 8127 did not act in good faith, such SDVOSB/VOSB shall be subject to any or all of the following:

(i) Referral to the VA Suspension and Debarment Committee;

(ii) A fine under section 16(g)(1) of the Small Business Act (15 U.S.C. 645(g)(1)); and

(iii) Prosecution for violating 18 U.S.C. 1001.

(b) The offeror represents and understands that by submission of its offer and award of a contract it may be required to provide copies of documents or records to VA that VA may review to determine whether the offeror complied with the limitations on subcontracting requirement specified in the contract. Contracting officers may, at their discretion, require the contractor to demonstrate its compliance with the limitations on subcontracting at any time during performance and upon completion of a contract if the information regarding such compliance is not already available to the contracting officer. Evidence of compliance includes, but is not limited to, invoices, copies of subcontracts, or a list of the value of tasks performed.

(c) The offeror further agrees to cooperate fully and make available any documents or records as may be required to enable VA to determine compliance with the limitations on subcontracting requirement. The offeror understands that failure to provide documents as requested by VA may result in remedial action as the Government deems appropriate.

(d) Offeror completed certification/fill-in required. The formal certification must be completed, signed and returned with the offeror's bid, quotation, or proposal. The Government will not consider offers for award from offerors that do not provide the certification, and all such responses will be deemed ineligible for evaluation and award.

Certification

I hereby certify that if awarded the contract, [insert name of offeror] will comply with the limitations on subcontracting specified in this clause and in the resultant contract. I further certify that I am authorized to execute this certification on behalf of [insert name of offeror].

Printed Name of Signee: _____

Printed Title of Signee: _____

Signature: _____

Date: _____

Company Name and Address: _____

(End of Clause)

C.9 VAAR 852.240-70 COMPLIANCE WITH PUBLIC LAW 119-37, SECTION 258 (DEVIATION) (MAR 2026)

Definitions. As used in this clause –

Covered Information Technology Equipment means the following equipment used in an office environment: computers, printers, or interoperable videoconferencing equipment used in or by the Department of Veterans Affairs directly. ‘‘Covered information technology equipment’’ does not refer to services that use such equipment, including cloud services.

a. The contractor must adhere to the following requirements set forth in Public Law 119-37, Section 258 regarding the procurement of Covered Information Technology Equipment:

1. A manufacturer, bidder, or offeror, or a subsidiary or parent entity of a manufacturer, bidder, or offeror of procured or purchased covered information technology equipment cannot be an entity or parent company of an entity listed on any of the following:

(i) Department of Defense's Chinese Military Company List;

(ii) Department of the Treasury's Non-SDN Chinese Military Industrial Complex Companies List;

(iii) Department of Commerce's Denied Persons List, Entity List, or Military End User List, if the entity is—

(A) An agency or instrumentality of the People's Republic of China;

(B) An entity headquartered in the People's Republic of China; or

(C) directly or indirectly owned or controlled by an agency, instrumentality, or entity described in subparagraph (A) or (B); or

(iv) Department of Homeland Security's Uyghur Forced Labor Prevention Act Entity List.

2. The contractor must include the terms and conditions of this clause in every subcontract or purchase order so that these disclosures will be binding on every subcontractor, third party, or vendor.

3. The following certification must be completed, signed, and returned with the contractor's/offeror's bid, quotation, or proposal. The Government will not consider offers for award from contractors/offerors that do not complete the certification. Any incomplete responses may be deemed ineligible for evaluation and award.

Certification:

I certify that [insert name of offeror]:

[ ] Is in compliance with the VAAR clause 852.240-70, Compliance with Public Law 119-37, Section 258 (DEVIATION] [MAR 2026]

I further certify that if awarded this contract, [insert name of offeror] will monitor the entity lists within this clause to ensure continued compliance for [insert name of offeror] and all of its subcontractors and will notify the Contracting Officer immediately with any change that may result in noncompliance. I further certify that I am authorized to execute this certification on behalf of [insert name of offeror].

Printed Name: _____

Printed Title: _____

Signature: _____

Date: _____

Company Name: _____

(End of Clause)

(End of Addendum to 52.212-4)

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

D.1 STATEMENT OF WORK

Southern Arizona VA Health Care System
Laundry/Linen Services

PART 1
GENERAL INFORMATION

1.0 GENERAL: This is a non-personnel services contract to provide laundry and linen services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 Description of Services/Introduction:
Contractor shall furnish all labor, equipment, supervision, management, supplies, bulk delivery carts, transportation, and facilities (except as identified elsewhere in this solicitation) necessary to perform contractor owned/contractor operated bulk laundry/linen services and tasks required under this contract for the Department of Veterans Affairs Southern Arizona VA Health Care System, Tucson, AZ. All services will be performed in accordance with Department of Veteran Affairs standards in addition to quality control measures, industry practices and healthcare accreditation. Services shall include pick-up and delivery of items by contractor personnel. These services are in support of patient care programs.

1.2 Objectives:
To provide Laundry and Linen service for the Department of Veterans Affairs, Southern Arizona VA Health Care System, its employees, and the veterans we serve.

1.3 Scope of Work:
This document contains the technical provisions for laundry and linen services that are to be provided to SAVAHCS. Further details of the SOW can be found in Specific Tasks under Part 5 Specific Tasks, in addition to the following. The contractor must provide:

1.3.1 An electronic or online program to order all linen needs for the Southern Arizona VA Health Care System.

1.3.2 A program to rent all linen needs for the Southern Arizona VA Health Care System.

1.3.3 A quarterly titration report showing linen being processed in accordance with Department of Veterans Affairs standards per VHA Directive 1850.07, No.6 Quality Assurance and Efficiency Control, (6).

1.3.4 Monthly logs exhibiting that the trailer used to transport clean linen is being cleaned with a VA approved germicidal disinfectant that is effective against tuberculosis.

1.3.5 Assurance that at no time will soiled linens, share the same space with clean linens. Transportation of clean linen and soiled linen are to be separate per VA Directive 1850.03, No.6 Textile Control and Security, subparagraph b. (2).

1.3.6 A separate 96-hour contingency supply of linen will be provided per 38 USC, Section 811A, No.4

1.3.7 The ability to facilitate cleaning of soiled linen at or around 1,350,000 lbs. a year.

1.3.8 A clear itemized listing of all pertinent linen information upon every delivery.

1.3.9 Scheduled services may require an alteration of schedules. During a linen shortage from the time of notification to the time of delivery - this must occur within four (4) hours. Services may be subject to urgent situations such as required linens not being delivered as requested. The contractor will deliver to SAVAHCS as soon as possible, but no later than 4 hours from notification from the CORs, CO or designee that a problem exists, and additional attention is required.

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1.4 Period of Performance:

The period of performance shall be for one (1) Base Year of 12 months and four (4) 12-month option years. The Period of Performance reads as follows:

Base Year – Oct 1, 2021 to Sep 30, 2022
Option Year 1 – Oct 1, 2022 to Sep 30, 2023
Option Year 2 – Oct 1, 2023 to Sep 30, 2024
Option Year 3 – Oct 1, 2024 to Sep 30, 2025
Option Year 4 – Oct 1, 2025 to Sep 30, 2026

1.5 General Information:

This document contains the technical provisions for laundry/linen services that are to be provided to SAVHACS.

The work required by this Scope of Work (SOW) consists of furnishing the physical laundry plant (at an off-site location), all labor, supervision, management, management support, supplies, ancillary equipment, vehicles and materials necessary for accomplishment of complete laundry/linen services as described in Part 5 Specific Tasks.

All workmanship shall be in accordance with practices established by the Association of Linen Management (ALM) www.almnet.org, Dry-Cleaning and Laundry Institute (DLI) www.uai.org and Department of Veteran Affairs standards as described in Part 6.

It is intended that services shall include all processes necessary for the laundering of the articles even though every step involved is not specifically mentioned.

All work shall be performed under sanitary conditions as specified by Joint Commission (JC) and Association of Linen Management (ALM) www.almnet.org. In the facility, physical separation, through the presence of a barrier wall and the use of pass-through equipment is required to maintain positive air pressure in the clean section relative to a negative air pressure in the soiled section.

In no case shall clean and soiled linen share the same physical space. Plants in which the work is done shall be open to inspection of sanitary conditions by Government representatives. After processing laundered articles shall be in serviceable and sanitary condition, meeting established quality and performance requirement standards as shown in Part 8, Quality Assurance Surveillance Plan (QASP).
NOTE: *The Laundry Plant layout/design should incorporate a "design for asepsis where clean linen does not come into contact with soiled linens nor share the same physical space, thus avoiding cross-contamination or reintroduction of bacteria once processed.*

1.6 Quality Control:

The Contractor must have a Quality Control program to assure that the requirements of the contract are provided as specified. One copy of the Contractor's basic Quality Control Program shall be available for review by the Contract Officer Representative (COR) or designee. Subsequent changes to the approved Quality Control Program must also be reviewed and approved by the COR or designee. The program shall include, but not be limited to the following:

An electronic or online program to order all linen needs for the Southern Arizona VA Health Care System.

1.6.1 An inspection system covering the performance indicators given in Part 8, Quality Assurance Surveillance Plan (QASP).

1.6.2 A method for identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.

1.6.3 Routine quality evaluations of wash formulas to include titrations. The use of a third-party commercial test piece service will be used to determine the effectiveness of the cleaning process and assure maximum useful life of linens. The third-party commercial test piece results must show ratings and grades similar to the following:

Tensile Strength	Grades shall be at or equivalent to Excellent, Good, Fair, Poor, and Unacceptable.
Brightness	Grades shall be at or equivalent to Excellent, Good, Fair, Poor, and Unacceptable.
Chlorine retention	Grades shall be at or equivalent to Excellent, Good, Fair, Poor, and Unacceptable.

1.6.4 Acceptable grades are Excellent, Good, and Fair. Undesirable grades will include Poor and Unacceptable. When undesirable measures are found, action plans will be developed and initiated to ensure compliance before the next quarterly titration report is due. If the following report is also undesirable,

then this could be grounds for termination of this contract. The required linen processing minimum standards for test piece results are available on the EPS, VHA Central Office Web site at: Textile Care Management | Healthcare Environment and Facilities Programs (va.gov)

1.6.5 A file of all quality control inspections, inspection results and any corrective action required shall be maintained by the Contractor throughout the duration of this contract. This file shall be the property of the Government and shall be available to the COR or designee during normal working hours. The file shall be turned over to the Government within 14 days of completion of termination of the contract.

1.7 Quality Assurance:

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. Assessments may be made monthly by the Government in accordance with stated limits on discrepancies.

1.7.1 Pre-Award Survey:

The Contractor shall have management officials of an appropriate level represent the company. The Contractor shall also be prepared to present a briefing regarding the way these contractual obligations are to be accomplished. As a minimum, the Contractor shall address the following items:

a. Start-up and phase-in schedule.
b. Procedure to secure Government property while under Contractor's authority.
c. The role of the CPM and extent of authority.
d. A copy of the Contractor's Policy and Procedure Manual.
e. Plans and management procedures for logistical administrative support of all functions to include receipt, processing, packaging, and delivery of clean linens.
f. Certification that Contractor's scales used for weighing soiled and clean linens will be calibrated on a regular basis (i.e. quarterly) and a copy of the certificate shall be provided to the COR or designee.

1.8 Recognized Holidays:

In accordance with 5 U.S.C. 6103, Executive Order 11582 and Public Law 94-97 the following National holidays are observed and for the purpose of this contract are defined as "Legal Federal official holidays":

New Year's Day: January 1
Martin Luther King 's Birthday: Third Monday in January
President's Day: Third Monday in February
Memorial Day: Last Monday in May

Juneteenth Independence Day: June 19
Independence Day: July 4
Labor Day: First Monday in September
Columbus Day: Second Monday in October
Veterans Day: November 11
Thanksgiving Day: Fourth Thursday in November
Christmas Day: December 25

1.9 Hours of Operation:

The contractor is responsible for conducting business, between the hours of 6:30am through 4:30pm Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this SOW when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.10 Place of Performance:

The work to be performed under this contract will be performed as follows:

1.10.1 Clean Linen Delivery shall be between 6:30am and 8:30am Monday thru Friday or as established by the COR or designee at the following Medical Center location:

Southern Arizona VA Medical Center 3601 6th Avenue, Tucson, Arizona 85723 Building 16 Loading dock (Located off Air Force Loop rd.)

1.10.2 Soiled Linen Pick-up shall be between 6:30am and 8:30am Monday thru Friday or as established by the COR or designee at the following Medical Center location:

Southern Arizona VA Medical Center 3601 6th Avenue, Tucson, Arizona 85723 Loading dock (Coast Guard Ave. between bldg. 3 and bldg. 2)

1.11 Type of Contract:

The government will award a Fixed Firm Price. Base with 4 option years.

1.11.1 Special Qualifications:

The Plant Managers are not required (but preferred) to have completed the following courses:

a. Registered Laundry and Linen training courses from the Association for Linen Management (ALM) or equivalent.

b. Management Training program emphasizing institutional textile care management and processing.

1.11.2 Post Award Conference/Periodic Progress Meetings:

The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5.

The contracting officer, Contracting Officers Representative (COR) or designee, and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced.

Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.11.3 Contracting Officer Representative (COR):

The COR is responsible for providing technical assistance to the CO in administration of the contract. This responsibility involves quality assurance inspection, surveillance reporting and monthly certification of the Contractor's performance by the COR.

The Contracting Officer will furnish the name of the COR prior to the start date of the contract. The Contractor shall be advised of the extent of the authority of the COR. The COR shall have access to plant facilities, without necessity of prior notification to Contractor.

Each phase of the services rendered under this contract is subject to Government inspection during both the Contractor's operation and after completion of tasks. The Government's program is not a substitute for quality control by the Contractor.

1.11.4 Key Personnel:

The follow personnel are considered key personnel by the government:

a. Plant Manager(s) - Responsible for the communication between Contractor and COR to keep apprised of events relating to the laundry and linen operations. The name of this person and an alternate who shall act for the Plant Manager when the manager is absent shall be designated in writing to the COR.

b. Contract Manager- Responsible for the performance of the work. The name of this person and an alternate who shall act for the Contractor when the manager is absent shall be designated in writing to the Contracting Officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between 8:00am thru 4:30pm, Monday thru Friday except Federal holidays or when the government facility is closed for administrative reasons.

1.11.5 Identification of Contractor Employees:

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials.

They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.11.6 Data Rights

The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government furnished and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.12 Organizational Conflict of Interest:

Contractor will not subcontract personnel or any Vendor to performing work under this contract to receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services.

1.13 PHASE IN /PHASE OUT PERIOD:

To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the first 90-day 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 on the contract start date.

PART 2
DEFINITIONS & ACRONYMS

2.0 DEFINITIONS AND ACRONYMS:

2.1 DEFINITIONS: Definitions used throughout this Scope of Work shall have the following meanings as set forth below:

2.1.1 An**cillary Equipment**. Equipment required for Contractor's operations but not directly related to laundry production, e.g., cleaning equipment

2.1.2 AQL (Acceptable Quality Level). The maximum percent of defective work, or number of defects that will be allowed before work is considered unsatisfactory. An AWL does not imply that the Contractor has knowingly performed in an unsatisfactory way. It implies that the Government recognizes that unsatisfactory performance sometimes happens unintentionally. If unsatisfactory performance does not exceed the AWL, the service will not be subject to payment reduction by the Government. The Contractor, however, must correct all unsatisfactory work unless excused by the COR.

2.1.3 CDR (Contract Discrepancy Report). Government formal documentation of Contractor's failure to provide services as required under the terms of the contract. The CDR requires the Contractor to explain in writing why performance was unsatisfactory, how performance will be returned to satisfactory levels and how recurrence of the problem will be prevented in the future.

2.1.4 Clean. Laundered articles are dry and free of visible soil, lint, and objectionable odor. Spots and stains are removed where practical without fabric damage. No residual harmful chemicals are present.

2.1.5 Consumable Supplies. Those supplies used in the day to day operation of the laundry, e.g., detergent, bleach, and alkali.

2.1.6 Contractor. An individual, partnership or organization having a contractual relationship with the Government for provision of service.

2.1.7 CO (Contracting Officer). The person with the authority to enter into, administer, and or terminate contracts and make related determinations and findings.

2.1.8 COR (Contracting Officer's Representative). Any person or persons authorized to act for the Contracting Officer within authority limits. (Lead/Facility).

2.1.9 CPM (Contractor's Plant Manager). Contractor's representative having supervisory responsibility and authority for total performance of work under the contract.

2.1.10 Cure Notice. A formal notification to Contractor to correct a deficient situation or risk termination of contract.

2.1.11 Defect. Each instance of noncompliance with a contract requirement. A defect may be caused by either nonperformance or inferior performance. Each defect is subject to deductions, as set forth in Part 8, Quality Assurance Surveillance Plan (QASP).

2.1.12 Delivery Point. Point which soiled linen is picked up for processing by the Contractor and clean linen delivered to the Medical Center.

2.1.13 Department of Veterans Affairs. Government agency requiring services under the terms of the contract.

2.1.14 Emergency. An unforeseen combination of circumstances, or the resulting state, which requires immediate action. The COR or designee shall declare an emergency

2.1.15 Fair Wear and Tear Condition. That which is worn out by normal usage with no negligent misuse involved and cannot be used for its intended purpose.

2.1.16 Federal Holidays. The date of observance by the Federal Government of the following holidays: New Year's Day (1 January), Martin Luther King's Birthday (3rd Monday in January), Washington's Birthday (3rd Monday in February), Memorial Day (Last Monday in May), Independence Day (4th of July), Labor Day (1st Monday in September), Columbus Day (2nd Monday in October), Veteran's Day (11 November), Thanksgiving Day (4th Thursday in November), and Christmas Day (25 December), Juneteenth National Independence Day (19 June).

2.1.17 General Linens. Linens which are commercially available, such as sheets, towels, blankets, pillowcases, washcloths, bath blankets, pajamas, bathrobes, mattress pads, bed pads, fitted sheets, surgical linen, and other items. Contractor supplied linens will not have to have a logo.

2.1.18 Government. The United States Government, Headquarters, VA, VAMC, SAVAHCS and the term used to refer to the officials designated to administer the contract or their designated representatives.

2.1.19 Headquarter. Veterans Affairs Central Office.

2.1.20 Infection Prevention and Control Committee. The group designated for implementation and monitoring of the infection prevention program for the Medical Center as prescribed by JC and the VA.

2.1.21 Launder. To clean by chemical and mechanical action materials composed of natural or synthetic fibers. For the purposes of the contract

the terms include washing, tumble-drying, ironing, folding and all other industry standard processes, which linen products undergo while in the laundry.

2.1.22 Linen. Reusable linen items composed in whole or in part of natural synthetic or blended fibers.

2.1.23 Linen Inventory. An itemized listing of quantities and values for accounting purposes of linen items in circulation at the Medical Center.

2.1.24 Manning Chart. A survey chart or inventory for scheduling manpower requirements in an industrial plant showing each operation with number of workers.

2.1.25 Medical Center Director(s). The person with final responsibility for the mission of the Medical Center. A Medical Center Director may have final authority over more than one Medical Center.

2.1.26 Must. This word is used relating to the Contractor and specifies that the provision is binding.

2.1.27 Packaging. Packaging is the process by which cleaned garments and linen are returned to the Medical Center. Linen is delivered in linen carts by the established arrangement agreed upon by the CPM and COR or designee. All linen is packaged securely to prevent possible contamination.

2.1.28 Personal Property. All Government property except real property and expendable property.

2.1.29 Procedures Manual. A Contractor's written document describing in detail the methods normally used to accomplish tasks required by the contract, proper operation of equipment and normal fire/safety precautions.

2.1.30 Quality Assurance. Those actions taken by the government to check goods or services to determine that they meet the requirements of the SOW.

2.1.31 Quality Assurance Evaluator. Government employee(s) assigned to monitor and evaluate the quality and compliance with the Performance Work Statement requirements.

2.1.32 Quality Control. Those actions taken by the Contractor to control the production of goods or services so that they will meet the requirements of the SOW.

2.1.33 Sanitary. In a clean state protected from the contamination of pathogenic organisms.

2.1.34 Satisfactory Performance. Within the limits of the AQL. Adherence to the requirements of the SOW.

2.1.35 SOW (Scope of Work). A narrative document that describes in detail the specific technical requirements for services including the exact standards used to determine whether the requirements have been met.

2.1.36 Separation. Physical separation of contaminated materials from other materials or personnel to prevent the spread of contamination.

2.1.37 Service. A job performed to the standard and within the acceptable quality level. The Contractor must do the specific job, meet the standard and meet the acceptable quality level before performance is acceptable and the Contractor is paid.

2**.1.38 Serviceable Articles**. Articles usable in their current condition or restorable by economically justified repair methods to usable condition.

2.1.29 Shall. This word is used relating to the Contractor and specifies that the provision is binding.

2.1.40 Specialty Items. All linen items not classified as general linens. Examples-soap free linen, restraints, cubicle curtains, etc.

2.1.41 Standard. A Government acknowledged measure of comparison.

2.1.42 Start Date. The date work under the contract is scheduled to begin.

2.1.43 Surgical Linen. Linen utilized by surgical and or specialized units. Normally blue or green linen.

2.1.44 Surveillance Plan. An organized written document used for quality assurance surveillance.

2.1.45 Task and Frequency Chart. Displays the required tasks and the minimum frequencies of performance.

2.1.46 TCPF (Textile Care Processing Facility). A facility designed to render soiled linens clean, sanitary, and aesthetically acceptable for reuse in an efficient and non-damaging manner.

2.1.47 JC (Joint Commission). A national organization dedicated to improving the care, safety, and treatment of patients in health care facilities.

2.1.48 SAVAHCS. Southern Arizona VA Health Care System.

2.1.49 Trash. Rubbish or refuse.

2.1.50 Uniforms. Government furnished clothing worn by VA employees as a means of identification.

2.1.51 Unsatisfactory Performance. Failure to meet the AQL.

2.1.52 Unserviceable Item. An item which can no longer be used for its intended purpose.

2.1.53 VA (Department of Veterans Affairs). The Government agency requiring services under the terms of the contract.

2.1.54 VAMC. Veterans Affairs Medical Center.

2.1.55 Will. This word is used in connection with the Government and specifies that the provision is binding.

2.1.56 Work Week. Monday through Friday, unless specified otherwise.

2.2. Commonly used Acronyms:

ACOR	Alternate Contracting Officer's Representative
ALM	Association for Linen Management
CDR	Contracting Discrepancy Report
CO	Contracting Officer
COR	Contracting Officer Representative
CPM	Contractor's Plant Manager
DLI	Dry-Cleaning and Laundry Institute
EPS	Environmental Program Services
FW&T	Fair Wear and Tear
IAW	In accordance with
IFI	International Fabric-care Institute
IG	Inspector General
JC	Joint Commission
M-F	Monday thru Friday
MCD	Medical Center Director
MIL-STD-105D	Specification for sampling procedures and tables for inspections by attributes.
N/A	Not Allowable
OCI	Organizational Conflict of Interest
POC	Point of Contact
SOW	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
RS	Random Sampling
TE	Technical Exhibit
VA	Department of Veterans Affairs

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3.0 GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1 Materials:

3.1.1 RESERVED

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4.0 CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 Materials:

4.1.1 The Contractor provides all linens to be laundered as described in Part 5 Specific Tasks, except for those outlined in Part 3, Government Furnished Property, Equipment and Services above. However, due to the Government's ongoing linen needs other linen items may be purchased at a later date.

4.1.2 Contractor will furnish all materials necessary to perform the tasks specified in the contract except to the extent specified in Part 3, Government Furnished Property, Equipment and Services. The Contractor shall secure all materials and supplies that comply with Local, State, Federal environmental laws and VHA Directives.

4.1.3 The Contractor shall provide all required vehicles, vehicle fuels, lubricants and repairs necessary to perform services under this contract. All vehicles to be used under this contract must be maintained in a safe and serviceable condition during duration of this contract. In addition, the vehicles must be kept clean (exterior and interior) with no unsightly residue of dirt, mud, trash, and other debris. Vehicle efficiency is solely the responsibility of the Contractor and the Contractor shall not be relieved of his contract responsibilities due to vehicle breakdown or failure of vehicles to operate.

4.2 Linen:

4.2.1 The Contractor provides all linens to be laundered as described in Part 5 Specific Tasks, except for those outlined in Part 3, Government Furnished Property, Equipment and Services, including a separate 96-hour contingency supply of linen will be provided per VHA Office of Emergency Management, 38 USC Section 811A No.4

4.3. Carts:

4.3.1 Contractor shall provide and maintain bulk delivery linen carts including Z-racks in good repair for employee safety/ergonomics.

4.3.2 Replacement or additional cart requirements will be the responsibility of the Contractor.

4.3.3 All carts must be numbered and have empty cart weight indicated on both ends.

4.3.4 The carts must be of industrial grade and approved for use by the COR or designee. Examples of acceptable dimensions are as follows:

Capacity cubic ft:	48		Inside Depth	59”
Width Outside:	28.5”		Overall Height	66.5”
Length Outside:	47”			

4.4. Reports and Data:

4.4.1 The Contractor will provide to the COR or designee the data and reports identified in Part 5 Specific Tasks, 5.2 Reports.

4.4.2 Detailed monthly statement of charges as stated in the Contract Terms and Conditions FAR Section 52.212-4.

4.4.3 Other reports as required by the COR.

4.5. Miscellaneous:

4.5.1 The Contractor shall furnish other items as identified within this contract such as procedures manual, quality control program and other required data.

PART 5
SPECIFIC TASKS

5.0 SPECIFIC TASKS:

5.1 Linens.

The Contractor shall provide all linens as outlined below. Additionally, the Contractor shall accept for processing all soiled linens, uniforms, mops, etc. After processing, all items are to be finished and delivered to the Medical Center in accordance with the terms outlined below (equivalent or simmilar contracted provided linen within industry standard may be offered for review to the COR or designee. These sizes and fabrics are approximations (at or around):

5.1.1 Flatwork items that must be cleaned, conditioned, ironed & folded:

- **a**. Flat Sheet (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 66” x 108”)
- **b**. Pillowcases (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 42” x 34”)
- **c**. Surgical Towels, 100% cotton, hemmed edge, white (at or around 18” x 36”)
- **d**. Miscellaneous

5.1.2 Items that must be cleaned, finished and placed on hangers:

- **a**. Doctor/Lab coats, white (x-small, small, medium, large, x-large, 2X, 3X).
- **b**. Shirt, uniform - button down and/or polo (government furnished item).
- **c**. Trouser, uniform - docker type (government furnished item). -
- **d**. Warm up jackets, cotton, stocking knit cuffs (x-small, small, medium, large, x-large, 2X, 3X)
- **e**. Chef coats, (x-small, small, medium, large, x-large, 2X, 3X).
- **f**. Miscellaneous

5.1.3 Items that must be cleaned, tumble tried and folded:

- **a**. Aprons, long bib with pockets, adjustable neck, knee length, black (at or around 34” waist x 32” length)
- **b**. Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (large, x-large, 4X)
- **c**. Blankets (standard) bath, cotton thread, white, at or around 1.5 lb. (at or around 72” x 104”)
- **d**. Blankets (standard) thermal, poly/cotton blend, white, at or around 3.5 lb. (at or around 72” x 104”)
- **e**. Cubicle curtains, multiple sizes (government furnished item)
- f. Gown, Patient (bariatric) - unisex, *plastic snap I.V*, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)

g. Gown, Patient (bariatric) - unisex, *tie neck and waist*, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)
h. Gown, Patient (standard) – unisex, *plastic snap I.V*. universal, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)
i. Gown, Patient (standard) – unisex *tie neck and waist*, poly/cotton blend, tele pocket (at or around length: 51”, sweep 65”, in-sleeve 8”)
j. Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament, (medium, large, x-large)
k. Mamo capes, one sizes
l. Pajama bottoms, poly/cotton blend, elastic waist, snap closure (x-small, small, medium, large, x-large, 2X, 3X, 4X, 5X)
m. Pajama tops, poly/cotton blend, snap closure (x-small, small, medium, large, x-large, 2X, 3X, 4X, 5X)
n. Sheet, Knitted fitted (gurney) white (at or around 34” x 84” x 12”)
o. Surgical Scrubs; Tops- separated by size (x-small, small, medium, large, x-large, 2XL, 3XL, 4XL and 5XL)
p. Surgical Scrubs; Bottoms- separated by size (x-small, small, medium, large, x-large, 2XL, 3XL, 4XL and 5XL)
q. Towels, Bath 100% cotton terry, white (at or around 20” x 40”)
r. Towels, Kitchen/Dish, poly/cotton blend, white with strip (at or around 14” x 18”)
s. Towels, poly/cotton blend, white (at or around 12” x 12”)
u. Under-pad, poly/cotton blend, hemmed edge, vinyl backed, outer shell/interlining (at or around 32” x 40”)
v. Miscellaneous

5.1.4 <u>Items that must be cleaned, dried and returned in bulk</u>:

a. Laundry bags, white/blue (at or around 40” x 46”)
b. Microfiber mops 18”
c. Microfiber mop 24”
d. Microfiber mop 48”
e. Wet mops, cotton, antimicrobial looped end, 24oz
f. Miscellaneous

5.1.5 <u>Items that must be cleaned, dried and placed in laundry bags</u>:

a. Cleaning rags
b. Miscellaneous

5.1.6 <u>Items that must be gently washed and air dried only (NO HEAT)</u>:

a. Miscellaneous

5.1.7 <u>Items labeled as miscellaneous</u>

To eliminate the need for separate listing of items that are received infrequently, the item “Miscellaneous” is shown at the end of each lot.

5.1.8 Weight Estimates

Item	Annual count/weight Estimates
Total Clean Pounds	1,255,500lbs (at or around)
Total Soiled Pounds	1,350,000lbs (at or around)

NOTE: Difference of at or around 7% in weight between clean and soiled linen

5.1.9 Mental Health Special Handling Instructions:

The contractor shall pick up, launder and return Government owned pillows and blankets. Depending on the census in the Mental Health ward will depend on how often items will need to be laundered. Currently facility is averaging about 15 sets a week.

Product Specifications:

85 Pillows:
- Dry Weight is 1.5 lbs.
- Size 20” length x 14 width x 5.75 height (Approximately)

85 Blankets:
- Dry Weight is 4 lbs.
- Size: Length 85 x 57 width

Pillows and Blankets for Mental Health require special handling instructions to include:

a. Washing Formula: Processing to be done in 130lb Conventional washers (Girbau machines preferred)

- Chemistry - Detergent, Peroxide, Alkaline, Sour, Softener.
- Wash action – Regular
- Cycle time - 32 minutes
- Max temperature - 165F
- Extraction time – 5-6 minutes

b. Drying Formula: Processing to be done in Moisture Sensing Commercial Dryers with Thermal Recycle System (Girbau machines preferred)

- 4 stage drying cycles with 4% moisture sensing protection.
- Dry time – 28 minutes
- Dry temperature: 180-degree average (No more than 135 deg on drying finial stage)
- Product never to exceed: 160 degrees
- Remove immediately, then fluff and fold.

c. Poly/Cotton Guidelines for Harm Reduction Products:

- Always “under-load” polycotton by at least 15 – 20% against the machine-rated capacity to avoid pressure creases, as well as to improve soil removal.
- Always use a “cool-down” at the end of the main wash stage to avoid thermal shock.
- Use a reduced time/pressure moisture extraction cycle.
- Never over-dry or pre-condition.
- If polycotton cannot be finished immediately – always cover the trolleys with a polythene sheet or similar to avoid localized evaporation and the trolley load drying out.
- Avoid leaving polycotton loads for long periods of time in the trolley before finishing them.
- Never, ever overload trolleys with polycotton.

5.1.10 <u>Required par level amounts to be delivered</u>:

The required estimated amounts of linen to be delivered weekly and monthly shall be at the minimum or over the par level list in chart below.

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	***Estimated Weekly usage pieces***	***Estimated Monthly usage pieces***	**Rental or Government Furnished**
5.1.1 Flatwork Cleaned, conditioned, ironed, and folded			
Pillowcases (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 42” x 34”)	**2600**	**11700**	**Rental**
Flat Sheet (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 66” x 108”)	**3344**	**15050**	**Rental**
Surgical Towels, 100% cotton, hemmed edge, white (at or around 18” x 36”)	**278**	**1250**	**Rental**
Miscellaneous			
5.1.2. Cleaned, finished, and placed on hangers			
Doctor/Lab Coats, white (x-small)	**1**	**4**	**Rental**
Doctor/Lab Coats, white (small)	**8**	**38**	**Rental**
Doctor/Lab Coats, white (medium)	**19**	**86**	**Rental**

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	*Estimated Weekly usage pieces*	*Estimated Monthly usage pieces*	Rental or Government Furnished
Doctor/Lab Coats, white (large)	21	94	Rental
Doctor/Lab Coats, white (X-large)	21	94	Rental
Doctor/Lab Coats, white (2X)	4	18	Rental
Doctor/Lab Coats, white (3X)	1	6	Rental
Chef Coats (small)	1	4	Rental
Chef Coats (large)	1	4	Rental
Chef Coats (2X)	1	4	Rental
5.1.2. Cleaned, finished, and placed on hangers, cont.			
Warm-up jackets (x-small)	3	12	Rental
Warm-up jackets (small)	25	114	Rental
Warm-up jackets (medium)	57	258	Rental
Warm-up jackets (large)	63	282	Rental
Warm-up jackets (X large)	57	258	Rental
Warm-up jackets (2X)	12	54	Rental
Warm-up jackets (3X)	4	18	Rental
Uniform Shirts, polo, or button down	3	15	Government Furnished
Uniform Trousers, beige docker style	3	15	Government Furnished
5.1.3. Cleaned, tumbled dry and folded			
Aprons, long bib with pockets, adjustable neck, knee length, black (at or around 34” waist x 32” length)	100	450	Rental
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (Large)	67	300	Rental

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	*Estimated Weekly usage pieces*	*Estimated Monthly usage pieces*	Rental or Government Furnished
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (XL)	89	400	Rental
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (4X)	44	200	Rental
Blankets (standard) bath, cotton thread, white, at or around 1.5 lb. (at or around 72” x 104”)	267	1200	Rental
Blankets (standard) thermal, poly/cotton blend, white, at or around 3.5 lb. (at or around 72” x 104”)	1589	7150	Rental
Curtains, Cubicle, multiple sizes	30	120	Government Furnished
Gown, Patient (bariatric) - unisex, tie neck and waist, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)	100	450	Rental
Gown, Patient (standard) – unisex, plastic snap I.V. universal, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)	533	2400	Rental
Gown, Patient (standard) – unisex tie neck and waist, poly/cotton blend, tele pocket (at or around length: 51”, sweep 65”, in-sleeve 8”)	400	1800	Rental
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (medium)	70	315	Rental
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (large)	70	315	Rental
5.1.3. Cleaned, tumbled dry and folded, cont.			
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (X-large)	70	315	Rental

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	*Estimated Weekly usage pieces*	*Estimated Monthly usage pieces*	Rental or Government Furnished
Mamo Capes, poly/cotton blend, snap closure (one size)	30	135	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (small)	83	375	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (medium)	83	375	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (large)	144	650	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (X-large)	144	650	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (2X)	144	650	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (3X)	144	650	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (4X)	144	650	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (5X)	11	50	Rental
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (6X)	11	50	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (small)	83	375	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (medium)	83	375	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (large)	144	650	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (X-large)	144	650	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (2X)	144	650	Rental

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	*Estimated Weekly usage pieces*	*Estimated Monthly usage pieces*	Rental or Government Furnished
Pajama Tops, poly/cotton blend, snap front, long sleeve (3X)	144	650	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (4X)	144	650	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (5X)	11	50	Rental
Pajama Tops, poly/cotton blend, snap front, long sleeve (6X)	11	50	Rental
Sheet, knitted fitted (gurney) white (at or around 34” x 84” x 12”)	400	1800	Rental
Surgical Scrub, Bottoms (x-small)	22	98	Rental
Surgical Scrub, Bottoms (small)	169	761	Rental
Surgical Scrub, Bottoms (medium)	292	1315	Rental
Surgical Scrub, Bottoms (large)	257	1158	Rental
Surgical Scrub, Bottoms (x-large)	198	890	Rental
Surgical Scrub, Bottoms (2x)	74	335	Rental
Surgical Scrub, Bottoms (3x)	19	84	Rental
Surgical Scrub, Bottoms (4x)	4	16	Rental
Surgical Scrub, Tops (x-small)	22	98	Rental
Surgical Scrub, Tops (small)	169	761	Rental
Surgical Scrub, Tops (medium)	292	1315	Rental
Surgical Scrub, Tops (large)	257	1158	Rental
Surgical Scrub, Tops (x-large)	198	890	Rental
Surgical Scrub, Tops (2x)	74	335	Rental
Surgical Scrub, Tops (3x)	19	84	Rental

CLINS LISTING BY ITEM TYPE WITH REQUIRED PAR LEVELS	*Estimated Weekly usage pieces*	*Estimated Monthly usage pieces*	Rental or Government Furnished
Surgical Scrub, Tops (4x)	4	16	Rental
Towels, Bath 100% cotton terry, white (at or around 20” x 40”)	722	3250	Rental
Towels, Kitchen/Dish, poly/cotton blend, white with strip (at or around 14” x 18”)	1844	8300	Rental
Towels, washcloths, poly/cotton blend, white (at or around 12” x 12”)	6000	27000	Rental
Under-pad, poly/cotton blend, hemmed edge, vinyl backed, outer shell/interlining (at or around 32” x 40”)	100	450	Rental
5.1.4. Cleaned, dried, and returned in bulk			
Laundry bags, (at or around 40” x 36”)	678	3050	Rental
Mops Microfiber 18"	8000	36000	Rental
Mop Microfiber 24”	200	900	Rental
Mop Microfiber 48”	78	350	Rental
Mops wet, cotton, antimicrobial looped end, 24oz	200	900	Rental
5.1.5. Cleaned, dried, and placed in laundry bags			
Cleaning rags	8000	36000	Rental
5.1.6. Gently washed and air dried only (NO HEAT)			
Miscellaneous			Rental/ Government Furnished

5.1.11 Packaging and deliveries:

Linen is packaged in established bundle count by like items and sizes.

a. Bundle counts

Contractor will provide bundle counts for each type of linen.
Each type of linen will be delivered consistently in the same bundle counts as specified by the Contractor

b. Delivery note
With each delivery of clean linen, the carts must have proper and clear markings showing cart number and have empty cart weight indicated on both ends. Additionally, the carts must have an accurate itemized tally reconciling its contents, including cart number, weight/count of goods.

5.1.12 Reject system A reject system needs to be in place by Contractor.
- **a**. If unusable linen is received by SAVAHCS it will be returned to the Contractor as rejected linen for replacement.
- **b**. Rejected linen will placed in a reject container and be returned through normal pick-up process.
- **c**. Replacement linen must be received from the Contractor at no charge.
- **d**. Replacement linen requested by COR or designee must be received within 24 hours of notification except in the case of a linen shortage 5.1.13.

5.1.13 Linen Shortage
Scheduled services may require an alteration of schedules. During a linen shortage from the time of notification to the time of delivery - ***this must occur within four (4) hours. Services may be subject to urgent situations such as required linens not being delivered as requested. The contractor will deliver to SAVAHCS as soon as possible, but no later than 4 hours from notification from the CORs, CO or designee that a problem exists, and additional attention is required.***

5.1.14 Transportaiton of Linens
- **a**. Clean linen must delivered with a protective covering encompassing the entirety of the linen cart.
- **b**. Carts of clean linen **will not** be delivered with soiled linen carts in the same vehicle or trailer, VHA Directive 1850.03, No.6 Textile Control and Security, (2)
- **c**. Door on vehicle or trailer needs to be closed & secured during transport.

5.1.15 Cleaning the linen transport vehicle/carts
- **a**. The linen transport vehicle and the carts are to be sanitized daily with a VHA and COR or designee approved germicidal disinfectant that is effective against tuberculosis, VHA Directive 1850.07, (d) Textile Care Manager, No. 13

5.1.16 Linen Contingency Supply – A separate 96-hour contingency supply of linen will be provided to the SAVAHCS that will be stored at the facility.

5.2 Reports:

5.2.1 Titration Report:

Contractor must provide a quarterly titration report showing linen being processed and test piece swatches provided by the service vendor are submitted for analysis. Reviewing test piece results, pH readings and titration reports related to the washing formula; monitoring rewash; and taking appropriate corrective action for deficiencies. Example provided in Technical Exhibit 4.

a. Test piece results, pH and titration reports are generated quarterly and will be maintained for one year from the last report (VHA Directive).
b. A report is issued to the TCPF and the report shall be presented to the COR or designee each month.
c. When measures are not met, action plans will be developed and initiated to ensure compliance.
d. Reference for 5.10.1 Titration report: VHA Directive 1850.07, no.6 Quality Assurance and Efficiency Control, (6)

5.2.2 Linen Loss Report

Linen losses must be explained, agreed upon, and acceptable to both the vendor and the COR or designee. Linen losses cannot be charged until a minimum of 120 days from date of receipt by Medical Center. A monthly report of losses and credits that reconcile with the CLIN's and descriptions as outlined in the chart below is required.

LINEN LOSS REPORT CLINS LISTING BY ITEM TYPE	
5.1.1 Flatwork Cleaned, conditioned, ironed, and folded	
A	**Pillowcases (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 42" x 34")**
B	**Flat Sheet (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 66" x 108")**
C	**Surgical Towels, 100% cotton, hemmed edge, white (at or around 18" x 36")**
D	**Miscellaneous**
5.1.2. Cleaned, finished, and placed on hangers	
A	**Doctor/Lab Coats, white (x-small)**
B	**Doctor/Lab Coats, white (small)**
C	**Doctor/Lab Coats, white (medium)**
D	**Doctor/Lab Coats, white (large)**
E	**Doctor/Lab Coats, white (X-large)**
F	**Doctor/Lab Coats, white (2X)**

LINEN LOSS REPORT CLINS LISTING BY ITEM TYPE	
G	Doctor/Lab Coats, white (3X)
H	Warm-up jackets (x-small)
I	Warm-up jackets (small)
J	Warm-up jackets (medium)
K	Warm-up jackets (large)
L	Warm-up jackets (X large)
M	Warm-up jackets (2X)
N	Warm-up jackets (3X)
ZZ	Miscellaneous
5.1.3. Cleaned, tumbled dry and folded	
A	Aprons, long bib with pockets, adjustable neck, knee length, black (at or around 34” waist x 32” length)
B	Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (Large)
C	Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (XL)
D	Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (4X)
E	Blankets (standard) bath, cotton thread, white, at or around 1.5 lb. (at or around 72” x 104”)
F	Blankets (standard) thermal, poly/cotton blend, white, at or around 3.5 lb. (at or around 72” x 104”)
G	Gown, Patient (bariatric) - unisex, tie neck and waist, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)
H	Gown, Patient (standard) – unisex, plastic snap I.V. universal, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)
I	Gown, Patient (standard) – unisex tie neck and waist, poly/cotton blend, tele pocket (at or around length: 51”, sweep 65”, in-sleeve 8”)
J	Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (medium)

LINEN LOSS REPORT CLINS LISTING BY ITEM TYPE	
K	Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (large)
L	Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (X-large)
M	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (small)
N	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (medium)
O	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (large)
P	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (X-large)
Q	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (2X)
R	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (3X)
S	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (4X)
T	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (5X)
U	Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (6X)
V	Pajama Tops, poly/cotton blend, snap front, long sleeve (small)
W	Pajama Tops, poly/cotton blend, snap front, long sleeve (medium)
X	Pajama Tops, poly/cotton blend, snap front, long sleeve (large)
Y	Pajama Tops, poly/cotton blend, snap front, long sleeve (X-large)
Z	Pajama Tops, poly/cotton blend, snap front, long sleeve (2X)
AA	Pajama Tops, poly/cotton blend, snap front, long sleeve (3X)
BB	Pajama Tops, poly/cotton blend, snap front, long sleeve (4X)
CC	Pajama Tops, poly/cotton blend, snap front, long sleeve (5X)
DD	Pajama Tops, poly/cotton blend, snap front, long sleeve (6X)
EE	Sheet, Knitted Fitted (gurney) white (at or around 34” x 84” x 12”)
FF	Surgical Scrub, Bottoms (x-small)
GG	Surgical Scrub, Bottoms (small)
HH	Surgical Scrub, Bottoms (medium)

LINEN LOSS REPORT CLINS LISTING BY ITEM TYPE	
II	Surgical Scrub, Bottoms (large)
JJ	Surgical Scrub, Bottoms (x-large)
KK	Surgical Scrub, Bottoms (2x)
LL	Surgical Scrub, Bottoms (3x)
MM	Surgical Scrub, Bottoms (4x)
NN	Surgical Scrub, Tops (x-small)
OO	Surgical Scrub, Tops (small)
PP	Surgical Scrub, Tops (medium)
QQ	Surgical Scrub, Tops (large)
RR	Surgical Scrub, Tops (x-large)
SS	Surgical Scrub, Tops (2x)
TT	Surgical Scrub, Tops (3x)
UU	Surgical Scrub, Tops (4x)
VV	Towels, Bath 100% cotton terry, white (at or around 20” x 40”)
WW	Towels, Kitchen/Dish, poly/cotton blend, white with strip (at or around 14” x 18”)
XX	Towels, washcloths, poly/cotton blend, white (at or around 12” x 12”)
YY	Under-pad, poly/cotton blend, hemmed edge, vinyl backed, outer shell/interlining (at or around 32” x 40”)
ZZ	Miscellaneous
5.1.4. Cleaned, dried, and returned in bulk	
A	Mops Microfiber 18"
B	Mop Microfiber 24”
C	Mop Microfiber 48”
D	Mops wet, cotton, antimicrobial looped end, 24oz
ZZ	Miscellaneous

LINEN LOSS REPORT CLINS LISTING BY ITEM TYPE	
5.1.5. Cleaned, dried, and placed in laundry bags	
A	**Cleaning rags**
ZZ	**Miscellaneous**
5.1.6. Gently washed and air dried only (NO HEAT)	
ZZ	**Miscellaneous**

5.2.3 Monthly Invoice Report

Monthly invoices must reconcile with the CLIN's and descriptions of services as outlined in the chart under 5.6 Billing and submitted with the linen loss report outlined in 5.2.2 Linen Loss Report.

5.2.3 Weekly & Monthly Soiled Linen Report

Soiled Linen Report to include total pounds received from Medical Center.

5.2.4 Weekly & Monthly Clean Linen Report

Clean Linen Report to include the number of clean pieces and total weight received by the medical center as outline in 5.1.9, Required par level amounts to be delivered.

5.2.5 Daily Cart Delivery Note

With each delivery of clean linen, the carts must have an accurate itemized tally reconciling its contents, including cart number, weight/count of goods.

5.2.6 Cleaning of transport Vehicle/Carts Reports

The Contractor is responsible to provide a monthly report documenting the linen transport vehicle and carts are being cleaned according to 5.1.14 Cleaning the Linen Transport Vehicle/Carts.

5.6 Billing:

5.6.1 Reconciliation of Linen Losses

b. Linen losses cannot be charged until a minimum of 120 days from date of receipt by Medical Center. Provide a monthly report as outlined in 5.2.2 Linen Loss Report.

5.6.2 Reconciliation of itemized services and monthly invoice process

a. Monthly invoices must reconcile with the CLIN's and descriptions of services. The Linen Loss reconciliation must be attached to the invoice. Example invoice below. Sample invoice required.

CLIN	DESCRIPTION OF SERVICES	POUND/PIECES PER MONTH	UNIT OF ISSUE	UNIT PRICE PER POUNDS/PIECES	TOTAL PRICE PER MONTH
0001	Flatwork Cleaned Conditioned Ironed & Folded	100	LB	$0.20	$20.00
0002	Cleaned Finished and Placed on Hangars	100	LB	$0.21	$21.00
0002	Cleaned Finished and Placed on Hangars	100	PCS	$0.21	$21.00
0003	Cleaned Tumbled Dry and Folded	100	LB	$0.22	$22.00
0004	Cleaned Dried and Returned in Bulk	100	LB	$0.23	$23.00
0005	Cleaned Dried and Placed in Laundry Bags	100	LB	$0.24	$24.00
0006	Gently Washed and Air Dried Only	100	LB	$0.25	$25.00
0007	Miscellaneous	100	LB	$0.26	$26.00
0007	Miscellaneous	100	PCS	$0.26	$26.00
TOTAL					**$208.00**

PART 6
APPLICABLE PUBLICATIONS

6.0 APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1 The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

6.1.1 VHA Directive 1850.03 Textile Management Services

6.1.2 VHA Directive 1850.03, No.6 Textile Control and Security, (2)

a. VA Directive 1850.03, No.6 Textile Control and Security, subparagraph b. (2), pg. 8

6.1.3 VHA Directive 1850.07 Textile Care Processing Facility Operation

a. VHA Directive 1850.07, No.6 Quality Assurance and Efficiency Control, (6).

b. VHA Directive 1850.07, (d) Textile Care Manager, No. 13.

6.1.4 Center for Disease Control - Guidelines for Environmental Infection Control in Health-Care Facilities

6.1.9 VHA Office of Emergency Management 38 USC, Section 811A, No.4

6.1.10 Association of Linen Management (ALM) www.almnet.org,

6.1.11 Dry-Cleaning and Laundry Institute (DLI) www.uai.org

6.1.12 VHA Central Office Textile Care Management | Healthcare Environment and Facilities Programs (va.gov)

6.1.13 VHA Office of Emergency Management, 38 USC Section 811A No.4

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7.0 Attachment/Technical Exhibit List:

At the start of the contract the contractor shall make themselves familiar with all mandatory directives, guidelines, programs, regulations, manuals, and specifications listed in Part 6, as well as all technical exhibits attached. VHA policies and procedures of mandatory directives shall be adhered to always. Supplements and amendments thereto, shall be in full force and effective immediately. It is the Contractor's responsibility to ensure that any and all mandatory publications are posted (if required) and up to date.

7.1 Technical Exhibit 1: Performance Requirements Summary will be considered part of the quality assurance surveillance plan (QASP), Part 8.

7.2 Technical Exhibit 2: Deliverable Schedule for reports section 5.2

7.3 Technical Exhibit 3: Estimated Workload Data

7.4 Technical Exhibit: Example Titration Report

PART 8
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

8.0 QASP

The Government will use the following quality assurance surveillance plan (QASP) as a method to evaluate the contractor's performance of the contract requirements.

8.0.1 Evaluation.

The evaluation will be used to help determine the contractor's annual performance rating which will be completed using the Contractor performance Assessment Reporting System (CPARS) at https://www.cpars.gov/

8.0.2 Performance

The contractor's performance will be measured using random sampling and periodic inspection surveillance methods. This will all aspects of this contract including:

a. 1.7 Quality Control
b. 1.8 Quality Assurance
c. Technical Exhibit 1 below.

TECHNICAL EXHIBIT 1
Performance Requirements Summary

Factor No.	Performance Indicator	Performance Standard	AQL Compliance Factor (Success)	Method – Type of Surveillance Reduction When AQL Exceeded
1	COG Turn-Around	COG Items are processed and returned within 3 business days after being picked up (i.e. items picked up Monday are returned by Thursday)	No more than 1 discrepancy per month	Random Sampling - carts of COG linen, once a week by supervisors
2	Titration Report	Contractor must provide a quarterly titration report showing test piece sample being processed is in accordance with Department of Veterans Affairs standards per VHA Directive 1850.03 and VHA Directive 1850.07	No more than 1 discrepancy per quarter	Random Sampling: Appropriate for frequently recurring tasks. Will evaluate random items listed to determine the acceptability of service.
3	Pickup & delivery schedule is met	All pickup & deliveries to Medical Center per established schedule	No more than 1 discrepancy per month	COR or designee daily inspection
4	Invoices are accurate	Invoices received timely (within 10 business days of end of month) and are accurate	No more than 1 discrepancy per quarter	COR monthly invoice review
5	Laundry is clean	Laundry is clean, dry, free of lint and odor	95% of quantity sampled each month.	Random Sampling - carts of clean linen, once a week by supervisors

Factor No.	Performance Indicator	Performance Standard	AQL Compliance Factor (Success)	Method – Type of Surveillance Reduction When AQL Exceeded
6	Laundry is free of stains	No visible stains: spots and stains removed.	95% per /month ~Washcloths, scrubs, scrub jackets, PJs, Robes; No visible stain greater than 1.25". Stains larger should be placed in Fair, Wear and Tear. ~Flat sheets, fitted sheets, blankets; No visible stain greater than 2.5." Stains larger should be placed in Fair, Wear and Tear	Random Sampling – specific item of clean linen, once a week
7	Proper linen finish for items	All articles are properly processed; Ironed items are free from wrinkles and ironed and air-dried items are free from scorches.	95% per month all items free of wrinkles	Random Sampling – specific item of clean linen, once a week.

Factor No.	Performance Indicator	Performance Standard	AQL Compliance Factor (Success)	Method – Type of Surveillance Reduction When AQL Exceeded
8	Proper linen finish for items	All articles are properly folded.	95% per month~under pads; folded so area that touches patient folds in,~No linen folded inside out~All folds within one inch of correct position (all edges/corners align)~PJs, scrub jackets and like items will be folded so that size/label on collar is visible	Random Sampling – specific item of clean linen, once a week.
9	Packaging is properly accomplished.	Laundered items are bundled, tied, wrapped, covered, etc.	No more than 1 discrepancy per week	Random Sampling – carts clean linen, daily.
10	Provide required reports.	Data required submitted on time.	No more than 1 discrepancy per month.	Check list
11	Damaged Clean linen items.	Laundered items are not physically damaged due to improper processing or carelessness.	No more than 1 incident of improperly processed linens per month.	Random Sampling - carts of clean linen, daily
12	Customer Service	Unresolved or recurring customer complaints are negligible	1 discrepancy per month.	COR or designee awareness

Factor No.	Performance Indicator	Performance Standard	AQL Compliance Factor (Success)	Method – Type of Surveillance Reduction When AQL Exceeded
13	Transport / Storage trailers/carts are cleaned with a tuberculocidal germicide/disinfectant, after unloading the soiled linen and prior to loading the trailer/cart with clean linen.	Trailers/carts are clean, dry, and free of visible soil.	No discrepancies permitted.	Daily inspections; random unannounced visit to laundry site
14	Monthly Cart, Transport vehicle and Trailer log	Contractor will provide monthly logs of trailer being cleaned with a VA approved germicidal disinfectant that is effective against Tuberculosis	1 discrepancy per month.	Check list
15	Emergency response.	Contractor responds to emergency service request within four hours.	N/A	Customer Complaint

TECHNICAL EXHIBIT 2
DELIVERABLES SCHEDULE

Factor No.	Deliverable	Frequency	# of Copies	Medium/Format	Submit to:
1	Linen Titration Report	Quarterly	One	Electronic	POC's will be provided after award
2	Linen Loss Report	Monthly	One	Electronic	POC's will be provided after award
3	Monthly Invoice	Monthly	One	Electronic	Tungsten
4	Soiled Linen Report	Monthly	One	Electronic	POC's will be provided after award
5	Clean Linen Report	Monthly	One	Electronic	POC's will be provided after award
6	Cart Report	Daily	One for each cart	Paper	Upon delivery with each cart
7	Cleaning Report	Monthly	One	Electronic	POC's will be provided after award

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
5.1.1 Flatwork Cleaned, conditioned, ironed, and folded					
Pillowcases (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 42" x 34")	**2600**	**11700**	**Rental**	**0.4375**	**5118.75**
Flat Sheet (Standard), cotton or poly/cotton blend, at or around 180 thread count, white (at or around 66" x 108")	**3344**	**15050**	**Rental**	**0.75**	**11287.5**
Surgical Towels, 100% cotton, hemmed edge, white (at or around 18" x 36")	**278**	**1250**	**Rental**	**0.75**	**937.5**
Miscellaneous					
TOTAL				**1.5**	**12225**
5.1.2. Cleaned, finished, and placed on hangers					
Doctor/Lab Coats, white (x-small)	**1**	**4**	**Rental**	**0.6**	**2.4**
Doctor/Lab Coats, white (small)	**8**	**38**	**Rental**	**0.6**	**22.8**
Doctor/Lab Coats, white (medium)	**19**	**86**	**Rental**	**0.6**	**51.6**
Doctor/Lab Coats, white (large)	**21**	**94**	**Rental**	**0.6**	**56.4**
Doctor/Lab Coats, white (X-large)	**21**	**94**	**Rental**	**0.6**	**56.4**
Doctor/Lab Coats, white (2X)	**4**	**18**	**Rental**	**0.6**	**10.8**
Doctor/Lab Coats, white (3X)	**1**	**6**	**Rental**	**0.6**	**3.6**

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
Warm-up jackets (x-small)	3	12	Rental	0.5	6
Warm-up jackets (small)	25	114	Rental	0.5	57
Warm-up jackets (medium)	57	258	Rental	0.5	129
Warm-up jackets (large)	63	282	Rental	0.5	141
Warm-up jackets (X large)	57	258	Rental	0.5	129
Warm-up jackets (2X)	12	54	Rental	0.5	27
Warm-up jackets (3X)	4	18	Rental	0.5	9
Uniform Shirts, polo, or button down	3	15	Government Furnished	0.5	7.5
Uniform Trousers, beige docker style	3	15	Government Furnished	0.5	7.5
TOTAL				8.7	717
5.1.3. Cleaned, tumbled dry and folded					
Aprons, long bib with pockets, adjustable neck, knee length, black (at or around 34” waist x 32” length)	100	450	Rental	3.75	1687.5
5.1.3. Cleaned, tumbled dry and folded, cont.					
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (Large)	67	300	Rental	0.5	150
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (XL)	89	400	Rental	0.5	200

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
Bath robes, poly/cotton blend, long sleeve, snap closure, left/right pockets (4X)	44	200	Rental	0.5	100
Blankets (standard) bath, cotton thread, white, at or around 1.5 lb. (at or around 72” x 104”)	267	1200	Rental	1.5	1800
Blankets (standard) thermal, poly/cotton blend, white, at or around 3.5 lb. (at or around 72” x 104”)	1589	7150	Rental	3.5	25025
Curtains, Cubicle, multiple sizes	30	120	Government Furnished	5	600
Gown, Patient (bariatric) - unisex, tie neck and waist, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)	100	450	Rental	0.3	135
Gown, Patient (standard) – unisex, plastic snap I.V. universal, poly/cotton blend, tele pocket (at or around length: 53”, sweep 100”, in-sleeve 9”)	533	2400	Rental	0.3	720
Gown, Patient (standard) – unisex tie neck and waist, poly/cotton blend, tele pocket (at or around length: 51”, sweep 65”, in-sleeve 8”)	400	1800	Rental	0.3	540
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (medium)	70	315	Rental	0.3	94.5

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (large)	70	315	Rental	0.3	94.5
5.1.3. Cleaned, tumbled dry and folded, cont.					
Gown, Surgical - isolation, unisex, poly/carbon fiber blend, tie neck and back, stocking knit cuffs, non-linting filament (X-large)	70	315	Rental	0.3	94.5
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (small)	83	375	Rental	0.4	150
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (medium)	83	375	Rental	0.4	150
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (large)	144	650	Rental	0.4	260
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (X-large)	144	650	Rental	0.4	260
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (2X)	144	650	Rental	0.4	260
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (3X)	144	650	Rental	0.4	260
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (4X)	144	650	Rental	0.4	260

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (5X)	11	50	Rental	0.4	20
Pajama Bottoms, poly/cotton blend, elastic waist, snap closure (6X)	11	50	Rental	0.4	20
Pajama Tops, poly/cotton blend, snap front, long sleeve (small)	83	375	Rental	0.4	150
Pajama Tops, poly/cotton blend, snap front, long sleeve (medium)	83	375	Rental	0.4	150
Pajama Tops, poly/cotton blend, snap front, long sleeve (large)	144	650	Rental	0.4	260
Pajama Tops, poly/cotton blend, snap front, long sleeve (X-large)	144	650	Rental	0.4	260
Pajama Tops, poly/cotton blend, snap front, long sleeve (2X)	144	650	Rental	0.4	260
Pajama Tops, poly/cotton blend, snap front, long sleeve (3X)	144	650	Rental	0.4	260
Pajama Tops, poly/cotton blend, snap front, long sleeve (4X)	144	650	Rental	0.4	260
Pajama Tops, poly/cotton blend, snap front, long sleeve (5X)	11	50	Rental	0.4	20
Pajama Tops, poly/cotton blend, snap front, long sleeve (6X)	11	50	Rental	0.4	20

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
5.1.3. Cleaned, tumbled dry and folded, cont.					
Sheet, knitted fitted (gurney) white (at or around 34" x 84" x 12")	**400**	**1800**	**Rental**	**1.5**	**2700**
Surgical Scrub, Bottoms (x-small)	**22**	**98**	**Rental**	**0.4**	**39.2**
Surgical Scrub, Bottoms (small)	**169**	**761**	**Rental**	**0.4**	**304.4**
Surgical Scrub, Bottoms (medium)	**292**	**1315**	**Rental**	**0.4**	**526**
Surgical Scrub, Bottoms (large)	**257**	**1158**	**Rental**	**0.4**	**463.2**
Surgical Scrub, Bottoms (x-large)	**198**	**890**	**Rental**	**0.4**	**356**
Surgical Scrub, Bottoms (2x)	**74**	**335**	**Rental**	**0.4**	**134**
Surgical Scrub, Bottoms (3x)	**19**	**84**	**Rental**	**0.4**	**33.6**
Surgical Scrub, Bottoms (4x)	**4**	**16**	**Rental**	**0.4**	**6.4**
Surgical Scrub, Tops (x-small)	**22**	**98**	**Rental**	**0.4**	**39.2**
Surgical Scrub, Tops (small)	**169**	**761**	**Rental**	**0.4**	**304.4**
Surgical Scrub, Tops (medium)	**292**	**1315**	**Rental**	**0.4**	**526**
Surgical Scrub, Tops (large)	**257**	**1158**	**Rental**	**0.4**	**463.2**
Surgical Scrub, Tops (x-large)	**198**	**890**	**Rental**	**0.4**	**356**
Surgical Scrub, Tops (2x)	**74**	**335**	**Rental**	**0.4**	**134**
Surgical Scrub, Tops (3x)	**19**	**84**	**Rental**	**0.4**	**33.6**
Surgical Scrub, Tops (4x)	**4**	**16**	**Rental**	**0.4**	**6.4**

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
Towels, Bath 100% cotton terry, white (at or around 20" x 40")	722	3250	Rental	1.5	4875
Towels, Kitchen/Dish, poly/cotton blend, white with strip (at or around 14" x 18")	1844	8300	Rental	0.75	6225
Towels, washcloths, poly/cotton blend, white (at or around 12" x 12")	6000	27000	Rental	0.75	20250
Under-pad, poly/cotton blend, hemmed edge, vinyl backed, outer shell/interlining (at or around 32" x 40")	100	450	Rental	4	1800
TOTAL				42.15	74108.6
5.1.4. Cleaned, dried, and returned in bulk					
Laundry bags, (at or around 40" x 36")	678	3050	Rental	2.2	6710
Mops Microfiber 18"	3750	16875	Rental	0.2	3375
Mop Microfiber 24"	200	900	Rental	0.2	180
Mop Microfiber 48"	78	350	Rental	0.4	140
Mops wet, cotton, antimicrobial looped end, 24oz	200	900	Rental	2	1800
TOTAL				5	12205
5.1.5. Cleaned, dried, and placed in laundry bags					
Cleaning rags	8000	36000	Rental	0.2	7200
TOTAL				0.2	7200

TECHNICAL EXHIBIT 3
ESTIMATED WORKLOAD DATA

	Estimated Weekly usage pieces/ weight	*Estimated Monthly usage pieces/ weight*	Rental or Government Furnished	Weights	*Estimated Monthly usage pieces/ weight*
5.1.6. Gently washed and air dried only (NO HEAT)					
Miscellaneous					
TOTAL					
GRAND MONTHLY TOTAL				**60.05**	**106705.6**
GRAND YEARLY TOTAL					**1280467.2**

TECHNICAL EXHIBIT 4
EXAMPLE TITRATION REPORT

ALM
138N Keeneland Drive, Suite D
Richmond, KY 40475

Association for Linen Management

ALMnet.org
800.669.0863 F: 859.624.3580

ALM # 24562263 Date results received from lab: 9/1/2020

Fernando Dimacali
Veterans Healthcare System of the Ozarks (137,
1100 N College AVE
Fayetteville, AR 72703 United States
E-mail: fernando.dimacali.@va.gov

TEST PIECE RESULTS

RESULTS FOR TEST PIECE #: **521522**

WHITENESS INDEX: **84.02**

TENSILE STRENGTH: **-0.4**

CHLORINE: **none**

COMMENTS:

How do your results compare? See below

Whiteness Index	**Tensile Strength**	**Chlorine Retention**
90% - 94% = Excellent	+3% to -4% = Excellent	N =None
85% - 89% = Very Good	-4% to 7% = Good	S =Slight
80% - 84% = Good	-8% to 12% = Poor	M = Moderate
74% - 79% = Fair	>-13 =Excessive	E = Excessive
Possible Explanation:		
LOSS in Whiteness: Redeposition Loss of optical brighteners Excess optical brighteners	LOSS in Tensile Strength: Too much bleach Did not rinse. Did not dilute bleach properly	Chlorine Retention: High % of bleach Bleach not decomposed in wash cycle . High temp during drying cycle. Pressing decomposes remaining bleach.
GAINS in Whiteness Bleaching Addition of optical brighteners	GAINS in Tensile Strength: Shrinkage	

Questions? Contact Anthony Carpenter at the number above or via email: info@almnet.org

9.0 DELEGATION AUTHORITY:

No additional service shall be provided without the approval from the Contracting Officer (CO) or his/her designee of this contract. The Contractor shall not accept any instructions issued by any other person(s) other than the CO or his/her delegated representative acting within the limits of his/her authority.

10.0 AUTHORIZED SERVICES:

Only those services specified herein are authorized under this contract. Before permitting and/or performing any service of a non-contract nature, the Contractor shall advise the CO of the reason (s) for the additional work and/or service. The Contractor is cautioned that only the CO or his/her designee may authorize additional service that are within the scope of this contract and that reimbursement shall not be made unless prior authorization is obtained from the CO. All changes to the contract shall be issued through a contract modification in writing from the CO to the Contractor.

11.0 PARKING POLICY:

It is the responsibility of contractor personnel to park only in designated parking areas. Parking information is available from the VA Police. The VA shall not invalidate or make reimbursement for parking violations of contractor's personnel under any circumstances.

12.0 BADGES:

All contractor personnel shall be required to wear VA provided identification (I.D.) badges above the waist at all times while on the VA grounds. Contractor shall be required to coordinate with the COR to obtain the VA provided I.D. badges for all staff. All VA provided I.D. badges shall be returned at the end of the contract or upon completion of service. Failure to wear ID badges may result in removal from any of the VA facilities and/or otherwise referred to Government property.

13.0 COMPLAINTS:

Contractor shall promptly and courteously respond to complaints within three (3) working days to the COR. Including complaints brought to the contractor's attention by the CO. Contractor shall maintain a written record of all complaints, both written and oral showing the identity of the individual, the nature of the complaint, and contractor's response. Contractor shall permit the Government to inspect the written records of complaints upon reasonable notice from the CO.

D.2 WAGE DETERMINATION

This contract incorporates Service Contract Act Wage Determination #2015-5473 Rev. 28, dated 05/13/2026. The wage determination can be found at https://sam.gov/wage-determination/2015-5473/28.

SECTION E - SOLICITATION PROVISIONS

E.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

https://www.acquisition.gov/browse/index/far
https://www.va.gov/oal/library/vaar/

(End of Provision)

FAR Number	Title	Date
52.203-11	CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	SEP 2024
52.203-18	PROHIBITION ON CONTRACTING WITH ENTITIES THAT REQUIRE CERTAIN INTERNAL CONFIDENTIALITY AGREEMENTS OR STATEMENTS—REPRESENTATION	JAN 2017
52.204-7	SYSTEM FOR AWARD MANAGEMENT—REGISTRATION (DEVIATION)	NOV 2025
52.212-1	INSTRUCTIONS TO OFFERORS—COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (DEVIATION)	OCT 2025
52.229-11	TAX ON CERTAIN FOREIGN PROCUREMENTS—NOTICE AND REPRESENTATION	JUN 2020
852.215-72	NOTICE OF INTENT TO RE-SOLICIT	OCT 2019
852.233-70	PROTEST CONTENT/ALTERNATIVE DISPUTE RESOLUTION	OCT 2018
852.233-71	ALTERNATE PROTEST PROCEDURE	OCT 2018

E.2 52.212-2 EVALUATION—COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (OCT 2025) (DEVIATION)

(a) Evaluation factors. The Government will award a contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors will be used to evaluate offers:

Price

(b) *Options (if applicable).* The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. The evaluation of options does not obligate the Government to exercise the option(s).

(c) *Notice of award*. A written notice of award or acceptance of an offer furnished to the successful Offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of Provision)

Basis For Award

This procurement is being conducted pursuant to FAR Part 13 procedures. The Government intends to award a contract resulting from this solicitation to the responsible offeror whose offer, conforming to the solicitation, offers the lowest price, whose offered price does not exceed the amount of funding available for the procurement, and whose offered price is found to be reasonable. Price alone is the sole evaluation factor. In addition to the general standards of responsibility found at FAR 9.104-1, in accordance with FAR 9.104-2, the special standards of responsibility described below apply to this procurement. **Offerors who fail to meet any special standard of responsibility will not be eligible to receive contract award.**

Special Standards of Responsibility -The following special standards of responsibility apply to this procurement:

SP1: Special Licensure: Offer shall provide an active Business License.

SP2: Subcontractor Compliance: If Offer intends to satisfy this requirement through use of a proposed subcontractor(s), Offer must provide this information for each proposed subcontractor and Offer must identify what work will be performed by each proposed subcontractor and what work will be performed by Offeror.

Cost/Price - The Government will evaluate offers for award purposes on the total cost to determine that cost is fair and reasonableness. The Government anticipates adequate price competition and intends to award without discussions with respective offerors. However, the Government reserves the right to conduct discussions if deemed in its best interest.

Evaluation Process - Offers will be evaluated in the following manner. The lowest-priced offer will be identified. The lowest-priced offer will be evaluated to determine if the offered price exceeds the amount of funding available for the procurement. If the offered price does not exceed the amount of funding available for the procurement, the offered price will be evaluated to determine if it is reasonable. If the offered price is found to be reasonable, the offeror who submitted this offer will be identified as the “successful offeror.” The contracting officer will then determine if the successful offeror is responsible using the general standards of responsibility and the special standards of responsibility applicable to this procurement. If contract award cannot be made to the successful offeror, the contracting officer will evaluate the next lowest-priced offer following the procedures described above. This process will continue until a contract

award can be made, or the contracting officer determines that no contract award can be made. The contracting officer may find all offers not acceptable and cancel the solicitation if the lowest-priced offer exceeds the amount of funding available for the procurement. The contracting officer may likewise find an offer under evaluation, as well as all remaining offers not acceptable and cancel the solicitation if the offer currently under evaluation exceeds the amount of funding available for the procurement. **A preliminary review of offers will be conducted if all factors are not addressed the offer will not be forwarded for evaluation this will preclude the offer from any further consideration for award.**

In addition to submitting their pricing, offerors must also establish their qualifications and demonstrate their ability to perform all services pertaining to this solicitation.

The Government anticipates adequate price competition and intends to award without discussions with respective offerors. However, the Government reserves the right to conduct discussions if deemed in its best interest.

A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of Addendum 52.212-2)

E.3 VAAR 852.252-70 SOLICITATION PROVISIONS OR CLAUSES INCORPORATED BY REFERENCE (JAN 2008)

The following provisions or clauses incorporated by reference in this solicitation must be completed by the offeror or prospective contractor and submitted with the quotation or offer. Copies of these provisions or clauses are available on the Internet at the Web sites provided in the provision at FAR 52.252-1, Solicitation Provisions Incorporated by Reference, or the clause at FAR 52.252-2, Clauses Incorporated by Reference. Copies may also be obtained from the contracting officer.

[Contracting officer shall list all FAR and 48 CFR Chapter 8 (VAAR) provisions and clauses incorporated by reference that must be completed by the offeror or prospective contractor and submitted with the quotation or offer.]

(End of Provision)