7 August 2026

Q & A RESPONSES FOR JB ANDREWS LAUNDRY AND LINEN CLEANING SERVICES--SOLICITATION #FA286026Q0005:

- **Question: Delivery Fee Structure vs. Volume:** The pricing schedule separates annual poundage estimates (e.g., 482,439 lbs for the Presidential Inn, 19,060 lbs for the 89th Airlift Wing, and 8,632 lbs for the Fisher House) from the 52-week delivery fee line items. Can the CO clarify if the weekly delivery fees (CLINs X002, X004, X006) are intended to be evaluated as firm-fixed flat rates regardless of the weight hauled per trip, or should they be priced assuming full-capacity delivery runs?

  ANSWER: This is intended to be evaluated as a FFP regardless of weight volumes per trip. Historically, delivery runs are not at full-capacity.

- **Question: Variance in Quantities:** Given that laundry requirements for mission-essential flights (89th Airlift Wing) and lodging facilities (Presidential Inn) fluctuate based on seasonal demand and surge operations, will the government include a *Variation in Quantity* clause (e.g., FAR 52.211-16) permitting a specific percentage threshold (such as +/- 10%) before equitable price adjustments apply?

  ANSWER: Negative, historically surge operations have not reached excess percentage thresholds for such clause to exist. If this condition does occur, the government can address the concern at that time.

- **Question: Inflation and Option-Year Escalation:** The Independent Government Estimate (IGE) methodology notes an built-in 4% annual inflation factor based on local dry-cleaning vendor averages. Is this 4% inflation metric a rigid ceiling for the evaluation of price reasonableness, or are contractors permitted to propose independent escalation scales reflective of localized Service Contract Act (SCA) wage adjustments and fuel volatility?

  ANSWER: The metric is not a rigid ceiling, and contractors are permitted to proposed independent pricing with the mindset to acknowledge price fair and reasonableness accordingly within industry standards. This is to ensure that vendors do not assume that although it is a normal and acceptable practice, the government is not implying that vendors must exercise this particular action.

- **Question: Emergency Pickup Integration:** Past operational parameters for this service line account for emergency pickup capabilities within 24 hours of a request. Can the CO confirm whether the cost for these short-notice, ad-hoc missions must be fully burdened within the standard 52-week delivery fee CLINs, or will the government establish a separate, unpriced CLIN to accommodate emergency requests on a per-occurrence basis?

ANSWER: The 52-week delivery fee is standard and inclusive for normal and/or ad hoc deliveries upon demand. If this condition does occur, the government can address the concern at that time. Historically, this service has not been used but is within the best interest of the government to be a PWS requirement.

- **Question: Unlisted Items and Specialized Treatment:** The pricing schedule provides bulk weight estimates for the 89th Cleaning Services, which historically includes specialized garments like the SAMFOX Blues for approximately 60 personnel. Should vendors factor the distinct costs of dry-cleaning, press-only processing, and individual hanger presentation directly into the bulk poundage rate for CLIN X003, or will a separate uniform-specific CLIN be added?

  ANSWER: Negative, this contract PWS for the 89th does not include separate individual uniform requirements.

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

  ANSWER: The current contract number is FA286023C0009 for a base year, plus two option year periods totaling $3,283,564.50.
  Awardee: TRI-STATE LINENS & EVENTS RENTAL CORPORATION
  SAM Number (UEI)--CF6FC9WLKV94
  Cage--5HND1
  Address--12016 OLD BALTIMORE PIKE BELTSVILLE, MD 20705-1412 USA

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

  ANSWER: No scope changes have taken place. The 316th MDG requirement under previous contract has been removed and transferred to the Defense Health Agency.

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

  ANSWER: NEGATIVE on IGCE range information. Reference previous contract data FA286023C0009, FA286021C0012

- **Question:** Soiled vs. Clean Weight Basis: Invoicing and tracking for bulk laundry contracts are highly dependent on measurement methods. Will the government utilize the "soiled weight" measured at the time of pickup or the "clean dry weight" recorded upon delivery as the official baseline for monthly invoicing?

ANSWER: The soiled weight shall be official baseline.

- **Question: Turnaround Time Uniformity:** What is the precise, non-negotiable turnaround window for standard laundry turnarounds across the three distinct entities? If a standard 24-to-48-hour window is required, does this mandate remain constant over weekends and federal holidays, or are adjustments permitted for non-peak periods?

  ANSWER: Reference individual organization(s) PWS for required delivery thresholds. This remains constant and is applicable to normal business day services, with the exception of Saturday services to Presidential Inn Lodging.

- **Question: Fisher House Sanitization Protocols:** Linens servicing the Fisher House accommodate families of hospitalized military personnel. Are there specialized medical-grade sanitization standards, hypoallergenic detergent mandates, or specific infectious-control wrapping protocols required for these items that deviate from the hospitality-grade commercial laundering used for the Presidential Inn?
- **ANSWER: Yes, the following protocols are requested:**
  - **1) Medical-Grade Sanitization Standards: All linens must undergo sanitization processing consistent with healthcare laundry standards (e.g., wash temperatures of at least 160°F / 71°C for a minimum of 25 minutes, or an EPA-approved chemical disinfecting wash cycle) to guarantee the elimination of pathogens.**
  - **2) Hypoallergenic Detergent Mandate: You must use hypoallergenic, dye-free, and scent-free institutional detergents. Many of our guests have highly sensitive skin or compromised immune systems; chemical residues or heavy fragrances must be completely avoided**

    3) Infectious-Control Wrapping Protocols: Clean linens must be securely wrapped or bundled in protective plastic or sealed, clean carts prior to transport to prevent contamination from dust, dirt, or vehicle exhaust during transit and delivery to JBA

    4) Fabric Care for High-Quality Cotton: Note that we are utilizing high-quality, high-thread-count 100% cotton sheets and duvet covers. The laundering process must utilize stabilizers or mild surfactants that protect premium fibers from premature thinning or harsh chemical damage while still achieving full sanitization

- **Question: Linen Loss and Damage Baselines:** Will the government provide a certified baseline inventory piece-count at the time of contract transition? Furthermore, what is the

allowable percentage threshold for standard operational wear-and-tear before a contractor is held liable for missing or damaged government-furnished property (GFP)?

ANSWER: Negative as the contract is based on weighted volumes per pick-up and delivery. Inventory accountability and/or article damages is the responsibility of each requirement owner as services are being rendered during contract period per CLAUSE 252.237-7015.

- **Question: Consolidated vs. Multi-Point Delivery:** For the 52 weekly delivery occurrences, is the contractor required to deliver to a centralized loading dock / consolidation hub for each respective facility (Presidential Inn, 89th Airlift Wing, Fisher House), or does the scope require multi-point drop-offs (e.g., floor-by-floor or desk-side deliveries) inside the buildings?

  ANSWER: As shown during site visit, scope of work defined within PWS indicates and requires independent, single point delivery locations across JBA to each organization.

- **Question: Base Access and Security Delays:** What specific security credentials or vehicle screening processes will be mandated for delivery drivers at Joint Base Andrews (JBA)? Will the government sponsor Defense Biometric Identification System (DBIDS) access for the prime contractor's personnel to prevent logistics delays at the commercial vehicle gates?

  ANSWER: Contract requires and will allow routine base access for all personnel representing awardee and will be issued individual badging via DBIDS.

- **Question: Soiled Linen Sorting Requirements:** Is the government responsible for pre-sorting linens by type (e.g., sheets, towels, specialized flight gear) and segregating bio-contaminated or heavily soiled items prior to contractor pickup, or is the contractor expected to perform full sorting operations at the collection point?

  ANSWER: As shown during site visit, each location will provide all linen as presented for servicing. Soiled line is not separated. Contractor shall return all clean linens sorted and folded as defined within the PWS for each location.

- **Question:** The PWS states a 2-hour retrieve/re-clean/redeliver requirement for "any missing, improperly cleaned, or damaged garment" after notification. Does this 2-hour correction requirement apply to all CLINs/locations (Presidential Inn, 89th APS, Fisher House), and does it apply to linen as well as garments?

  ANSWER: Yes, applies to all garments and locations. Historically this request has not occurred. The government will allow some level of flexibility and/or leniency if such is the case.

- **Question:** The solicitation schedule references “JBA/multiple orgs at JBA/JBAB Medical Clinics” in the description—are JBAB Medical Clinics included in the scope/CLINs for this award, and if so what are the specific pickup/delivery locations, frequencies, and workload estimates?

  ANSWER: The JBA/JBAB Medical Clinic requirement was entered in error and has been removed from the description and is not part of this contract as referenced in amendment FA286026Q00050001 currently posted on SAM.gov

- **Question:** The solicitation states that pickup and delivery will occur on Monday, Wednesday, and Friday, but the Lodging PWS states that deliveries may be required Monday through Saturday between 5:00 and 8:30 a.m. What is the exact pickup and delivery schedule for each of the three locations?
  ANSWER: Reference the PWS for each location for time and specific dates. Contract awardee will be able to work with each location if schedule adjustments are needed but must be within hours indicated.

- **Question:** May the contractor combine the three locations into one delivery route when the schedules allow, or must each location be priced and serviced independently?

  ANSWER: The delivery services/routes are to different locations across JBA and must have a separate CLIN for each.

- **Question:** Are flatwork items required to be machine-ironed or pressed, or is commercial tumble drying and wrinkle-free folding acceptable as long as the required smooth and uniform appearance is achieved?
  Answer: Reference PWS for specific flatwork items and/or description type. Methodology is at contractor discretion provided they meet mission owner requirements.

- **Question:** Is a CDL required for the delivery driver regardless of the size and classification of the vehicle being used?

  ANSWER: Contractor must adhere to applicable Department of Motor Vehicle and JB Andrews standards based on size and type of vehicle being used.

- **Question:** What minimum insurance coverage, bonding, or performance bond requirements apply to this contract?
  ANSWER: Reference FAR Clause applicable to financial liability of garments within solicitation 252.237.7015.

- **Question:** What is the required (physical work) start date, and transition period?
  ANSWER: 10 September, 2026 is the projected start date. Time is based on delivery scheduled as indicated within PWS. Any pre-transition time needed shall be discussed between contract awardee and government.

- **Question:** Does the Government have a preference for the prime contractor to be physically located in Maryland (or the local area), or is it acceptable for the prime contractor to be located outside the state while utilizing a qualified local subcontractor to perform the work?
  ANSWER: There is no requirement for prime contractor to be local, however the place of performance must be able to adhere with all delivery requirement on a consistent and reliable basis.

- **Question:** For this contract does the contractor have to buy all the linens or does the government provide that and all the contractor has to do is wash the assigned linens?
  ANSWER: No linen or laundry items are required for the contractor to purchase other than cost of any confirmed damages or lost articles per CLAUSE 252.237-7015

Question: We noticed a discrepancy in Solicitation FA286026Q0005. Attachment 01 (pricing sheet) lists Option Year 1 as 10 Sep 2027 to 9 Sep 2028. But the Deliveries or Performance section lists Option Line Item 1001 as 10 Apr 2027 to 9 Jan 2028 (about 9 months), while Option Line Items 1002 through 1006 run 10 Apr 2027 to 9 Apr 2028.
ANSWER: This was a typographical error and has been corrected via amendment.

- **Question:** Could you confirm which dates govern for pricing, and whether the shorter CLIN 1001 period is intentional?
  ANSWER: Amendment F286026Q00050001 has corrected all option year POP to reflect proper start dates of 10 Sep 20XX and end dates of 9 Sep 20XX

- It seems the solicitation does not include the Instructions to Offeror. Can you please provide what needs to be included in the proposal?
  ANSWER: This information is contained within the solicitation 34-35 as well as addendum 52.212-2 evaluation standards, pg 37
- **Question:** The solicitation provides annual workload information; however, it does not identify the estimated annual quantities by linen/item type for each serviced location. Because processing costs vary significantly by item (e.g., sheets, towels, pillowcases,

blankets, comforters, mattress pads, etc.), can the Government provide the historical annual workload broken down by facility and by item type, or the estimated annual quantities of each linen item expected to be processed?
ANSWER: Negative, this information is broken out accordingly within each section of the PWS for that location into a workload summary and subsequently combined as overall quantity of weight/pound estimates indicated in solicitation schedule per CLIN for each location.

- **Question:** The PWS references "special wash items"; however, it does not define which items are considered special wash items or the processing requirements for those items. Can the Government provide a list of the linen/items that require special wash processing and identify any turnaround requirements applicable to those items?
  ANSWER: All turnaround times are the same for each location. Any special wash items are at very minimal levels and shall be identified by requirement owner to ensure proper coordination.

- **Question:** After reviewing the solicitation, the total estimated annual workload in Appendix 4.1 appears to exceed the quantities represented in the pricing schedule. Can the Government clarify whether Appendix 4.1 represents the combined workload for all serviced facilities, and provide the estimated annual workload by item type for each individual CLIN/facility?
  ANSWER: The appendix 4.1 within the PWS is applicable only for Lodging as indicated.

- **Question:** The solicitation includes a separate CLIN for Fisher House, 89th APS laundry and linen services; however, the PWS does not identify the specific linen items or estimated annual quantities for each item associated with this location. Can the Government provide the estimated annual workload by item type and identify any unique processing requirements for the Fisher House and 89th APS?
  ANSWER: Negative, this information is broken out accordingly within each section of the PWS for that location into a workload summary and subsequently combined as overall quantity of weight/pound estimates indicated in solicitation schedule per CLIN for each location.

- **Question:** The PWS states that pickup and delivery services are performed Monday through Saturday; however, it does not specify the required number of pickups and

deliveries for each serviced location per week/month. Can the Government clarify the required pickup/delivery frequency (e.g., daily, multiple times per day, or on an as-needed basis) for each facility, including the Presidential Inn/TLF, 89th APS, Fisher House, and any other supported locations?

ANSWER: There is one pick and delivery service conducted simultaneously on the designated day(s) for each location.

- **Question:** The PWS includes requirements for rapid response corrective actions, contingency operations, and emergency services; however, the pricing schedule does not contain a separate CLIN for these services. Should offerors include all costs associated with maintaining emergency response capability in their unit prices, or does the Government intend to compensate emergency services under a separate contract mechanism?

  ANSWER: Historical data indicates these services are extremely rare and shall be conducted separately upon request by the requirement owner through approval of contracting officer. Exception shall be made when contractor is at fault due to non-compliance of normal PWS requirements.

  NOTE: Emergency response is NOT the same or justification for pricing to satisfy the capability for compliance to CLAUSE 252.237.7024

- **Question:** What is the current contract's period of performance, including any exercised option years?

  ANSWER: Current contract is under 52.212-8 extension for a five-month period with POP 10 Apr - 9 Sep 2026

- **Question:** If available, how many offerors submitted quotations or proposals for the current incumbent contract?

  ANSWER: None, the current contract is a direct award under SBA (8a) small business program. Prior to that, the contract was a mandatory sourced via Ability One.

- **Question:** Is it possible to remove the flatiron press requirement if based on our established processes and demonstrated performance, we are confident we can meet all government quality standards without this equipment?
  NEGATIVE: This is not an option the government is seeking.

- **Question:** I am reviewing the solicitation and would like to request clarification on several items before we finalize our pricing and response.
  Presidential Inn Lodging – CLIN Structure.

I noticed that Presidential Inn Lodging appears under CLINs 1001 and 1002 for the Base Period and Option Period 1. However, I do not see corresponding lodging CLINs (2001/2002, 3001/3002, or 4001/4002) for Option Periods 2–4. The 89th APS and Fisher House services appear to continue through the subsequent option periods.
Could you please confirm whether:

Presidential Inn Lodging services are intended to end after Option Period 1; or

Lodging CLINs for Option Periods 2–4 were inadvertently omitted from the solicitation documents?

ANSWER: The Presidential Inn Lodging services will end sometime during the option period 1 or possibly sooner. The base year should not be affected.

- **Question:** PWS appears to reference the possibility of transitioning lodging services to a new VQ facility, so we want to make sure our pricing accurately reflects the government's intended requirement for all contract periods.
  ANSWER: The lodging services has will remain as prescribed within the PWS requirements for its current location.

- **Question:** Fisher House--Could you please provide the Fisher House PWS and/or confirm the Fisher House location/address and the specific services required at that location?

  ANSWER: The Fisher House requirements are within the consolidated PWS alongside the Presidential Inn and 89th APS and is the last portion of the document.

-------END OF Q & A RESPONSES----------