

**PERFORMANCE WORK STATEMENT (PWS)  
REGIONAL LAUNDRY SUPPORT SERVICES**

**1. BACKGROUND**

**1.1** Commander, Navy Region Hawaii CNRH / JBPHH is the largest Pacific based command providing shore installation operating support to all Navy, Marine Corps, Air Force & subordinate command activities in the Hawaii Region. CNRH Operations Directorate provides key infrastructure services including, Fire and Emergency Services, Port Operations, Air Operations, Force Protection, Safety, Emergency Management and Ordnance. Over 81,000 military personnel, civilians and others utilize its infrastructure and facilities daily.

**2. SCOPE AND OBJECTIVES**

**2.1** The Contractor shall provide laundry services to Pearl Harbor Naval Shipyard (PHNSY), Naval Health Clinic Hawaii (NHCH), U.S. Naval Hospital Okinawa, 21st Dental Battalion (MCBH), Kaneohe Marine Corps Base (KBay MCBH), 647 Logistics Readiness Squadron (JBPHH) at scheduled weekly intervals. The Contractor shall provide all labor, personnel, materials, and transportation to pick up laundry identified by quantity/category and location, perform required services, and return the laundry to origination point. The turnaround time from pick-up to completed return delivery of laundry shall be 72 hours.

**2.1.1** The number of task orders may vary during the period of performance, in accordance to specific requirements of the ordering office. The Contractor shall provide the following services:

- a.** Take delivery of soiled laundry.
- b.** Sort, launder, delint or perform other special handling or treatment services.
- c.** Dry, condition, iron and/or fold laundry.
- d.** Pack, count, protect
- e.** Return properly cleaned and processed laundry to originator.

**2.3** Certain laundry may require additional handling or treatment due to biohazard or other contamination or the specialized type of articles requiring processing. The Contractor will be advised whenever additional special handling or services are required.

**2.4** The Contractor shall provide laundry service to the following locations/organizations/agents at the specified weekly pick-up and delivery days and time intervals:

**a. Pearl Harbor Naval Shipyard (PHNSY)**

PEARL HARBOR NSY & IMF  
DONOVAN HO667 SAFEGUARD ST SUITE 100  
PEARL HARBOR HI 96860-5033  
Pickup and Delivery – Monday thru Friday between the hours of 0630 thru 1100

**b. Naval Health Clinic Hawaii (NHCH)**

NAVAL HEALTH CLINIC HAWAII  
BLDG 1407  
480 CENTRAL AVENUE  
PEARL HARBOR, HI 96860  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

SMART CLINIC, MAKALAPA ANNEX  
BLDG 1514 MAKALAPA ROAD  
PEARL HARBOR, HI. 96860  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

NAVAL MEDICAL CLINIC WAHIAWA ANNEX  
500 CENTERE STREET BLDG. 22  
MASTER STATION NCTAMS PAC  
WAHIAWA, HI. 96786  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

NAVAL MEDICAL CENTER ANNEX, CAMP SMITH  
BLDG. 3B  
MARINE CORPS BASE HAWAII CAMP SMITH  
AIEA, HI. 96861  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

ACCUTE CARE  
KANEHOE BAY BRANCH NAVAL HEALTH CLINIC  
BLDG. 3089 D-STREET  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

SMART CLINIC  
BLDG 221 E-STREET  
MARINE CORPS BASE HAWAII  
KANEHOE BAY, HI. 96863  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

FEDERAL FIRE STATION  
BLDG 4074 3RD STREET  
MARINE CORPS BASE HAWAII  
KANEHOE BAY, HI. 96863  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1400

**c. U.S. Naval Hospital Okinawa, 21st Dental Battalion (MCBH)**

US NAVAL HOSPITAL OKINAWA  
21ST DENTAL CO.  
BLDG 3089, D STREET, MCBH  
KANEHOE BAY HI 96863-3063  
Pickup and Delivery – Monday and Thursday between the hours of 0800 thru 1000

**d. Kaneohe Marine Corps Base (MCBH)**

MARINE CORPS BASE HAWAII  
GARY JOHNSON  
5 Palms, Bldg 503  
MCB HAWAII, UPH  
KANEHOE BAY HI 96863  
Pickup and Delivery – Monday and Thursday between the hours of 0900 thru 1200

**e. Joint Base Pearl Harbor/Hickam (JBPHH)**

647 LOGISTICS READINESS SQUADRON  
JAMES JORDAN  
BLDG 2115  
1445 O'MALLEY BLVD  
JBPHH, HI 96853

Pickup and Delivery – Monday and Thursday between the hours of 1100 thru 1300

**3. PERFORMANCE REQUIREMENTS**

- 3.1 General Requirements:** The Contractor's processes shall ensure that there is no cross-contamination between the processing of laundry containing bio-hazards and other laundry. The Contractor shall ensure the following.
- 3.1.1 Minor Repairs – The Contractor shall repair any item containing minor tears of no more than one inch in length, and replace missing and broken buttons. Any articles inspected at the Contractor's facility requiring repairs exceeding this parameter shall be laundered, rough dried, and returned without repair. The Contractor shall affix to the article a descriptive note explaining the type of repair performed or damages that exceed the criteria specified.
- 3.1.2 Processing Standards – The Contractor operating procedures and processing shall be in accordance to laundry care guidelines affixed and identified as item care labels, to equal or exceed generally accepted commercial laundry standards. The Contractor shall apply pre-treatment or other methods to remove spots and/or stains, as experience warrants, to obtain the desired results.
- 3.1.3 Biodegradability Requirement – The Contractor shall use soaps and/or detergents that are at least 90% biodegradable.
- 3.1.4 Mildew Prevention – The Contractor shall take all necessary steps to ensure that soiled laundry that arrives at the Contractor's facility is processed promptly to prevent the development of mildew damage or contamination.
- 3.1.5 Cleanliness – Each item shall be clean, dry, and free of lint and objectionable odors. All fabrics shall be sufficiently rinsed or treated to remove all traces of cleaning solutions or treatments used in the laundry process.
- 3.1.6 Biohazard identified articles – The Government will identify all clothing/articles that are contaminated with biohazards for processing by the Contractor. Biohazard items are to be cleaned in accordance with best commercial practice and comply with OSHA and HIOSH regulations and guidelines.
- 3.1.7 Injury to laundered Items – Items shall retain their original shape and dimensions within normal standards for shrinkage as accepted by industry standards. Methods employed by the Contractors shall be used that avoid excessive shrinkage, fading of colors and loss of strength of items processed.
- 3.1.8 Records – Documentation shall be maintained by the Contractor and available for inspection by the COR for the following:
1. Laundry counting equipment accuracy certification.
  2. Laundry count records
  3. Invoices

3.1.9 Pressing Operations – Unless otherwise noted, pressing and finishing operations for items which cannot be processed through flat work ironer shall be accomplished through commercial temperature practices.

**3.2 Receiving, Marking and Classification:** Contractor Pick-up of laundry for processing shall include the following procedures:

3.2.1 Adherence to weekly pickup/drop-off schedules identified in Paragraph 2.1a and 2.4 a through e (excluding federal holidays).

3.2.2 Liability of the Contractor for quantity and kind of articles picked up for processing: The Contractor shall be responsible for return of the correct quantity and kind of articles picked up under this contract and verified on the laundry pick-up documents. The Contractor and the authorized organization/agent shall perform a joint inventory of items turn in to the Contractor before annotating totals on the laundry tickets. Both attesting parties shall authenticate the laundry tickets and duplicated copies shall be furnished to the COR /TPOC. The Contractor shall retain the original copy.

3.2.3 Linens - Linens shall not be commingled with other articles. Linens shall be processed in a manner that will allow for their return to activity/customer from which they were received. All lines shall be received in fluid resistant laundry bags no larger than 32 gallon capacity that shall be supplied by the Contractor. Any non-linen items found prior to washing shall be returned directly to the customer without processing. Torn, damaged, badly stained or altered linens will be segregated and identified by the customer prior to Contractor acceptance. Such segregated linens shall be identified with separate laundry tickets with the nature of the damage/condition noted on the ticket.

### **3.3 SPECIALTY ITEMS**

3.3.1 Tanksuits

3.3.1.1 Tanksuits come in white, gray, blue, and green and marked with grommets on the collar to indicate size. The following special procedures are to be applied to this category of clothing:

3.3.1.2 **Inspection and classification:** each tanksuit shall be individually inspected for condition of serviceability and sorted according to color and size. The Contractor shall exercise good judgments, consistent with accepted commercial laundry practice in sorting items for washing drying and finishing.

**Size:** Collar markings indicate size:

- I.** one eyelet – small
- II.** two eyelets – medium
- III.** three eyelets – large
- IV.** four eyelets – X-large
- V.** five eyelets – XX-large

3.3.1.3 **Repairs:** The Contractor shall repair all minor rips, tears and open seams using thread and materials of the same quality, compatible color, color-fastness and textures as used in the manufacture of the articles and shall replace all broken or missing buttons with buttons of similar appearance, quality, and matching color.

3.3.1.4 **Bundling:** All articles shall be returned to the customer sorted and bundled in accordance to color, size and in bundles of five.

- 3.3.2 **Arc Flash Tanksuits:** This specific type of clothing must be washed according to very stringent methods (American Society for Testing and Materials (ASTM) F1449-08 “Standard Guide for Industrial Laundering of Flame, Thermal, and Arc Resistant Clothing” to prevent the drop in protection values. Any other washing method could result in the coveralls no longer protecting personnel from Electric Arc Flash.
- 3.3.3 **Water Repellent Treatment:** Articles requiring water repellent treatment shall be processed after washes. Such articles shall be tumbled dried and shall not be pressed.
- 3.4 **Washing Requirements:** The Contractor shall be responsible for ensuring good judgment, consistent with best commercial laundry practices are exercised for proper processing of items. Particular emphasis shall be placed on the following: fragile articles, lightly constructed pieces, proper temperatures and selection of detergents, special handling before washing, starching, bleaching (if required), prevention of fading, proper rinsing, and drying, spot removal and treatment methods.
- 3.5 **Packaging and Marking:** The Contractor shall fold/bundle finished work or return finished work on hangers. All bundles, except as otherwise indicated in this PWS, shall be tied with twine sufficient in strength to hold the weight of the bundle without breaking. Each bundle shall be completely wrapped with plastic film not susceptible to puncture or tears during the handling and delivery process. All finished garments shall be returned in a wire hanger of sufficient size and strength, minimum 12 gauge steel, to preclude sagging. The quality of each bag shall be sufficient to preclude bursting, stuffing or other undesirable results during transport and delivery.
- 3.6 **Workmanship:** All workmanship provided by the Contractor shall be in accordance with generally accepted industry standards, best practices and Contractor expertise. It is that the Contractor shall employ all processes necessary to achieve the desired result, **even though every step involved may not be described within this PWS**. All work shall be performed that results in clothing returned that is sanitary, clean and serviceable. The Contractor shall be liable for all loss or damage to Government property, while such property is in the possession of the Contractor, and in accordance to the terms and conditions of the contract, of which this PWS is a part.
- 3.7 **Special Mission/Contingencies:** The Contractor shall provide Laundry Service on an extended basis of 24 hours per day when required by special situation such as structural fire, accident and rescue operations, civil disturbance, severe weather conditions, mobilization or other national/state/local emergency. The TPOC will provide timely estimates and workload data to the Contractor for any anticipated workloads that will require the Contractor to provide service during other than normal hours of operations. The Contractor shall be entitled to equitable adjustments should the Contractor be required to support these situations.

#### 4. QUALITY ASSURANCE

- 4.1 The Contractor is responsible for implementing and maintaining a Quality Control Program (QCP) to ensure that the work performed meets or exceeds contract requirements and results in the correction of potential and actual problems. The QCP shall be implemented on the first day of contract performance and shall describe what will be reviewed and outline actions to be taken by the Contractor, should review(s) and/or inspections identify areas requiring remedial action.
- 4.2 Notwithstanding the Contractor’s QCP, the Government will administer a Quality Assurance Surveillance Plan (QASP) as part of this PWS. The QASP shall outline what deliverables will be surveyed by the Government and the method and periodicity of surveillance to ensure the quality of deliverables as outlined in this PWS. The QASP shall address what will be reviewed and shall outline actions to be taken by the Government, should review(s) and/or inspections identify areas of quality deficiencies.

5. **GOVERNMENT FURNISHED PROPERTY AND SERVICES**

None.

6. **CONTRACTOR QUALIFICATIONS/REQUIREMENTS**

6.1 The Contractor shall provide trained personnel fully capable of providing the deliverables requested and have the knowledge, skills and expertise to meet the requirements specified in this PWS. Performance of all work under this contract is restricted to US citizens and US nationals only. All work performed shall be in accordance with Federal, State of Hawaii, CNRH and local laws, regulations and procedures.

6.2 Security Requirements: This contract does not require a security clearance level and clearance granted by the Defense Security Service (DSS). Should contractor personnel receive or suspect they have learned of classified information beyond their level of clearance, the Contractor shall identify and report suspicions to the ACO.

6.2.1 U.S. Citizenship is required for facility access. Prior to the start of work, the Contractor shall provide the COR (on company letterhead) a request for access and include the following information – full name of all personnel working on this contract; Social Security number; date of birth, place of birth, and citizenship. The Contractor shall state that information has been verified and shall have supporting records on file, if required for examination.

7. **CONTRACTOR PERSONNEL**

7.1 The Contractor shall furnish sufficient personnel to perform all work specified within this PWS. Services shall be provided during the business workday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

7.2 **OPERATING HOURS:** Government operating hours are between 6:30 AM to 3:30 PM Monday through Friday, excluding Federal holidays and weekends.

7.3	Federal Holidays:	
	New Year's Day	1 <sup>st</sup> of January
	Dr. Martin Luther King's Birthday	3 <sup>rd</sup> Monday in January
	President's Day	3 <sup>rd</sup> Monday in February
	Memorial Day	5 <sup>th</sup> Monday in May
	Independence Day	4 <sup>th</sup> of July
	Labor Day	1 <sup>st</sup> Monday in September
	Columbus Day	2 <sup>nd</sup> Monday in October
	Veteran's Day	11 <sup>th</sup> of November
	Thanksgiving Day	4 <sup>th</sup> Thursday in November
	Christmas Day	25 <sup>th</sup> of December

7.3.1 If the federal holiday falls on a Saturday, the holiday is observed on the proceeding Friday. If the federal holiday falls on a Sunday, the holiday is observed on the following Monday.

7.4 When performing work associated with this PWS, the Contractor shall make clear to all individuals they deal with that they are Contractor employees and not DOD personnel when working in any situation where their contractor status is not obvious to third parties. Contractor employees shall clearly identify themselves as a Contractor (i.e. company shirt, pin, visible company identification, etc.) in a visible location as to who their employer is, to avoid creating an impression that they are government personnel.

- 7.4.1 Contractor personnel shall not manage, supervise, direct, or task US military, DOD civilians or other personnel not associated with the Contractor while performing the tasks within this PWS.
- 7.4.2 Contractor personnel shall not make any commitment which commits the expenditure of US Government resources.
- 7.4.3 The Contractor performing services shall be required to comply with all US Navy rules, regulations, and training that is applicable to conduct, safety, security, and procedures governing site entry and exit.
- 7.4.4 Contractor personnel shall not establish an employee-employer relationship with any DOD activities under this PWS.
- 7.4.5 The Contractor shall not provide personal services to DOD activities. If Contractor employees are directed by any government employee at any time to perform services not covered under this contract, the Contractor shall immediately notify the COR.
- 7.5 All Contractor personnel who show evidence of any type of infection shall not be permitted to perform work under this contract until such deficiencies are corrected. Personnel with any suspected communicable diseases must present medical clearance by a physician acceptable to medical authority before performing work under this contract. Removal or dismissal for such cause does not relieve the Contractor of the requirement to provide sufficient personnel to adequately perform the services specified.

## **8. ENTERPRISE –WIDE CONTRACTOR MANPOWER REPORTING APPLICATION**

- 8.1 “The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the PHNSY & IMF via a secure data collection site. Contracted services excluded from reporting are based on Product Services Codes (PSCs). The Excluded PSCs are:

W, Lease of Equipment;  
X, Lease/Rental of Facilities;  
Y, Construction of Structures and Facilities;  
S, Utilities ONLY;  
V, Freight and Shipping ONLY.

The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.”

**9. POINT OF CONTACT:**

**9.1 Contracting Officer’s Representative (COR): Ryan Harada, (808) 473-8000 x5158, [ryan.harada@navy.mil](mailto:ryan.harada@navy.mil).**

Technical Point of Contacts (TPOCs):

U.S. Naval Hospital Okinawa, 21st Dental Battalion (MCBH)  
LCDR Eric Howard, 808-257-7023, [eric.m.howard6.mil@mail.mil](mailto:eric.m.howard6.mil@mail.mil)  
HM1 Daryl Cavers, 808-257-7023, [daryl.w.cavers.mil@mail.mil](mailto:daryl.w.cavers.mil@mail.mil)

Naval Health Clinic Hawaii (NHCH)  
LT John Piccone, 808-474-4242 ext 91185, [john.j.piccone.mil@mail.mil](mailto:john.j.piccone.mil@mail.mil)

Kaneohe Marine Corps Base (KBay MCBH)  
Gary Johnson, 808-257-4170, [gary.g.johnson@usmc.mil](mailto:gary.g.johnson@usmc.mil)

647 Logistics Readiness Squadron (JBPHH)  
James Jorday, 808-448-0979, [james.a.jordan1@navy.mil](mailto:james.a.jordan1@navy.mil)

**10. CONTRACT USAGE / SPEND NOTIFICATION**

Task orders will include item, unit, quantity, dollar amount per unit, total quantities, and total cost.

**11. PERFORMANCE REQUIREMENTS SUMMARY**

Contractor performance objectives are summarized in the following table. Additional performance requirements may be added for individual Task Orders.

<b>Performance Objectives</b>	<b>Surveillance Method</b>	<b>Surveillance Frequency</b>	<b>Acceptable Quality Level</b>
1. General Requirements	COR Assessment	Monthly	90% Delivery and Compliance
2. Receiving, Marking and Classification	COR Assessment	Monthly	90% Delivery and Compliance
3. Specialty Items	COR Assessment	Monthly	90% Delivery and Compliance
4. Washing Requirements	COR Assessment	Monthly	90% Delivery and Compliance
5. Packaging and Marking	COR Assessment	Monthly	90% Delivery and Compliance
6. Workmanship	COR Assessment	Monthly	90% Delivery and Compliance