

PERFORMANCE WORK STATEMENT

FOR

N40192-15-R-7008

**LAUNDRY AND DRY CLEANING SERVICE, LODGING AND DINING FACILITIES,
JOINT REGION MARIANAS**

~~**36TH FORCE SUPPORT SQUADRON,**~~
ANDERSEN AIR FORCE BASE, GUAM

AND

**NAVY GATEWAY INNS & SUITES
NAVAL BASE, GUAM**

27 JANUARY 2015

05 MAY 2015 Revision 01

PART I - GENERAL

1. DESCRIPTION OF SERVICES.

Provide all personnel, equipment, tools, materials, supervision, training, transportation and other items and services necessary to perform laundry, dry cleaning and minor repair service in accordance with local, Federal, and professional industry standards and as defined in the Performance Work Statement (PWS) that applies to services provided for ~~36th Force Support Squadron (FSS)~~, Andersen Air Force Base (AAFB), Guam, and Navy Gateway Inns and Suites (NGIS), Naval Base, Guam (NBG)

2. CONTRACTOR'S PERSONNEL.

Contract Manager. The Contractor shall provide a representative who shall be responsible for the performance of the work. The name of this person and an alternate(s) who shall act for the Contractor when the representative is absent shall be designated in writing to the Contracting Officer no later than the pre-performance conference. Contract manager/Alternate should be available to the Government during normal duty hours (0730 - 1630). The Contract manager or alternate shall be available to meet with Government personnel designated by the Contracting Officer to discuss contract issues.

Attire. Contract personnel shall present a neat appearance and be easily recognized as Contractor employees. This may be accomplished by wearing distinctive clothing bearing the company name or by wearing appropriate badges that contain the Contractor's company name and the employee's name.

3. QUALITY CONTROL.

Quality Control Plan. The Contractor shall develop and maintain a Quality Control Plan (QCP) that has been accepted by the Government to ensure that laundry services are performed in accordance with commonly accepted commercial practices and the contract requirements. The Contractor shall submit the final written QCP plan 30 days after the award for acceptance.

Quality Assurance. The Government will monitor the Contractor's performance using periodic surveillance of pick up/delivery operations, inspections of the Contractor's facilities for adherence to laundry standards, and validated customer complaints. The Contracting Officer Representative (COR) will maintain a file of all surveillance observations. Government surveillance of tasks may occur at any time during Contractor's performance. Successive months of unsatisfactory performance for any required service item may result in other appropriate actions by the Contracting Officer.

Progress Meetings. Periodic progress meetings will be held between the Contractor and Government. At these meetings the parties will discuss any problems or items of concern and

generate solutions. These meetings will be held at least quarterly, and more frequently if circumstances require.

4. PERFORMANCE ASSESSMENT.

Performance Assessment. The government will appoint a Contracting Officer Representative (COR) to monitor performance to ensure services are received. The COR will evaluate the Contractor's performance through intermittent on-site inspections of the Contractor's quality control program and receipt and investigation of complaints from base personnel. The government may inspect each task as completed. The government may increase or decrease the number of inspections as deemed appropriate based upon the Contractor's performance. The Contractor shall be responsible for initially validating customer complaints. However, the COR shall make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s).

Contractor Performance Assessment Reporting System (CPARS). Annually, at the conclusion of each contract year, the Government will file a CPAR report which is an assessment of the Contractor's performance over the preceding year. The Contractor will have opportunity to comment on the evaluation before it is closed and filed in the DOD Contractor performance database. This assessment will be accessible only to other DOD Source Selection Authorities who are considering the Contractor for another DOD contract in order to help evaluate Past Performance.

5. METHODS OF SURVEILLANCE.

Periodic Surveillance. The COR assigned by the Government will inspect Contractor pick-up and delivery activities on an intermittent basis for adherence to cleanliness, finish, packaging/bundling, agreement of pick-up and delivery counts or weights, and adherence to delivery schedules.

Validated Customer Complaints. This method is initiated when the COR receives a customer complaint. If the complaint is validated, it results in a required service being re-performed to the performance standards as stated in the PWS and Services Summary without additional expense to the Government. The Contracting Officer shall make final determination of the validity of customer complaints.

100% Inspection. With this method, performance is inspected/evaluated at each occurrence.

6. PAYMENT.

Invoice. At the end of each month, the Contractor shall prepare an invoice, detailing all laundry and dry cleaning services transactions rendered for respective articles. The Contractor shall meet with the Contracting Officer Representative (COR) prior to submitting the monthly invoice to ensure billing accuracy. The Contractor shall submit invoices to the COR no later than the 5th day of the following month.

7. BASE SECURITY REQUIREMENTS.

Listing of Employees. The Contractor shall maintain a current listing of employees that require access to AAFB and NBG. The list shall include the employee's name and social security number. The list shall be provided to the Contracting Officer and sponsoring agency security manager. An updated listing shall be provided when an employee's status or information changes; i.e., terminated for cause, reassignment, retirement, etc., or when a new employee is added.

Pass and Identification Items. The Contractor shall ensure the pass and identification items required for contract performance are obtained for employees. Employees shall only be granted access to the installation to perform functions directly related to their respective contract.

Access. All Contractor employees requiring access to AAFB shall be identified on an AAFB Visit Access Request (VAR) form. The Contractor shall submit a completed VAR through the Contracting Officer to 36 Security Forces Squadron Pass and Registration (36 SFS/S5AV) no later than 7 duty/business days, and for foreign nationals 14 duty/business days, prior to requiring access to the installation. All Contractor employees at NBG must use the RAPIDGate system or make prior arrangements with the Contracting Officer.

8. HOURS OF OPERATION. Normal hours of operation are 0730-1630 Monday through Friday of each week. See delivery schedule. The Contractor is not required to provide service on recognized Federal Holidays. If the holiday falls on a Saturday, observation is on the previous Friday. If the holiday falls on a Sunday, observation is on the following Monday. Pick-up/drop-off will be completed on the first workday following the holiday.

Base Minimum Manning Days. Approximately 10 days per year are usually designated by HQ USAF/NAVFAC as 'Down Days' or 'Family Days.' The base is minimally manned on these days. Laundry service shall be continued according to this PWS unless otherwise coordinated through the Contracting Officer.

9. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY.

All services performed under this contract have been determined to be non-essential for performance during crisis and, according to Department of Defense Instruction (DODI) 3020.37, it is determined that the Contractor will not be required to perform during crisis.

10. GOVERNMENT FURNISHED FACILITIES, EQUIPMENT, SERVICES AND MATERIALS.

None.

11. CONTRACTOR FURNISHED ITEMS.

- a. Pick up/Delivery Vehicles (must be an enclosed vehicle)

- b. All packaging and marking materials.
- c. Laundry Carts and Liners (plastic)
- d. Clothing hangers
- e. Delivery tickets (original and 1 copy)
- f. Any other supplies, material, and equipment necessary to perform the services required by the contract.

PART II – FIRM FIXED PRICE (FFP) LAUNDRY AND DRY CLEANING SERVICES

The Contractor shall provide Laundry and Dry Cleaning Services based on the awarded ELINS listed in attachment (2). ELINS in attachment (2) include pre-priced Line Items with estimated quantities.

The Contractor shall ensure compliance with all applicable local, and Federal laws and regulations.

1. PICK-UP AND DELIVERY.

Pick-Up. Counting of articles, including the laundry bag shall be done by Government personnel prior to pick-up. The Contractor shall verify count and sign a pick-up ticket for the items being picked-up and such signature will constitute agreement to the Government's count unless specific exception is taken. The Government will retain a copy of the pick-up slip.

Delivery. The Contractor shall record number of pieces delivered on the delivery ticket and the Government representative will verify this amount. The Contractor shall provide the tickets and furnish the Government with one (1) copy.

2. PACKING.

Packaging is the process by which cleaned garments or other items are placed on hangers and in protective paper or plastic film bags. The Contractor shall furnish materials to be used for the packing of laundry and dry cleaning for all delivery. As soon as possible after laundering, linen shall be completely packaged so as to minimize contamination from surface contact and airborne disposition. Linen should be packed dry and shall be wrapped in protective paper in accordance with commercial practice. Rough dry, unfolded articles required no wrapping but shall be sorted. Laundry bags, when provided by the ordering activity, may be utilized.

3. RE-PERFORMANCE OF LAUNDRY/DRY CLEANING.

Any items found to have been un-satisfactorily cleaned shall be re-cleaned at no additional cost to the Government. The Receiving Officer (Supply Manager) at the ordering activity will identify such items to be re-cleaned and relay that information to the Contractor's representative the next scheduled pick-up after the unsatisfactory condition is discovered. The Government will segregate and itemize these items and present them at the next scheduled pick-up. The Contractor shall pack the identified items separately after they are re-cleaned and indicate to the Government Receiving Officer upon delivery that the items are the ones that were re-cleaned.

4. UNSERVICEABLE ARTICLES.

During the laundering process the Contractor may notice items he believes to be unserviceable. Unserviceable and non-repairable articles no longer usable for the purpose intended will be returned to the Government in a separate bundle, clearly marked as "unserviceable." All unserviceable articles shall not be laundered but shall be returned to the U.S. Government's

representative at the respective pick-up and delivery points. The Contractor may not include them on any invoicing.

5. REPAIRS.

Except for articles determined to be unserviceable, the Contractor shall repair all minor rips, tears, pulled or open seams and holes caused by Contractor or their equipment used in the cleaning and finishing process. Contractor will use threads and materials of comparable quality, color, color fastness and texture as was used in the original manufacture specifications of the article. The Contractor shall also replace all broken and missing buttons with suitable replacements of similar color, appearance and quality, if cause of such damage is attributable to the Contractor. All such repairs shall be made with no additional costs incurred by the government.

6. LOST/DAMAGED ITEMS.

The Contractor will pay an equitable replacement cost for items reasonable determined to have been lost, damaged or destroyed while in the Contractor's possession. The Government will notify the Contractor within 24 hours of delivery of missing or damaged articles in that delivery. If the Contractor disputes the notification, the COR will determine the circumstances and validity of the claim against the Contractor. Validation of any claims for loss or damage shall be made by the Contracting Officer based on factual (documentary) evidence produced by the U.S. Government's representatives and/or the Contractor. If the Contracting Officer determines the article(s) to have been lost or destroyed while in the Contractor's possession a determination will be made of fair replacement value and given to the Contractor. The Contractor will reduce his next invoice by the amount of the determination.

The Contractor in the next regular scheduled delivery at no additional cost to the Government shall deliver any article(s) missing from delivery. The Contractor will replace with an equivalent item, any lost or damaged item at no cost to the Government.

7. FAIR WEAR AND TEAR.

The Contractor may claim that destruction or damage to articles is due to fair wear and tear. If COR agrees, the Contractor is relieved of responsibility to replace that individual item. If no agreement can be reached, the Contracting Officer will make a final decision.

8. LIABILITY.

The Contractor assumes liability for any and all property entrusted to them during the cleaning process and shall be obligated to safeguard such property at all times until custody is transferred back to U.S. Government control. The Contractor shall ensure to protect the U.S. Government's interests at all times by planning for and making ready all manner and means to satisfactorily receive and process the estimated workload quantities of laundry and dry cleaning articles.

9. VEHICLE INTERIOR REQUIREMENTS.

Soiled items and clean items shall be transported in accordance with all Federal and local health regulations or laws. Articles are to be protected from contamination and soiling during transit to designated delivery points.

10. CLEANLINESS AND FINISH.

All articles delivered from cleaning shall conform to the current generally accepted Government standards of quality, cleanliness, finish and appearance. All articles should look and smell clean when bundled in appropriate bundles. The use of bleach on whites and unscented fabric softener will be used to extend the life of all linens and improve the feel of the fibers. Additionally, pre-treating/spotting of linens will be accomplished to extend life.

All bundled articles shall be delivered sealed and shrink-wrapped in a sanitary plastic film. All articles on hangers shall be encased in a plastic film cover or bag to prevent soiling during transportation and temporary storage. All bundled items should be alike. For example, full sheets bundled together with only full sheets. Since all sheets are uniform in color, the Contractor should identify the size of the items bundled with either a T for twin, F for full, Q for Queen and K for King.

Draperies. The Contractor shall re-shape draperies to their original size, with pleats, after cleaning.

11. LINEN CARTS.

The Contractor will provide the appropriate size linen carts with wheels, solid walls, floor, and top. One cart will be for clean linen and the other will be for dirty linen. The clean and dirty linen carts will be distinguishable by color. All the clean carts will be one color while all dirty carts will be another color. At no time will clean linen be carried in a dirty linen cart and at no time will dirty linen be carried in a clean linen cart. The linen carts will be used for transporting linen from the Contractor's truck to the clean linen room and to pick up dirty linen from the dirty linen room and transport to the Contractor's truck.

The linen carts used for the transportation of cleaned and packaged linen shall protect the packaged linen from environmental contamination such as rain, dust, or other such hazards.

Items that have not been properly cleaned or finished to acceptable industry standards shall, at the option of the U.S. Government, be re-cleaned by the Contractor at no additional cost to the U.S. Government. Such articles returned and reported by the customer as unsatisfactory shall be verified by the Contracting Officer Representative (COR) by utilizing guidelines set forth in the Services Delivery Summary (SDS) portion of this PWS. The Contractor shall be responsible to ensure the article(s) returned are identified and packaged separately for delivery after re-performance has been satisfactorily accomplished.

12. COUNT OF ARTICLES.

The Contractor shall be liable for the return of the same quantity of items and same kind of articles furnished for service under this contract. The Contractor shall utilize "each" as the primary unit of measure for tracking and accounting for all items laundered or dry cleaned under this contract.

13. TRANSFER SLIPS. The Contractor shall provide original slips that accurately record all pick-up and delivery transactions to the COR. One copy of each slip shall be provided with each transaction to the pick-up/delivery location and one copy are retained in Contractor's record file.

Signature on the pick-up slips and delivery slips shall constitute an agreement between the Contractor and the COR as to the accuracy of the count and weight totals of articles in and out the pick-up/delivery point.

The Contractor shall clearly mark the top of all transfer slips by pick-up and delivery location name. Specify each entity, for example, Top of the Rock, Linen Exchange, Lodging, for services performed.

PART III - SPECIAL INSTRUCTIONS

1. SERVICE DELIVERY SUMMARY PERFORMANCE STANDARDS. The Service Delivery Summary (SDS) table illustrated below lists service functions that are considered critical to contract performance and to the operational areas for which they affect.

1.1. SERVICE SUMMARY (FSS & NGIS)

No.	Performance Objective	Performance Threshold	Method of Surveillance
1.	Pick up of all soiled items	90% of the time	Periodic Surveillance/ Customer Complaint
2.	Maintaining turnaround time of laundered/dry-cleaned items.	90% of the time	Periodic Surveillance/ Customer Complaint
3.	Laundry carts and linen bags supplied to buildings.	95% of the time	Periodic Surveillance/ Customer Complaint
4.	Package of returned items.	100% of the time	Periodic Surveillance/ Customer Complaint
5.	All items will be clean and sanitized.	100% of the time	100% Inspection

1.2. PICK-UP AND DELIVERY SCHEDULE

BLDG	ORGANIZATION	DAY	TIME
25018	LINEN EXCHANGE at Andersen	Monday, Tuesday, Wednesday, Thursday & Friday	0730-1000 & 1300-1500
26006	36 FSS Sunrise Conference Center Catering * Expected opening June 2015)*	Monday, Wednesday & Friday	0730-1000 & 1300-1500
2000	LINEN EXCHANGE at Navy Gateway Inns & Suites at Naval Base Guam	Monday, Wednesday & Friday	1300-1400

All items picked up on Monday should be returned on Wednesday, Tuesday will be returned Thursday, Wednesday will be returned Friday, Thursday and Friday will be returned on Monday. In the event of a typhoon or natural disaster, Contractor will place a call to COR to determine the conditions on base. Normal operations for pick-up and delivery will remain in effect until the declaration of TCOR 2 on base. Services will resume the following business day or ALL CLEAR whichever is sooner.

2.0 WORKLOAD ESTIMATES

2.1. LOT I – LINEN EXCHANGE (36th FSS Lodging, Linen Exchange, AAFB, GUAM)

Location	Estimated Quantity
Building 25018, Linen Exchange	5 Carts
Building 1656, VQ	2 Carts
Building 25003, VAQ	6 Carts
Building 27005, VQ	3 Carts
Building 27006 VQ	3 Carts

LAUNDERED/DRY CLEANED ITEMS	SPECIAL INSTRUCTIONS (***See legend below***)	ESTIMATED QTY (Annual)
BEDSPREAD, QUILTED Full/Queen/Twin	(CFSC), (FB), (D), (#2), (+)	1750
DUVET COVERS, TWIN	(P), (CFSC), (FB), (#5)	850
DUVET COVERS, Full/Queen	(P), (CFSC), (FB), (#5)	3,400
BLANKET, COTTON	(CFSC), (FB), (#1), (+)	5880
DRAPES, SMALL PAIR, 3 X 4	(OH), (D)	84
DRAPES, LARGE, 7 X 8	(OH), (D)	21
SHOWER CURTAIN	CFSC), (FB), (#10), (+)	252
DUVET INSERT	(FB)	1750
BED SCARVES	(CFSC), (FB), (#10)	672
MATTRESS PAD, REGULAR	(CF), (FB), (#5), (+)	1,764
PILLOWCASE, REGULAR	(CF), (FB), (#25), (+)	15,960
PILLOWS, REGULAR	(CF), (FB), (D), (#5)	336
SHEET, REGULAR	(CFSC), (FB), (#10), (+)	23,520
SHEET, TWIN	(CFSC), (FB), (#10), (+)	2520
TOWEL, BATH	(CFSC), (FB), (#10), (+)	33,600
TOWEL, HAND	(CFSC), (FB), (#10), (+)	10,080
TOWEL, BATHMAT	(CFSC), (FB), (#10), (+)	11,760
TOWEL, KITCHEN	(CF), (FB), (#10), (+)	840
PILLOW PROTECTOR	(P), (FB), (# 10)	3,360
BED SKIRT	(CFSC), (FB), (#10),	168
SUPER TOPPER	(CFSC), (FB), (#10),	924
WASHCLOTH/FACE TOWEL	(CFSC), (FB), (#25), (+)	8,400
MAT	(FB)	9

2.2. LOT II – ~~“SUNRISE CONFERENCE CENTER CATERING” COLLOCATED CLUB, AAFB, GUAM~~

~~ EXPECTED TO OPEN JUNE 2015 ** The contracting officer will inform the contractor when service will commence for this location.~~**

LOCATION	QUANTITY
Building 26006	4 carts

LAUNDERED/DRY CLEANED ITEMS	SPECIAL INSTRUCTIONS (***See legend below***)	ESTIMATED QTY (annual)
WAITSTAFF SHIRT	(OH), (D), (P), (LS)	60
BAR TOWEL	(CF), (FB), (#25), (+)	
NAPKIN	(CF), (FB), (#25), (P), (HS) (+)	5,000
TABLECLOTH, 54 X 54	(OH), (P), (HS) (+)	1,500
TABLECLOTH, 54 X 120	(OH), (P), (HS) (+)	3,000
TABLECLOTH, 90 inches Round	(OH), (P), (HS) (+)	6,000
TABLE SKIRTING 2 feet x 12 feet	(OH), (P), (HS) (D), (+)	400
CHAIR COVER	(CF), (FB), (#25), (P), (HS), (+)	2,000
CLEANING CLOTHS/SALVAGE	(CF), (FB), (#10)	
COOKS, HOT, PAD	(CF), (#10), (+)	

2.3. LOT II – NAVY GATEWAY INNS & SUITES, NAVAL BASE GUAM

LOCATION	QUANTITY
Building 2000	4 carts

LAUNDRY/DRY CLEANED ITEMS	SPECIAL INSTRUCTIONS (***See legend below***)	ESTIMATED QTY (annual)
BLANKETS	(CFSC),(FB)	3,600
BED SCARVES	(CFSC), (FB), (#10)	1470
PILLOW CASE	(P), (FB), (#10)	31,700
FLAT SHEETS QUEEN	(P), (FB), (#10)	8,000
BEDS SPREAD	(FB)	2,700
BED PAD	(FB)	1,000
BATH MAT	(FB), (#10)	15,000
FITTED SHEET QUEEN	(P), (CFSC), (#10)	8,000
HAND TOWEL	(FB)	25,000
FACE TOWEL/WASHCLOTH	(FB)	25,000
BATH TOWEL	(FB), (#10)	25,000
DUVET COVER	(P), (CFSC), (FB), (#5)	6,500
DUVET INSERT	(FB)	2000
FEATHER BED	(FB), (#1)	75
FEATHER BED COVER	(FB)	75

FLAT SHEETS (TWIN)	(FB), (P)	9,500
FITTED SHEET (TWIN)	(FB), (P)	9,500
PILLOW PROTECTOR	(P), (FB), (# 10)	1,500
BED SKIRT	(FB)	220
SUPER TOPPER	(FB)	2,000
SHOWER CURTAIN	(FB), (#10)	1,240
KITCHEN LINENS	(FB), (#10)	1,725

*****LEGEND*****

CFSC	Clear film sealed by size/color.
FB	Folded and bundled.
D	Dry cleaned.
HS	Heavy starch.
LS	Light starch.
OH	On hanger (hanger shall be of a type that does not stain garment).
P	Pressed.
+	All items must be free from bacteria, fungi, and other microorganisms, including pathogens or disease producing organisms.
(#)	Quantity (ie. # of FB)

PART IV: ATTACHMENTS & REFERENCES

ATTACHMENTS:

1. ELINS
2. Definitions

REFERENCES:

1. Department of Defense Instruction (DODI) 3020.37
<http://www.dtic.mil/whs/directives/corres/pdf/110022p.pdf>

ATTACHMENT 1 – ELINS

See attached EXCEL spreadsheet

ATTACHMENT 2

DEFINITIONS OF WORDS AND TERMS/ACRONYMS

1. **Clean Articles:** Finished articles returned for use that are dry and free of all signs of visible soil, lint and objectionable or unpleasant odors. All spots and stains have been removed where possible without damage to the fabric.
2. **Contracting Officer Representative (COR):** The individual specifically appointed by the Contracting Officer, either orally or in writing, who has been assigned responsibility for executing the requirements of this contract. For the purpose of this contract, the COR also serves as the Performance Assessment Representative (PAR), definition below.
3. **Defective Service:** A service output that does not meet the standards of performance specified in the contract and PWS for that service and may, at the option of the U.S. Government need to be re-performed to become satisfactory acceptable under the contract.
4. **Dry Cleaning:** The cleaning of articles of fabric through immersion in dry cleaning solvents or chemicals through mechanical action. Dry cleaning may also include pre-spotting and use of soaps and synthetic detergents as is necessary to remove soil and stains.
5. **Laundering:** The process by which soiled items of fabric are cleaned, treated and/or disinfected, to include cleaning by machine or by hand, in water solutions or detergents and other additives. For the purposes of the contract, the term also includes repellent treating, bleaching, bluing, chemical rinse (sour), starching, ironing and pressing operations as required for the types of fabric and the degree and nature of soiling.
6. **Performance Objective:** The services needed, identified within the SDS, defined in terms of the end result required.
7. **Performance Threshold:** Establishes the performance level required by the government by percentage of required conformance to or number of deviations from the performance objective to be considered acceptable.
8. **Performance Assessment:** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of the contract, performance assessment refers to actions by the U.S. Government and actions as a result of customer complaint.
9. **Repairable Items:** Articles of fabric with minimal damage, such as minor rips, tears normally less than two (2) inches, pulled or open seams, holes, broken or missing buttons and zippers.

- 10. Service Delivery Summary (SDS):** A listing of the service outputs under the contract that are considered critical to mission accomplishment that must be closely monitored and evaluated by the COR/PAR on a regular basis, that identifies the minimal acceptable performance standard and requirements of each listed output.
- 11. Performance-Based Work Statement (PWS):** A performance-based description of the services required by an authorized U.S. Government's functional activity.
- 12. Unserviceable Articles:** Items of fabric that, due to excessive wear, damage, or discoloration is no longer useable or repairable for the purpose intended.
- 13. Water Repellent Treatment:** The machine or hand treatment of fabric items with either solvents or aqueous solutions of water-repellent compounds.