

Performance Work Statement (PWS)
(March 1, 2023 to February 28, 2024)
Cheyenne River Health Center
Laundry Service Specifications

100 General and Specific Requirements:

110 Scope of Work-Purpose of Contract:

The services specified in the Specifications shall be performed by the Contractor for the Cheyenne River Health Center (CRHC) – Indian Hospital Service (IHS), Eagle Butte, SD in accordance with the requirements of the specification. **The Period of Performance is March 1, 2023 to February 28, 2024.** THE VENDOR is required to pick up and deliver twice a week. Award of this contract shall be made to a Vendor for services that includes: the collection and delivery of laundry, proper cleaning, disinfecting, ironing, and folding of laundry, and effective inventory control.

- 110.1 Base Year- March 1, 2023 through February 28, 2024**
Option year 1 - March 1, 2024 through February 29, 2025
Option Year 2 - March 1, 2025 through February 28, 2026
Option Year 3 - March 1, 2026 through February 28, 2027
Option Year 4 - March 1, 2027 through February 29, 2028

120 General requirements:

120.1 Supervision of Employees:

Prior to commencement of services under this contract, the Contractor shall furnish to the Environmental Services (EVS) Supervisor, Infection Control Preventionist (ICP) or COR Representative a list of employees they propose to use in the performance of the on-site work required under this contract and designate the on-site EVS Supervisor who will be responsible for the supervision of such employees. The EVS Supervisor shall:

A. Be the contractor's primary on-site representative having the Contractor's full authority to act on matters pertaining to the performance of services required under this contract.

B. Ensure the AU required reports, as specified herein, are submitted to the Government on time;

C. Notify the COR of any major work scheduled to be performed during the upcoming work shift or work week. (Major work for the purposes of this paragraph is defined as work, which is to be performed on a quarterly, semi-annually, or annual frequency.);

D. Report damage to Government property, loss of keys, personal injuries, and/or hazardous conditions to the EVS Supervisor within twelve (12) working hours after such occurrence.

120.2 Responsibility of Performance:

The Contractor shall be directly responsible for all work performance specified in the contract. The Contractor shall always provide adequate supervision for the work which their employees are performing to ensure its complete and satisfactory performance in accordance with the terms of the contract. Any working group assigned to any area shall have adequate supervision

120.3 Contractors' Quality Control

The Contractor shall establish a quality control program to incorporate an inspection system covering all the services to be performed under the contract. It must specify areas to be inspected on either a schedule or unscheduled basis and the title of the individual(s) who will do the inspections. In addition, the quality control program shall address a method for identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable. The Contractor shall maintain a file for all inspections conducted and of all corrective actions to be taken. This document shall be made available to the COR upon request.

120.4 Lost and Found Property:

The Contractor shall ensure that all articles of possible personal or monetary value found by the Contractor's employees on the premises of this installation are turned over to the EVS Supervisor or COR. At the time of their discovery, such items shall be tagged to identify the location at which they were found.

130 Conduct of Contractor Employees:

Contractor personnel shall comply with the installation's traffic laws and other regulations and instructions pertaining to conduct of person on Government facilities. Contractor personnel shall not in any event, enter any area to which access is restricted, unless specifically authorized in writing by the COR. The Contractor shall place their employees on notice that infraction of any of the above rules, regulations or prohibitions may be ground for dismissal.

140 Contractor Furnished Items:

Unless otherwise specified herein, the Contractor shall furnish all washing machines, dryers, detergents, ironing equipment, disinfectant, and other items required for the proper performance of the work called for by this contract. The materials furnished by the

Contractor shall confirm with applicable Federal Specifications and shall be approved for use by the COR. No hazardous materials may be brought into the facility without the written consent of the COR.

140.1 The Contractor shall furnish necessary transport, complete fuel, insurance, laundry carts, and necessary components required to pick up and deliver laundry to the CRHC - IHS, Eagle Butte, South Dakota. The vehicle utilized for transport shall meet all OSHA regulations.

140.2 All necessary equipment such as washers and dryers shall be furnished by the Contractor and shall conform to applicable OSHA requirements. Equipment deemed by the COR to be of improper type of design or inadequate for the purpose intended shall be removed from the premises and replaced with satisfactory equipment. It shall be the responsibility of the Contractor to maintain the equipment in an operable and safe condition.

140.3 All employees operating Contractor's equipment entering the parking lot or public streets shall possess a valid driver's license.

150.1 Period of Performance and locations(s):

The Contractor shall perform as directed herein in accordance with the frequencies for laundry services for the CRHC - IHS Eagle Butte, South Dakota. Such services will be performed during the period of March 1, 2023 through February 28, 2024.

150.2 Government Furnished Property and Services: Not Applicable.

150.5 Laundry Services:

Laundering will be done in accordance with accepted standards of The Joint Commission (TJC) and the Center of Medicare & Medicaid Services (CMS) depending upon the Accreditation status of the receiving facility. AU certifications and a Business License required by the State of South Dakota should be available on file at the Contractor's place of Business.

150.6 Environmental Quality:

All Laundry facilities and vehicles should consider constructions of interior finishes which are smooth and easily cleanable. The interior of the laundry should be thoroughly cleaned daily. An appropriately sized janitorial closet should be provided. Toilet facilities should be provided and located within or immediately adjacent to, the laundry. Appropriate OSHA standards should be met by the laundry facilities.

150.7 Contractors' facilities - Sanitation Inspections:

A. Award of items on this invitation for bid shall be made only to a bidder whose facilities at which such items are to be processed have been inspected or otherwise meet the requirements of the IHS Office of Environmental Health.

B. The Government reserves the right to have the contractor's facilities inspected at all reasonable times during the performance of this contract. If an inspection reveals the existence of unsanitary conditions, the contractor shall be requested in writing by the EVS Supervisor, ICP or COR to correct such conditions.

C. Refusal to correct unsanitary conditions shall constitute sufficient cause for the Government to terminate this contract immediately in accordance with clause entitled (default) and within ten (10) days for the correcting of the condition.

200 Technical Requirements:

200.1 Services performed under this contract shall be subject to inspection and approval by the EVS Supervisor, ICP or COR. This section outlines the minimum standards of performance.

200.2 Collection and Deliveries:

Collections and deliveries are required at least twice per week. They shall be made on Tuesday and Friday of each week, prior to 12:00 p.m. MST, unless previously arranged with the EVS Supervisor.

A. Collections shall be picked up by the laundry contractor/representative in separate lots, and shall be receipted by the contract at the time of collection. The vehicle shall transport dirty laundry to the laundry facility and shall be cleaned and sterilized with a 50-ppm chlorine solution prior to placement of clean laundry into the vehicle for return transport. Clean laundry will never be transported in the same vehicle as dirty laundry.

B. Deliveries will be made directly to the hospital by the contractor in closed laundry vehicle. Deliveries by commercial conveyance are not acceptable. AU rough and flat work shall be packed (by type of garment and item) in clear plastic wrapping and sealed by heat or pressure methods and handled in such a manner as to prevent contamination.

C. Contractor must use the parking lot of the lower level of the CRHC - IHS, Eagle Butte, SD. Upon entering, the contractor must sign in on the sheet located at the EVS Supervisor office to document that they made a delivery on this day.

200.3 Test piece Analysis:

A. All washing procedures shall be subject to Laboratory Report of Test Piece Analysis when requested by the Contractor.

B. Tensile strength and whiteness retention measurement of test pieces shall be determined based on (20) washings in accordance with methods of American Institute of Laundering.

C. The washing procedures shall meet the following standards of tensile. Strength loss and whiteness retention.

Tensile Strength Loss: A - not over 5% - Excellent
B - 6% to 10% - Good

Whiteness Retention: A - 95% or higher - Excellent
B - 92% to 96% - Good

Processing Laundry Procedures: The following procedures are outlined in processing commercial laundry white formula to assure maximum sterilization a separate linen processing should be provided. Processing equipment should be provided. Processing equipment should be arranged so that linen flows from souled to clean, e.g., sorting area, washing, extracting, drying, ironing, folding, storage, etc.

Basic processing steps should include the following components per the Centers of Disease Control and Prevention:

1. Initial Flush:

A cool water flush, or split (half cold and half hot water), shall be utilized initially to prevent setting of certain stains. The laundry shall be soaked as needed to yield the desired stain-free results.

2. Main Wash:

The antimicrobial action results from mechanical, thermal, and chemical factors. Dilution and agitation result in removal of microorganisms while detergents create a suspension for soils and provide some microbiocidal properties a temperature of at least 160 Fahrenheit for a minimum of 25 minutes is recommended.

3. Bleaching:

A total available chlorine residual of 50 – 150 ppm is usually achieved during this cycle. Chlorine bleach becomes activated at water temperatures of 135 – 145 Fahrenheit.

4. Rinsing:

High temperatures rinsing (165 degrees Fahrenheit to 170 degrees Fahrenheit) normally follows the sudsing stages.

5. Souring:

A sour shall be added after the final rinse to remove traces of detergent. The sour abruptly reduces the pH from about 5.0 and thus inactivates some microorganisms.

6. Fluff drying:

Twenty minutes at 165 degrees Fahrenheit

200.4 Ironing and folding:

Ironing shall be performed by a laundry press or a flat-work ironer of approximately 100 pounds steam pressure or 130 degrees Fahrenheit to significantly reduce the number of micro-organism.

200.5 Clean linen storage:

Final folding and storage should be accomplished in an area which is separate from dirty laundry and which has been sanitized with a 50-ppm chlorine solution. Hand washing facilities should be provided in this area. Items stored should be preferably be placed in enclosed carts or on covered linen shelves. A sewing and repair operation may be included in this area.

200.6 Infection Control:

Hospital laundry shall be processed separately from other customer laundry as a separate lot, all uniforms shall be washed separately. As the laundry progresses through the various stages it shall be kept separate from preceding stage. Reviving and sorting, laundering, finishing, and storing.

300 Inspection by the Government:

To assure compliance with all contract specifications, terms, and conditions, and to perform those services as provided for under the "Inspection and Acceptance" clause of the General Provisions, the Government has assigned to this contract a EVS Supervisor and a COR member. The COR will, on random basis, review the performance of services under the contract; check and report to the EVS Supervisor progress in accordance with the Contractor's submitted work schedules; receive, check, and verify complaints related alleged Contractor non-compliance with specifications requirements.

400.3 Additional Alternatives to the Government

In the event the Contractor, for any reason whatsoever, fails to perform a task, the Government reserves the right to:

- A. Obtain performance of the deficient task from other source. The cost of such performance, and any other additional costs to the Government incurred as the result of such action shall be charged to the Contractor; or
- B. At the discretion of the EVS Supervisor and/or ICP, to terminate the contract upon ten (10) days' notice in writing to the Contractor.

400.5 Procedure for Adjusting Payments to Contractor when Deductions are required:

Payments for work satisfactory performed under this contract will be made no later than thirty (30) days after receipt of acceptable invoice. Payment for the first month will be made at the amount as agreed on the I.H.S tickets. When laundry is delivered it will be signed and be received by the EVS Supervisor, or the designated representative. All laundry taken on Monday will returned on Thursday. All laundry taken on Thursday will be returned on Monday. The contractor scales will be synchronized to ensure the weight of the cart is accurate prior to the award of this contract for the fiscal year.

400.6 Deduction for Missing Inventory:

In instances where the contract fails to return the same amount of laundry which was picked up from CRHC - IHS at the prior visit, the government shall assess the Contractor charges \$2.00 per pound. Such charges shall be deducted against the next invoice amount. All laundry weight shall be examined and verify with signature by the contractor and the government representative. Any discrepancies in laundry weights exceeding 10 pounds per visit shall be addressed by the EVS Supervisor, ICP or COR on the next invoice. The contractor must submit any justification for the missing laundry at the time of submission of the invoice corresponding to the day of service.

Description / Specification / Statement of Work
Laundry Classification Chart

ROUGH

- | | |
|----------------|-----------------------------|
| 1. Bath towels | 6. Baby blankets |
| 2. Bath Robes | 7. Shirts, infants |
| 3. Blankets | 8. Quilted pads |
| 4. Pajamas | 9. Mattress CVR, EVR, Uslin |
| 5. Wash cloths | |

FLAT WORK

- | | |
|-------------------|----------------|
| 1. Bed spread | 4. Scrub gowns |
| 2. Hospital gowns | 5. Sheets |
| 3. Pillow cases | |

FINISH WORK

1. Folding and pressing all laundry
2. Packaging each item in separate clear wrapped plastic

*The items may be processed as either rough, dry, or flat work at the discretion of the Chief Executive Officer (CEO) at the CRHC - IHS, Eagle Butte, South Dakota.

MATERIALS AND FURNISHING TO BE SUPPLIED BY THE GOVERNMENT

The government will not supply any materials or furnishing for the execution of the laundry services contract. They shall supply all labor, materials, and vehicles necessary to meet the terms of the contract as outlined in the statement of work, to include but not be limited to the following items: contractor shall supply collection and transport the laundry to the place of disposal. The contractor shall supply fuel, labor, insurance, and maintenance for such vehicles.