

PERFORMANCE WORK STATEMENT (PWS)

FOR

Montana Army National Guard Fort Harrison Laundry Services

1.0 General: This is a non-personnel services contract to provide laundry services to Fort Harrison Training Site headquarters billeting and the Central Issue Facility. 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 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform laundry services for soiled linen and items detailed in Appendix 1. The government estimates 25,000 items will be laundered per year. The government may need to add items to Appendix 1 and a negotiated price will be determined at that time.

1.2 Background: The Montana Army National Guard Central Issue Facility (CIF) and the Training Center Billeting at Fort Harrison, Montana has an ongoing requirement for clean linen and equipment used by Soldiers. This requirement is designed to be flexible, responsive, and meets the ever-evolving needs of the government. The goal is to maintain and improve the availability of clean and sanitary linens, and equipment to Soldiers. The Montana Army National Guard (MTARNG) requires a process whereby the government can quickly obtain needed support and services if the need arises.

1.3 Period of Performance (PoP): The Period of Performance shall be one (1) Base Year of 12 months and four (4) 12-month option years.

Base year: February 1, 2023 -January 31 2024.

Option year 1: February 1, 2024 -January 31 2025

Option year 2: February 1, 2025 -January 31 2026

Option year 3: February 1, 2026 -January 31 2027

Option year 4: February 1, 2027 -January 31 2028

1.4 General Information:

1.4.1 Place and Performance of Services: Contract services shall be provided to pickup and deliver laundry items to/from TC (BLDG 1011) and CIF (BLDG 517) once a week between the hours of 0800-1600 (except 1130-1300) Monday through Friday, as coordinated with the customer, except on recognized US holidays. The contractor shall, at all times, maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.1.1 Telework: Reserved.

1.4.1.2 Unscheduled gate closures by the Security Police may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.4.1.3 The contractor's employees shall become familiar with and obey the regulations of the installation, including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times and shall be subject to such checks as may be deemed necessary. The contractor shall ensure compliance with all regulations and orders of the installation, which may affect performance. The Government reserves the right to direct the removal of an employee from Government property or revoke access to Government systems for misconduct, security reasons, or any overt evidence of communicable disease. Removal of contractor employees for reasons stated above does not relieve the Contractor from responsibility for total performance of this contract.

1.4.2 Recognized Holidays: The following are recognized United States (US) holidays. The contractor **shall not** perform services on these days:

- 1.4.2.1 New Year's Day: January 1st
- 1.4.2.2 Martin Luther King, Jr.'s Birthday
- 1.4.2.3 President's Day
- 1.4.2.4 Memorial Day
- 1.4.2.5 Juneteenth National Independence Day
- 1.4.2.6 Independence Day
- 1.4.2.7 Labor Day
- 1.4.2.8 Columbus Day
- 1.4.2.9 Veteran's Day
- 1.4.2.10 Thanksgiving Day
- 1.4.2.11 Christmas Day

1.4.3 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit (TE) 1, Performance Requirements Summary (PRS). The QCP shall be submitted as part of the proposal. A Deliverables Schedule is provided in TE 2, Deliverables.

1.4.4 Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government will do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5 Installation Access and Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the KO. The contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services, or Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by Department of Defense (DoD), Headquarters Department of Army (HQDA) and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Communications Security/Information Technology (COMSEC/IT) Security. All communications with DoD organizations are subject to COMSEC review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DoD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DoD organizations. Therefore, the contractor is advised that any time contractor personnel place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DoD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.6 Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.7 Special Qualifications: The contractor shall be responsible for compliance with all Occupational Safety and Health Administration (OSHA) guidelines and Montana business workplace safety certification.

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor performance. At these meetings, the KO will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government.

Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contractor shall designate a CM and alternate, who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the KO to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: Contractor employees are encouraged to wear badges and/or contractor provider uniforms at all times during the performance of this contract to identify contractor employees from government employees. Security measures or other circumstances may make the badge/uniform identification a requirement. Badges shall have the company name, employee name and the word "contractor" displayed. All contractor personnel shall identify themselves as contract employees to avoid creating an impression they are Government employees. The contractor shall ensure all documents or reports produced by contractor personnel are suitably marked as contractor products or contractor participation is appropriately disclosed.

1.4.11. Combating Trafficking in Persons: The United States Government has adopted a zero-tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.12 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may 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 which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be

acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

2.0 Definitions and Acronyms:

2.1 Definitions:

2.1.1 Contractor: A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2 Contracting Officer (KO): A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3 Contracting Officer Representative (COR): An employee of the U.S. Government designated by the KO to monitor contractor performance. Such appointment will be in writing and will state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4 Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.5 Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.6 Key Personnel: Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7 Physical Security: Actions that prevent the loss or damage of Government property.

2.1.8 Quality Assurance: The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9 Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10 Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.11 Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.2 Acronyms:

AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
BI	Background Investigation
CIF	Central Issue Facility
CFP/M/E	Contractor Furnished Property, Materials, and Equipment
CM	Contract Manager
CMRA	Contractor Manpower Reporting Application
COR	Contracting Officer Representative
DA	Department of the Army
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
FAR	Federal Acquisition Regulation
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
HSPD	Homeland Security Presidential Directive
KO	Contracting Officer
MTARNG	Montana Army National Guard
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
POC	Point of Contact
PoP	Period of Performance
PRS	Performance Requirements Summary
PWS	Performance Work Statement
OCI	Organizational Conflicts of Interest
OSHA	Occupational Safety and Health Administration
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
TC	Training Center
TE	Technical Exhibit

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): Reserved.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E): Contractor shall provide employee badge and equipment to perform all labor and services required to provide laundry services for soiled clothing and linens as described in the PWS.

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as required by the PWS.

5.0 Requirements:

5.1 Laundry Delivery and Pickup: The contractor shall adhere to the agreed upon laundry delivery and pickup dates and times with respective unit representatives. Turnaround time shall be one trip per week conducting drop off and delivery to both CIF and TCHQ. Contractor shall be responsible for the loading of items from designated bins or pick up points. Contractor shall be responsible for unloading cleaned linens to designated area(s). Clean items shall be protected during transport to prevent re-soiling.

5.2 Separate Laundry: Laundry shall be transported in separate carts to keep clean laundry separate from soiled laundry. Clean and soiled linen shall not be handled at the same time by one (1) person. Personnel who handle soiled linen shall wash their hands before handling clean linen. Laundered items shall be separated by location-TC or CIF.

5.3 Minimal laundry standards: The contractor shall ensure all items are mechanically washed in water temperature of at least 130 degrees F, for a minimum of 8 minutes. Laundry that is dried shall use a hot air tumble dry of 300 degrees F. The contractor shall ensure all dirt, bodily fluids, paint, and other stains are removed from laundered items prior to returning items to customer. The contractor shall ensure no laundered items are returned melted and/or burned or damaged in any other manner.

5.4. Cleaning Products: Contractor-furnished wash formula, chemicals, materials, equipment, and tools used shall be standard products of manufacturers regularly engaged in the product of such items. The Contractor shall not use fragrant cleaning products or fragrance emitting devices either at their facility or in delivery vehicles.

5.5. Item Tracking: Government shall weigh and/or count soiled laundry and shall record the count/weight on the Contractor supplied delivery ticket prior to the Contractor taking possession. The Government shall retain a copy of each completed ticket. A delivery receipt shall be prepared and provided to verify items picked up and delivered.

5.6. Workmanship and Sanitation. Delivered finished articles shall conform to the generally accepted industry standards of quality of cleanliness, finish, and appearance. All work performed shall be done under sanitary conditions. The items shall be cleaned, not only in the sense of being free from soil and stains, but also free from bacteria, fungi, and other microorganisms, including pathogens or disease-producing organisms.

5.7 Repairs: Repairs, as needed, items that are damaged or need sewing or similar services. (service is rarely required or hasn't been used but should be available)

5.8. Industry Regulations and Codes: The Contractor shall comply with all applicable OSHA, CDC, HLAC, federal, state, and local regulations and codes. The Contractor shall keep abreast of and comply with changes to all regulations and codes. Compliance with all certifications or labeling requirements, arising from State or Local Department Health regulations, is the responsibility of the Contractor.

6.0 Applicable Publications:

Publication	Date of Publication	Website
Federal Acquisition Regulation		https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement		https://www.acquisition.gov/dfars
AR 525-13 Antiterrorism	12/09/2019	http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items.

Performance Objective	Performance Standard	Acceptable Quality Levels	Method of Surveillance
PRS # 1. 5.1 Laundry Delivery and Pickup	Pickup and delivery of laundry from TCHQ and CIF weekly to each site TCHQ (building 1011) CIF (building 517) south overhead door	7 day pickup timeline missed no more than once per month. Shall not exceed more than 3 business days past pickup timeline	A review of delivery tickets
PRS # 2. 5.3 Minimal laundry standards	All stains, dirt, paint, bodily fluids removed prior to delivery	Fewer than 2 stained items per quarter	Government POC will verify pick-up/delivery
PRS # 3 5.3 Minimal laundry standards	No Items returned melted	Fewer than 2 melted items per quarter	Government POC will verify during pick-up/delivery
PRS # 4 5.2 Separate Laundry 5.6. Workmanship and Sanitation	Clean laundry is folded and separated to match size and location	Fewer than 3 items mismatched or improperly sorted per month	Government POC will verify pick-up/delivery
PRS # 5 5.5. Item Tracking	Pick-up and delivery receipts at every delivery.	No more than two invoices fail to include CIF document numbers	Government POC will verify pick-up/delivery

TECHNICAL EXHIBIT 2
Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
5.5 Item Tracking	Every delivery	1	Physical or electronic copy	customer

APPENDIX 1: LIST OF ITEMS TO BE LAUNDERED

Red Items indicate the most laundered items.

Bag, Barracks

Bag, Duffle

Case First Aid

Coat (Shirt), Maternity

Cover, Helmet

Coveralls, CVC

Coveralls, Mechanic

Utility

Field Pack

Jacket, Level 4

Jacket CLD WTHR,

Level 5

Liner w/w Poncho

Parka XTRM CLD, Level
6

Parka, level 7

Poncho

Shirt, Tan – Fleece,

Level 3

Slacks, Maternity

Sleeping Bag,

Intermediate

Sleeping Bag, Patrol

Stuff Sack

Sleeping Bag, Bivey

Cover

Trousers CLD WTHR,
Level 5

Trousers WW, Level 6

Trousers XTRM CLD,
Level 7

Twin Sheet

Pillow case white/blue

Pillow

Blanket

Comforter

Floor mats

Repairs:

Minimum Charge

Per Hour

