

# PERFORMANCE WORK STATEMENT

FOR

# LAUNDRY SERVICES

Mountain Home AFB, Idaho  
12 October 2022

## Table of Contents

1.0. Description of Services	3
2.0. Laundry Service	5
3.0. Laundry Service	5
3.0. Environmental Control	16
4.0. Deliverables	17
5.0. Quality Assurance	18
6.0. Periodic Progress Meetings	19
7.0. Quality Control	19
8.0. Service Summary	21
9.0. General Information	21
10.0 Security	22
11.0. Antiterrorism Requirements	23
12.0. Safety.	24
13.0. Incidental Government Furnished Services	24
14.0 Continuation of Essential Department of Defense (DoD Services During Crisis Declared By the National Command Authority or Overseas Combatant Commander	24
15.0. Records Management	25
16.0. Insurance	26
Appendix 1 – Definitions	27

## Tables

Table 1 - 726 ACS, Laundering & Packaging Instructions	7
Table 2 – 366 LRS, Laundering & Packaging Instructions	8
Table 3 – 366 FSS, Sagebrush Inn, Laundering & Packaging Instructions	9
Table 4 – 366 MTF, Laundering & Packaging Instruction	13
Table 5 – 366 FSS, Laundering & Packaging Instructions	14
Table 6 – 366 OG, Laundering & Packaging Instructions	15

PERFORMANCE WORK STATEMENT  
FOR  
LAUNDRY SERVICES

1.0. Description Of Services.

1.1. Objective: The objective is leasing and laundering of a wide variety of items at Mountain Home Air Force Base (MHAFB).

1.2 General Scope: Laundering of all items shall be provided in compliance with all Environmental Protection Agency (EPA) directives. Services shall include but are not limited to providing laundering, dry cleaning, repairing, and replacing items. Contractor shall pick up and deliver goods during normal duty hours.

1.3. The Contractor shall conform with all federal, state, and local laws pertaining to environmental protection Air Force Policy Directive 32-70, Environmental Considerations in Air Force Programs and Actives; Air Force Manual 91-203, Air Force Occupational Safety, Fire, and Health Standards Checklist, and Environmental, Safety, and Occupational Health (ESOH)

1.4. The Contractor shall perform all cleaning and workmanship IAW with practices established by the National Association of Institutional Linen Management (NAILM), international Fabricare Institute (IFI), Textile Rental Services Association (TRSA), Association of Healthcare Environment (AHE), Healthcare Laundry Accreditation Council (HLAC) standards, and accepted commercial industry standards. The AHE Practice Guidance cleaning techniques and procedures are based on guidelines by the Centers for Disease Control (CDC), Occupational Safety and Health Administration (OSHA), and other applicable Government agencies.

1.5. Contractor must comply with MHAFB Instruction 31-204. In addition, the contractor must comply with The Joint Commission Laundry Practices Infection Control Assessment Checklists and the Air Force Inspection of Laundry Services found at: [http://info.jcrinc.com/rs/494-MTZ-066/images/Laundry\\_Checklist31.pdf?ref=EMHAPWeekly&mkt\\_tok=eyJpIjoiWXPWbE9UYzROalJoWVRCaCIsInQiOiJ4UzVOQ3AxU1hCXC9CSzILbWFBdmM2c3BCc2R3Z1NNOFpORE5NNTZiSmclldWNSUG5rVFlqWUUhKSFwvS0lzTUZvMkhMMkdSa2ZhRnZpTE82SzhWWHpUWEJJeHJRM3hjREJlOW9zZINrQkNXNjEwPSJ9](http://info.jcrinc.com/rs/494-MTZ-066/images/Laundry_Checklist31.pdf?ref=EMHAPWeekly&mkt_tok=eyJpIjoiWXPWbE9UYzROalJoWVRCaCIsInQiOiJ4UzVOQ3AxU1hCXC9CSzILbWFBdmM2c3BCc2R3Z1NNOFpORE5NNTZiSmclldWNSUG5rVFlqWUUhKSFwvS0lzTUZvMkhMMkdSa2ZhRnZpTE82SzhWWHpUWEJJeHJRM3hjREJlOW9zZINrQkNXNjEwPSJ9) and [https://static.e-publishing.af.mil/production/1/af\\_a1/publication/afman34-135/afman34-135.pdf](https://static.e-publishing.af.mil/production/1/af_a1/publication/afman34-135/afman34-135.pdf)

1.6. Contractors must comply with effluent standards through a NPDES Permit IAW 40 CFR 129, which states "Any owner or operator of a facility which discharges a toxic pollutant to the navigable waters and to a publicly owned treatment system shall limit the summation of the mass emissions from both discharges to the less restrictive standard, either the direct discharge standard or the pretreatment standard; but in no case shall this paragraph allow a discharge to the navigable waters greater than the toxic pollutant effluent standard established for a direct

discharge to the navigable waters." In addition to 40 CFR 403 (General pretreatment regulations for existing and new sources of pollution).

1.7. Physical Examination. Contractor's personnel who acquire a communicable illness shall not perform service under the contract and must be free of illness before returning to work. The Contractor shall be responsible for all physical examinations.

1.8. It is intended services shall include all processes necessary for the laundering and dry cleaning of the articles even though every step is not specifically mentioned in this document. In no case shall clean and soiled linen share the same physical space.

1.8.1. After processing, articles shall be in serviceable and sanitary condition, meeting established quality and performance requirement standards as shown in the Service Delivery Summary.

1.9. Facilities: The Contractor's facility shall be open to inspection of sanitary conditions at any time by the Contracting Officer (CO) or other Designated Government Representative (DGR) to assure ability to perform and/or Contractor's performance and compliance prior to and during the term of the contract.

1.10. The Contractor shall not use fragrant cleaning products or fragrance emitting devices either at their facility or in delivery vehicles.

1.11. 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.

1.12. Compliance with all certifications or labeling requirements, arising from State or Local Department Health regulations, is the responsibility of the Contractor.

1.13. Contractor-furnished wash formula, chemicals, materials, equipment and tools used shall be standard products of manufacturers regularly engaged in the product of such items. All items must be approved by the 366<sup>th</sup> Medical Treatment Facility (MTF) Infection Control Function, 208-828-7538, prior to being used. All supplies and equipment used or changes in previously approved supplies or equipment shall require literature and may require samples. Equipment and products will be used in accordance with manufactures' instructions for use. When hot water laundry cycles are used, water is  $\geq 160^{\circ}\text{F}$  ( $\geq 71^{\circ}\text{C}$ ) for  $\geq 25$  minutes. When low-temperature washing must be performed, chemicals suitable of low-temperature washing are used at proper concentrations, according to manufactures' instructions. All materials must comply with all applicable environmental laws.

1.14. Flatwork Ironing. The Contractor shall ensure flatwork is processed so surfaces are smooth, without rough dried spots or wrinkling is noticeable and significant in area affected, such as achieved by machine finishing. Flatwork shall be folded to ensure a neat and uniform appearance not marred by excessive loose ends.

1.15. Packaging. The Contractor shall package all items in plastic film two layers thick, unless indicated otherwise.

1.16. All carts used for transporting clean laundry shall be in good working order and lined with a clear plastic liner, provided by the contractor, providing protection to the clear laundry during transport.

1.17. 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. 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.

1.18. Returns or Re-performance:

1.18.1 IAW with the terms and conditions of this contract covering inspection, acceptance, and payment, and generally accepted commercial standards of quality, cleanliness (free of unpleasant odors), finish and appearance any items found not to meet these terms and standards shall be recleaned at no additional cost to the Government. Such items shall be identified by a designated government representative (DGR) at each location to the Contractor's Representative at the next scheduled pick up after the unsatisfactory condition is discovered. After they are recleaned, the Contractor shall pack these items separately and mark each bundle "ATTENTION RE-CLEANED".

1.18.2. If re-performance of linen is required, the Contractor shall assure adequate quantities remain in-house to meet functional requirements. When Government owned items cannot be re-performed due to damage caused by the Contractor, the Contractor is responsible for obtaining the replacement.

1.18.3. The Contractor shall launder and return all unserviceable and non-repairable articles within 48 hours of identification in separate bundles clearly marked "UNSERVICEABLE."

1.19. Disruption of Services. If routine services are disrupted through fault or negligence of the contractor for more than twenty-four (24) hours, the Government reserves the right to procure such from another source

1.20. 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.

2.0. Laundry Service.

2.1. **726th Air Control Squadron, 84 Bomber Road, Building 1788, MHAFB.**

2.1.1. The Contractor shall provide laundering service along with pick up of dirty coveralls on a weekly basis. For the VM shop, two (2) clean uniforms per mechanic shall be delivered weekly,

and two (2) dirty uniforms per mechanic shall be picked up weekly to be laundered as needed. Uniform #5 shall be worn during the time dirty uniforms are being swapped for clean ones.

2.1.2. The Contractor shall provide laundering service along with pick up of dirty uniforms on a weekly basis. For the PP/HVAC shop, one (1) clean uniform per mechanic shall be delivered weekly, and one (1) dirty uniform per mechanic shall be picked up weekly to be laundered, as needed. Uniform #3 shall be worn during the time dirty uniforms are being swapped for clean ones.

2.1.3. The Contractor shall repair coveralls as needed when identified IAW commercial standards and military safety standards or replace coveralls as necessary to maintain a safe, clean, neat, and professional image (free of tears, rips, or strings). Garments that require repair or replacement shall be done within one (1) week of turn in or pick up.

2.1.4. The Contractor shall maintain a stock of 100 18" x 18" rags weekly, 200 18" x 18" rags total, allowing for a six (6) percent loss due to saturation by fuel and possible asbestos containing material.

2.1.5. Contractor personnel are required to report to 84 Bomber Road, Building 1788, MHAFB, 208-828-1687, for delivery and pick up of uniforms and rags. A delivery receipt shall be prepared and provided to verify items picked up and delivered. The receipt must detail items picked up and delivered to include quantity, description, delivered, name of Contractor, and signature of Government representative and contract number. A copy of the receipt shall be emailed to the CO NLT than three (3) business days following delivery.

TABLE 1  
 Identification, Standard Packaging, and Method Of Finish  
 For  
 726th Air Control Squadron, 84 Bomber Road, Building 1788, MHAFB  
 Laundering and Packaging Instructions

METHODS OF FINISHING (CODES)

F - Fold	W – Wash
WP - Wrap Finished Work in Plastic	OH - Return Finished Work on Hangers
D - Tumble Dry	DC - Dry Cool (100 degrees max)

Description	Laundering Instructions	Packaging Instructions
Uniforms with Name Patches	WP, OH, W, DC	Pack individually
Rags	W, F, WP	Pack in 15s

**2.2. 366th Logistic Readiness Squadron, 285 Aardvark Ave, Bldg 1100, MHAFB.**

2.2.1. The Contractor shall provide one (1) insulated uniform per mechanic, for up to 40 mechanics. Insulated uniforms shall be turned in for service as needed.

2.2.2. The Contractor shall maintain a stock of 300 rags weekly, 600 rags total, allowing for a six (6) percent loss due to saturation by fuel and possible asbestos containing materials.

2.2.3. Hazardous waste characteristics associated with operations in the Vehicle Maintenance Flight are as follows (please note that the coveralls are not hazardous waste, but may have these constituents on them):

- D001 - Ignitable
- D006 - Cadmium
- D018 - Benzene

2.2.4. Contractor personnel are required to report to Material Control, 285 Aardvark Ave, Bldg 1100, Room 115, MHAFB, 208-828-2797, for delivery and pick up. A delivery receipt shall be prepared and provided to verify items picked up and delivered. The receipt must detail items picked up and delivered to include quantity, description, delivered, name of Contractor, and signature of Government representative and contract number. A copy of the receipt shall be emailed to the CO NLT than three (3) business days following delivery.

2.2.5. All deliveries shall be accepted Monday – Thursday, 8 a.m. – 3:00 p.m. No deliveries are accepted on Friday’s.

TABLE 2

Identification, Standard Packaging, and Method Of Finish

For

366th Logistic Readiness Squadron, 285 Aardvark Ave, Bldg 1100, MHAFB.

Laundering and Packaging Instructions

METHODS OF FINISHING (CODES)

F - Fold	W – Wash
WP - Wrap Finished Work in Plastic	OH - Return Finished Work on Hangers
D - Tumble Dry	DC - Dry Cool (100 degrees max)

Description	Laundering Instructions	Packaging Instructions
Uniforms with Name Patches	WP, OH, W, DC	Pack individually
Insulated Uniforms	WP, OH, W, DC	Pack individually
Rags	W, F, WP	Pack in 15s

**2.3. 366<sup>th</sup> Force Support Squadron, Sagebrush Inn, 875 Falcon Street, Bldg 2320, MHAFB.**

2.3.1. Pick Up: The Contractor shall pick up soiled laundry and linen on Monday and Thursday between 8:30 – 11:30 a.m. at the Sage Brush Inn, 875 Falcon Street, Bldg 8395 (Temporary Lodging Facility). Linen shall not be picked up or delivered on Federal holidays.

2.3.2. Delivery: All laundry shall be delivered the following delivery date, i.e. if pick up is on Monday, delivery of clean items is Thursday before the initial pick up of soiled articles.

2.3.3. Any Contractor identified unsalvageable items, shall be bundled separately and clearly marked on the bundle as being unsalvageable. The Contractor shall return the items to the location from which they were picked up at the next delivery date. If the Contractor caused the damage, the damaged or destroyed items shall be replaced with an identical item at no cost to the Government within ten (10) business days of the incident. These replaced items shall be bundled separately and marked as replacement item(s). If any destroyed item(s) is not replaced within ten (10) business days the amount of compensation due to the Government by the Contractor shall be the actual replacement of the item, provided such amount does not exceed the economical

replacement value (75 percent of the cost to replace such item). Compensation to the Government shall be deducted from the next submitted invoice. The Contractor shall not charge for cleaning of any replacement items.

2.3.4. Contractor personnel are required to report to 875 Falcon Street, Bldg 2320, MHAFB, 208-828-5267, for delivery and pick up of items listed in Appendix 2. A delivery receipt shall be prepared and provided to verify items picked up and delivered. The receipt must detail items picked up and delivered to include quantity, description, delivered, name of Contractor, and signature of Government representative and contract number. A copy of the receipt shall be emailed to the CO NLT than three (3) business days following delivery.

Table 3

Identification, Standard Packaging, and Method of Finish

For

366<sup>th</sup> Force Support Squadron, Sagebrush Inn, 875 Falcon Street, Bldg 2320, MHAFB

Laundering and Packaging Instructions

METHODS OF FINISHING (CODES)

F - Fold	I - Iron
WP - Wrap Finished Work in Plastic	OH - Return Finished Work on Hangers
D - Tumble Dry	DC - Dry Cool (100 degrees max)
DRC – Dry Clean	RO – Roll (Used Exclusively For Sleep Bags)
T – Tie with Twine or String	W – Wash
WC – Wash in Cold Water	WDF – Wash, Dry, Fold
BG – Return in Plastic Garment Bag	PG – Package Like Items (Same Sizes and Color Patterns)

Description	Laundering Instructions	Packaging Instructions
Bedsread, Queen	WC, DC, F, PG, WP	Pack in 2(s)
Bedsread, Twin	WC, DC, F, PG, WP	Pack in 2s
Pad, Mattress, Twin	WC, DC, F, PG, WP	Pack in 3s
Pad, Mattress, Queen	WC, DC, F, PG, WP	Pack in 3s
Blanket, Twin, Quilted Alternative	WC, DC, F, PG, WP	Pack in 3s
Blanket, Queen, Quilted Alternative	WC, DC, F, PG, WP	Pack in 3s
Pillowcase, Standard	WDF, WP	Pack in 20s
Sheet, Twin Flat	WDF, T	Pack in 10s
Sheet, Twin Fitted	WDF, T	Pack in 10s

Sheet, Queen, Fitted	WDF, T	Pack in 10s
Sheet Queen, Flat	WDF, T	Pack in 10s
Washcloths	WDF, T	Pack in 30s
Hand Towels	WDF, T	Pack in 10s
Bath Mats	WDF, T	Pack in 10s
Bath Towels	WDF, T	Pack in 10s

**2.4. 366<sup>th</sup> Military Treatment Facility, 90 Hope Drive, Bldg 6000 Mountain Home AFB**

2.4.1. Pick-up. The Contractor shall pick up soiled laundry on Thursdays between 9:00 a.m. and 3:30 p.m., except holidays, at buildings 2616 and 6000.

2.4.2. Delivery. Contractor shall deliver clean, finished, packaged laundry no later than 48 hours after initial pick up of the soiled articles for Monday through Wednesday pick ups. For Thursday and Friday pick ups, deliveries will be made the first duty day after a weekend or holiday. Deliveries must be made between 9AM and 3:30PM.

2.4.3. All delivery carts used for transporting clean laundry shall be in good working order and lined with a clear plastic liner, providing protection to the clean laundry during transport.

2.4.4. Physician's coats shall be hung individually on hangers of a type that does not stain garments and individually covered with plastic film bags. The bags need to be longer than the length of the garment and the garment should not stick out the bottom to ensure cleanliness and prevent contamination.

2.4.5. Color-Coded Items. All items marked with color-coded strips or tags (normally located in/on collar, neckband, waistband, etc.) shall be folded and bundled in a manner which makes color-code easily visible without having to open the bundle. These items may include scrubs, gowns, jackets, robes, pajamas, etc.

2.4.6. Sized and Colored Items. All items carried by size (small, medium, large, etc.) shall be bundled by size. Items coming in varied color and size shall be bundled by color and size respectively. EXAMPLE: Small cranberry scrub pants would be bundled together; small purple scrub pants would be bundled together, not mixed with small cranberry scrub pants.

2.4.7. Maximum Shrinkage Factor. The total weight of the items delivered on any given day shall be no less than 92 percent of the total weight of soiled items picked up 48 hours prior. Further, the assortment of clean laundry delivered shall be comparable to that of the soiled laundry picked up. Should the required percentage or mix not be attained, the Contractor shall be afforded 24 hours to rectify.

2.4.8. Contaminated Laundry. All soiled laundry originating from the MTF is categorized as contaminated. The Contractor is responsible for handling contaminated laundry IAW Health Care Infection Control Practices Advisory Committee (HICPAC).

2.4.9. Several departments within the MTF have articles which, by their nature, cannot be processed along with the bulk-soiled linen. These items include, but are not limited to: privacy curtains, window curtains, restraint sets, VIP linens, thermal or oversized scrubs, surgilift pads, oven pads and mittens, etc. The appropriate method for cleaning (laundering, dry cleaning, etc.) and packaging (on hangers, bundling, etc.) these articles shall be at the professional discretion of the Contractor.

2.4.10. All privacy/window curtains shall be dry cleaned.

2.4.11. The Contractor shall verify the items and countersign the ticket to indicate agreement with those items. Contractor personnel shall be responsible for physically transferring soiled laundry into their vehicle

Table 4

Identification, Standard Packaging, and Method of Finish

For  
366<sup>th</sup> Medical Treatment Facility, 90 Hope Drive, Bldg 6000, MHAFB

Laundering and Packaging Instructions

METHODS OF FINISHING (CODES)

The following are the routine requirements for laundry packaging and method of finish for this facility

B – Bundled	CF – Clear Film Sealed
FB – Folded and Bundled	P – Pressed
PB – Plastic Bag	OH – On Hanger

The items listed below shall be included in the yearly laundry. Each item is identified and package sizes are indicated.

Description	Laundering Instructions	Packaging Instructions
Robe (Surgical Green)	FB, CF	Pack in 10s
Bedsread	FB, CF	Pack in 2s
Blanket Cotton (74"x100")	FB, CF	Pack in 5s
Blanket, Infant	FB, CF	Pack in 10s
Covert, Cart, Nylon	B	Pack in 1s
Coat, Physician, Long	P, OH, PB	Pack in 1s
Coat, Medical Assistant, Short	P, OH, PB	Pack in 1s
Curtain, Cubicle	P, FB, CF	Pack in 1s
Drape, Eye Sheet	FB, CF	Pack in 10s
Gown, Patient (Multi-Colors/designs)	FB, CF	Pack in 10s
Pillowcase, Green, White	FB, CF	Pack in 10s
Pillow, Feather	CF	Pack in 1s
Sheet, Cotton, White, Green	FB, CF	Pack in 10s
Sheet Fitted (36"x72")	FB, CF	Pack in 10s
Scrub Shirt - Small	FB, CF	Pack in 10s
Scrub Shirt - Medium	FB, CF	Pack in 10s
Scrub Shirt - Large	FB, CF	Pack in 10s
Scrub Shirt - XL	FB, CF	Pack in 10s
Scrub Shirt - 2XL	FB, CF	Pack in 10s
Scrub Jacket - Small	P, PB	Pack in 1s

Scrub Jacket - Medium	P, PB	Pack in 1s
Scrub Jacket - Large	P, PB	Pack in 1s
Scrub Jacket - XL	P, PB	Pack in 1s
Scrub Jacket – 2XL	FB, CF	Pack in 10s
Towel, Bath	FB, CF	Pack in 10s
Towel, Hand	FB, CF	Pack in 10s
Scrub Pants – Small	FB, CF	Pack in 10s
Scrub Pants – Medium	FB, CF	Pack in 10s
Scrub Pants – Large	FB, CF	Pack in 10s
Scrub Pants - XL	FB, CF	Pack in 10s
Scrub Pants – 2XL	FB, CF	Pack in 10s
Maternity Scrub Top - S	FB, CF	Pack in 10s
Maternity Scrub Top – M	FB, CF	Pack in 10s
Maternity Scrub Top - L	FB, CF	Pack in 10s
Maternity Scrub Top - XL	FB, CF	Pack in 10s
Maternity Scrub Top – 2XL	FB, CF	Pack in 10s
Maternity Scrub Pants – S	FB, CF	Pack in 10s
Maternity Scrub Pants – M	FB, CF	Pack in 10s
Maternity Scrub Pants – L	FB, CF	Pack in 10s
Maternity Scrub Pants – XL	FB, CF	Pack in 10s
Maternity Scrub Pants – 2XL	FB, CF	Pack in 10s

**366<sup>th</sup> Force Support Squadron, 875 Falcon Street, Bldg 8395, MHAFB.**

2.5. Contractor personnel are required to report to 875 Falcon Street Bldg 8395, MHAFB, 208-828-5267, for delivery and pick up of items listed in Table 5. A delivery receipt shall be prepared and provided to verify items picked up and delivered. The receipt must detail items picked up and delivered to include quantity, description, delivered, name of Contractor, and signature of Government representative and contract number. A copy of the receipt shall be emailed to the CO NLT than three (3) business days following delivery.

Table 5

Identification, Standard Packaging, and Method of Finish

For

366<sup>th</sup> Force Support Squadron, 875 Falcon Street, Bldg 8395, MHAFB

Laundrying and Packaging Instructions

METHODS OF FINISHING (CODES)

WP - Wrap Finished Work in Plastic	WDF – Wash, Dry, Fold
RO – Roll (Used Exclusively For Sleep Bags)	OH – On Hanger

Description	Laundrying Instructions	Est Annual Workload	Packaging Instructions
JList Coat	WDF, WP	2,000	Packs of 2s
JList Pant	WDF, WP	2,000	Packs of 2
Sleeping Bag	WDF, WP, RO	2,000	Individual
Mobility Bag	WDF, WP	100	Packs of 5s
Mitten Set	WDF, WP	100	Packs of 10
Balaclava	WDF, WP	100	Packs of 10
Parka	WDF, WP	100	Packs of 2s
Mukluks and Liners	WDF, WP	100	Packs of 10
Chef White, tops	WDF, WP, OH	2,000	Individual
Chef White, Bottoms	WDF, WP, OH	2,000	Individual
Chef, White Hat	WDF, WP	2,000	Packs of 2s
Vests	WDF, WP	1,000	Packs of 5

**2.6. 366th Operations Group, 725 Alpine Street, Bldg 210, MHAFB, Idaho**

2.6.1. On a weekly basis the Contractor shall provide the quantities of twin white flat and fitted sheets, standard pillowcases, hand towels, and twin comforters as detailed in Table 6. (Fabric: solid white (color) cotton blend for all items at this location)

2.6.2. Contractor personnel are required to report to 725 Alpine St, Bldg 210, OHWS, Mountain Home AFB, ID 83648, for delivery and pick up of items. A delivery receipt shall be prepared and provided to verify items picked up and delivered. The receipt must detail items picked up and delivered to include quantity, description, delivered, name of Contractor, and signature of Government representative and contract number. A copy of the receipt shall be emailed to the CO NLT than three (3) business days following delivery.

Table 6

Identification, Standard Packaging, and Method of Finish

For

**366th Operations Group, 725 Alpine St, Bldg 210, OHWS, Mountain Home AFB, ID**

Laundrying and Packaging Instructions

METHODS OF FINISHING (CODES)

T – Tie with Twine or String	WDF – Wash, Dry, Fold
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Description	Laundrying Instructions	Packaging Instructions
Sheet, Twin Flat	WDF, T	Pack in 10s
Sheet, Twin Fitted	WDF, T	Pack in 10s
Comforter, Twin	WDF, T	Pack Individually
Pillowcase, Standard	WDF, T	Pack in 10s
Hand Towels	WDF, T	Pack in 10s

3.0. Environmental Control.

3.1. Hazardous Material Inventory and Safety Data Sheets. SDS are required as specified in the latest version of Federal Standard No. 313 for all potentially hazardous materials. SDSs must be submitted by the Contractor upon contract award to the Hazardous Materials Program Manager (366 FW/A7IE) at 208-828-1684/6351 for a determination of whether or not a product is a hazardous material (HAZMAT) and what additional requirements may be applicable or necessary. Approval is required before bringing any HAZMAT onto the installation. The Government (HAZMART personnel) shall inventory all chemicals that the Contractor brings on to MHAFB or any property under the control of MHAFB. Any products that meet the criteria of “Hazardous Waste” must be bar coded and tracked until permanently removed from Government property. The inventory will be performed prior to commencement of work. Criteria for identifying hazardous waste, is contained in Subpart C of 40 CFR, Part 261.

3.2. Material Storage and Use. The Contractor shall follow manufacturer's guidelines and professional recommendations for control of humidity, temperature, cleanliness, and materials handling. This includes HAZMAT.

3.3. Notification of Environmental Spills. If a spill occurs, the person discovering the spill will make every effort to stop the product flow (if possible), warn personnel, shut off ignition sources, contain the spill, make notifications, and begin cleanup. If the spill is considered an emergency and there is a potential life, health, fire, or other safety hazard, the MHAFB Fire Department will be notified IMMEDIATELY. Responsible units and activities shall clean up small spills safely and within their capabilities to do so. Generally, a spill of only a few gallons shall be recovered by the responsible unit/activity using absorbent materials or a spill kit located by the site. Recovered product and contaminated materials will be packaged and staged for disposal IAW the installations hazardous waste procedures. Contact the Environmental Office (208-828-6351) for guidance. The liability for the spill or release of such substances rests solely with the Contractor and its agent.

3.4. Waste. Identify, label, handle, store, and dispose of hazardous waste or debris IAW federal, state, and local regulations. Ensure all waste has undergone the appropriate hazardous waste determination and documentation is retained for these determinations. If hazardous wastes are

generated, the Contractor shall be required to setup and maintain a hazardous waste accumulation point. All hazardous waste generated must be disposed of at a RCRA permitted treatment storage or disposal facility. Do not dispose of hazardous waste on Government property. Do not discharge any waste to a sanitary sewer, storm drain, or to surface waters or conduct waste treatment or disposal on Government property without written approval of the CO and Environmental. Consult with the Hazardous Waste Program Manager at 208-828-1684/6351 prior to disposal of any waste.

3.5. Environmental Protection. The contractor shall conform with all federal, state and local laws pertaining to environmental protection. Additionally, contractor shall provide proof that they have the ability to launder potentially contaminated clothing and that it is acceptable to do so under their discharge permit to a publically owned treatment works (POTW). If the contractor is on a private wastewater treatment system, they must ensure that their pretreatment system is designed, permitted, and able to treat their effluent in accordance with any applicable discharge permits. MHAFB personnel may perform a site visit to verify compliance with all applicable Federal, State, and Local regulations.

3.6. Asbestos. The Contractor shall comply with Section 29 CFR 1910.1001(j) (7) (iv). VTE may be located in facilities which contain Asbestos Containing Material (ACM) or Potential ACM. The Contractor (not the Government) shall determine if any exposure to ACM may result in performing work under the contract.

3.7. Historic Preservation. MHAFB houses numerous historic properties (buildings, structures, objects, archaeological sites) managed in compliance with the National Historic Preservation Act (NHPA), and its implementing regulations at 36 CFR 800. In order to avoid inadvertent adverse effects to historic properties, coordination with 366 FW/A7IE Cultural Resources Manager (828-8003/6351) is required prior to implementation.

#### 4.0. Deliverables.

4.1. The Contractor shall prepare and submit to the CO all operating records and reports containing data on laundering, servicing, replacement, and deliveries within ten (10) business days following contract award.

4.2. Contractor's shall submit a Quality Control Plan (QCP) to the CO NLT within ten (10) business days following contract award.

4.3. Contractor shall appoint in writing to the CO within 10 business days following contract award a contract manager and alternate(s).

4.4. The Contractor shall provide a completed 366 SFS Form 30 for each employee requiring installation access to the CO within five (5) business days following contract award.

4.5. Contract shall submit verification of insurance within 10 business days following contract award.

4.6. The Contractor shall establish a Safety Program establishing preventative measures and delineating safety goals and objectives. The Contractor shall support Government safety inspections, scheduled or unscheduled. A copy of the Safety Program shall be forwarded to the CO NLT ten (10) business days following contract award.

5.0. Quality Assurance.

5.1. The Government shall evaluate the Contractor's performance to ensure services are received IAW requests set forth in the contract.

5.2. The Government shall periodically inspect and evaluate the Contractor's performance to ensure services are received IAW the terms and conditions of the contract. The CO and/or DGR shall inspect by validating actual work performance, physically checking an attribute of the completed task, checking a management information report, investigating customer complaints, conferring with technical representatives, or otherwise inspecting the task or its results to determine whether or not performance meets the standards outlined in the Service Summary (SS).

5.3. The CO or DGR shall utilize the Contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become part of the Official Contract File. When a performance threshold has not been met or has not been accomplished, the CO or DGR shall initiate a Performance Assessment Report (PAR). The Contractor shall respond to the PAR IAW instructions.

5.4. The Contractor's performance shall be based on the COs evaluation of the results and not the method of performance. The evaluation of results shall be based on the surveillance, tenant satisfaction, and customer complaints. Final results of the evaluations shall be the determining factor for the success or failure of this contract. The Contractor shall comply with applicable federal, regional, state, and local laws and commercial standards.

5.5. Customer Complaints. The CO shall receive and with the assistance of a DGR investigate any complaints. The CO shall initially validate customer complaints. The CO shall make the final determination of the validity of the customer complaint(s). The Contractor shall re-perform validated customer complaints within an agreed upon timeframe between the Contractor and the CO. All valid customer feedback shall be included in the monthly surveillance reports when work is performed. CO shall establish feedback processes which allow customers to provide positive and negative feedback.

5.6. Failure to meet the performance objectives in any one (1) month period shall result in a warning letter of concern from the CO. Failure to meet performance objectives for any two (2) or more months (consecutive or non-consecutive) during a contract period shall constitute an immediate Multi-Functional Team (MFT) meeting.

5.7. The Contractor shall develop and maintain a Quality Control Program (QCP) to ensure laundry services are performed IAW commonly accepted commercial practices, manufactures' recommendations, this contract, and all federal, state and local laws and regulations. At a

minimum, the Contractor shall develop Quality Assurance Procedures (QAP) addressing the areas identified in the SS.

6.0. Periodic Progress Meetings.

6.1. The CO, Functional Commander, DGR, and other Government personnel as deemed by the CO, and the Contractor shall periodically, but no less than annually, meet to discuss the Contractor's performance. The following issues, but not limited to, will be discussed: opportunities to improve the contract, required contract modification(s), unsatisfactory inspections and trends against each performance objective observed, positive performance and steps taken by the Contractor to prevent Unsatisfactory occurrences in the future. The Contractor shall provide a summation of Unsatisfactory inspections and customer complaints and provide insight into any identified trends.

6.2. Meeting Minutes. The minutes of these meetings shall be reduced to writing signed by the CO, any other signatures as deemed appropriate, distributed to the functional area and the Contractor. Should the Contractor not concur with the minutes the Contractor shall provide a written notification to the CO identifying areas of nonoccurrence for resolution.

7.0. Quality Control:

7.1. The Contractor shall develop and maintain a quality program to ensure laundry services are performed IAW commonly accepted commercial practices, manufactures' recommendations, and this contract and all federal, state and local laws and regulations. At a minimum, the Contractor shall develop Quality Assurance Procedures (QAP) addressing the areas identified in the Service Delivery Summary. The Contractor shall develop and implement procedures to identify, prevent, correct and ensure non-reoccurrence of defective services. The Contractor shall provide a copy of the QAP to the CO NLT the ten (10) business days following contract award and updated copies, as changes occur. Records of all inspections conducted by the Contractor and corrective action taken shall be made available to the Government, upon request.

7.2. The Contractor's Quality Control Program (QCP) shall implement procedures to identify and prevent recurrence of deficiencies. At a minimum, the QCP shall address the areas identified in the Service Summary. The QCP shall specifically address the Contractor's strategy to provide quality workmanship, continual process improvement, and how any deficiencies will be corrected.

7.3. The Contractor shall successfully integrate and coordinate all activities needed to execute the requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of subcontractors.

7.4. The Government shall periodically inspect and evaluate the Contractor's performance to ensure services are received IAW the terms and conditions of the contract. The CO or DGR shall inspect by validating actual work performance, physically checking an attribute of the completed task, checking a management information report, investigating customer complaints,

conferring with technical representatives, or otherwise inspecting the task or its results to determine whether or not performance the terms and conditions of the contract.

7.5. The CO or DGR shall utilize the Contractor’s work and/or delivery schedule or modified version thereof, to record validation results. Results of the validation then become part of the Official Contract File. When a performance threshold has not been met or has not been accomplished, the CO or DGR shall initiate a Performance Assessment Report (PAR). The Contractor shall respond to the PAR IAW instructions.

7.6. The Contractor’s performance shall be based on the CO’s evaluation of the results and not the method of performance. The evaluation of results shall be based on the surveillance, tenant satisfaction, and customer complaints. Final results of the evaluations shall be the determining factor for the success or failure of this contract. The Contractor shall comply with applicable federal, regional, state, and local laws and commercial standards.

7.7. Customer Complaints. The DGR or CO shall receive and investigate complaints. The DGR shall initially validate customer complaints. The CO shall make final determination of the validity of customer complaint(s). The Contractor shall re-perform validated customer complaints within an agreed upon timeframe between the Contractor and DGR.

8.0. Service Summary.

**Service Summary**

<b>Performance Objective</b>	<b>Paragraph</b>	<b>Performance Threshold</b>
Laundry Picked Up and Delivered	1.2, 1.18, 2.1.2, 2.1.3, 2.1.6, 2.2.5, 2.3.1, 2.3.2, and 2.3.4	Accuracy: 95 percent Timeliness: 95 percent
The Contractor shall package all items in plastic film two (2) layers thick, unless indicated otherwise.	1.15	92 percent of the time
All items marked with color coded strips or tag shall be folded and bundled in a manner which makes the color code easily visible without having to open the bundle	2.4.5 and 2.4.6.	No more than five (5) validated customer complaints per month
All items carried by size (small, medium, large, etc) shall be bundled by size	2.4.6.	No more than five (5) validated customer complaints per month
The total number of items delivered on any given day shall be no less than 92 percent of soiled lined pick up 48 hours	2.4.7.	Accuracy: 95 percent

9.0 General Information

9.1. Normal operating hours are 0730 to 1630 Monday through Friday, except for Federal holidays or when the installation is officially closed by the 366th FW Commander.

9.2. Recognized Federal Holidays. A minimum of eleven (11) paid holidays per year:

New Year's Day	Martin Luther King Jr's Birthday
Washington's Birthday	Memorial Day
Juneteenth Day	Independence Day
Labor Day	Columbus Day
Veteran's Day	Thanksgiving Day
Christmas Day	

A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.

9.3. Work scheduled but not accomplished because of base closure due to exercises or real-world events shall be accomplished as soon as possible after base reopening.

9.4. Contractor shall appoint in writing to the CO within 10 business days following contract award a contract manager and alternate(s) as well as emergency contact numbers. These individuals shall be responsible and accountable for the overall supervision and control of all Contractor services and personnel required to satisfy the requirements of this PWS and shall function as a technical representative. The contract manager or alternate shall have full authority to act for the contractor on all contract matters. Any changes to this letter of appointment shall be provided to the CO within three (3) business days. The name of this person, and an alternate or alternates, will act for the contractor when the primary is absent. These individuals shall be reachable during normal business hours.

9.5. All Contractor personnel must present a neat appearance and be easily recognized as contractor employees. This may be accomplished by wearing contractor-furnished clothing bearing the company name and/or logo. Employees are expected to comply with reasonable dress and grooming standards based on comfort, productivity, health, and type of position occupied. Employee attire shall be in good repair, and should not be considered offensive, disruptive, or unsafe.

9.6. The Contractor shall identify himself as a Contractor in meetings, telephone conversations, and e-mails and in any correspondence with the Government.

9.7. All employees shall fluently read, write, speak, and understand the English language.

9.8. The Government is authorized to restrict employment under the contract of any Contractor employee or prospective contractor employee who is identified as a potential threat to the health, safety, security, general wellbeing, or operational mission of the installation and its population.

9.9. The Contractor shall, without any additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any applicable Federal,

State, and municipal laws, codes, and regulations in connection with the performance of the work as specified in this PWS. The Contractor shall be liable for all personnel injuries and equipment damage resulting from their negligence or failure to follow safety/health guidelines. The Contractor shall take proper safety and health precautions to protect work, workers, the public, and the property of others, to include all appropriate insurance.

9.10. The Contractor's Contract Manager shall implement procedures to encourage early problem identification and expeditious resolutions and/or remedies

#### 10.0. Security Requirements.

10.1. The Contractor shall provide a completed 366 SFS Form 30 for each employee requiring installation access to the CO within five (5) business days following contract award. After approval, the CO shall notify the Contractor shall notify their employees they can now obtain their installation access ID at the MHAFB Main Gate Visitor's Center.

10.2. The Contractor shall retrieve all identification media, including vehicle passes from employees who depart for any reason before the contract expires i.e. terminated for cause, retirement, etc.

10.3. The Contractor and its employees shall comply with base traffic regulations.

10.4. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their Contractor owned vehicle or privately owned vehicle while on MHAFB.

10.5. The Contractor shall comply with DoD 5400.7-R, Chapter 4, DoD Freedom of Information Action (FOIA) Program, requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting and safeguarding For Official Use Only (FOUO) material.

10.6. Contractor personnel shall report to an appropriate authority any information or circumstances which they are aware of and may pose a threat to the security of DoD personnel, Contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment.

10.7. The Contractor shall be responsible for safeguarding all government property. At the end of each work period, all government facilities, equipment, and materials shall be secured.

#### 11.0 Antiterrorism Requirements.

11.1. IAW DFARS 252.204-7004 and Department of Defense Instruction O-2000.16 Volume 1, DoD Antiterrorism (AT) Program Implementation, Contractor personnel who require routine physical access to MHAFB shall complete Level I Antiterrorism (AT) Awareness Training within 30 days of contract award and annually thereafter. MHAFB routine physical access is defined as requiring physical access to MHAFB for more than consecutive 5 (five) days.

11.2. Contractor personnel embedded in a unit, shall complete initial Level I AT Training within 30 days following contract award, annually thereafter IAW the applicable unit AT program. All Certificates of Completion shall be maintained by the Contractor and the Unit AT Representative (UATR).

11.3. Level I AT training shall be complete through a DoD-sponsored computer or web-based distance learning instruction, or under the instruction of a Level I AT Instructor.

11.4. Contractor personnel can complete DoD Level I AT Training at <https://jko.jten.mil/>. If the Contractor has personnel who can't access the DoD Level I AT Training site, they shall notify the Contracting Officer Representative (COR) and the 366 FW Antiterrorism Office at (208) 828-6583 to arrange for access to the training site or to coordinate other Level I AT Training.

11.5. Certificates of Completion of initial and annual training shall be maintained by the Contractor and be readily available so they can be reviewed by the Government when requested.

11.6. Contractor personnel assigned to (embedded in) a unit, will complete initial Level I AT Training within 30 days of requiring access to MHAFB, and annually thereafter IAW the unit AT program. The Unit AT Representative (UATR) will track this training.

11.7. All personnel, to include contractors, on MHAFB shall comply with directed Force Protection Condition (FPCON) and AT measures, unless specifically exempted by the 366 FW Commander. Contractor personnel shall submit requests for exceptions to FP/AT Measures through CO.

11.8. During periods of increased threat or raised FPCONs, Contractor access to MHAFB or specific parts may be limited or denied. The CO or designated Government Representative will, when possible, notify Contractor personnel before the limitations or restrictions are implemented. The local Contract Manager shall coordinate with the CO or designated Government Representative regarding any possible affects that limited or restricted access shall have on completion of contract terms and conditions.

11.9. During periods of increased threat or raised FPCONs, personnel, to include contractors, may be required to be escorted while on MHAFB. While being escorted, personnel shall remain with their escort at all times. If personnel become separated from their escort they shall remain where they are and notify the 366 SFS at 828-2256, 2257, or 2258.

12.0. Safety.

12.1. The Contractor shall establish a Safety Program establishing preventative measures and delineating safety goals and objectives. The Contractor shall support Government safety inspections, scheduled or unscheduled. A copy of the Safety Program shall be forwarded to the CO NLT ten (10) business days following contract award.

12.2. The Government shall not be liable for civil damages resulting from actions by the Contractor or their employees while utilizing Contractor owned or civilian privately owned vehicles (POV).

12.3. Contractor motor vehicles shall be operated and maintained IAW applicable regulations and laws when such motor vehicles are operated on Government installations.

13.0 Incidental Government Furnished Services.

13.1. Government telephone facilities shall be made available for local calls to the Contractor FOUO only.

13.2. The Government will provide general on-base security and fire protection services. Security Police telephone extension is 8-2256 (on-base) and 208-828-2256 (from all other phones) for both emergency and routine calls. Fire protection emergency phone is 8-0911(from on-base phone) and 208- 828-0911 (from all other phones).

13.3. All reasonable quantities of electricity will be made available to the Contractor without charge.

13.4. Use of existing toilet facilities in the immediate work area will be permitted. The Contractor shall ensure facility cleanliness is maintained at all times to the extent of cleaning up after Contractor personnel only.

13.5. Commercial Grade Scales. Scales shall be of a type capable of weights up to 2,000 pounds. Scale is located in room P1-10 of Building 6000. The Government shall ensure they are calibrated no less than annually.

14.0. Continuation Of Essential Department Of Defense (DoD) Services During Crisis Declared By the National Command Authority or Overseas Combatant Commander.

14.1. IAW DoD Instruction (DoDI) 3020.37, Continuation of Essential Contractor Services During Crisis, and the Air Force implementation thereof, unless otherwise directed by an authorized Government representative, it is determined Furnishing Management Services under this PWS are essential and must be performed during a crisis.

14.2. The Contractor shall continue providing service to the requesting organization 24 hours a day until the crisis is over.

14.3. The Contractor shall submit a contingency plan for operating under said conditions. This plan is due to the CO within 30 calendar days following contract award and shall include how the Contractor shall ensure continuation of services, contain the employee's name, address, home phone number, cell phone number, social security number, security clearance, and duty title. Contractor employees with approved background checks will be allowed unescorted access to the installation for performance of work in a FPCONs except "DELTA".

14.4. The CO, PM, or COR shall notify the Contractor of a “DELTA” condition as soon as possible after security conditions have been implemented. The Contractor shall notify the COR to schedule routine maintenance 24 hours in advance during conditions relating to crisis or declared emergencies to ensure access to building elevators with minimal impedance.

#### 15.0 Records Management.

15.1. All records, files, and documents, regardless of media (e.g., paper, electronic, etc.), as described in this PWS, which are the responsibility of the Contractor are the property of the Government and shall remain so upon termination or completion of the contract.

15.2. The Contractor shall keep these item(s) current and maintain and dispose of them IAW the requirements established in AFI 33-322, *Records Management Program*, paragraph 10, AFMAN 33-363, paragraph 6.4, AFMAN 33-364, paragraph 2.10 and the Air Force Records Disposition Schedule which may be accessed from the following web address:  
<https://www.my.af.mil/afirms/afirms/afirms/rims.cfm.4>

15.3. Records shall be turned over to the Government upon completion of the contract unless otherwise stated. All records are subject to the Freedom of Information and Privacy Act.

#### 16.0 Insurance.

16.1. Workman's Compensation and Employers Liability Insurance as required by law except this contract is to be performed in a state which does not require or permit private insurance, then compliance with the statutory or administrative requirements in any such state will be satisfactory. The required Workmen's compensation insurance shall extend to cover employer's liability for accidental bodily injury or death and for occupational diseases with a minimum liability limit of \$100,000.00.

16.2. General liability insurance to cover bodily injury liability insurance, in the minimum limits of \$500,000.00 per occurrence shall be required on the comprehensive form of policy.

16.3. Automobile insurance shall be required on the comprehensive form of policy and shall provide bodily injury liability and property damage liability covering the operation of all automobile used in connection with the performance of the contract. At least the minimum limits of \$200,000.00 per person and \$500,000.00 per occurrence for bodily injury and \$20,000 per occurrence for property damage shall be required."

Appendix 1

Definitions

1.0. Assortment. This refers to the variety of soiled linen turned over each day to the Contractor for cleaning. It is essential the mix of clean linen returned be comparable to the soiled linen being picked up.

2.0. Clean. Finished articles are dry and free of visible soil, lint, and objectionable odors. Spots and stains are removed without damaging the fabric. Tape and other adhesives shall be removed prior to or during the laundering process.

3.0. Contract Manager (CM). The Contractor individual responsible for overall performance of this contract, appointed, in writing, by an officer of the company to the Contracting Officer. The CM shall be available to meet with the CO to discuss performance.

4.0. Contracting Officer (CO). The CO is the person with the authority to enter into, administer, modify, and/or terminate contracts for the Government. The CO is responsible for ensuring the performance and compliance with the terms of the contract and safeguarding the interests of the Government in its contractual relationships.

5.0. Designated Government Representative. An individual who shall assist the CO in validating the Contractor's performance and is responsible for collecting all standardized evaluation and data collection within their designated organization.

6.0. Government Quality Assurance. Those actions taken by the Government to assure services meet the requirements of the PWS.

7.0. Laundering. The process by which soiled fabric items are cleaned, starched, ironed, pressed, and treated. The term includes cleaning by mechanical action in appropriate temperature water with appropriate solutions of detergents and other additives. The appropriate products and procedures are to be determined by the Contractor.

8.0. Medical Treatment Facility (MTF): Those facilities providing outpatient and/or inpatient health care services for authorized personnel.

9.0. Maximum Shrinkage Factor: The permissible items variance between the total items of soiled linen picked up on any given day and the total items of that same linen when it is cleaned and returned.

10.0. Replaceable Items: Articles that have minor tears (less than four (4) inches), open seams, holes, missing buttons, and broken zippers shall be replaced.

11.0. Service Delivery Summary. The service delivery summary defines the performance objectives and the performance thresholds for meeting those objectives.

12.0. Unserviceable Articles. Those articles no longer usable for the purpose intended.