

PERFORMANCE WORK STATEMENT

Laundry and Linen Services for VA Northern California Health Care System (VANCHCS)

1 **GENERAL SCOPE OF WORK**

1.1 The Contractor shall furnish all labor, equipment, supervision, management, supplies, and transportation to provide Customer-Owned Goods (COG), Contractor-Operated Laundry Service. These services shall be provided to the Department of Veterans Affairs Northern California Healthcare System facilities (VANCHCS) within the Veterans Integrated Service Network (VISN) 21.

1.1 (a) The work required by this PWS consists of Customer-Owned Goods (COG) laundering all the linen and textiles for all medical centers, clinics, outpatient clinics (OPC), wards, research departments and any VANCHCS needs.

1.1 (b) Any change of function by the Government, which may affect this contract as contemplated by this paragraph, and which requires permanent adjustments in frequency or type of performance, will be coordinated with the Contractor by the COR through the CO prior to initiation of such a change, to assure adequate contractual coverage.

1.2 Place of Performance:

Northern California Health Care System Pickup / Delivery Locations:

- 1) Mather Medical Center- 10535 Hospital Way, Bldg. 652, Warehouse, Mather, CA. 95655 (7x PER WEEK)
- 2) McClellan OPC- 5342 Dudley Boulevard, McClellan Park, CA. 95652 (1x PER WEEK)
- 3) Martinez OPC- 150 Muir Rd., Bldg. 19 and 20 Loading Docks, Martinez, CA- 94553 (7x PER WEEK)
- 4) Redding OPC- 3455 Knighton Road., Redding, CA. 96002 (1x PER WEEK)
- 5) Fairfield VA OPC- 103 Bodin Circle Bldg. #778, Travis AFB, CA 94535 (1x PER WEEK)
- 6) Mare Island OPC - 201 Walnut Ave, Mare Island, CA 94592 (1x PER WEEK)
- 7) Chico OPC- 280 Cohasset Rd., Chico, CA 95926 (1x PER WEEK)
- 8) Yuba City OPC- 425 Plumas St., Yuba City, CA 95991 (1x PER WEEK)
- 9) Modesto OPC- 1225 Oakdale Road, Modesto, California 95355 (1x PER WEEK)
- 10) Stockton OPC- 6505 South Manthey Road, French Camp, California, 95231 (1x PER WEEK)

2 **REQUIREMENTS**

2.1 Contractor shall launder all Customer-Owned Goods (COG) to include all managements labor, equipment, transportation, vehicles, and facility, except as specified here as contractor-furnished, necessary to assure all operations and services are conducted in accordance with the contract,

2.1 (a) These services shall be provided to the Department of Veterans Affairs (VA) facilities within the Veterans Integrated Service Network (V ISN) 21 which includes Martinez VA Northern California Health Care System (VANCHCS) and its divisions at Sacramento Medical Center (Mather), McClellan, Travis AFB, Mare Island, Redding Outpatient Clinic, Redding Dental Clinic, Chico VA Clinic, Yuba City OPC, Modesto OPC, Richard A. Pittman OPC.

2.1(b) Contractor shall provide all complete Customer-Owned Goods (COG) Laundry Service for the estimated laundry requirement shown in the Bid Schedule. The annual services include pick-up soiled/contaminated linen and deliver clean linen for approximately 1,885,764 pounds (NCHCS) and approximately 2,131.261 (SFVAHCS) of government leased linen per year.

2.1(c) There is no data on daily average linen usage per facility. Pick-up and delivery shall be made daily, except as otherwise stated,

2.1(d) Service will be required 7 days a week, 365 days a year. See Section 17.0 for task and frequency Schedule and list of Soil Linen Pick-up and Clean Linen Delivery Sites.

2.1(e) The Contractor shall maintain a system of records as to work performed sufficient to respond to all reasonable issues about the linen supply and work performed.

2.1(f) The Contractor shall accomplish all work under this contract in accordance with (1) current Joint Commission (JC); (2) Occupational Safety and Health Agency (OSHA); (3) Environmental Protection Agency (EPA) and hazardous materials requirements; (4) all regulations cited in this contract, (5) all applicable local, State, and Federal laws, regulations, codes, and directives, and (6) industry standards. JC establishes the facility and management standards for VA facilities. The VA is committed to maintaining JC approved health care facilities. The Contractor's efforts shall provide the service to meet the requirements for high quality patient care, sensitivity to proper scheduling to meet medical and patient needs, and sanitation for infection control purposes.

2.1(g) Service shall Include all processes necessary for laundering of the articles even though every step involved is not specifically mentioned, All work shall be performed under sanitary conditions and the facility shall have a complete staphylococcus barrier wall and pass through a washing system that separates soiled linen from clean linen and be open to inspection of sanitary conditions by government representatives, The laundry processing facility shall be arranged so that there is no contact between soiled and processed linen. After processing, laundered articles shall be in serviceable and sanitary condition, meeting established performance requirements standards.

2.1(h) Contractor shall comply with CAL/OSHA California Code of Regulations, Section 5193 Title 8, Blood Borne Pathogen, laundry standards for contaminated laundry

2.1(i) Contractor shall possess a valid wastewater discharge permit from the local pretreatment authority. Contractor shall also possess any required hazardous material storage permits from local fire and/or health departments necessary for on-site use and storage of chemicals or other hazardous materials.

2.2 All workmanship shall be in accordance with practices established by the Association for Linen Management, Dry Cleaning and Laundry Institute, International Textile Rental Services Association (TRSA) and accepted industry standards. It is intended that services shall include all processes necessary for the laundering of the articles even though every step involved is not specifically mentioned.

2.3 All work shall be performed under sanitary conditions as specified by The Joint Commission. Physical separation, through the presence of a barrier wall and the use of pass-through equipment is required to maintain positive air pressure in the clean section relative to a negative air pressure in the soiled section. In no case shall clean and soiled linen share the same physical space. The Laundry Plant layout/design must incorporate a "design for asepsis" where by clean linen does not come into contact with soiled linens nor share the same physical space, thus avoiding cross-contamination or reintroduction of bacteria once processed. Plants in which the work is done shall be open to inspection of sanitary conditions by Government representatives. After processing, laundered articles shall be in serviceable and sanitary condition, meeting established quality and performance requirement standards as shown in Section "Quality Assurance".

CONTRACTOR EXPERIENCE AND PERSONNEL

3.1 The contractor shall have experience in providing hospital laundry services. The firm must have gained this experience as a result of being regularly engaged in the business of providing laundry services in health care patient care environments (e.g., Inpatient and outpatient medical treatment facilities). The contractor shall submit a statement of experience as a company providing hospital laundry services with the proposal

the minimum level of acceptable experience required is 24 months within the previous 36 months from the date initially established for submission of proposal. Only firms with this experience will be considered for award

3.2 Qualifications - The Contractor shall provide all personnel necessary to accomplish the work and ensure personnel are properly trained to meet specified requirements of this contract. Personnel having direct interface with government personnel under this contract shall be able to read, write, speak, and understand English. All personnel shall be legal residents of the United States.

3.3 Program Manager - The contractor shall provide a Program Manager and an alternate who shall be responsible for the performance of the work. The Program Manager and the alternate shall have full authority to act on behalf of the contractor on all technical requirements relating to the daily operation of this contract, The Program Manager must meet the following requirements

3.3(a) Certified by the National Association of International Linen Management (NAJLM) or a graduate of an Independently controlled management-training program emphasizing institutional laundry the formal course must have been previously established, sponsored by a teaching activity, and comparable in content duration to the American Laundry and Linen College, Parts II Curricula and I At least 3 years of specialized experience in the capacity

3.3(b) Certification of experience including name and address of facility and certifications of completed courses will be submitted with the offer as part of the technical requirements. Replacement Program Manager shall provide required certification information 15 days prior to starting work

3.3(c) The name of the designated Program Manager and an alternate to act for the contractor when the manager is absent shall be provided with the proposal. The designation letter shall include phone number(s) for duty hours and after duty hours, Normal duty hours are 7:00 a.m. to 3:30 p.m. The Program Manger and alternate will also provide home phone numbers to be used in case of emergency situations.

3.3(d) The Program Manager or alternate shall be available for consultation with Government representatives during normal duty hours and respond in person, or by telephone, within one (1) hour of notification by the Contracting Officer's Representative (COR) after normal duty hours. The Program Manager will meet with the COR monthly according to schedule established by the COR new issuance of any Contract Discrepancy Report may be cause for the scheduling of additional meetings A mutual effort will be made to resolve all identified Issues.

3.3(e) Contractor shall provide training on establish CDC procedures and guidelines for a clean and sanitary environment for staff and visitors; in order to prevent the proliferation of emerging pathogens such as SARS-CoV-2 (COVID-19), cross-contamination, and transmission of infections.

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EMPLOYEES AND EXPERIENCE.

4.1 Contractor personnel entering the Medical Facilities shall present a neat appearance and must be easily recognizable as an employee of the contractor, this may be accomplished by wearing distinctive clothing bearing the name of the company, and by wearing appropriate badges or Identification tags, which contend the company name.

4.2 The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create (or appear to create) a conflict of interest,

4.3 Training Infection control is of paramount importance to the Department of Veterans Affairs. Employees shall receive education and training to increase the employee's knowledge and awareness of laundry service requirements for health area service.

4.4 The contractor shall furnish a list of all employees entering the medical facilities at least five (5) calendar days prior to the start of contract performance. The list shall include the full name and work assignment of each employee. The contractor shall notify the respective COR of all additions, deletions, or changes at least five (5) days in advance of such changes whenever practicable, or as soon thereafter as IS reasonably practicable

4.5 Contractor Employee Compliance. The Contractor shall ensure that Contractor's employees entering the medical facilities observe and comply with all VA policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, "off limits" areas, and possession of firearms or other lethal weapons. Copy of VA policies, regulations, and procedures provided upon request from the contractor

5 **CONTINGENCY PLAN**

5.1 The contractor shall submit a Contingency Plan with the proposal. The contractor also has the responsibility of notifying the Contracting Officer if at any time the plan is changed. The contractor shall notify the Contracting Officer of any event that Jeopardizes performance, plan shall include contingency operations.

5.2 Mobilization. If mobilization and services are required beyond the contractor's capability to provide services, the contractor shall advise the Contracting Officer of the capability and additional volume, which the contractor can obtain from the local community. Mobilizations that extend beyond the normal contract preview may be subject to a claim by the contractor for the additional cost incurred as agreed upon by the Contracting Officer.

5.3 Labor Disputes. In the event of a labor dispute, the contractor's responsibility to provide the service will not be terminated. The contractor shall provide the Contracting Officer his strike or other employee job action contingency plan to continue performance of service without interruption or degradation in the quality of service. In the event of a strike or other labor dispute interference with timely contract performance, the contractor shall immediately notify the Contracting Officer and initiate action under the contingency plan.

5.4 Disaster. In the event of a disaster, to include but not limited to destruction of the facility, sabotage, or an act of God or nature that renders the contractor's facility unsafe, the contractor shall determine a feasible alternative method of providing services and make recommendations to the Contracting Officer.

5.5 The Contractor shall report any circumstances, which may affect the performance of the work and unhealthy or hazardous conditions or any delays or interference with work. Such reports shall be made immediately upon discovery by the Contractor to the Laundry Supervisor by phone and a follow-up email.

6 **QUALITY CONTROL PROGRAM**

6.1 The contractor shall establish and maintain a complete Quality Control Program (QCP) to verify the requirements of the contract are provided as specified the contractor shall submit their Quality Control Plan with the proposal. The Contracting Officer will notify the contractor of acceptance or required modifications to the plan within fifteen (15) days after the contract start date. The contractor shall make appropriate modifications and obtain acceptance of the plan by the Contracting Officer within thirty (30) days of afflation, the plan should include procedures to implement all requirements of the contract, which shall include the in-processing of the laundry processes and the following:

6.1(a) An inspection system covering all the services required by this contract which must specify the areas to be inspected on either a scheduled or unscheduled basis, how often inspection will be accomplished and documented, and the name and title of the individual who will perform the inspection (this person should be someone other than the Program Manager and does not report directly to the Program Manager).

6.1(b) The methods of identifying and preventing defects in the quality of service performed before the level of performance becomes unacceptable. This will include procedures for a method of inspection to assure proper temperatures, bleaches, bluing, chemical rinse, (sour) detergents and other additives are adhered to.

6.2 Records of all quality control inspections conducted by the contractor and corrective action taken to prevent continued reoccurrence of deficiencies.

6.2 (a) The contractor shall provide its Quality Control Reports and Infection Control Reports on the last working day of each month to the respective COR (Northern Calif.) throughout the duration of this contract,

6.3 A plan to keep products segregated in accordance with their inspection status, such as accepted, rejected, set aside for re-wash, and awaiting decision, to prevent intermixing and unauthorized use.

6.4 A description of the methods of direct and indirect communications with the Government regarding performance of the contract

6.5 All documentation shall be made available to the COR or Contracting Officer on a monthly basis during the term of the contract.

6.6 A report of all quantities and/or weights, delivered to and received at the contractor facility wash plant; shall be provided to the CO or COR on a monthly basis, or as requested.

6.7 A Quality Assurance Surveillance Plan shall include:

6.7(a) This COR Plan has been developed to implement a service contract. It is designed to aid the Government's COR or designated representative in providing effective and systematic surveillance of all aspects of laundry/linen services.

6.7(b) This plan provides for monitoring all contract requirements through a combination of methods.

6.7(c) Customer complaint surveillance guides; and Surveillance activity checklist.

6.7(d) The objective of this surveillance plan is to evaluate how the Contractor is performing in key areas.

6.7(e) The principal method of surveillance will be the random sampling of the quantity and quality of laundered items processed. The plan contains sampling guides for use in random sampling. It contains random sampling (tally) checklists which are used to record information about the random samples.

6.7(f) Tasks not surveyed by random sampling will be covered by daily observation in some cases or by use or periodic checklist inspections. Appropriate checklists are provided for recording observations in this type of surveillance.

6.7(g) Notwithstanding the provisions of the contract covering inspection, acceptance, and deduction from payment, any items found to have been unsatisfactorily cleaned shall be re-cleaned at no additional cost to the Government. Such items shall be identified, for Contractor recognition, by the COR when they are returned on the next scheduled pickup after an unsatisfactory condition is discovered.

6.8 How to use the Surveillance Plan

6.8(a) This surveillance plan has been organized to facilitate use by the COR or designated representative. It is the COR's responsibility to develop a monthly schedule for activities based on the surveillance plan's requirements. The monthly schedule will be completed by the last workday of the preceding month and a copy will be submitted to a CO or other management official for information and review by an assigned workday of the month.

6.8(b) To build the inspection schedule, the COR or designated representative will select areas and times for the random sampling using the procedures shown in the surveillance plan. Periodic checklist items to be surveyed during the month will be programmed into the schedule to facilitate their accomplishment. This monthly schedule should show what the COR or designated representative is monitoring each day. Changes will be posted weekly and copies sent to appropriate officials. The reasons for changes will be fully documented and explained. Actual surveillance activity must be comparable to the monthly schedule. The responsible management official must be able to observe a COR's or designated representative's performance by using the monthly schedule, as updated. One should be able to conduct a complete audit trail from the monthly schedule by observing the COR or designated representative perform sampling or other checklist surveillance, and completion of tally and other checklists. An auditor should be able to track from the above items to the management's actions (payment deductions or other actions as necessary if contract service is being performed), described on a CDR.

6.8(c) Monthly tally checklists will be prepared for each sampling guide and will be used to record information on observations and defects. Each observation in the sampling will be recorded on the tally checklists. These documents will then become a formal record for later reference. The tally of observations and defects at the end of each month will be compared to the acceptable number of defects appearing in the relevant sampling guide. Any errors detected during the course of the surveillance, even if not of sufficient degree to render the service unsatisfactory in terms of the AQL parameters, will require corrective action by the Contractor. Errors detected by the COR or designated representative in the course of surveillance will be communicated to the Contractor. Notification of errors will take place within 1 working day. Specifics concerning any errors should be recorded on the tally checklist. The Contractor should be asked to initial this record.

6.8(d) If the sampling guide indicates that the number of defects is too high, the current month's service will be considered unsatisfactory. If performance in any area is judged unsatisfactory, based on random sampling or other criteria as set forth in Summary Table 7.3.1. Performance Requirements Summary, of the Laundry State of Work, a Contractor will be given a CDR by the COR or designated representative. When completed and signed, the CDR, along with the tally checklist becomes the documentation supporting payment or nonpayment or other actions as necessary for Contractor provided services.

6.8(e) There are some requirements in a contract which are more conveniently monitored on an individual periodic basis. For example, a Contractor is required to provide continuing training. When these items are checked (quarterly and monthly, for example), the deficiencies will be recorded on the appropriate checklist. When these items are discovered to be unsatisfactory, actions as described above will be taken. For the number of allowable defects, see the Performance Requirement Summary in the SOW.

7 QUALITY ASSURANCE

7.1 The government will make unscheduled visits to the contractor's facility to observe equipment and in-process work. A site visit of the Contractor's facilities may be conducted prior to awarding any contract to determine the Contractor capability to perform these services.

8 SAFETY AND ACCIDENT PREVENTION PROGRAM

8.1 Contractor shall describe its company's Safety and Accident Prevention Program and submit it with their proposal.

9 PERFORMANCE EVALUATION MEETINGS

9.1 The Contractor shall meet with designated government employees during the performance of this contract as needed to discuss concerns and assess the effectiveness of the contractor's efforts

10 **WASHROOM TESTS**

10.1 The contractor shall obtain Washroom Test Services from an approved laboratory. The name and address of the proposed laboratory shall be submitted with the Technical Proposal and for approval of the Contracting Officer.

10.2 Once each quarter, the contractor shall perform washroom tests for tensile strength and whiteness retention. In accordance with the laboratory Instructions. Two copies of the test results shall be provided to the COR no later than five workdays from the date of receipt by the contractor from the laboratory.

10.3 The tensile strength is considered acceptable if the tensile strength loss is rated at "satisfactory" or greater. The whiteness IS considered acceptable if the whiteness loss is rated "good" or "greater".

10.4 Whenever tensile strength loss or whiteness retention deficiencies occur, the contractor shall take corrective action within five working days and retest. Retest results will be forwarded immediately upon receipt to the COR for review. This process shall be repeated unit tensile strength loss and whiteness retention are within prescribed tolerances, or the contractor is notified of the government to terminate the contract because of unacceptable performance.

11 **WASH FORMULAS**

11.1 The wash formulas shall be in accordance with NAILM Standards and be provided to the Contracting Officer with the proposal. Contractor shall use bacteria stat with the recommended wash formula. All items must be approved by the CO prior to being used. All supplies and equipment used or changes in previously approved supplies or equipment shall require literature and may require samples. 'The wash formula shall not be changed without the CO approval

12 **PHASE IN/ PHASE OUT**

12.1 The contractor shall provide detailed documentation as to their approach in transitioning into the new laundry service contract. This transition shall be as smooth and transparent as possible to ensure no interruption in the services currently being provided

13 **EXPOSURE CONTROL PLANS**

13.1 The contractor shall develop an Exposure Control Plan to identify, in writing, tasks, and procedures in which occupational exposure to blood occurs. The contractor shall provide the government a copy of this plan with the proposal. The contractor shall make all their personnel aware of this plan and make the plan accessible to employees no later than contract commencement date and no later than the first day of work for new employee

14 **DEFINITIONS AND ACRONYMS**

14.1 DEFINITIONS: Special terms and phrases related to the Performance Work Statement are as follows:

14.1(a) ACCEPTABLE QUALITY LEVEL (AQL) The maximum percent defective. The maximum number of defects per 100 units or in a lot, wherein performance will still be considered satisfactory. The AQL is allowable leeway or variance from a standard before the Government will reject the line item service resulting in the issuance of a Contract Deficiency Report. An AQL does not say that the Contractor may knowingly offer defective services. It implies that the Government recognizes that defective performance sometimes happens unintentionally, as long as the defective performance does not exceed the AQL, the Government will not reject the line item service, However, the contractor shall re-perform the defective service when directed (at no additional cost to the Government),

14.1(b) CLEAN - Finish linen articles that are dry, free of visible soil, lint, and objectionable odors, such as cleaning chemicals, mold, mildew, body bacteria, etc. Spots and stains are removed where practical without damaging the fabric

14.1(c) CLEANNESS - Item is entirely clean, thoroughly dry, and free of lint.

14.1(d) CONTAMINATED LAUNDRY All soiled laundry originated from this requirement is categorized as contaminated. In accordance with the "Infection Control" Section (Laundry subsection) of the JC Manual, the contractor IS responsible for properly handling contaminated laundry

14.1(e) CONTRACT DISCREPANCY REPORT (CDR) - A formal, written documentation of Contractor nonconformance or lack of performance for contracted work A COR requires the Contractor to respond within ten working days as to the cause, corrective action, and preventive action taken. A CDR formally notifies the Contractor of unsatisfactory performance that will result in deductions unless the Contractor can provide objective evidence to mitigate these deductions.

14.1(f) CONTRACT MODIFICATION - Any written alteration in the specification, contract period, price, quantity, or other contract provisions of the existing contract.

14.1(g) CONTRACTING OFFICER - A person with the authority to enter into, administers, and/or terminates contracts and makes related findings. The Contracting Officer is the only individual who has the authority to contractually bind the Government. The Contracting Officer may designate a Government employee to act as his authorized representative. This individual shall not be authorized to award, agree to, or sign any contract or modification there or in any way to obligate the payment of money by the Government.

14.1(h) CONTRACTING OFFICER REPRESENTATIVE (COR): The person who has been designated as the authorized representative often Contracting Officer acting within the limits of his authority. The COR advises the Contracting Officer on matters relating to this contract, verifies completion of the work, certifies invoices related to completed work, and ensures compliance with all provisions of the contract.

14.1(i) CONTRACTOR: The Contractor as used herein refers to both the prime Contractor and any subcontractors to the Contractor. The Contractor shall be responsible for ensuring that subcontractors comply with the provisions of the contract.

14.1(j) CORRECTIVE ACTION - Action taken by the Contractor to correct a deficiency and identify the cause(s) of the deficiency.

14.1(k) DAMAGE - A defective condition of the item due to improper processing resulting in the item being unsuitable for return to service.

14.1(l) DEDUCTION - A monetary deduction that will be subtracted from the Contractor's invoice for noncompliance to contractual/quality requirements in accordance with the Inspection Clauses in the Contract.

14.1(m) DEFECT/DEFICIENCY/DISCREPANCY Each instance of noncompliance with a contract requirement A deficiency may be caused by nonperformance or poor performance. Each deficiency (discrepancy) is subject to either Contractor re-performance or deductions,

14.1(n) DRY WEIGHT - Weight of cleaned, processed linen that is dry to the touch.

14.1(o) DRYNESS/SOFTNESS Fluff dry items (Tumbled work) such as bath towels, hand towels, mattress pads, mattress covers, and blankets are completely dry and soft

14.1(p) FINISH - Items such as shirts, trousers, utility clothing, uniforms, and other wearing apparel must machine finished, so that all surfaces are smooth and wrinkle free. There should be no rough spots. These items should retain their original shape and size,

14.1(q) FLAT WORK - Flat work finished laundry items are machine pressed, folded, and tied or wrapped in bundles. Flatwork finished articles includes sheets, pillowcases, surgical wrappers, scrub suits (both TOPS and BOTTOMS), tablecloths, napkins, lab coats and Doctors Coats.

14.1(r) GOVERNMENT-FURNISHED EQUIPMENT (GFE) Government equipment provided to the contractor for use in fulfilling the terms of this contract only, maintained by the Contractor, and returned to the Government at contract conclusion and/or termination in the same condition received less normal wear. These must be identified on a log maintained by COR and the Contractor must sign for each piece of equipment,

14.1(s) HANGERS Contractor provided hangers shall be of sufficient strength and size to hold linen articles without sagging or breaking during transit or normal use. Hangers shall be of a type that does not stain garments and has no rust.

14.1(t) HOSPITAL INFECTION CONTROL. NURSE. Assigned hospital staff, or, nurse for monitoring the total Infection Control Program within the medical facility

14.1(u) JOINT COMMISSION (JC) A national organization dedicated to improving the care, safety, and treatment of patients in health care facilities, and publishers of the Joint Commission Manuals,

14.1(v) LAUNDERING The process by which soiled fabric items are cleaned and treated includes cleaning by mechanical action in appropriate temperature water, with solutions of detergents and other additives, ironing, and pressing. These additives include repellent treating, bleaching, bluing, rinsing, chemical rinse (sour, fabric softener, and any other agent for controlling the growth of microorganisms, such as molds and bacteria). The appropriate products and procedures are to be determined by the contractor for the various types of fabric and nature of soil.

14.1(w) LOST - Not returned within 24 hours of scheduled delivery date.

14.1(x) LOT - The total number of service outputs in a surveillance period, as defined in the Acceptable Quality Level column of the Performance Requirements Summary,

14.1(y) PERFORMANCE REQUIREMENTS SUMMARY (PRS) - Identifies the key service outputs of the contract that will be evaluated by the Government to ensure the Contractor meets contract performance standards.

14.1(z) PLANNED SAMPLING A method of looking at a subjectively determined number of items in a lot, to form general conclusions about the quality of that lot against a standard

14.1(a)(a) PLASTIC WRAP - Plastic wrap shall be of sufficient strength to hold linen without bursting or tearing during transit and normal handling.

14.1(b)(b) PROCESSING All soil, spots, and stains are removed during laundering without damage to fabric.

14.1(c)(c) QUALITY ASSURANCE (QA) - A method used by the government to ensure services meet the requirements of the contract

14.1(d)(d) QUALITY CONTROL PLAN - This document is submitted to the Government with respect to controlling quality by the Contractor.

14.1(e)(e) QUALITY CONTROL PROGRAM (QCP) - The Contractor's system to control the equipment, systems, or services to ensure that requirements of the contract are performed

14.1(f)(f) QUALITY CONTROL - Those actions taken by the Contractor to control the production of or services, so they meet the specifications and requirements of the contract.

14.1(g)(g) RANDOM SAMPLE A sample method where each service output has a lot has an equal chance of being selected.

14.1(h)(h) RANDOM SAMPLING - A method of looking at a few individual items in a lot, to determine the quality of that lot against a standard

14.1(i)(i) REPAIRABLE ITEMS with minor rips, tears (less than four Inches), open seams, holes, missing buttons, and broken zippers.

14.1(j)(j) 14.1(j)(j) ROUGH FINISHED ARTICLES Includes bath towels, blankets, bathrobes, pajamas, gowns, linen bags, infant linen, wash cloths, re-usable under pads, and mop heads.

14.1(k)(k) SANITIZED. Articles made free of dirt, filth, bacteria, and other foreign agents that may or will endanger health or cause infection, illness, or disease.

14.1(l)(l) SMELL Articles are sanitized, free of objectionable odors to include no trace of washroom supplies left in fabrics,

14.1(m)(m) SPECIAL HANDLING/SPECIALIY WASH special wash are defined items that have been stained while in the government's possession and will need special attention. These include items such as patient clothing, cubicle curtains and one of a kind item. These are generally too delicate to undergo industrial laundering.

14.1(n)(n) SURVEILLANCE Planned or random observations of the timeliness, accuracy, completeness, and/or quality of services performed.

14.1(o)(o) TAILS - A condition created when flatwork is not folded evenly with the corners not meeting each other.

14.1(p)(p) UNSERVICEABLE ARTICLES - NO longer usable or repairable for purpose intended

14.1(q)(q) WEIGHT OF ARTICLES - Unsorted laundry delivered to the Contractor in bags for which the Contractor shall bid and be reimbursed based on price per pound clean dry weight.

14.1(r)(r) WHITENESS/COLOR — White fabrics are sparkling white, and free of yellow and gray tints, or any other unsightly appearance. Colors are bright and clear.

14.2 ACRONYMS Commonly used acronyms are listed below.

- AQL Acceptable Quality Level
- CDR Contract Discrepancy Report
- CFR Code of Federal Regulations
- CLIN Contract Line Item Number
- CO Contracting Officer
- COR Contracting Officer's Representative
- FAR Federal Acquisition Regulation
- MSDS Material Safety Data Sheet
- OSHA Occupational Safety & Health Agency
- PRS Performance Requirements Summary
- PWS Performance Work Statement
- QA Quality Assurance
- QC Quality Control
- QCP Quality Control Program

GOVERNMENT-FURNISHED PROPERTY AND SERVICES

15.1 Forms and Publications. The Government will provide authoring VA forms, publications, and services specifically identified in this contract. All commercial, industry publications related to the performance of laundry service shall be provided by the Contractor.

15.2 The Government may provide inventory data for information purposes only

15.3 The Government will provide two digital loading dock scales at VANCHCS. The Government-owned scales will be calibrated every quarter with a copy of the report provided to the contractor.

15.4 All tasks accomplished by contractor's personnel will be performed to preclude damage or disfigurement of Government-owned equipment. The Contractor will report any damage or disfigurement to these items when caused by Contractor's personnel. This report will be given to the COR. The Government will not be held responsible for Contractor's equipment or belongings that are lost, stolen, or damaged.

15.5 Contractor shall participate in all, complete or partial personal property inventories scheduled

15.5(a) When the Contractor has caused damage or loss of Government property, performance is determined to be unsatisfactory. At such time, the COR will issue a Contract Discrepancy Report (CDR). The Contractor will reply in writing, within ten (10) calendar days stating the reason for the unsatisfactory condition, the corrective measures taken, and preventive procedures initiated.

15.5(b) Special Definitions of Government Property - Articles delivered to the Contractor to be laundered or re-cleaned, including any articles which are owned by individual Government personnel, are Government-owned property, not Government-furnished property. Government-owned property does not fall under the requirements of any Government-furnished property clause of this contract

15.5(c) When the number of deficiencies in the Contractor's performance discovered by the COR exceeds the unacceptable criteria level, the COR with involvement and concurrence of the Contracting Officer (CO) shall be required to complete a CDR (Contract Discrepancy Report). The CDR will require the Contractor to explain in writing to the CO why performance was unacceptable, how performance will be returned to acceptable levels, and how recurrence of the problem will be prevented in the future. The Contractor will not be paid for services not rendered in accordance with the standards set forth in the contract.

15.5(d) The Contractor is required to perform all the work specified in the State of Work. If the contractor fails to perform a specific element of the work, payments for the task in question will be subject to reductions as specified. Any amount deducted for deviation from the required performance will be reflected in an amount commensurate with the task.

15.5(e) List the contract requirements considered most critical to acceptable contract performance how, where applicable, the maximum allowable degree of deviation from perfect performance for each requirement that shall be allowed by the Government before contract performance is considered unsatisfactory. This is known as the AQL and represents the level of service and quality required.

15.5(f) Show the percentages of the major elements of the contract price that each listed contract requirement represents.

15.5(g) Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements.

15.5(h) Define the procedure the Government shall use in reducing the Contractor's monthly payment if the Contractor does not render satisfactory performance.

15.5(i) Other Requirements: The criteria for other requirements are the level of performance deemed acceptable to the Government. When the number of defects discovered by the COR exceeds the number shown in the AQL column, a CDR, as described above will be issued.

15.5(j) Monthly payments to the Contractor will be reduced for unsatisfactory performance using the following methods:

15.5(k) During each month, Contractor performance will be compared to contract standards and acceptable quality levels using the Quality Assurance Plan.

15.5(l) If performance in any required service is unsatisfactory for the period of surveillance (monthly, quarterly, etc.) and the poor performance is clearly the fault of the Contractor, an amount of money up to the percentage cost of the service as stated in the fifth column of the Performance Requirements Summary will be withheld as described below.

15.5(m) The amount of money to be deducted for unsatisfactory performance will be computed as follows:

15.5(n) Total monthly contract price multiplied by the percentage of the function represented by the required service (see deduction amount (monthly billing) column of Performance Requirements Summary).

15.6 Customer Complaint Surveillance Guide.

15.6(a) At the start of the contract, the COR or designated representative shall instruct customers on the requirements of the contract and on the proper method to complete the customer complaint form. A written copy of the specific contract requirement will be provided to each customer. Customers shall be required to submit the complaint form within 1 working day of the discovery of the discrepancy.

15.6(b) Once each year, the COR or designated representative will contact each customer to assure that there is an understanding of the contract requirements. The COR or designated representative will document the annual visits.

15.6(c) When a complaint is received, the COR or designated representative will contact the customer to verify the complaint. If the complaint is valid, the COR or designated representative will notify the Contractor of VA management whoever is applicable of the defect in writing.

15.6(d) The COR or designated representative will retain the complaint form in the files. At the end of each month, all validated complaints will be tabulated to determine satisfactory or unsatisfactory performance, in each are, based on the criteria in the AQL column in the "Performance Requirements Summary."

15.7 Customer Complaint Record:

- Re-occurring complaint:
- Date/time of complaint:
- Source of complaint:
- Office:
- Individual:
- Nature of complaint:
- COR evaluation:
- Date/time Contractor or VA informed of complaint:
- CPM initials
- Action taken by Contractor or VA:
- OR signature:

CONTRACTOR FURNISHED ITEMS

16.1 In addition to items specified elsewhere in the contract, the contractor shall furnish:

16.2 The Contractor shall provide all property or services necessary for the performance of this contract that is not specifically identified as furnished by the Government. Such property or services shall include, but is in no way limited to facilities, all healthcare linens and textiles, tools, bundle tie machine, materials, equipment, and supplies (such as soaps, detergents, bleaches, starches, sizing, spotting agents, hangers, plastic, and packaging materials).

16.3 The contractor shall provide their employees all appropriate protective clothing as required by OSHA.

16.4 Pick-up and Delivery Vehicles.

16.5 Storage Space for laundry carts necessary for performance of this contract. The Contractor shall provide adequate storage for all government materials and equipment in such a manner as to maintain proper identification, prevent damage to items, protect items from soiling and other unsanitary conditions, and maintain segregation of items as required by the contract.

16.6 The Contractor shall provide a packing slip type document for each cart delivered. This document shall identify the contents on the cart by item count for each type item on the cart

16.7 A facility equipped and ventilated to prevent dissemination of contaminants. The ventilation system shall include adequate intake filtration, exchange rate, and exhaust in accordance with local, state, and federal requirements. All work shall be performed under sanitary conditions and have a complete staphylococcus barrier wall and pass through a washing system that separates soiled linen from clean linen. The contractor's facility shall be subject to inspection of sanitary conditions at any time by an authorized representative of the government.

16.8 Materials: The Contractor shall furnish all materials necessary to perform the tasks specified in the contract. Technical literature and descriptive brochures on all materials (including wash formula chemicals) proposed for use by the contractor shall be submitted to the CO for approval prior to contract start and whenever a change is requested.

16.9 Miscellaneous:

16.9(a) Technical literature and descriptive brochures of all items proposed for use. Contractor shall be submitted to the CO for approval immediately after award. All equipment must be cleaned and sanitized prior to introduction or re-entry into the medical facility.

16.9(b) All containers of cleaning and laundry chemicals and comparable products must be conspicuously marked with a factory label to identify contents. Flammable materials shall not be used,

16.9(c) The Contractor will provide Material Safety Data Sheets (MSDS) prior to using every chemical utilized in the fulfillment of this contract

16.9 (d) Training is a Joint Commission (JC) requirement. Contractor personnel may not be assigned to work under the contract until initial orientation and training, as specified in the Contractor's procedures manual, is completed. In accordance with JC training requirements, the Contractor shall certify to the Government, the content of the training and orientation, and a list of the personnel who attended. Training covering the topics below shall be provided to all personnel prior to their starting to work. Initial training plan, including topics, with a brief statement of content and method of training shall be available for review by the COR upon request, Training will include but not limited to the following topics.

16.9(e) A general orientation of basic bacteriological concepts includes the basics of how disease is caused and

16.9(f) Infection control orientation, relating duty functions to how infections can be prevented, reduced, or contained through proper environmental sanitation methods and to the technical provisions of this specification.

16.9(g) Proper use and handling of supplies and equipment.

16.9(h) Presentations on all applications applicable to institutional laundry service for health care institutions.

16.9(h) All training required by JC and OSHA for laundry services for health care institutions.

16.10 Physical Examination: Contractor is 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 will be responsible for any physical examinations.

17

SPECIFIC TASKS

17.1 The following tasks are to be performed by the contractor. All work is to be performed in accordance with the Contractor's approved Procedures and Quality Control Manuals.

17.1(a) Inventory. The contractor shall assist the government in conducting an annual linen inventory. The COR will provide the Contractor at least three weeks advance written notice prior to the actual inventory, such assistance shall include providing expedited service to enable return of all items being processed, counting, inventorying items in the plant, and completing inventory forms and documents. The contractor shall report such findings to the COR.

17.1(b) Separating Repairable and Unserviceable Articles. The Contractor shall wash and dry all unserviceable articles and return in separate bundles clearly marked "UNSERVICEABLE" to the Individual Medical Facilities. Unserviceable linen includes those items that are not deemed repairable, depending on severity, this may include rips, tears, holes, broken buttons or snaps, excessive stains, or excessive wear and tear. The government will determine the final disposition of these articles. Unserviceable items due to laundry machine malfunction, using wrong wash formulas, or excessive drier heat or any other damage or loss done at the laundry facility shall be replaced at contractor's expense. Articles lost or badly damaged while under the control of the Contractor will be replaced within a 30-day period.

17.1(c) Segregate and return clean in separate bundles clearly marked "DAMAGED" all damaged common linen items for repair and/or determination by the government of fair wear and tear.

17.1(d) Dye Articles. Upon request, the contractor shall dye unserviceable articles and return in separate bundles. These articles shall not be allowed to accumulate at the contractor's facility. They should be returned within 48 hours after being identified. The estimated amount is 500 pounds annually.

17.1(e) Special Wash Items. The Contractor shall separate special wash items and mark with a tag stating the item is a special wash item. Contractor shall ensure special wash items are segregated from other laundry items during wash and are already identifiable upon return to the government as special wash items. For example, items may be labeled with a tag stating "special wash "

17.1(f) Each item shall be clean, dry, and free of lint, scorch marks, and other damage to the fabric. S 7 White fabrics shall be white and free of yellow or gray tints. Colors shall be bright and clear.

17.1(g) No interchange of personnel between clean and soiled, unless they are properly attired. The linen shall be handled with minimum shaking and agitating.

17.1(h) Shrinkage shall be no more than what may be termed as "natural" for the fabric in accordance with best commercial practice. The contractor shall treat all articles in such a manner as to keep the dimensional changes of the article to a minimum and to avoid damage of any kind to the fabric. The contractor shall

follow care instructions on labels in all articles. If manufacturer care instructions are not included in an article, the contractor shall request such instructions from the Contracting Officer.

17.1(i) All tumbled work linen shall be completely dry and soft.

17.1(j) Items processed on flatwork and irons such as: sheets, pillowcases, scrub suits, lab coats, doctors coats and tablecloths shall be machine finished so the surfaces are smooth and without "rough-dry" spots, wrinkles, or "tails" When received by the customer, flatwork shall be free of creases caused by improper folding.

17.1(k) Finish Work. The contractor shall assemble completed work and return clean linen as indicated in Linen Bundle Sizes. The contractor shall ensure strict segregation of articles is maintained as specified for each individual Medical Facility

17.1(l) Medical Items Requiring Special Handling. The contractor shall receive unsorted and contaminated linen in government provided linen bags. Separate containers shall be used for transporting clean linen and soiled linen. The same carts may be used provided the carts are cleaned and disinfected for each use and a clean sanitized liner is used. A clean tight-fitting integral cover shall be placed over each clean linen cart. The contractor shall accomplish sorting to separate, package, and bundle items as specified.

17.1(m) Workmanship and Sanitation. Finished articles shall conform to the generally accepted industry standards for quality of cleanliness, finish, and appearance. All work performed shall be done under sanitary conditions and in accordance with OSHA standards, the items shall be clean, not only in the sense of being free from soil, stains; and objectionable odors, but also free from excess cleaning chemicals, bacteria, fungi, and other microorganisms, including pathogens or disease-producing organisms, which might cause irritation to the skin. Cotton and polyester blended articles shall be laundered with an ionizing agent to prevent static explosion.

17.1(n) Weigh soiled linens as it enters the Contractor's laundry facility and record figures by each facility being served.

17.1(o) Sort soiled linens into proper wash classification. Separate like linen items. All surgical linens shall be processed separately from other linens.

17.1(p) Clean and disinfect trucks and trailers with power sprayer after soiled linen is removed from truck/trailer,

17.1(q) Transport empty carts through automatic cart wash for sanitizing and cleaning carts. Wipe dry.

17.1(r) Pre-condition uniforms put on hangers run through steam tunnel and hang on rolling racks or carts and return to proper facility.

17.1(s) Pre-condition patient clothing's put outer garments on hangers, run through steam tunnel and hang on rolling rack or carts and return to proper facility.

17.1(u) Stock delivery carts according to the specific type of item (sheets, tops, towels, etc.) in accordance PWS.

17.1(v) Treat fabric-dusting devices for dirt control

17.1(w) Process laboratory test pieces and submit them to appropriate laboratories for analysis of effects of processing.

17.1(x) Linen is packaged in bulk by item according to specified quotas and established arrangements as indicated above.

17.1(y) Items finished and placed on hangers are returned in a cart with a coat bar. They shall be placed on the hanger so identification number and size showing, if any.

17.1(x) Surgical Linen shall be completely lint free and free of contaminants.

17.2 OSHA Bloodborne Pathogens Standards. The contractor shall comply with all standards in OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030

17.2(a) Re-performance of Laundering. Notwithstanding the provisions of this contract covering inspection, acceptance, and deduction from payment, any items found not meeting the requirements of the PWS shall be re-cleaned at no additional cost to the government. Such items found as packages are opened by the customer will be identified by the COR to the contractor's representative after the unsatisfactory condition is discovered after they are re-cleaned, the contractor shall pack these items separately and identify by marking "Attention

COR" Re-cleaned items shall be invoiced separately and not charged to the Government

17.2(b) The Government will deposit laundry at the designated collection points for contractor pick-up as listed in section 17.6. The Contractor shall be responsible to secure soiled linens at the locations specified in section 17.6. the frequency designated for each location. All soiled linen Will be loaded into carts for transportation to the laundry facility. After processing, all cleaned linens shall be returned by the Contractor In shipping carts that have been disinfected by the Contractor to the facility It was secured from

17.2(c) Any articles billed for, but missing, shall be supplied by the Contractor m the next regularly scheduled delivery at no additional cost to the government,

17.2(d) After processing, laundered articles shall be in serviceable and sanitary condition, meeting established performance requirements standards

17.2(e) Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Contractor shall respond within eight (8) hours on emergency calls, Emergency situations will be defined by the COR In the event of medical facility emergencies and/or disasters, the Contractor may be required to perform additional laundry services

17.3 Delivery Requirements

17.3(a) Joint count and/or weight verification is required for each receipt and release of the linen workload. Delivery tickets, famished by the Contractor, will be verified and signed by the COR/or VA Linen Controls Clerk and the Contractor's Program Manager (CPM)/or Contractor's designee. A Scale Certification shall be provided to Contracting Officer's Representative (COR) every six (6) months.

17.3(b) The Contractor shall weigh all carts and record the cart weight to determine the TARE WEIGHT of each cart, the list will be provided to the COR. The Contractor will provide the COR the actual amount of daily soiled weight/pounds going out and the actual clean weight incoming. (Record the cart weight (TARE WEIGHT)) (already recorded), minus the Gross Weight which, will equal the Net Weight.

17.3(c) The COR/Linen Control Clerk will receive the clean linen and verify the list of articles returned on the delivery ticket the delivery ticket shall show the times, quantity, total net weight, unit price and total cost of the cart. The COR/Linen Control Clerk will retain the original of the delivery ticket', the CPM or designee will retain one copy

17.3(d) Utilize Carts, which are completely enclosed with shelves and a cover, and kept sanitary, need not be in Laundry bags. Carts used for soiled laundry must be sanitized after use, the Contractor shall provide acceptable protective coverings for the linen,

17.3(e) Contractor shall process general linen and specialty linen items within a two (2) day period (48 hours) turnaround time, i.e. laundry picked up on Monday shall be returned by Wednesday, upon request of

the COR, any linen Items shall be processed within an eight (8) hour period at no additional cost to the government.

17.3(f) In an emergency, as defined by the Contracting Officer, it may be necessary to provide a minimum of 85% of the daily linen quota in declared emergency situations, all above tasks may be required after normal duty hours and on weekends, Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Emergency situations will be defined by the COR or designated representative as transportation accidents, equipment or utility failures at the plant or when transportation failures occur. In the event of Medical Facility emergencies, disaster, or drills, the contractor shall perform all laundry/linen services required by the Medical Facility/Primary Care Clinics.

17.3(g) The contractor shall provide the COR or designated representative with a written report of all garments and soiled linen processed and all clean linen delivered, showing cart number and weight. The information must be recorded on a daily basis and delivered to the COR or designated representative. The reports of garments, soiled linen received, and clean linen delivered must show date, the name of the item, number of pieces received and delivered per schedule line item number, pounds received or delivered per schedule line item number, cart number/ weight and where they were delivered.

17.4 Soiled and Clean Linen cannot be transported in the same vehicle at the same time

17.4(a) This scope of work is intended to produce a minimal acceptable level of performance. The Government does recognize the possibility of the Contractor achieving the same or improved results due to innovative approaches, advances in the state-of-the-art of materials and supplies. Accordingly, provision is hereby made for changing the requirement when a Contractor or VA conclusively demonstrates the ability to maintain the standards established here through use of improved techniques, materials, scheduling, etc. All changes are contingent upon the recommendations of the COR and the approval of the Contracting Officer.

17.5 Deliver/Pickup:

17.5(a) Deliver and pickup will be required Seven (7) days per week at specified locations by contractor.

17.5(b) Deliver and pickup will be required (1) day per week at specified locations by contractor.

17.5(c) Normal hours for pickup and delivery will be between 5:00 a.m. to 10:00 a.m. for VA Northern Calif.

17.5(d) The VA will notify the Contractor, in writing, of any hazardous materials that may be picked up by the company in the soiled garments or other textiles serviced under this contract. In NO case will hazardous materials be present to the extent that they may be harmful to Contractor's employees.

17.5(e) Pick- up and delivery times may be changed in order to meet the needs of the VA and as agreed between Contractor and Contracting Officer Representative (COR) or designated representative.

17.6 (a). **Northern California Health Care System Pickup/Delivery Locations:**

- Mather Medical Center- 10535 Hospital Way, Bldg. 652, Mather, Ca. 95655 (7xPER WEEK)
- McClellan OPC- 5342 Dudley Boulevard, McClellan Park, ca. 95652 (1x PER WEEK)
- Martinez OPC- 150 Muir Rd., Bldg. 19 and 20 Loading Docks, Martinez, Ca- 94553 (7x PER WEEK)
- Redding OPC- 3455 Knighton Road., Redding, Ca. 96002 (1x **Tues-Thurs**)
- Redding Annex- 760 Cypress Avenue Ste 100 Redding, CA 96001 (1x PER WEEK)
- Fairfield VA OPC- 103 Bodin Circle Bldg. #778, Travis AFB, CA 94535 (1x PER WEEK)
- Mare Island OPC - 201 Walnut Ave, Mare Island, ca. 94592 (1x PER WEEK)
- Chico OPC- 280 Cohasset Rd., Chico, ca. 95926 (1x PER WEEK)
- Yuba City OPC- 425 Plumas St., Yuba City, ca. 95991 (1x PER WEEK)

- Modesto OPC- 1225 Oakdale Road, Modesto, California 95355 (1x PER WEEK)
- Richard A. Pittman OPC- 6505 South Mantney Road, French Camp, California, 95231 (1x PER WEEK)

17.7 (a) The Contractor shall accept for processing all soiled linens, uniforms, patient clothing, mops, etc. After processing all items are to be finished and delivered to the Medical Center in accordance with the terms outlined below.

Flatwork items that must be conditioned, ironed, and folded:

- Apron, cook
- Pillowcases, regular
- Pillowcases, surgical
- Sheets, poly/cotton, bed
- Tablecloth
- Towel, kitchen
- Towel, bar mop (blue stripe)
- Wrappers, surgical and misc. surgical linen:
- Small
- Medium
- Large
- Misc. Items:
- Medium
- Large
- Surgical Scrubs:
- Tops
- Bottom
- NOTE: Surgical scrubs must be folded in a manner by which they can be dispensed through a scrub dispensing machine.

Items that must be finished and placed on hangers:

- Patient personal clothing (shirts / pants)
- Shirt, uniform
- Trouser, uniform
- Smock, knee length long coats
- Coveralls
- Coat, short
- Pantsuit, top
- Pantsuit, bottom
- Scrubs used as a uniform
- Dress
- Top
- Bottom
- Curtains, cubicle
- Warm-up jacket

Items that must be tumbled dried and folded neatly and deliverable in a timely manner:

- Bathrobe
- Blankets, bath

- Blankets, bedspread
- Cover, mattress
- Curtains, shower
- Curtains, cubicle
- Gown, operating
- Gown, patient
- Gown, isolation
- Pads, absorbent
- Pads, mattress
- Pajamas
- Coat - should be on hanger
- Trousers
- Towel, bath
- Misc. items:
- Small
- Medium
- Warm-up jacket - should be on hanger
- Lift slings

Items that must be cleaned, dried and returned in bulk:

- Mops, wet
- Mops, dust
- Walk off mats

Items that must be dried and placed in laundry bags:

- Linen bags
- Cloth, wash
- Rags
- Treaded slippers (socks)

18 **REPORTS AND DATA**

18.1 The Contractor shall provide all QA, Weigh and Damage Linen reports to the COR by the required scheduled time.

18.2 Loss or Damage (Weight of Articles)

18.2(a) The Contractor shall (1) Be liable for return of the articles furnished for service under this contract; and (2) Indemnify the Government any articles delivered to the Contractor for servicing under this contract that are lost or damaged, and in the opinion of the Contracting Officer, cannot be repaired satisfactorily.

18.2(b) The Contractor will pay to the Government \$5-\$6 per pound for lost or damaged articles. The Contractor shall pay the Government for losses which exceed the maximum loss in paragraph (e) Articles will be considered loss if not returned within 24 hours from normal delivery date.

18.2(c) Failure to agree on the amount of credit due will be treated as a dispute under the Dispute clause of this

18.2(d) In the case of Contractor caused damage to any articles that the Contracting Officer and the Contractor agree can be satisfactorily repaired, the Contractor shall repair the at its expense in a manner satisfactory to the Contracting Officer.

18.2(e) The maximum weight loss in servicing the laundry is eight (10) percent of the weight recorded on delivery tickets when the laundry is picked up. Any weight loss in excess of this amount shall be subject to loss provision in (b) above.

18.2(f) Any articles billed for, but missing, shall be supplied by the contractor in the next regular scheduled delivery at no additional cost to the Government. VA owned items lost or badly damaged, (except normal wear and tear) while under the control of the contractor must be reimbursed to the government within a 30-day period at the Contractor's cost.

18.3 Loss or Damage (Count-of-Articles)

18.3(a) The count-of-articles will be the count of the COR, or the count agreed upon as a result of a joint count by the, Contractor and the COR at the time of delivery to the Contractor

18.3(b) The Government shall (1) Be liable for return of the number and kind of articles furnished for service under this contract; and (2) the Government shall indemnify the contractor for any loss of such articles. Articles will be considered loss if not returned within 60 days from normal delivery date.

18.3(c) The Government shall pay the Contractor in the value of any lost supply at the schedule price lists. If the property is not on these price lists, the Contracting Officer shall determine a fair and reasonable price.

18.3(d) The Contracting Officer will allow credit for any depreciation to the value of the loss or damage. The Contracting Officer and the Contractor shall mutually determine the amount of the allowable credit

18.3(e) Failure to agree upon the value of the property or on the amount of credit due will be treated as a dispute under the Disputes clause of this contract.

18.3(f) In case of damage to any property that the Contracting and the Contractor agree to be satisfactorily repaired, the Contractor may repair the property at its expense in a manner satisfactory to the Contracting Officer, rather than make payment under paragraph (c) above.

18.3(g) Unusual losses, including suspected pilferage, shall be reported at once to the COR or designated representative, who will take immediate action to investigate the loss. If the loss is not recovered, the cost of replacement will be negotiated with the Contracting Officer, along with the approval of the COR or designated representative, on a quarterly basis. The contractor will supply an itemized list of linen that will be replaced, (including item description, quantity and unit cost).

18.3(h) Notwithstanding the provisions of the contract covering inspection, acceptance, and deduction from payment, any items found to have been unsatisfactorily cleaned according to quality and performance standards, shall be re-cleaned at no additional cost to the Government. Such items shall be identified, for contractor recognition, by the Facility COR or designated representative when they are returned on the next scheduled pickup after an unsatisfactory condition is discovered. These items are to be kept separate from the normal laundry items for separate processing. Re-cleaned items will be identified separately and not charged to the Government.

18.3(i) Provide reject bags for all linen items that are not acceptable for patient care. Rejects will be collected weekly. Government must package all rejected linen separately and clearly label the package as "TAG OUT" in a visible area.

18.3(j) Salvaged items and or items shall be used as rags when requested by the COR. i.e.: terry material. All rags shall be dyed to a dark purple color. Rags shall be colorfast so no transfer occurs onto hands, Government property or anything else during use.

18.3(k) Request to dye rags by the Government shall be on a quarterly basis, if needed.

18.4 The Contractor shall provide comprehensive asset tracking & inventory management system at no additional cost.

18.4(a) The asset tracking and management system will ensure that staff know the exact location and condition of critical resources.

19 **APPLICABLE PUBLICATIONS AND FORMS**

19.1 Publications listed below applicable to the PWS are coded mandatory (M) or advisory (A). The contractor is obligated to follow those publications coded as mandatory (that is, a specific procedure in a paragraph, section, chapter, or volume specified in the PWS) and shall be guided by those coded advisory to the extent necessary to accomplish requirements of this PWS. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract, It is the Contractor's responsibility to insure that all mandatory publications are posted and up to date. Changes in the contract price due to supplements and amendments shall be considered under the "Changes" clause the contractor shall immediately implement those changes in publications, which result in either a decrease, or no change in the contract price. Prior to implementing any such revision, supplement, or amendment that will result in an increase in contract price, the contractor shall submit to the Contracting Officer a price proposal. Said price proposal shall be submitted within thirty (30) calendar days from the date the contractor receives notice of the revision, supplement, or amendment giving rise to the increase in cost of performance. Failure (o submits the proposal as provided above shall entitle the Government to the performance in accordance with such change at no increase in contract price.

REGULATION	MANDATORY/ ADVISORY	PUBLICATION
Dry Cleaning & Laundry Institute (DLI) (formerly International Fabric Care institute and American Institute	A	Current Edition
Institute of Industrial Launderers	A	Current Edition
Joint Commission	M	Current Edition
OSHA Bloodborne Pathogens Final Standard 29 CFR 1910.1030	M	Current Edition
Centers for Disease Control and Prevention (CDC)	M	Current Edition
Practical Application of Disinfections and Sterilization in Health Care Facilities - American Hospital Association	M	Current Edition

7.0. PERFORMANCE REQUIREMENTS SUMMARY:

7.1. Summary Table:

Factor <u>No.</u>	Performance Indicator	Performance Standard	AQL Maximum Allowable Degree Deviation	Method Type of Surveillance Reduction When AQL Exceeded	COR Action

1.	Delivery Schedule is met	All quotas are delivered to Medical Centers per established schedules.	4 discrepancies per month	COR (or designee) Daily inspection	Possible CDR (Contractor Discrepancy Rpt to CO)
2.	Weights are accurate	Weight processed/ received equals weight billed	2 discrepancies per month	COR (or designee) Delivery tickets and daily weight records	Possible CDR (Contractor Discrepancy Rpt to CO)
3.	Laundry is clean	Laundry is clean, dry, free of lint and odor, spots and stains removed.	5% month	Random Sampling carts of clean linen, daily by COR (or designee)	Possible CDR (Contractor Discrepancy Rpt to CO)

	Whiteness and tensile strength retention.	Test specimen laundered IA W standard textile laboratory practice.	5% deviation after washing for whiteness retention and tensile strength loss per test	Contractor furnished specimens per independent laboratory.	Possible CDR (Contractor Discrepancy Rpt to CO)
5.	Proper textile finish for items	All articles are properly processed; articles are free from wTinkJes and scorches; IAW' Stds.	2% month	Random Sampling carts clean linens daily.	Possible CDR (Cont. ractor Discrepancy Rpt to CO)
	Packaging is properly accomplished.	Laundered items are bundled, tied, wrapped, covered, etc.	2% per month	Random Sampling carts clean linen, daily.	Possible CDR (Contractor Discrepancy Rpt to CO)
7.	Provide required reports	Data required submitted on time,	N/A	Check list	Possible CDR (Contractor Discrepancy Rpt to CO)
8.	Damaged Clean linen items.	Laundered items are not physically damaged due to improper	2.5% per month	Random Sampling carts of clean linen, daily.	Possible CDR (Cont. ractor Discrepancy Rpt to CO)

		processing or carelessness.			
9.	Response	CPM responds within 1 hr. to request for contact from CO, Lead	discrepancy per month.	COR awareness	Possible CDR (Contractor Discrepancy Rpt to CO)
10.	Transport / Storage trailers/carts are cleaned with a tuberculocidal germicide/disinfectant, after unloading the soiled linen and prior to loading the trailer/cart with clean linen	Trailers/carts are clean, dry, and free of visible soil	2.5 % per month	Random sampling trailers/carts, daily	Possible CDR (Contractor Discrepancy Rpt to CO)

20 **VA INFORMATION CUSTODIAL LANGUAGE**

21.1 Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor/subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior agreement of the VA. This clause expressly limits the contractor/subcontractor's rights to use data as described in Rights in Data- General, FAR 52.227-14(d)

21. **VHA Supplemental Contract Requirements for Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors**

1. Contractor employees who work in or travel to VHA locations must comply with the following:

a. Documentation requirements:

- 1) If fully vaccinated, shall show proof of vaccination.
 - i. **NOTE:** Acceptable proof of vaccination includes a signed record of immunization from a health care provider or pharmacy, a copy of the COVID-19 Vaccination Record Card (CDC Form MLS-319813_r, published on September 3, 2020), or a copy of medical records documenting the vaccination.
- 2) If unvaccinated and granted a medical or religious exception, shall show negative COVID-19 test results dated within three calendar days prior to desired entry date. Test must be approved by the Food and Drug Administration (FDA) for emergency use or full approval. This includes tests available by a doctor's order or an FDA approved over-the-counter test.
- 3) Documentation cited in this section shall be digitally or physically maintained on each contractor employee while in a VA facility and is subject to inspection prior to entry to VA facilities and after entry for spot inspections by Contracting Officer Representatives (CORs) or other hospital personnel.

- 4) Documentation will not be collected by the VA; contractors shall, at all times, adhere to and ensure compliance with federal laws designed to protect contractor employee health information and personally identifiable information.
2. **Contractor employees are subject to daily screening for COVID-19 and may be denied entry to VA facilities if they fail to pass screening protocols. As part of the screening process contractors may be asked screening questions found on the [COVID-19 Screening Tool](#). Check regularly for updates.**
 - a. Contractor employees who work away from VA locations, but who will have direct contact with VA patients shall self-screen utilizing the [COVID-19 Screening Tool](#), in advance, each day that they will have direct patient contact and in accordance with their person or persons who coordinate COVID-19 workplace safety efforts at covered contractor workplaces. Contractors shall, at all times, adhere to and ensure compliance with federal laws designed to protect contractor employee health information and personally identifiable information.
3. **Contractor must immediately notify their COR or Contracting Officer if contract performance is jeopardized due to contractor employees being denied entry into VA Facilities.**