

Dry Cleaning Services Statement of Work

DRAFT

Section 1 – Scope of Work

1.1 Scope of work

1.1.1. This document contains the technical provisions for dry cleaning services that are to be provided to the Veterans Affairs Medical Center (VAMC) located in Coatesville, PA.

1.1.1.1. The work required by this Performance Work Statement (PWS), consists of furnishing the physical plant (at an off-site location), all labor, supervision, Management, management support, supplies, ancillary equipment, vehicles and materials necessary for accomplishment of complete laundry/linen services, as outlined in Section 5.

1.1.1.2. All workmanship shall be in accordance with practices established by the Association for Linen Management (ALM) (formerly National Association of Institutional Linen Management), Drycleaning & Laundry Institute International (DLI) (formerly International Fabricare Institute), Textile Rental Services Association (TRSA) and accepted industry standards. It is intended that services shall include all processes necessary for the laundering of articles even though every step involved is not specifically mentioned. All work shall be performed under sanitary conditions as specified by the Joint Commission (formerly the Joint Commission on Accreditation of Healthcare Organizations)

1.1.2. 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 Contracting Officer's Technical Representative (COR) and Contracting Officer (CO) prior to initiation of such a change to assure adequate contractual coverage.

1.1.3. 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 established in Section 5 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. 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.

1.1.4. Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Emergency situations will be defined by the COR. In the event of Medical Facility emergencies, disaster, or drills, the Contractor shall perform all dry cleaning services required by the Medical Facility.

1.1.5. This specification is intended to produce 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 materials, equipment and supplies. Accordingly, provision is hereby made for alterations when a Contractor demonstrates the ability to maintain the standards established herein through use of improved techniques, materials, scheduling, etc. All changes are contingent upon the recommendations of the COR and the approval of the CO or other management official as may be deemed appropriate.

1.2 Contractor Experience

The Contractor shall have experience in providing hospital dry cleaning services. The firm must have gained this experience as a result of being primarily engaged, in the business of providing dry cleaning services in health care/patient care environments (e.g. inpatient, and outpatient medical treatment facilities); for a minimum of three consecutive years prior to submitting proposal.

1.3 Supervision By Contractor

1.3.1 The Contractor shall assign an on-site manager who shall be physically present during work hours. The on-site manager is solely responsible to supervise the provision of these dry cleaning services to the Coatesville VAMC and serves as the primary point of contact with the Government. The Contractor shall designate a qualified alternate to substitute the on-site manager in his absence or during periods of work performed after normal work hours. The Contractor's Plant Manager (CPM) must meet the following requirements:

1.3.1.1 Certified by ALM or graduate of an independently controlled management training program emphasizing institutional laundry.

1.3.1.2 CPM shall have at least three (3) years of specialized experience in this capacity. This specialized experience may be substitute for certification.

1.3.2 The CO and COR must be provided with the name, address and telephone number where the CPM is to be reached during normal business hours and off duty within 15 days after award. The same information will be provided for a qualified alternate when the CPM is not available.

1.3.3 The Contractor is responsible for the effective implementation of their Quality Control program, and shall be responsive to the requirements of the Government's Quality Assurance Plan conducted by the COR.

1.3.4 CPM or alternate shall respond in person, or by telephone, within 1 hour of notification by the COR. The CPM and any designated alternate shall have full authority to contractually commit for prompt action on matters pertaining to the contract.

1.4 Personnel Qualifications and Requirements for Contract Service

1.4.1 Employment

1.4.1.1 The CPM and qualified alternate must be able to read, write, speak and understand the English language.

1.4.1.2 The Contractor shall provide sufficient and adequately trained personnel, who are paid at the prevailing rate, as necessary to perform the services required by this contract and shall meet all variations, shift schedules, and changes as may be required to assure prompt response to the requirements of contract.

1.4.2 Training

1.4.2.1 No contractor personnel may be assigned to work under the contract until initial orientation and training, as specified in the Contractor's procedures manual is completed. Documentation verifying the content of the training and a list of the personnel who attended shall be maintained by the Contractor. When the Government exercises one or more of the option years to the contract, the Contractor shall provide, to the COR documentation that personnel attended refresher training.

1.4.2.2 Initial intensive training covering the topics below shall be completed prior to initial start-up for all personnel. Initial training plan, including topics, with a

brief statement of content and method of training shall be available for review. Initial training will include but will not be limited to the following topics:

1.4.2.2.1 A general orientation of basic bacteriological concepts, including the basic of how disease is caused and transmitted.

1.4.2.2.2 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.

1.4.2.2.3 Proper use and handling of supplies and equipment.

1.4.2.2.4 Care and maintenance of Contractor and Government-furnished property.

1.4.2.2.5 Familiarization with local fire prevention and safety procedures.

1.4.2.2.6 Familiarization with equipment operational manuals.

1.4.2.2.7 Individual duties and responsibilities.

1.4.2.2.8 Procedures for replenishing supplies and obtaining equipment repair.

1.4.2.2.9 Role of Contractor personnel and their impact on patient care.

1.4.2.2.10 Techniques or methods for measuring the quality of work performance.

1.4.2.2.11 A general orientation of laundry operating procedures and policies.

1.4.2.2.12 Hazard communication, including location and access to the Material Safety Data Sheets (MSDS)

1.4.2.2.13 Compliance with Occupational Safety and Health Administration (OSHA)'s Bloodborne Pathogens Standard 29 CFR 19.10.1030, which covers Universal precautions and use of PPE (Personal Protective Equipment).

1.4.2.2.14 Hepatitis B virus (HBV) requirement.

1.4.2.3 Safety or protective clothing or equipment shall be provided and maintained by the contractor at the Contractor's own expense.

1.4.2.4 Personal Hygiene – Contractor personnel shall be clean and neat in appearance.

1.4.2.5 Exposure to Hazardous Working Conditions – Contractor personnel are required to perform work under potentially hazardous conditions. Contractor personnel shall be informed of potentially hazardous situations by Contractor, trained by Contractor in techniques required to recognize and deal with potentially hazardous situations in a manner which will minimize personal risk, and required to adhere to standard techniques for personal that become injured or ill on the job at cost to the Government.

1.4.2.6 Physical Examinations

1.4.2.6.1 The contractor will be responsible for any physical examinations and emergency medical care of personnel.

1.4.2.6.2 Contractor's personnel who acquire a communicable illness must not perform service under the contract. He/she must be free of illness before returning to work.

1.4.2.7 Miscellaneous

1.4.2.7.1 The contractor is responsible for compliance with all appropriate Joint Commission, VA and other regulatory agencies record keeping requirements.

1.5 Quality Control and Quality Assurance for Contract Service

1.5.1 Quality Control – The Contractor shall have a Quality Control program to assure that the requirements of the contract are provided as specified. One copy of the Contractor's basic Quality Control Program shall be available for review by the COR and CO. Subsequent changes to the approved Quality Control Program must also be reviewed and approved by the COR. The program shall include but not be limited to the following:

1.5.1.1 An inspection system covering the performance in Section 7, of the Quality Assurance/Performance Requirements summary.

1.5.1.2 A method for identifying deficiencies in the quality of services performed before the level of performance become unacceptable.

1.5.1.3 A file of all quality control inspections, inspection results, and any corrective action required shall be maintained by the Contractor throughout the duration of this contract. This file shall be the property of the Government and shall be available to the Lead COR during normal working hours. The file shall be turned over to the Government within 14 days of the completion of termination of the contract.

1.5.2 Quality Assurance – The Government will monitor the Contractor's performance under this contract using the Quality Assurance Procedures outlined in Section 7. Assessments may be made monthly by the Government in accordance with stated limits on discrepancies.

1.5.3 Pre-Award Survey – The Contractor shall have management officials, of an appropriate level, represent the firm. The Contractor shall also be prepared to present a briefing regarding the manner in which these contractual obligations are to be accomplished. At a minimum, the Contractor shall address the following items of information in the presentation:

1.5.3.1 Start-up and phase-in schedule.

1.5.3.2 Procedures to secure Government property while under Contractor's jurisdiction.

1.5.3.3 Availability of labor force (manning chart), plan for recruiting, type and extent of training.

1.5.3.4 The role of the CPM and extent of authority.

1.5.3.5 A copy of the Contractor's Policy and Procedure Manual.

1.5.3.6 Plans and management procedures for logical administrative support of all functions; that is receipt, processing, packaging and delivery of clean linens.

1.5.3.7 Procedures to be used to ensure contract requirements are met (Quality Control Program).

1.5.3.8 Certification that Contractor's scales used for weighing soiled and clean linens have been calibrated on a regular basis (i.e. quarterly)

1.6 Government Representative

The COR is responsible for providing technical assistance to the CO in administration of the contract. This responsibility involves quality assurance inspection, surveillance reporting, and monitoring certification of the Contractor's performance by the COR. The CO will furnish the name of the COR for the facility prior to the start date of the contract. The Contractor shall be advised the extent of the authority of the COR. The COR shall have access to plant facilities, without necessity of prior notification to Contractor. Each phase of the services render under this contract is subject to Government inspection during both the Contractor's operation and after completion of task. The Government's program is not a substitute for quality control by the Contractor.

1.7 Performance Evaluation Meetings

1.7.1 The CPM shall meet with the COR on a minimum frequency of once each month according to schedule establish by the COR. On occasion the COR may be accompanied by the CO.

1.7.2 The issuance of a Contract Discrepancy Report (CDR) may be cause for the scheduling of additional meeting (s) between the CPM, COR and the CO. A mutual effort will be made to resolve all problems identified. The COR will prepare written minutes of these meetings. Should the CPM not concur with the minutes, a written statement will be presented to the CO, and the CPM will be notified of the decision in writing by the CO.

1.8 Correspondence

All correspondence relative to this contract shall bear the VA contract number, title and name of the VAMC, and shall be addressed to the COR with a copy to the CO.

1.9 Security

It is the responsibility of the Contractor to ensure that all extraneous articles, except trash, found in linens or in areas under the jurisdiction of the Contractor (i.e. medical instruments and personal items) are turned in to the COR daily (M-F). A note will accompany the articles returned identifying the area or origination, and the type of linen item it was found on (ex: general, special).

1.10 Safety and Fire Prevention

1.10.1 In the performance of this contract, the Contractor must take such safety precautions as necessary to protect the lives and health of individuals within the plant and transportation vehicles.

1.10.2 Fire and safety deficiencies, which exist and are part of the responsibility of the Contractor, must be corrected immediately. If the Contractor fails or refuses to correct deficiencies promptly, the CO may issue an order stopping all or any part of the work, and hold the Contractor in default of the contract.

1.10.3 The Contractor will comply with Federal, State and local safety and fire regulations and codes. The Contractor should keep abreast of and comply with changes in these regulations and codes.

1.10.4 Contractor's personnel shall follow policies concerning fire/disaster programs.

1.10.5 The contractor shall display approved warning devices in all areas where operations may cause traffic obstruction and personnel hazard.

1.11 Damage and Equipment Loss

1.11.1 All tasks accomplished by Contractor's personnel shall be performed to preclude damage or disfigurement of Government-owned furnishings, fixtures, equipment and architectural or building structures. The Contractor shall verbally

report immediately to the COR, any damage or disfigurement to these items when caused by Contractor's personnel. A follow-up written report will be given to the COR and a copy forwarded to CO.

1.11.2 When the Contractor has caused damage or loss of government property, or performance is determined to be unsatisfactory; the COR will issue a CDR. The Contractor will reply in writing, to the COR within 10 working days, stating the reason for the unsatisfactory condition, the corrective measures which have been taken, and preventive procedures initiated.

1.11.3 Any damage caused to Government property during the course of the Contractor's performance of work under the contract shall be repaired or replaced to preexisting conditions at Contractor's own expense.

1.12 Linen Control

1.12.1 Contractor shall comply with all Government request and policies relative to linen control.

1.12.2 Contractor shall participate, as required by VA policy, in inventories of Government provided specialty linen.

1.12.3 Any articles billed for, but missing shall be supplied by the Contractor in the next regularly scheduled delivery at no additional cost to the Government.

1.12.4 VA owned items lost or badly damaged while under the control of the Contractor must be replaced with a 30-day period at the Contractor's cost.

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

1.12.6 Claim of Patients and Employees. The Contractor shall establish procedures for the settlement of claims for loss or damage to property of patients and employees while in Contractor's possession. The procedures must be established,