

Statement of Work
Laundry Services
VA Southern Nevada Health Care System

1.1. Description of Services - Contractor shall furnish all labor, equipment, supervision, management, supplies, facilities, including transportation of linen to contractor owned/contractor operated bulk laundry facility to accomplish the required linen cleaning service and tasks for accomplishment of complete medical laundry services, as described in this SOW for the Veteran Administration of Southern Nevada Healthcare System, (VASNHS.) All services are to be performed in accordance with standard medical industry practices and quality control measures. Services shall include pick-up and delivery of items by Contractor personnel.

1.2. Period of Performance

This contract will be an Indefinite Delivery Indefinite Quantity (IDIQ) contract. The ordering period for the IDIQ contract will be five years from the date of award.

1.3. Place of Performance: VA Las Vegas Medical Center
6900 N Pecos Rd
Building 1R, Rear Loading Dock
North Las Vegas, NV 89086

1.4. Scope

1.4.1. All workmanship shall be in accordance with practices/guidelines established by the National Association of Institutional Linen Management (NAILM), International Fabricare Institute (IFI), Hygienically Clean Healthcare Certified by Textile Rental Services Association (TRSA), Healthcare Laundry Accreditation Council (HLAC) and accepted industry standards. It is intended that services shall include all processes necessary for the laundering and finishing of the articles even though every step involved is not specifically mentioned. All work shall be performed under sanitary conditions as specified by the Joint Commission of Accreditation of Healthcare Organizations (JCAHO).

1.4.2. 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 should incorporate a “design for asepsis” whereby clean linen neither comes into contact with soiled linens nor shares the same physical space, thus avoiding cross-contamination and/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 outlined in this SOW.

1.4.3. All linen must be processed in a manner consistent with its intended use, free of wrinkles, damage, lint, stains, etc; ensuring that quality will meet or exceed expectations of this SOW.

1.4.4. Safety or protective clothing or equipment shall be provided and maintained by the contractor at

the contractor's own expense.

1.5. Delivery and Pick up Schedule

1.5.1. VASNHS North Las Vegas VAMC: 6900 N. Pecos Rd. Building 1Rear loading dock. Contractor is required to provide delivery to and from the contractor laundry facility. Pick up/delivery will be made seven days per week, Monday through Sunday, between the hours of 7:00 – 8:00AM. 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. At that time, clean linen (processed from the previous day) should be made available for return to the VA.

1.5.2. Clean linen unloaded by contractor personnel at the Medical Center loading/unloading dock area. Soiled linen picked up at Medical Center loading /unloading dock area.

1.5.3. The COR or designated representative will verify the deliveries daily and discuss any discrepancies with the contract Project Manager.

1.5.4. Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Emergency situations will be defined by the COR 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.

1.6. Delivery Requirements:

1.6.1. 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.

1.7. Linen Control

1.7.1. 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. 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.

1.7.2. 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).

1.7.3. 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, 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.

1.8. Carts.

1.8.1. Contractor shall maintain government-owned bulk delivery linen carts in good repair for employee safety/ergonomics. All carts shall be numbered and have empty weight indicated.

1.8.2. The Contractor shall disinfect carts after removing soiled linen from them and before placing clean linen in them, with a Tuberculoicidal Germicide, which has been approved by the COR or designated representative.

1.8.3. Carts containing clean linen being returned shall be covered with clean covers to protect them against contamination while in transit between the laundry plant and the Medical Center. If reusable laundry bags or liners are used to transport soiled laundry, they must be laundered after use. If reusable bags are not available, the VA Medical Center will utilize plastic bags for soiled linens, which are to be destroyed

1.9. Tag out program

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

1.9.2. 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.

1.9.2.1. Request to dye rags by the Government shall be on a quarterly basis, if needed.

1.10. Vehicles.

1.10.1. The Contractor shall provide all required vehicles, vehicle fuels, lubricants, and repairs necessary to perform services under this contract. All vehicles to be used under this contract must be maintained in a safe and serviceable condition during duration of this contract. In addition, the vehicles must be kept clean (exterior and interior) with no unsightly residue of dirt, mud, trash, and other debris. Vehicle efficiency is solely the responsibility of Contractor and Contractor shall not be relieved of his contract responsibilities due to vehicle breakdown or failure of vehicles to operate.

1.10.2. Contractor's personnel shall clean the linen transport vehicle with a tuberculocidal germicide/disinfectant, which has been reviewed and approved by the COR in writing.

1.11. Reports and Data. The Contractor shall provide, in writing, to the COR or designated representative the data and reports identified in this SOW. The reports shall be submitted electronically using a file format compatible with Government software programs such as "Microsoft Office" software.

1.11.1. Monthly report of washroom chemical titration and Ph by chemical supplier.

1.11.2. Quarterly "titration" report listing the results of a whiteness test, tensile strength and residual chlorine test.

1.11.3. Weekly report of soiled linen received per Medical Facility(s) to include: Pounds/pieces per Schedule Line Item Received from Medical Facility(s)

1.11.4. Scale Calibration Certification (Annually).

1.11.5. Weekly report of clean linen shipped per Medical Facility(s) showing pounds (dry weight) and pieces.

1.11.6. Daily report of clean linen and garment to include Pounds/pieces and itemized garment by name per Schedule Line Item delivered to Medical Facility(s).

1.11.7. The Contractor is responsible for compliance with all appropriate JCAHO, FDA, OSHA, EPA, VA and other regulatory agencies record keeping requirements

1.11.8. Other reports as required by the COR or designated representative.

1.12. Laundering Categories

1.12.1. The Contractor shall accept for processing all soiled linens, uniforms, patient clothing, mops, etc. The VASNHS reserves the right to add any additional items as needed based on the need for patient care. 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 COR and CO prior to initiation of such a change to assure adequate contractual coverage.

1.12.1.1. Laundry Size Guidance:

Small: An item requiring the approximate time, effort and cost to process as a pillowcase or wrapper.

Medium: An item requiring the approximate time, effort and cost to process as a sheet or spread.

Large: An item requiring the approximate time, effort and cost to process as a blanket.

1.12.1.2. Category One - Flatwork items that must be conditioned, ironed, and folded:

Pillowcases, regular

Pillowcases, surgical (green). Must be bagged.

Sheets: surgical & bed, poly/cotton, bed, flat (white and green (M/H)), fitted (white and green). Surgical sheets must be bagged.

1.12.1.3. Category Two - Items that must be finished through a garment finisher and placed on hangers:

Shirt, uniform, (button down/polo) Trouser, uniform

Coats, Lab and Smock Overalls (denim type)

Scrubs used as a uniform; Top, Bottom and warm up jackets in prints or solid color, other than surgical scrub color

Chef Jacket

Chef pants, B/W checkered Curtains, cubicle and shower Tablecloth

1.12.1.4. Category Three - Items that must be tumbled dried and folded:

Blankets, bath and warming

Scrubs used as a uniform; Top, Bottom and warm up jackets in prints or solid color, other than surgical scrub color

Gown, patient Pajamas: top & bottom Towel, bath

Towel, hand Towel, dish

Misc. items: Small, Medium Cloth, wash

Laundry Bags

1.12.1.5. Category Four - Items that must be cleaned dried and returned in bulk:

Mops, micro fiber (returned in 25 count per bundle)

Mops, dust (returned in 10 count per bundle)

Rags

1.12.1.6. Category Five - Items that must be dried and placed in laundry bags:

N/A

1.13. Packaging:

1.13.1. Linen is packaged in bulk by item according to specified quotas and established arrangements as indicated above.

1.13.2. 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 is showing, if any.

1.14. Estimated Quantities

1.14.1. It is impossible to determine the exact quantities that will be required during the contract term. Each offeror whose offer is accepted wholly or in part will be required to provide all services that may be ordered during the contract term. The fact that all quantities are not ordered shall not constitute a price adjustment under any resulting contract. The annual estimates are provided in a separate attachment.

1.15. Supervision by Contractor:

1.15.1. The Contractor's Plant Manager (CPM) or key personnel must meet the following requirements:

1.15.2. Certified by NAILM or graduate of an independently controlled management-training program emphasizing institutional laundry.

1.15.3. Shall have at least three years of specialized experience in this capacity.

1.15.4. The CO and the COR must be provided with the name, address and telephone number where the CPM is to be reached during normal business hours from 7:00 am to 4:30 pm, and off duty hours from 4:30 pm to 7:00 am, within 15 days after award. The same information will be provided for a qualified alternate when the CPM is not available.

1.15.5. 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 the Contractor for prompt action on matters pertaining to the contract.

1.16. Personnel Qualifications and Requirements:

1.16.1. Contractor personnel shall adhere to established training criteria (such as OSHA, JCAHO).

1.16.2. 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 within two weeks of contract renewal or extension, and upon request documentation that personnel have had refresher training.

1.16.3. 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 and annual training will include but is not limited to the following topics:

- a. A general orientation of basic bacteriological concepts, including the basics of how disease is caused and transmitted.
- b. 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.

- c. Proper use and handling of supplies and equipment.
- d. Care and maintenance of Contractor and Government-furnished property.
- e. Familiarization with local fire prevention and safety procedures.
- f. Familiarization with equipment operational manuals.
- g. Individual duties and responsibilities.
- h. Procedures for replenishing supplies and obtaining equipment repair.
- i. Role of Contractor personnel and their impact on patient care.
- j. Techniques or methods for measuring the quality of work performance.
- k. A general orientation of laundry operating procedures and policies.
- l. Hazard communication, including location and access to the Material Safety Data Sheets (MSDS).
- m. Compliance with Occupational Safety and Health Administration (OSHA)'s Blood borne Pathogen Standard 29 CFR 1910.1030, which covers Standard precautions and use of PPE (Personal Protective Equipment).
- n. Hepatitis B Virus (HBV) requirement.

1.17. Physical Examinations:

1.17.1. The Contractor will be responsible for any physical examinations and emergency medical care of personnel to include any required immunizations.

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

1.18. Exposure to Hazardous Working Conditions.

1.18.1. Contractor personnel are required to perform work under potentially hazardous conditions. Contractor personnel shall be informed of potentially hazardous situations by Contractor and trained by Contractor in techniques required to recognize and deal with potentially hazardous situations in a manner which will minimize personal risk. The Contractor is required to adhere to standard techniques for personnel who become injured or ill on the job at no cost to the Government. Contractor is also responsible for providing employees with required personal protective equipment.

1.18.2. Linen contaminated with HD's (Hazardous Drugs) or excreta from patients who have received

HD's in the past 48 hours is a potential source of exposure to employees. Linen soiled with blood or other potentially infectious materials as well as contaminated with excreta must also be managed according to the Blood borne Pathogens Standard. Linen contaminated with HD's should be placed in specially marked laundry bags and then placed in a labeled impervious bag. The laundry bag and its contents should be pre-washed, and then the linens added to other laundry for a second wash. Laundry personnel should wear latex gloves and gowns while handling pre-washed material.

1.18.3. Circumstances to be reported.

1.16.1 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.

1.18.4. Contingency Plan.

1.17.1 Contractor shall furnish a detailed, written Contingency Plan indicating that services can be continued in the event of Contractor's equipment (including transportation vehicle failure), production facility failure, or any circumstance that impacts the contractor's ability to perform the services.

1.18. Labor Disputes.

1.18.1. 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.

1.19. Quality Control and Quality Assurance for Contract Service:

1.19.1. 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 detailed, written Quality Control Program shall be available for review by the COR prior to beginning performance on this requirement. Subsequent changes to the approved Quality Control Program must also be reviewed and agreed by the COR and CO. The program shall include, but not be limited to the following:

1.19.2. An inspection system covering the performance indicators given in the Quality Assurance/Performance Requirements summary.

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

1.19.4. 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 available to the COR during normal working hours upon request.

1.20. Quality Assurance.

1.20.1. The Government will monitor the Contractor's performance under this contract using the Quality Assurance Procedures outlined in this SOW. Assessments shall be by made for each instance of service by the Government in accordance with stated limits on discrepancies.

1.21. Performance Evaluation Meetings:

1.21.1. The CPM – or their designee shall meet with the COR on a minimum frequency of once each month according to schedule established by the COR. On occasion the COR may be accompanied by the CO or other required Government personnel.

1.21.2. The issuance of a Contract Discrepancy Report (CDR) may be cause for the scheduling of additional meeting(s) between the CPM, COR and the Laundry Supervisor. 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 within five business days, and the CPM will be notified of the decision in writing by the CO.

1.22. Correspondence.

1.22.1. All correspondence relative to this contract shall bear the VA contract number, title, and name of the VA medical center, and shall be addressed to the COR for technical matters. All other contract matters must include a copy to the CO.

1.22.2. 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 monthly certification of the Contractor's performance by the COR. The CO will furnish the name of the COR prior to the start date of the contract. The Contractor shall be advised of the extent of the authority of the COR. The COR, CO and other required Government may make site visits to plant facilities, without necessity of prior notification to Contractor. Each phase of the services rendered under this contract is subject to Government inspection during both the Contractor's operation and after completion of tasks. The Government's program is not a substitute for quality control by the Contractor.

1.22.3. 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 as well as amounts, quantities, and poundage prices, will be coordinated with the Contractor by the COR and CO prior to initiation of such a change to assure adequate contractual coverage.

1.23. Phase-in Plan.

1.23.1. The following documentation must be provided to the COR and CO within 5 days after award.

- a. Procedures to secure Government property while under Contractor's jurisdiction.
- b. The role of the CPM and extent of authority.
- c. A copy of the Contractor's Policy and Procedure Manual.
- d. Certification that Contractor's scales used for weighing soiled and clean linens have been

calibrated on a regular basis and provide a copy of the certification to the Lead COTR (i.e. quarterly).

1.24. Phase-out Plan.

1.24.1. The Contractor shall have a phase out plan. This plan shall describe the Contractor's methods and procedures to ensure smooth and uninterrupted service at contract expiration date for a period not to exceed 90 days. The Contractor shall fully cooperate with the successor Contractor and the Government so as not to interfere with their work or duties.

1.25. Security of Government Equipment.

1.25.1. 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 or designated representative daily (M - F). A note will accompany the articles returned identifying the area or origination, and the type of linen or item it was found on (ex: general OR, special).

SECTION II

2.1. Quality Assurance Evaluator (COR) Surveillance Plan. 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.

2.2. This plan provides for monitoring all contract requirements through a combination of methods. These are:

2.2.1. Sampling guides

2.2.2. Customer complaint surveillance guides; and

2.2.3. Surveillance activity checklist.

2.2.4. The objective of this surveillance plan is to evaluate how the Contractor is performing in key areas.

2.2.5. 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.

2.2.6. 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.

2.2.7. 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.

2.2. How to use the Surveillance Plan

2.2.1. 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.

2.2.2. 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.

2.2.3. 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.

2.2.4. 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.

2.2.5. 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.

2.3. Performance Requirements Summary

2.3.1 Summary Table:

Factor No.	Performance Indicator	Performance Standard	AQL Maximum Allowable Degree of Deviation	Method – Type of Surveillance Reduction When AQL Exceeded	Deduction Amount (monthly billing)
1.	Shipment quotas are met.	All quotas are delivered to Medical Centers per established schedule.	4 valid discrepancies per month	COR or designated representative Weekly inspection	1% for each discrepancy over 4, NTE 10%
2.	Weights are Accurate.	Weight delivery equals weight received.	4 discrepancies per month	COR or designated representative Delivery tickets and daily	1% for each discrepancy over 2, NTE 10%
3.	Laundry is clean, serviceable and properly Finished.	Laundry is clean, in usable condition, and free of excessive wrinkles.	5 valid complaints per month	Random Sampling - carts of clean linen, and customer complaints	2% for each discrepancy over 5, NTE 14%
4.	Packaging is properly accomplished.	Laundered items are bundled, tied, wrapped, covered, etc.	2% per month	Random Sampling – carts clean linen, daily.	1% for each percentage over 2%, NTE 10%
5.	Provide Required reports.	Data required submitted on time.	Within 5 working days after due date	Delivery of reports To COR or designated representative	Check list 1% for each late item x days late (Max of 10%)
6.	Response.	CPM responds within 1 hr. to request for contact from CO or COR or designated	1 discrepancy per month.	Customer awareness	2% per occurrence above one discrepancy, NTE
7.	Transport / vehicles/carts Are clean.	Vehicles/carts are clean, dry, and free of visible soil	4 discrepancies per month	Daily observations	2% per discrepancy over 4, NTE 10%

2.3.2. Performance Requirements Summary Method of Application

2.3.2.1. 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.

2.3.2.2. The purpose of this section is to:

2.3.2.2.1. List the contract requirements considered most critical to acceptable contract performance.

2.3.2.2.2. 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.

2.3.2.2.3. Show the percentages of the major elements of the contract price that each listed contract requirement represents.

2.3.2.2.4. Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements.

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

2.3.2.3. The criteria for acceptable and unacceptable performance are as follows:

2.3.2.3.1. 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.

2.3.2.3.2. 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.

2.3.2.4. Monthly payments to the Contractor will be reduced for unsatisfactory performance using the following methods:

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

2.3.2.4.2. 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.

2.3.2.5. The amount of money to be deducted for unsatisfactory performance will be computed as follows:

2.3.2.5.1. 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).

EXAMPLE PER DISCREPANCY:

IF: Shipment Schedule is not met. (Contractor is allowed 4 discrepancies)

AND: "Shipment Schedule" - deduction percentage is 1% for each discrepancy over 4, NTE 10% AND: Number of total defective deliveries this month is 8 (less the 4 allowed, leaves 4, which results in

4% deduction percentage.

AND: CONTRACTOR'S INVOICE	is	\$3,000.00
X	Deduct Percentage	<u>4%</u>
Deduction from this month's invoice is		\$120.00

EXAMPLE PER PERCENT:

IF: Packaging is not properly accomplished. (Contractor is allowed 2% of the daily random sampling of the carts to not be in compliance with the packaging requirements)

AND: "Packaging is properly accomplished" - deduction percentage is 1% for each percentage over 2%, NTE 10%

AND: Average percentage of the daily random sampling of carts that were not properly accomplished monthly is 5% (less the 2% allowed, leaves 3%, which results in 3% deduction percentage.

AND: CONTRACTOR'S INVOICE	is	\$3,000.00
X	Deduct Percentage	<u>3%</u>
Deduction from this month's invoice is		\$90.00

2.3.2.6.2. When a surveillance method other than sampling is used, the percentage deduction for each defect over the allowable maximum is specified in the **Deduction** column. When applied, the deductible percentage of the **Deduction** column is chargeable against the current month's invoices.

SAMPLING GUIDES

**SAMPLING GUIDE 1
CLEANLINESS OF LINEN**

1. AQL: 5% Maximum Allowable Degree of Deviation
2. Lot size: _____ (number of carts received per day)
3. Sample size: _____
4. Sampling and Inspection Procedure: Select _____ random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards of cleanliness established contract.
5. Performance guide: A minimum of 95% compliance with established standards for clean linen is required.
6. Contract paragraphing: Paragraph 7.3.1, Summary Table, factor number 3.

*** In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of carts received per day.**

SAMPLING GUIDE 2
FINISH AND PACKAGING

1. AQL: 2% Maximum Allowable Degree of Deviation
2. Lot size: _____ (number of carts received per day)
3. Sample size: _____
4. Sampling and Inspection Procedure: Select _____ random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards of cleanliness established contract.
5. Performance guide: A minimum of 98% compliance with established standards for clean linen is required.
6. Contract paragraphing: Paragraph 7.3.1, Summary Table, factor numbers 5 and 6.

*** In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of carts received per day.**

SAMPLING GUIDE 3
DAMAGE

1. AQL: 2.5% Maximum Allowable Degree of Deviation
2. Lot size: _____ (number of carts received per day)

3. Sample size: _____
4. Sampling and Inspection Procedure: Select _____ random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards of cleanliness established contract.
5. Performance guide: A minimum of 97.5% compliance with established standards for clean linen is required.
6. Contract paragraphing: Paragraph 7.3.1, Summary Table, factor number 8.

*** In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of deliveries per month.**

SAMPLING GUIDE 4
CLEANING OF CARTS

1. AQL: 2.5% Maximum Allowable Degree of Deviation
2. Lot size: _____ (number of carts received per day)
3. Sample size: _____
4. Sampling and Inspection Procedure: Select _____ random carts per day from each delivery of clean linen. Examine linen on carts selected for compliance with standards of cleanliness established contract.
5. Performance guide: A minimum of 97.5% compliance with established standards for clean linen is required.
6. Contract paragraphing: Paragraph 7.3.1, Summary Table, factor number 10.

*** In order to standardize sampling among all participating VA Medical Centers, which have various lot sizes, the sample size will be 10% of the actual number of deliveries per month.**

2.3.2.5.2. When a surveillance method other than sampling is used, the percentage deduction for each defect over the allowable maximum is specified in the **Deduction** column. When applied, the deductible percentage of the **Deduction** column is chargeable against the current month's invoices.

2.4. Customer Complaint Surveillance Guide.

The checklists attached hereto contain those contract requirements that can best be monitored by the individual or activity receiving the service.

2.4.1. 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.

2.4.2. 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.

2.4.3. 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.

2.4.4. 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."

2.5. 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:

2.6. Surveillance Activity Checklist

2.6.1. There are some contractual requirements, of a general nature, that do not properly fit under the random sampling concept. These items are contained on the following checklist by frequency of the surveillance (weekly, monthly, etc.)

SURVEILLANCE ACTIVITY CHECKLIST

(To be performed (daily) (monthly) (weekly) as applicable)

Contract requirement	Contract paragraphing	Method of surveillance	Date Accomp.	Where Accomp.	Compliance
Shipment Schedule is met	1.2. & 1.3. Summary Table, Factor number 1	Review all quotas delivered to Medical Center to assure they match established schedule, weekly basis.			
Weights are accurate.	1.8. Summary Table, Factor number 2	Daily weighing upon receipt. Compare to delivery tickets on a weekly basis.			
No less than Good rating in Whiteness index after washing.	1.8. Summary Table, Factor number 4	Review independent laboratory reports on test pieces submitted by Contractor.			
No less than Good rating in tensile strength after washing.	1.8. Summary Table, Factor number 5	Review independent laboratory reports on test pieces submitted by Contractor.			
No lower than a moderate to none rating in chlorine retention after washing	1.8. Summary Table, Factor number 6	Review independent laboratory reports on test pieces submitted by Contractor.			
Provide Required reports.	1.8. Summary Table, Factor number 7	Assure that all data requested of Contractor by terms of contract are complete and submitted on time, weekly, monthly, quarterly, and annually basis			
Response	Response 4.0. Summary Table, Factor number 8	Review reports from Facility COR and Lead COR addressing responses for contact in excess of 1 hour on a monthly basis			

SECTION III

3.0. Government Furnished Property and Services

- 3.1. The Government will provide all COG linen/textile items listed in this SOW.
- 3.2. The Government will provide forms, publications and services specifically identified in this contract as Government furnished.
- 3.3. Restroom and hand washing facilities are available for Contractor employees to wash their hands following exposure to blood or other body fluids while at the Medical Facility.
- 3.4. The Government will provide facility passes for Contractor's employees as necessary to fulfill provisions of this contract.

SECTION IV

4.1 General Information

4.2 Hours of Operation. The contractor shall perform the services required under this contract during normal VASNHS operation, except when coordinated with the Contractor due to emergencies. The contractor is required to perform services on Federal Holidays.

4.1.1 Normal Hours. VASNHS hours of operation are 0700-1700 hrs. The Contractor may find it necessary to deviate from the normal base hours of operation, to ensure timely completion of work under this SOW at no additional cost to the government.

4.3 Reserved

4.4 VASNHS Closures. Work scheduled but not accomplished because of closure due to weather or unforeseen emergencies, shall be accomplished as soon as possible after reopening the base.

4.5 Training. The Contractor shall ensure all employees complete the local VASNHS Hazardous Communication, HAZMAT, and hazardous waste training. The Contractor shall appoint a primary and alternate HAZMAT and Hazardous Waste monitor. Monitors are responsible for training all Contractor personnel regarding hazardous material containers maintained within VASNHS and complete MSDSs immediately upon receipt of new chemicals, products, or materials. The Contractor shall submit MSDSs to HAZMAT as required.

4.6 Traffic Laws. The Contractor and its employees shall comply with federal, local and VASNHS traffic regulations.

4.7 Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their Contractor-owned or privately owned vehicle while on VASNHS.

4.8 Physical Security. The Contractor shall be responsible for safeguarding all government property and

controlled forms provided for Contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

4.9 Reserved.

4.10 Personnel. The Contractor shall be responsible for the administration and management of all aspects of this contract. This includes responsibility for all Contractor employees, subcontracts, agents, and anyone acting for or on behalf of the Contractor.

4.10.1 The government is authorized to restrict the 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.

4.10.2 Contractor personnel shall present a neat appearance. Contractor personnel shall be easily recognizable while on the installation in conjunction with this contract. This shall be accomplished through the wear of distinctive clothing, overcoats, rain gear, or hats, bearing the company name or logo. The coloring or design of the items selected should be such that identifies personnel easily and quickly for reasons of safety and personal protection.

4.10.3 Contractor's personnel are required to read, write, speak, and understand the English language, unless otherwise specified in this contract or agreed to by the Government.

4.10.4 All Contractor personnel are required to wear identification (I.D.) badges during the entire time they are on the VA grounds. I.D. badges **shall** have an identification picture, and shall state the name of the individual and the company they represent. The VA will issue an ID badge upon the completed fingerprinting process.

4.10.5 The parties agree that the Contractor's personnel working as a result of this contract shall not be considered VA employees for any purpose and shall be considered employees of the Contractor. The Contractor shall be responsible for providing:

- a. Workers Compensation.
- b. Professional liability insurance.
- c. Health examinations.
- d. Income tax withholding, and,
- e. Social Security payments.

4.11. Certification Requirements. Contractor's personnel performing services shall be fully qualified.

4.11.1 "Fully qualified" is defined as trained and experienced to perform the services assigned. The Contractor shall provide written verification of the competency of their personnel and a list of credentials of approved personnel for placement at the Department of Veteran Affairs medical facility. This information shall be required when quotes are submitted and may be used during evaluations in

determining award.

4.11.2 The Contractor shall also be required to update this information as changes to staff are made, throughout the life of the contract. The Government Contracting Officer's Representative (COR) reserves the right to reject any of the Contractor's personnel and refuse them permission to work with VA employees if they are determined not "fully qualified" or documentation has not been submitted, and approval given, for the Contractor's personnel to provide needed services.

4.12 Reserved

4.13 Safety and Fire Prevention. In the performance of this contract, the Contractor shall take such safety precautions as necessary to protect the lives and health of the occupants of the building. Fire and safety deficiencies, which exist and are part of the responsibility of the Contractor, shall be immediately corrected. If the Contractor fails or refuses to correct deficiencies promptly, the Contracting Officer may issue an order stopping all, or any part, of the work.

4.13.1 The Contractor shall comply with applicable Federal, State, and VA safety and fire regulations and codes, which are in effect during the performance period of the contract.

4.13.2 The Contractor personnel shall follow applicable facility policies concerning fire/disaster programs. A copy of this may be obtained from the COR.

4.14. Parking Policy. It is the responsibility of Contractor personnel to park only in designated parking areas. Parking information is available from the VA Police. The VA will not validate or make reimbursement for parking violations of the Contractor's personnel under any circumstances.

4.15. Smoking Policy. Smoking is permitted only in designated areas on VA grounds and is strictly prohibited within VA buildings.

4.16. Cellular Phones. Cellular phones shall be turned off prior to entering the VA facility and are prohibited for use inside the building. A hands-free device shall be utilized while driving and texting while driving is strictly prohibited.

4.17. Contracting Officer Representative (COR): A VA Medical Center (VAMC) representative of the Contracting Office shall be designated to represent the Contracting Officer in furnishing technical guidance and advice regarding the work being performed under this contract. The foregoing is not to be construed as authorization to interpret or furnish advice and information to the Contractor relative to the financial or legal aspects of the contract. Enforcement of these segments is bested in and is the responsibility of the Contracting Officer.

4.18. Delegation of Authority letter(s) shall be forwarded to the using service and Contractor after agreement has been signed, identifying the individual(s) as the COR(s). All authorized representatives of VALLHS to order services and to accept or reject services performed shall be delegated as COR(s). This designation shall be furnished in writing to the Contractor prior to commencement of the contract. No service shall be provided without the approval of the COR(s) or his/her designee of this contract.

4.19. Contractor Point of Contact. The Contractor shall designate one (1) employee as the Point of Contact (POC) responsible for administrative matters in the performance of services under this contract. The POC shall have full authority to act for the Contractor on all matters relating to the daily performance of this contract. An alternate may be designated, but the Contractor shall notify the Contracting Officer and COR in writing those times when the alternate shall act as the POC.

4.19.1. The Contractor shall provide the name and telephone number of the person designated as Point of Contact and Alternate on the space below:

- a. Point of Contact, Name:
- b. Telephone Number:
- c. Alternate Point of Contact, Name:
- d. Telephone Number:

4.19.2. The POC shall be available by telephone Monday through Friday, between 6:00 a.m. and 5:00 p.m. including national holidays.

4.20. Invoicing

All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov