

B.2 PERFORMANCE WORK STATEMENT LAUNDRY/LINEN SERVICES

Section 1

1.1. Scope of Work

1.1.1. This document contains the technical provisions for laundry/linen services that are to be provided to the Wilkes-Barre Veterans Affairs Medical Center (WBVAMC) located at 1111 East End Boulevard, Wilkes-Barre, Pennsylvania 18711

1.1.2. The work required by this Performance Work Statement (PWS), consists of furnishing the physical laundry plant (at an off-site location), all labor, supervision, management, management support, supplies, commonized linen and textile items (attachment 1), ancillary equipment, vehicles and materials necessary for accomplishment of complete laundry/linen services, as described in Section 5.

1.1.3. Commonized linen services will be provided by the Contractor as described in Attachment 1. The Contractor will provide a full time Account Manager to provide On Site Support to include scheduled visits to each facility with a minimum of three visits made per month to conduct linen utilization reviews, inventories, establishing and revising linen quotas, providing in-service training on linen programs, linen usage, new product education and other subjects as needed or required and an on-line linen ordering system (electronically) with the provision of support and training. The Account Manager will be responsible for the coordination of agreement and services (utilization analysis) between the Contractor and the WBVAMC submittal of inventory reports. The Account Manager will perform a bi-annual service level survey by facility. The Account Manager will be the Contractor customer service representative for the WBVAMC and may perform other duties to assure services meet contract requirements. This will benefit both the facility and contractor in executing a linen management program, maintaining cost and customer

1.1.4. All workmanship shall be in accordance with practices/guidelines established by the Association for Linen Management (ALM), International Fabricare Institute (IFI), Textile Rental Services Association (TRSA) 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 (JC). 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.

1.1.5. 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 Lead Contracting Officer Representative (COR) and Contracting Officer (CO) prior to initiation of such a change to assure adequate contractual coverage.

1.1.6. 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.

1.1.7. Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Emergency situations will be defined by the COR as transportation accidents, equipment or utility failures at the plant or transportation failure. In the event of Medical Facility emergencies, disaster, or drills, the Contractor shall perform all laundry/linen services required by the Medical Facility.

1.1.8. 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 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 Medical Center laundry/linen services. The firm must have gained this experience as a result of being primarily engaged in the business of providing laundry/linen services in Medical Center environments (e.g. inpatient and outpatient medical treatment facilities) for a minimum of three (3) consecutive years prior to submitting proposal.

1.3. Supervision by Contractor:

1.3.1. The Contractor shall assign an on-site manager at their laundry processing plant who shall be physically present during prescribed work hours of 7:00 am to 4:30 pm. The on-site manager is solely responsible to supervise the provision of these laundry/linen services and serves as the primary point of contact with the Government. The Contractor shall designate a qualified alternate to substitute for the on-site manager in his absence or during periods of work performed after normal work hours (7:00 am to 4:30 pm normal work hours and 4:30 pm to 7:00 am off duty 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. The formal course must have been previously established.

1.3.1.2. CPM shall have at least three (3) years of specialized experience in this capacity. This specialized experience may be substituted 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 from 7:00 am to 4:30 pm, and off duty hours from 4:30 pm to 7:00 am, within fifteen (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 Facility COR.

1.3.4. CPM or alternate shall respond in person, or by telephone, within one (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.

1.4. Personnel Qualifications and Requirements for Contract Service:

1.4.1. Employment

1.4.1.1 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. Contractor personnel shall adhere to established training criteria (such as OSHA and JC), and shall be able to demonstrate a documented employee initial and refresher training program that includes standard precautions, basic bacteriological concepts, infection control, safety, fire protection, personal protective equipment (PPE), and laundry operating procedures and policies.

1.4.2.2. 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 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.

1.4.3. Physical Examinations:

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

1.4.3.2. 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.

1.4.3.3. Miscellaneous: The Contractor is responsible for compliance with all appropriate JC, Food and Drug Administration (FDA), Veterans Affairs (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. 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 indicators given 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 becomes 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 available to the COR during normal working hours upon request.

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 shall be made for each instance of service by the Government in accordance with stated limits on discrepancies.

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 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 shall have access 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.

1.7. Performance Evaluation Meetings:

1.7.1. The CPM – or their designee shall meet with the COR and CO on a minimum frequency of once each quarter according to schedule established by the COR.

1.7.2. The issuance of a Contract Discrepancy Report (CDR) may be cause for the scheduling of additional meeting(s) between the Contractor's Plant Manager (CPM) and the COR. 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 (5) business days, 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 VA medical center, 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 as soon as possible. A note will accompany the articles returned identifying the area or origination, and the type of linen or item it was found on (ex: sheet, towel, etc.).

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 laundry plant and transportation vehicles.

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

1.11. Damage and Equipment loss:

1.11.1. 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 five (5) working days, stating the reason for the unsatisfactory condition, the corrective measures which have been taken, and preventive procedures initiated.

1.11.2. 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 participate in linen inventories, as required by VHA Handbook 1850.03, "Textile Care Management," dated 25 March 2010 (or subsequent revisions thereto), which is attached.

1.12.2. 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.

1.12.3. Unusual losses, including suspected pilferage, shall be reported at once to the COR, who will take immediate action to investigate the loss.

1.12.4. Claim of Patients. The Contractor shall establish procedures for the settlement of claims for loss or damage to property of patients while in Contractor's possession. The procedures must be established, and a copy provided to the Contracting Officer for approval, prior to contract award date.

1.13. Delivery Requirements:

1.13.1. The Contractor shall provide the COR with a written report of all soiled linen processed and all clean linen delivered, showing cart number and weight. The information shall be recorded on a daily basis and delivered to the COR. The reports of soiled linen received and clean linen delivered shall show date, the name of the item, including specialty items, 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.

1.13.2. The COR will verify the deliveries daily and discuss any discrepancies with the CPM.

1.13.3. The Contractor shall disinfect vehicles and 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. Carts containing clean linen being returned shall not be transported in vehicles containing soil linen and shall be covered with clean covers to protect them against contamination while in transit between the laundry plant and the WBVAMC. If reusable, laundry bags or liners, used to transport soiled laundry, must be laundered after use.

1.13.4. Clean linen will be processed and packaged as specified in Section 5.

1.14.1 Phase-in Plan. Contractor shall include with their proposal a phase-in plan, including specific timeframes for performance start-up. The process for phase-in approval will be completed by the Contracting Officer and his/her Technical Representatives.

1.14.2 Phase-out Plan. 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 ninety (90) days. The Contractor shall fully cooperate with the successor Contractor and the Government so as not to interfere with their work or duties.

1.15. Circumstances to be reported. 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 COR by phone and a follow-up fax.

1.16. Contingency Plan. Contractor shall furnish with his proposal a written Contingency Plan indicating that services can be continued in the event of Contractor's equipment and /or production facility failure. This Contingency Plan must also include transportation vehicle failure.

1.17. 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.

SECTION 2 - DEFINITIONS/ACRONYMS

2.1. Definitions. Definitions used throughout this Performance Work Statement shall have the following meanings as set forth below:

Ancillary Equipment. Equipment required for Contractor's operations but not directly related to laundry production, e.g., cleaning equipment.

AQL (Acceptable Quality Level). The maximum percent of defective work or number of defects that will be allowed before work is considered unsatisfactory. An AQL does not imply that the Contractor has knowingly performed in an unsatisfactory way. It implies that the Government recognizes that unsatisfactory performance sometimes happens unintentionally. As long as unsatisfactory performance does not exceed the AQL, the service will not be subject to payment reduction by the Government. The Contractor, however, must correct all unsatisfactory work unless excused by the COTR.

CDR (Contract Discrepancy Report). Government formal documentation of Contractor's failure to provide services as required under the terms of the contract. The CDR requires the Contractor to explain in writing why performance was unsatisfactory, how performance will be returned to satisfactory levels, and how recurrence of the problem will be prevented in the future.

Clean. Laundered articles are dry and free of visible soil, lint and objectionable odor. Spots and stains are removed where practical without fabric damage. No residual harmful chemicals are present.

Consumable Supplies. Those supplies used in the day-to-day operation of the laundry, e.g., detergent, bleach, and alkali.

Contractor. An individual, partnership, or organization having a contractual relationship with the Government for provision of service.

CO (Contracting Officer). The person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

COR (Contracting Officer Representative). Any person or persons authorized to act for the Contracting Officer within authority limits.

CPM (Contractor's Plant Manager). Contractor's representative having supervisory responsibility and authority for total performance of work under the contract.

Cure Notice. A formal notification to Contractor to correct a deficient situation or risk termination of contract.

COG (Customer Owned Goods). Customer Owned Goods are government owned goods. Linen items purchased by the VA Medical Centers that require laundering. These items are not provided by the contractor. Examples include: employee uniforms, patient clothing, cubicle curtains, and restraints.

Defect. Each instance of noncompliance with a contract requirement. A defect may be caused by either nonperformance or poor performance. Each defect is subject to deductions, as set forth in Section VII.

Delivery Point. Point which soiled linen is picked up for processing by the Contractor and clean linen delivered to the Medical Facility.

Department of Veterans Affairs. Government agency requiring services under the terms of the contract.

Emergency. An unforeseen combination of circumstances, or the resulting state, which requires immediate action. An emergency situation shall be declared by the COTR.

Fair Wear and Tear Condition. That which is worn out by normal usage with no negligent misuse involved and cannot be used for its intended purpose.

Federal Holidays. The date of observance by the Federal Government of the following holidays: New Year's Day (1 January), King's Birthday (3rd Monday in January), Washington's Birthday (3rd Monday in February), Memorial Day (Last Monday in May), Independence Day (4th of July), Labor Day (1st Monday in September), Columbus Day (2nd Monday in October), Veteran's Day (11 November), Thanksgiving Day (4th Thursday in November), and Christmas Day (25 December).

When such holiday falls on first non-workday, the preceding workday will be considered a holiday. When such holiday falls on the second non-workday, the next workday will be considered a holiday.

General Linens. Linens (commonized) which are commercially available, such as, sheets, towels, blankets, bedspreads, pillowcases, washcloths, bath blankets, pajamas, bathrobes, mattress pads, bed pads, fitted sheets, surgical linen and other items identified in Attachment 1.

Government. The United States Government, Headquarters, VA, VAMC, and the term used to refer to the officials designated to administer the contract or their designated representatives.

Infection Control Committee. The group designated for implementation and monitoring of the infection control program for the Medical Center as prescribed by Joint Commission and the VHA.

Joint Commission. A national organization dedicated to improving the care, safety, and treatment of patients in health care facilities.

Launder. To clean by chemical and mechanical action materials composed of natural or synthetic fibers. For the purposes of the contract the terms include tumble-drying, ironing, folding, and all other industry standard processes, which textile products undergo while in the laundry.

Linen. Reusable textile items composed, in whole or in part, of natural, synthetic or blended fibers.

Linen Inventory. An itemized listing of quantities and values for accounting purposes of linen items in circulation at the Medical Center.

Manning Chart. A survey chart or inventory for scheduling manpower requirements in an industrial plant showing each operation with number of workers.

Medical Center Director. The person with final responsibility for the mission of the Medical Center. A Medical Center Director may have final authority over more than one Medical Center.

Must. This word is used in connection with the Contractor and specifies that the provision is binding.

Packaging. Packaging is the process by which cleaned garments and linen are returned to the Medical Center. Linen is delivered in linen carts by quotas according to established arrangement agreed upon by the COTR and CPM. All linen is packaged securely to prevent possible contamination.

Patient Clothing. Personal property of patients, e.g., pants, shirts, underwear.

Personal Property. All Government property, except real property and expendable property.

Procedures Manual. A Contractor's written document describing in detail the methods normally used to accomplish tasks required by the contract, proper operation of equipment, and normal fire/ safety precautions.

PWS (Performance Work Statement). A document that describes accurately the essential technical requirements for services, including the standards used to determine whether the requirements have been met.

Quality Assurance. Those actions taken by the government to check goods or services to determine that they meet the requirements of the PWS.

Quality Assurance Evaluator. Government employee(s) assigned to monitor and evaluate the quality and compliance with the Performance Work Statement requirements.

Quality Control. Those actions taken by the Contractor to control the production of goods or services so that they will meet the requirements of the PWS.

Sanitary. In a clean state, protected from the contamination of pathogenic organisms.

Satisfactory Performance. Within limits of the AQL, adherence to the requirements of the PWS.

Separation. The physical division of space through the use of an impermeable barrier wall in order to prevent cross contamination of clean materials with soiled or contaminated materials. The physical division of clean and soiled area must be accompanied by the use of pass-through equipment to prevent recontamination of materials by human or environmental contacts. This physical barrier is necessary to insure the maintenance of positive air pressure in the clean section relative to negative air pressure in the soiled section.

Service. A job performed to the standard and within the acceptable quality level. The Contractor must do the specific job, meet the standard, and meet the acceptable quality level before performance is acceptable and the Contractor is paid.

Serviceable Articles. Articles usable in their current condition, or restorable by economically justified repair methods to usable condition.

Shall. This word is used in connection with the Contractor and specifies that the provision is binding.

Specialty Items. All textile items not classified as general linens. Examples – soap free linen, restraints, cubicle curtains.

Standard. A Government acknowledged measure of comparison.

Start Date. The date work under the contract is scheduled to begin.

Surgical Linen. Linen utilized by surgical and / or specialized units. Normally blue or green linen.

Surveillance Plan. An organized written document used for quality assurance surveillance.

Task and Frequency Chart. Displays the required tasks and the minimum frequencies of performance.

Textile Care Processing Facility. A facility designed to render soiled linens clean, sanitary and aesthetically acceptable for reuse, in an efficient and non-damaging manner.

Trash. Rubbish or refuse.

Uniforms. Government owned clothing worn by VA employees as a means of identification.

Unsatisfactory Performance. Failure to meet the AQL.

Unserviceable Item. An item, which can no longer be used for its intended purpose.

VA (Department of Veterans Affairs). The Government agency requiring services under the terms of the contract.

VAMC. Veterans Affairs Medical Center

Headquarters. Veterans Affairs Central Office.

Will. This word is used in connection with the Government and specifies that the provision is binding.

2.2. Commonly used Acronyms

ALM	Association of Linen Management
AQL	Acceptable Quality Level
CDR	Contracting Discrepancy Report
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative (Lead and or Facility)
CPM	Contractor's Plant Manager
COG	Customer Owned Goods
FW&T	Fair Wear and Tear
IAW	In Accordance With
IFI	International Fabricare Institute
IG	Inspector General
JC	Joint Commission
MCD	Medical Center Director
MIL-STD-105D	Specification for sampling procedures and tables for inspections by attributes.
N/A	Not Allowable
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QC	Quality Control
RS	Random Sampling
TRSA	Textile Rental Services Association
VA	Department of Veterans Affairs

SECTION 3 - GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1. Materials:

3.1.1. The Government will provide forms, publications and services specifically identified in this contract as Government furnished.

3.1.2. Fair/wear/tear or unserviceable condition of Government provided specialty items will be determined by the COR.

3.1.3. The Government will provide restroom and hand washing facilities for Contractor employees to wash their hands following exposure to blood or other body fluids while at the Medical Facility.

3.1.4. The Government will provide facility passes for Contractor's employees as necessary to fulfill provisions of this contract.

3.1.5. The Government will provide certification of scale calibration on a quarterly basis

SECTION 4 CONTRACTOR FURNISHED ITEMS

4.1. Materials. Contractor shall furnish all materials necessary to perform the tasks specified in the contract except to the extent specified in Section 3. The Contractor shall secure all materials and supplies that comply with Local, State and Federal environmental laws.

4.2. Vehicles. 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.

4.3. Linen. All commonized linen/textile items which are commercially available, as listed in attachment 1, and/or have been agreed to by the COR and Contractor.

4.4. Carts. Contractor shall maintain bulk delivery linen carts in good repair for employee safety/ergonomics. Replacement or additional cart requirements shall be the responsibility of the Contractor. All carts shall be numbered and have empty weight indicated on both ends.

4.5. Rags. Salvaged items and or items to be used as rags when requested by the COR. ie: terry material.

4.6. Reports and Data. The Contractor shall provide, in writing, to the COR the data and reports identified in Technical Exhibit 2.

4.7. Miscellaneous. The Contractor shall furnish other items as identified within this contract, such as, orientation and training, procedures manual, quality control program, required data and scale certification.

SECTION 5 SPECIFIC TASKS

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

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

5.1.1.1. Apron, cook

5.1.1.2. Pillowcases, regular

5.1.1.3. Pillowcases

5.1.1.4. Sheets: poly/cotton, bed

5.1.1.5. Tablecloth

5.1.1.6. Towel, huck

5.1.1.7. Scrubs: Small, Medium, Large

5.1.1.8. Misc. Items: Medium, Large in solid colored (jade green, misty green, or ceil blue)

5.1.2. Items that must be finished through a garment finisher and placed on hangers:

5.1.2.1. Patient personal clothing (shirts / pants)

5.1.2.2. Shirt, uniform

5.1.2.3. Trouser, uniform

5.1.2.4. Smocks and warm up jackets, knee length long coats

5.1.2.5. Coveralls

5.1.2.6. Coat, short

5.1.2.7. Pantsuit, top

5.1.2.8. Pantsuit, bottom

5.1.2.9. Scrubs used as a uniform; Top, Bottom in prints or solid color

5.1.3. Items that must be tumbled dried and folded:

5.1.3.1. Bathrobe

5.1.3.2. Blankets, bath

5.1.3.3. Blankets, bedspread

5.1.3.4. Curtains, shower

5.1.3.5. Curtains, cubicle

5.1.3.6. Gown, patient

5.1.3.7. Pads, absorbent

5.1.3.8. Pajamas: top & bottom

5.1.3.9. Towel, bath

5.1.3.10. Towel, dish

5.1.3.11. Misc. items: Small, Medium

5.1.3.12. Gowns

5.1.3.13. Cloth, wash

5.1.3.14. Laundry Bags and mattress pads

5.1.4. Items that must be dried and placed in laundry bags:

5.1.4.1. Knitted fitted sheets

5.1.4.2. Bibs

5.1.5. Items that must be finished folded, identified by patient name/number, if any, and put in protective packaging:

5.1.5.1. Patient's Personal Clothing, which is not on hangers Small, Medium

5.2. Packaging:

1. Linen is packaged in bulk by item according to quotas and established arrangement.
2. Items finished and placed on hangers are returned in a cart with a coat bar. They are placed on the hanger so identification number and size is showing, if any.

5.3. Additional Guidance. To eliminate the need for separate listing of items that are received infrequently, the item “Miscellaneous: Small, Medium, large” is shown at the end of each lot. This should be interpreted as follows:

5.3.1. Laundry:

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

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.

SECTION 6 REQUIRED TASKS

6.1 Reports: The Contractor shall provide the following reports to the Medical Center in accordance with the terms outlined below.

6.2. Contractor Furnished Reports

6.2.1. Damage to Government property

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

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

6.2.4. Scale Calibration Certification (quarterly)

6.2.5. Weekly report of clean linen shipped showing pounds and pieces

6.2.6. Detailed monthly statement of charges as stated in the Contract Terms and Conditions FAR Section 52.212-4. For the purpose of required Textile Care Report, see Handbook 1850.03, a separate data sheet will be submitted annually on October 31st of each year, that will include a total piece count by item of the current textile inventory replacement and piece count by item of unexplained textile losses for the facility(ies). Failure to submit the required reporting data by

October 31st of each year could result in a Contract Discrepancy Report (CDR) and deductions as outlined in Summary Table 7.3.1 performance indicator number 7.

6.2.7. Textile Care production information and cost report as found in VHA Handbook 1850.3 appendix B

6.2.8. Other reports as required by the COR

6.3 Commonized Linen Services and Specifications:

Note: substitution or deviation allowed only by approval by COR and/or CO.

Account Manager	Vendor must assign a designed account manager to be responsible for coordination of agreement and services (utilization analysis) between the vendor and facilities.
Visitation	The account manager must establish a routine schedule with the COR, one per quarter or as requested by the COR.
Linen Quotas	Establishes linen quotas. Makes adjustments as required by the COR.
Reporting	Provide monthly utilization reports by facility by item. Bi-annual service level survey by facility.
On-Line Services	Provide on-line electronic ordering system via the internet which includes internal linen tracking for distribution. Also includes training and support of on-line software.
Inventory	Once a year perform a total inventory of all items and all areas. Provide COR with analysis of current inventory levels vs. each item daily demand, by facility
Linen room inventory	Account Manager per each visit conducts inventory of all clean items in linen room.
Product evaluation And research	Keep COR abreast of any new products available. Recommend any product that may replace current items.
Reject program	Provide reject bags for all linen items that are not acceptable for patient care. Rejects will be collected weekly and credit will be issued weekly.
Floor Tours	Account Manager should walk specified areas upon request by the COR. While on these floor tours Account Manager will make themselves available to the staff, answering questions concerning quality of items, service, and make any linen utilization observations known to the COR.

SECTION 7. QUALITY ASSURANCE EVALUATOR (QAE) SURVEILLANCE PLAN

7.1. INTRODUCTION

7.1.1. This QAE Plan has been developed to implement a service contract. It is designed to aid the Government's QAE in providing effective and systematic surveillance of all aspects of laundry/linen services. This plan provides for monitoring all contract requirements through a combination of methods. These are:

- 7.1.1.1. Sampling guides
- 7.1.1.2. Customer complaint surveillance guides; and
- 7.1.1.3. Surveillance activity checklist.

7.1.2. The objective of this surveillance plan is to evaluate how the Contractor is performing in key areas. *We are primarily interested in the final product or service being provided and not in the details of accomplishment.*

7.1.3. 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.

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

7.2. HOW TO USE THE SURVEILLANCE PLAN

7.2.1. This surveillance plan has been organized to facilitate use by the QAE. It is the QAE'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.

7.2.2. To build the inspection schedule, the QAE 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 QAE 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 QAE'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 QAE 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.

7.2.3. 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 QAE 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.

7.2.4. 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 Performance Work Statement, a Contractor will be given a CDR by the COR. 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.

7.2.5. 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 PWS.

7.3. PERFORMANCE REQUIREMENTS SUMMARY

7.3.1 Summary Table:

Factor No.	Performance Indicator	Performance Standard	AQL Maximum Allowable Degree If 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 Weekly inspection	1% for each discrepancy over 4, NTE 10%
2.	Weights are accurate	Weight delivery equals weight received.	4 discrepancies per month	COR Delivery tickets and daily weight records	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.	Provide required reports	Data required submitted on time.	Within 5 working days after due date	Check list	1% for each late item x days late (Max of 10%)
5.	Response	CPM responds within 1 hour to request for	1 discrepancy per month.	Customer awareness	2% per occurrence above one

		contact from CO and/or COR			discrepancy, NTE 10%
6.	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%

7.3.2. Performance Requirements Summary Method of Application

7.3.2.1. The Contractor is required to perform all the work specified in the performance work statement. 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.

7.3.2.2. The purpose of this section is to:

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

7.3.2.2.2. Show, 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.

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

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

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

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

7.3.2.3.1. 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.

7.3.2.3.2. 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.

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

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

7.3.2.4.2. 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.

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

7.3.2.5.1. 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 Quotas are not met." (Contractor is allowed 4 discrepancies)

AND: "Shipment Quotas" - 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 4% 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

3%

Deduction from this month's invoice is \$90.00

7.3.2.5.2. 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.

7.4. 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.

7.4.1. At the start of the contract, the QAE 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.

7.4.2. Once each year, the QAE will contact each customer to assure that there is an understanding of the contract requirements. The QAE will document the annual visits.

7.4.3. When a complaint is received, the QAE will contact the customer to verify the complaint. If the complaint is valid, the QAE will notify the Contractor of VA management whoever is applicable of the defect in writing.

7.4.4. The QAE 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."

7.5. CUSTOMER COMPLAINT RECORD

Date/time of complaint:

Source of complaint:

Office:

Individual:

Nature of complaint:

QAE evaluation:

Date/time Contractor or VA informed of complaint: _____

CPM initials: _____

Action taken by Contractor or VA:

QAE signature: _____

7.6. SURVEILLANCE ACTIVITY CHECKLIST. 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	7.3.1 Summary Table, Factor number 1	Review all quotas delivered to Medical Center to assure they match established schedule, weekly basis.			
Weights are accurate.	7.3.1 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.	7.3.1 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.	7.3.1 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.	7.3.1 Summary Table, Factor number 6	Review independent laboratory reports on test pieces submitted by Contractor.			
Provide required reports.	7.3.1 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	7.3.1 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			

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. As a minimum, the Contractor shall address the following items of information in the presentation:

Start-up and phase-in schedule.

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

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

The role of the CPM and extent of authority. ***Provide evidence of certification***

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

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

Procedures to be used to ensure contract requirements are met (Quality Control Program, Contingency Plan and Vehicle Emergency Procedures).

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

8.0 SUPPLIES AND SERVICES AND PRICES/COSTS:

GEOGRAPHICAL LOCATIONS

Bulk laundry/linen services as specified and in accordance with all contract requirements:

8.1 Contractor shall furnish all labor, equipment, supervision, management, supplies, commonized linen and textile items (Attachment 1), bulk delivery carts, transportation, and facilities (except as identified elsewhere in this solicitation) necessary to perform Contractor owned/Contractor operated bulk laundry/linen services and tasks required under this contract for the WBVAMC. All services are to be performed in accordance with standard industry practices and quality control measures. Services shall include pick-up and delivery of items by Contractor personnel. These services are in support of patient care programs.

Services are required Monday through Friday, excluding federal holidays except as awarded. The WBVAMC is required to provide twenty-four (24) hour support operations essential to patient care and Contractor services turn-around shall be performed accordingly to support WBVAMC operations.

All services shall be provided FOB at WBVAMC location identified elsewhere in this contract.

8.2 SITE VISIT(S): Site visits, to the Contractor's facility, can be performed by the COR, CO or any other authorized Government representative, either on a scheduled or unscheduled basis during normal work hours to ensure performance with the requirements of the contract.

8.3 CONTRACTOR PICK-UP AND DELIVERY HOURS AND LOCATIONS: Deliveries shall be made Monday through Friday between the hours of 8:00 am and 10:00 am. Delivery shall be made at least twice per week. Contractor shall include with their proposal a delivery schedule, including specific days and times deliveries will be made, to be approved by the COR

prior to performance start-up. Clean linen shall be unloaded by the Contractor at laundry dock area. Soiled linen shall be picked up by the Contractor at compactor dock. Schedule modification/alteration opportunities, which would improve operations and turn-around time, without major interruption to either Contractor or the Government, shall be negotiated between the Contractor and COR and shall not be implemented until all parties have concurred.

8.4 ESTIMATED QUANTITIES: Historical data is provided in Attachment 2. 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 to this solicitation.

8.5 CONTRACT AWARD: The Government contemplates award of an Indefinite Quantity Definite Delivery (IDIQ) contracts resulting from this solicitation. Contract period will be twelve (12) consecutive months from the effective date, with four (4) one (1)-year renewal option periods in accordance with the terms and conditions defined herein.

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

ATTACHMENT 1: COMMONIZED LINEN ITEM AND SPECIFICATIONS

ATTACHMENT 1: COMMONIZED LINEN ITEM AND SPECIFICATIONS

Note: Substitution or deviation allowed only by approval of Lead COTR and/or Facility COTR.

Sheet, Stretcher	Excel knit, 16.8 oz., wired hem, 60/40 cotton/poly, misty green, 26X76X7.75
Flat Sheet	66"x115" cut size, T180, 55/45 cotton/poly blend, white, 1" hem both ends
Queen Fitted Sheet	38"x84" with 15"pocket,50/50 cotton/poly, white
Pillow Case	Medline Performax pillowcases, 42"x34"; 100%polyester,T180,white
Bath Towel	24"x 48", 86% cotton/14%poly, 8lbs/dozen,100%cotton loop, white
Wash Cloth	12.5"x12.5", 100% cotton, 16oz/dz, white, stacks of 50ea bundled
Thermal Blanket	74"x100", 55% cotton/45% poly, 3.75lb. each, hemmed end, both sides selvage, snagless thermal weave; available in four colors: white, teal, rose, and blue
Mattress Pad	36"x75", 50/50 cotton poly quilted sheeting with polyester filling, white, bound edges without elastic anchor bands
Kitchen Apron	36"x41", 65% cotton 35% poly, cut nylon ties; white,25lbs.
Dish Towel	17"x36", cotton, red striped, hemmed
Huck Towel	17"x36", cotton, huck weave, white, hemmed
Isolation Gown	barrier fabric, for maximum repellency 100% filament polyester, JCAHO/OSHA approved barrier protection, stockinette cuff, wrap around with full back overlap, reinforced tape ties, yellow, large
Patient Gown	49" length, 66" opening, butterfly sleeves, 55% cotton/45% poly, T130 V neck, blue diamond print, 0.85 lb.
Patient Gown Obese	52" length open 109", raglan sleeves, 55%cotton/45% poly, T-130, royal blue, tie back, 1.10 lbs.
IV Gown	49"x66" open, snap closure sleeve, telemetry pocket, 55% cotton/45% poly, T-130 V-neck, navy basket weave pattern, 0.85lb.
IV Obese Gown	52" length open 109", raglan sleeves, snap shoulders, telemetry pocket, 55%cotton/45% poly, gray basket weave pattern, 1.10lbs.
Bibbs	21" x 33" Blue, snap closure, terry cloth with protective panel
Knitted Contour Sheet	36"x84" with 15"pocket, 50% cotton/46% poly/4% spandex, 21oz., white, boxed ends, no elastic.
Patient Robe	50/50 cotton/poly blend or seersucker, collarless, large, green print or green/white stripe, two patch pockets, snap front
Patient Robe	50/50 cotton/poly blend or seersucker, collarless, extra large through 5X blue print or blue/white stripe, two patch pockets, Snap front

Special Robe	Material range, 45-65% polyester, 35-55% cotton, collarless, snap front, colors: XL - ceil blue, 4XL - jade green
Female Robe	Material range, 45-65% polyester, 35-55% cotton, collarless, belt tie, colors: Medium – dusty rose, Large – cranberry
Hamper Bag	18” round bottom, 200 denier nylon pack cloth, yellow, Elastic closure with flip top with reinforced handhold straps, bartacked at top & bottom, reinforced corners, must meet JCAHO/OSHA barrier regulations
Dust Mop	5”x24”, blue twisted 100% synthetic fiber, looped end sewn to preshrunk polyester backing, bartacked ties, heat set, bias bound backing, requires no pretreatment
Wet Mop	16 oz, 200 looped 100% cotton strands, 16 ½” length, 5 ½” nylon mesh headband, preshrunk tailband, antimicrobial, green
Rags, Cleaning	Cleaning rags, 12”x12” 100%cotton, yellow dyed, stacks of 50 ea. bundled
Pajama Top	Male, 50/50 cotton poly, T160, v-neck, 4 snap fronts, long sleeve, breast pocket, double stitched, color coded by size: Sm - Ceil Blue, Med - Khaki, Lg. - Jade Green, xlg. - Navy with Yellow bias, 2xlg - Navy/white bias on lapel, 3xlg - navy/green bias on lapel, 4xlg - navy/tan bias on lapel, 5xlg. - Navy/navy bias.
Pajama Pants	Male, 50/50 cotton poly, T160, quad elastic waistband, 2 snap waist, 2 snap fly, double stitched, color coded by size: Sm - Ceil Blue, Med - Khaki, Lg - Jade Green, Xlg - Navy with yellow waistband stitching, 2xlg - Navy/white waistband stitching, 3xlg - Navy/green waistband stitching, 4xlg - navy/tan waistband, stitching, 5xlg - Navy/Navy waistband stitching
Pajama Top	Female, 50/50 cotton/poly, T160, 4 snap front, breast pocket, long sleeve, double stitched, color coded by size: Small -Teal/teal bias, Med - Teal/Raspberry/bias, Large - Teal/white bias 1x - Teal/ceil blue bias, 2x - Teal/teal bias, 3x - Teal/teal bias, 4x - Teal/teal bias
Pajama Pants	Female, 50/50 cotton/poly, T160, double stitched, quad elastic waistband, color coded by size: Small - Teal/teal stitching waistband, Medium - Teal/raspberry stitching, Large - Teal/white stitching, 1x - Teal/Ceil blue stitching, 2x - Teal/teal stitching, 3x - Teal/teal stitching, 4x - Teal/teal stitching, 5x - Teal/teal stitching
Pajama Top	Orthopedic, 50/50 cotton/poly, T160, v-neck, 4 snap front, 9 snap sleeve to side closure, stainless steel snaps, double stitched, breast pocket, color coded by size: Med – Khaki, Large – Jade Green, Xlg - Navy 2xlg - Navy

Pajama Pants	Orthopedic, 50/50 cotton/poly, T160, quad elastic waistband, double stitched, 3 snap front, 5 snap leg, stainless steel snaps, color coded by size: Med – Khaki, Large - Jade Green, Xlg - Navy 2xlg - Navy
Luxury Bath Towel	27x54; style E907, Majestic Collection Fibertone by Blair, color: ECRU (Beige), 17lb per dozen (Ritz Quality)
Table Cloth	54" X 114", Oxford Blend, 100%poly
Incontinent Pads	34"x36,twill 50/50 facing, 10oz. 75% poly x 25% rayon soaker