

STATEMENT OF WORK

A. GENERAL INFORMATION

1. Title of Project: Linen Laundering Service for the Valley Costal Bend (VCB).
2. Scope of Work: The requirement will serve to replace the Memorandum of Understanding (MOU) between VCB and South Texas VA to provide laundry service for the VCB. The MOU will end September 30, 2018. The contractor shall provide all resources necessary to accomplish the deliverables described in this statement of work (SOW), except as may otherwise be specified. Contractor shall furnish all labor, equipment, supervision, management, supplies, 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 Department of Veterans Affairs, Veterans Integrated Service Network (VISN-17 Valley Costal Bend (VCB), which includes VA Medical Centers in Harlingen TX, Corpus Christi TX, McAllen TX, and Laredo TX. 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 a patient care programs. Weekly services are required and must be performed during facility business hours. VISN -17, Valley Costal Bend (VCB) Medical Centers are required to provide support operations essential to patient care and contractor services turn-around shall be performed accordingly to support VAMC (s) operations. All services shall be provided FOB at VAMC (s) location identified elsewhere in this contract.

Requirement consists of furnishing the physical laundry plant (at an off-site location), all labor, supervision, management, management support, supplies, ancillary equipment, vehicles and materials necessary for accomplishment of complete laundry/linen services.

All workmanship shall be in accordance with practices established by the National Association of Institutional Linen Management (NAILM), 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 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). 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. Plants in which the work is done shall be open to inspection of sanitary conditions by Government representatives. After processing, laundered articles shall be in serviceable and sanitary condition, meeting established quality and performance requirement standards as shown in Section *The Laundry Plant layout/design should incorporate a "design for asepsis" where by clean linen does not come into contact with soiled linens nor share the same physical space, thus avoiding cross-contamination or reintroduction of bacteria once processed.

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

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 or replaced at no additional cost to the Government. Such items shall be identified, for contractor recognition, by the Facility COR when they are returned on the next scheduled pickup after an unsatisfactory condition is discovered. These items are to be kept separate from the normal laundry items for separate processing. Re-cleaned or replaced items will be identified separately and not charged to the Government.

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

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 Facility COR, Lead COR and the approval of the CO or other management official as may be deemed appropriate.

3. Damage and Equipment loss: All tasks accomplished by Contractor's personnel shall be performed to preclude damage or disfigurement of Government-owned furnishings, fixtures, equipment, and architectural or building structures. The Contractor shall verbally report immediately to the Facility COR, any damage or disfigurement to these items when caused by Contractor's personnel. A follow-up written report will be given to the Facility COR and a copy forwarded to Lead COR.

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

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.

4. Linen Control: Contractor shall comply with all Government request and policies relative to linen control.

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

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

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

Claim of Patients and Employees. The Contractor shall establish procedures for the settlement of claims for loss or damage to property of patients and employees while in Contractor's possession. The procedures must be established, and a copy provided to the Contracting Officer for approval, within 20 calendar days after the contract award date.

5. 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 90 days. The Contractor shall fully cooperate with the successor Contractor and the Government so as not to interfere with their work or duties.

6. 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 Lead COR by phone and a follow-up fax.

Contingency Plan, Contractor shall furnish with his/her 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.

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

8. 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.

9. Linen: All Standard Linen Items which are commercially available, as listed in and/or have been agreed to by the Lead COR and Contractor.

10. 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.

11. Reports and Data: The Contractor shall provide, in writing, to the Lead COR and/or Facility COR the data and reports identified in **Technical Exhibit #1**.

12. Miscellaneous: The Contractor shall furnish other items as identified within this contract, such as, orientation and training, medical exams, procedures manual, quality control program, required data.

Specific Tasks

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

Items that must be finished and placed on hangers:

Shirt, uniform (EMS)
Trousers, uniform (EMS)
Lab coats

Items that must be tumbled dried and folded:

Blankets
Flat Sheets
Curtains
Towel, bath
Gown, patient
Scrubs, Tops & Bottoms (all sizes)
Wash cloths
Pillow case

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

Mops, wet
Mops, dust
Linen/laundry bags
Micro-Fiber rags
Micro-Fiber pads
Rugs /door mats

Minimum Linen needed is as followed numbers may change on the needs of the clinic:

ITEM	HCC	HOPC	LOPC	CCOPC	CCSC	MOPC	TOTAL INVENTORY
Towels	260	160	100	120	120	120	880
Sheets	500	350	100	260	160	160	1,530
Laundry Bag	100	100	20	60	100	60	440
Gowns	360	350	50	120	100	160	1,240
Dust Mops	120	60	30	60	60	120	450
Micro Fiber/Pads	400	160	100	160	160	160	1,140
Wet Mops	160	60	60	100	100	100	580
Pillow Cases	400	350	100	160	100	100	1,210
Blankets	300	100	60	60	60	80	660
Wash Cloths	200	100	80	80	60	120	640
MicroFiber Towels	160	80	80	80	80	100	580
Scrubs Tops & Bottoms							
XXXL	60	0	0	0	0	0	60
XXL	220	0	0	0	0	0	220
XL	220	0	0	0	0	0	220
L	220	0	0	0	0	0	220
M	160	0	0	0	0	0	160
S	80	0	0	0	0	0	80
Lab Coats(Reg) all sizes	40	20	20	20	20	20	120
Lab Coats (Lab use) all sizes	40	20	20	20	20	20	120
Mats/rugs	20	8	8	8	8	10	62
Curtains GOV Owned	5	5	5	5	5	5	5
Uniforms EMS (laundered as needed) (GOV. OWNED)	85 (5 per person)	15 (5 per person)	10 (5 per person)	15 (5 per person)	20 (5 per person)	10 (5 per person)	155

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.

Applicable Regulations, Manuals, Specifications and Technical Exhibits

Documents applicable to the SOW are listed below. These documents are mandatory. At the start of the contract the Government shall provide one copy of all mandatory regulations, manuals and specifications listed below to the Contractor. Supplements and amendments thereto, shall be updated and shall be in full force and effective immediately upon receipt by the Contractor. The policies and procedures of mandatory directives shall be adhered to at all times. It is the Contractor's responsibility to ensure that all mandatory publications are posted and up to date:

- MIL-STD-105D
- Security Clearances or Access Controls
- Facility Policies concerning fire/disaster programs
- Parking
- Infection Control Manual
- Facility Policy on Laundry, Linen, Uniform Management
- ANSI/AAMI ST65:2000
- Other applicable regulations, manuals and specifications as identified locally.

Technical Exhibits # 1

Contractor Furnished Reports

Damage to Government property.

Monthly report of washroom chemical titration and Ph.

NAILM, IFI laboratory test piece report (monthly unless a problem develops) or independent Textile Laboratories.

1. Weekly Soiled Linen per Medical Facility(s) Report to include:

- ☐ Units / Pieces per Schedule Line Item Received from Medical Facility(s)
- ☐ Number of Units/ Pieces per Schedule Line Item Received from Medical Facility(s)

2. Weekly report of clean linen shipped to delivery points, showing units/ pieces.

Detailed monthly statement of charges as stated in the Contract Terms and Conditions FAR Section 52.212-4. Invoice will also include a total dollar value of current textile inventory

replacement costs and total dollar value of unexplained textile losses for the facility(s). The latter 2 items shall be provided as a notation on the total bill; however, payment will not be made without the required information.

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

Other reports as required by the Lead COR.

B. SCHEDULE FOR DELIVERABLES

1. The contractor shall complete performance weekly as identified in the SOW.

The Contractor shall provide the Facility COR with a written report of all soiled linen processed and all clean linen delivered, showing cart number and count of items in said cart. The information must be recorded on a daily basis and delivered to the Facility COR at the end of the current workweek. The reports of soiled linen received and clean linen delivered must show date, the name of the item, number of pieces received or delivered per Schedule Line Item number, pounds received or delivered per Schedule Line Item number, cart number/ weight and where they were delivered.

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

The Contractor shall disinfect carts after removing soiled linen from them and before placing clean linen in them, with JCAHO compliant disinfectant, which has been approved by the Lead COR. 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. Laundry bags or liners, used to transport soiled laundry, must be laundered after use.

Clean linen and specialty items shall be available for transport Monday - Friday except for federal holidays. Soiled linen and specialty items will be available for processing Monday - Friday except for federal holidays. Deliveries will be made at a time set by this contract or the Facility COR at the Medical Center served.

Clean linen will be processed and packaged as specified in **Specific Tasks**.

Contractor's personnel shall clean the linen transport vehicle with a JCAHO compliant disinfectant.

Designated Pick-Up and Delivery Locations

VA Medical Center

Laundry is picked up and delivered VCB Wide.

Clean linen delivery and soiled linen pickup shall be between 8:00am and 4:00pm, M-F or as established by the Facility COR at the following Medical Center locations:

1. Harlingen Care Center (HCC)
2601 Veterans Drive
Harlingen TX 78550
POC: EMS Staff
(Loading dock behind building)
2. Harlingen Outpatient Clinic (HOPC)
2106 Treasure Hills Blvd.
Harlingen TX 78550
POC: EMS Staff
(Loading dock behind building)
3. McAllen Outpatient Clinic (MOPC)
901 E. Hackberry Ave.
McAllen TX 78503
POC: EMS Staff
(Loading dock behind building)
4. Corpus Christi Outpatient Clinic (CCOPC)
5283 Old Brownsville Road
Corpus Christi, TX 78405
POC: EMS Staff
(Loading dock behind building)
5. Corpus Christi Specialty Outpatient Clinic
205 S. Enterprize Parkway
Corpus Christi TX 78405
POC: EMS Staff
(Loading dock behind building)
6. Laredo Outpatient Clinic
4602 N Bartlett Ave.
Laredo TX 78041
POC: EMS Staff
(Loading dock behind building)

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.

2. Performance Period: The contractor shall begin performance on the contract upon award. If the contractor proposes an earlier completion date, and the Government accepts the contractor's proposal, the contractor's proposed completion date shall prevail. Work at the Government site shall not take place on Federal holidays or weekends unless directed by the CO. This contract will be for the base period of 12 months with four option periods for 12 months each.

3. Type of Contract: Firm-Fixed-Price Indefinite Delivery Indefinite Quantity.

C. CHANGES TO STATEMENT OF WORK

Any changes to this SOW shall be authorized and approved only through written correspondence from the CO. A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

D. REPORTING REQUIREMENTS

1. The Contractor shall provide invoices to include: specified location, quantity of specific linens received and the quantity delivered to include time and locations for all deliveries.

E. GOVERNMENT RESPONSIBILITIES

1. The Government will provide forms, publications and services specifically identified in this contract as Government furnished.
2. Fair/wear/tear or unserviceable condition of specialty items will be determined by the Facility COR.
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.
4. The Government will provide facility passes for Contractor's employees as necessary to fulfill provisions of this contract.
5. The Government will provide a detailed list of specialty items to be laundered.

F. CONFIDENTIALITY AND NONDISCLOSURE

It is agreed that:

1. The preliminary and final deliverables, and all associated working papers, application source code, and other material deemed relevant by VA which have been generated by the contractor in

the performance of this task order, are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the task order.

2. The CO will be the sole authorized official to release, verbally or in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this task order. No information shall be released by the contractor. Any request for information relating to this task order, presented to the contractor, shall be submitted to the CO for response.

3. Press releases, marketing material, or any other printed or electronic documentation related to this project, shall not be publicized without the written approval of the CO.

G. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS¹

All contractor employees who require access to the Department of Veterans Affairs' computer systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Office of Security and Law Enforcement prior to contract performance. This requirement is applicable to subcontractor personnel requiring the same access.

1. Position Sensitivity – The position sensitivity has been designated as LOW RISK (Insert High Risk, Moderate Risk or Low Risk.)
2. Background Investigation – The level of background investigation commensurate with the required level of access is Minimum
(Insert Background Investigation, Minimum Background Investigation or National Agency Check with Written Inquiries).
3. Contractor Responsibilities:
The contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain a U.S. citizenship, and are able to read, write, speak and understand the English language.
The contractor shall submit or have their employees submit the required forms (SF 86 or SF 85P, SF 85P-S, FD 258, Contractor Fingerprint Chart, VA Form 0710, Authority for Release of Information Form, and Optional Forms 306 and 612) to the VA Office of Security and Law Enforcement within 30 days of receipt.
 - a. The contractor, when notified of an unfavorable determination by the Government, shall withdraw the affected employee from working under the contract.
 - b. Failure to comply with contractor personnel security requirements may result in termination of the contract for default.
4. Government Responsibilities
 - a. The VA Office of Security and Law Enforcement will provide the necessary forms to the contractor, or to the contractor's employees, after receiving a list of names and addresses.

¹

- b. Upon receipt, the VA Office of Security and Law Enforcement will review completed forms for accuracy, and forward the forms to the office of Personnel Management (OPM) to conduct background investigations.
- c. The VA Office of Security and Law Enforcement will notify the CO, and contractor, of adjudication results received from OMB.
- d. Upon being notified about a favorable determination, the CO may issue a notice to proceed to the contractor.