PERFORMANCE WORK STATEMENT (PWS)

FOR

DISTRICT OF COLUMBIA NATIONAL GUARD LAUNDRY SERVICES

1. General:

1.1. Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform wash and fold laundry services, as defined in this PWS.

1.1.1. Reserved

1.2. Background: The District of Columbia National Guard (DCNG) requires wash and fold laundry service. The contractor shall deliver clean (free of any detectable chemical residue—oil, grease, petroleum products, etc.) items and pick up soiled items daily. Pickup and delivery services shall be provided at Government-directed locations throughout the National Capital Region (NCR). The current hotel locations are listed in Technical Exhibit 2. Laundry services will include laundering of military equipment, clothing, towels, and bed linen. The contractor will pick up, transport, clean, and deliver as agreed upon with the Contracting Officer's Representative (COR). The contractor shall return the laundry within forty-eight (48) to seventy-two (72) hours of pickup unless otherwise approved in writing by the COR. Locations will be coordinated between the Contractor and the COR per scheduled pickup.

1.3. Period of Performance (PoP): The period of performance shall consist of one twelve (12)-month base year, from 1 February 2027 through 31 January 2028, and one twelve (12)-month option year, from 1 February 2028 through 31 January 2029, if exercised by the Contracting Officer. Laundry services shall support an average workload of up to forty (40) 20-pound bags of laundry per day during each period.

Performance under this contract is based on an average maximum workload of approximately forty (40) 20-pound bags of laundry per day. Quantities may fluctuate based on mission requirements but shall not exceed contractual limitations without a written modification issued by the Contracting Officer.

The Government reserves the right to add, remove, or change Government-directed hotel or lodging locations for laundry pickup and delivery during the Period of Performance at no additional cost to the Government, provided such locations are within the National Capital Region (NCR) and do not materially alter the scope of services.

Transportation to Hotel or Lodging Locations: The firm-fixed-price per bag shall be all-inclusive, covering all costs associated with the pickup and delivery of laundry to and from Government-directed locations. These costs include, but are not limited to, all labor, mileage, fuel, and handling associated with transport. No separate charges or Contract Line Item Numbers (CLINs) shall be used for transportation.

1.4. General Information:

1.4.1. Place and Performance of Services: The contractor shall conduct laundry pickups and drop-offs between the hours of 0530 - 1500 Monday through Friday as agreed upon with the COR or hotel laundry POC, to include on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. The performance shall be at the

contractor's place of service. The contractor shall pick up items to be laundered from Government-directed locations throughout the National Capital Region (NCR). The contractor shall maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the contractor should keep in mind that stability and continuity of the workforce are essential.

1.4.1.1. Reserved

1.4.2. Recognized Holidays: The following are recognized United States (US) holidays. The contractor shall not perform services on these days:

1.4.2.1. New Year's Day: January 1st

1.4.2.2. Martin Luther King, Jr.'s Birthday

1.4.2.3. President's Day

1.4.2.4. Memorial Day

1.4.2.5. Independence Day: July 4th

1.4.2.6. Labor Day

1.4.2.7. Columbus Day

1.4.2.8. Veteran's Day: November 11th

1.4.2.9. Thanksgiving Day

1.4.2.10. Christmas Day: December 25th

1.4.3. Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary (PRS). A final QCP shall be submitted to the Contracting Officer's Representative (COR) NLT 10 days after the contract award. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO's) acceptance in writing of any proposed changes to its QCP.

1.4.4. Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government will do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5. Installation Access and Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the COR. The contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services, or Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by Department of Defense (DoD), Headquarters Department of Army

(HQDA) and/or local policy (see PWS 6.0). Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1. Reserved.

1.4.5.2. For contractors that do not require a CAC, but require access to a DoD facility or installation: Contractor and all associated subcontractor employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification (NCIC-III) and Terrorist Screening Database (TSDB) (Army Directive 2014-05), and applicable installation, facility and area commander installation/facility access, and local security policies and procedures (provided by a Government representative).

1.4.5.3. Awareness Training (AT) Level 1: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level 1 training within 30 calendar days after contract start date and within 30 calendar days of new employees commencing performance. The contractor shall submit certificates of completion for each affected contractor and subcontractor employee to the COR within 15 calendar days after completion of training by each employee or subcontractor personnel. AT Level 1 awareness training is available at the following website: https://jko.jten.mil/courses/atl1/launch.html.

1.4.5.4. iWATCH Training: The contractor and all associated subcontractors with an area of performance within an Army-controlled installation, facilities or area shall brief all employees on the local iWATCH program (training standards provided by the requiring activity Antiterrorism Officer (ATO)). This locally developed training shall be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR or the KO. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance. The contractor shall report completion for each contractor employee and subcontractor employee to the COR within 15 calendar days after completion of training.

1.4.5.5. Communications Security/Information Technology (COMSEC/IT) Security. All communications with DoD organizations are subject to COMSEC review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DoD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DoD organizations. Therefore, the contractor is advised that any time contractor personnel place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DoD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.5.6. Reserved.

1.4.5.7. Reserved.

1.4.5.8. Reserved

1.4.5.9. Reserved

1.4.5.10. Reserved

1.4.5.11. OPSEC Training: In accordance with AR 530-1, Operations Security, new contractor employees shall complete Level I OPSEC training within 30 calendar days of their reporting for duty and annually thereafter. The contractor shall submit certificates of completion for each contractor employee to the COR within 15 calendar days after completion of training. Level 1 OPSEC training is available at https://securityawareness.usalearning.gov/opsec/index.htm.

1.4.5.12. Reserved

1.4.5.13. Reserved

1.4.5.14. Reserved

1.4.6. Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6.1. Reserved

1.4.6.2. Reserved

1.4.7. Reserved

1.4.8. Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with FAR 42.5. The KO, COR and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the KO will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9. Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10. Reserved

1.4.11. Combating Trafficking in Persons: The United States Government has adopted a zero-tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero-tolerance policy and the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.12. Reserved

1.4.13. Reserved

1.4.14. Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCI, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.15. Reserved

2. **Definitions and Acronyms:**

2.1. **Definitions:**

2.1.1. Contractor: A supplier or contractor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.2. Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.3. Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.4. Physical Security: Actions that prevent the loss or damage of Government property.

2.1.5. Quality Assurance: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.6. Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.7. Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.8. Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.2. **Acronyms:**

AEI	Army Enterprise Infostructure
AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
BI	Background Investigation
CM	Contract Manager

COR	Contracting Officer's Representative
DA	Department of the Army
DD254	Department of Defense Contract Security Classification Specification
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
FAR	Federal Acquisition Regulation
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
HQDA	Headquarters, Department of the Army
HSPD	Homeland Security Presidential Directive
IA	Information Assurance
IS	Information System(s)
KO	Contracting Officer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SCR	Service Contract Reporting
SSN	Social Security Number
TE	Technical Exhibit
USD(I)	Under Secretary of Defense for Intelligence

3. **Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:**

3.1. Property: None

3.2. Materials: None

3.3. Equipment: None

3.4. Services: None

3.5. Utilities: None

4. **Contractor Furnished Property, Materials, and Equipment (CFP/M/E):**

4.1. General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

4.2. Reserved

4.3. Reserved

5. **Requirements:**

5.1. Laundering of clothing, equipment and other items, to include pickup and delivery.

5.1.1. All items shall be inspected, inventoried and notated upon pickup and delivery. Both a Government and Contractor representative shall sign paperwork annotating the quantity of serviceable items to be cleaned. All items identified as damaged during the laundry pickup will be marked. Items identified as damaged during the drop-off, not previously identified as damaged, shall be charged to or repaired by the contractor. Contractors are not required to repair any items identified as damaged during pickup.

5.1.2. Pickup and delivery times shall be coordinated with the COR upon contract award. Pickup and delivery shall occur between 0530 and 1500 hours daily. Each delivery shall be no later than seventy-two (72) hours after each pick-up.

5.1.3. Loading and unloading shall be the responsibility of the Contractor.

5.1.4. The Contractor shall wash items in such a way that soils, spots, and stains are removed during processing.

5.1.5. There shall not be any trace of cleaning agent / chemical on any items.

5.1.6. White fabrics shall be free of any tinting or discoloration. Colored fabrics shall maintain their original color and not be tainted by any other colors.

5.1.7. Items shall be processed in such a way as to be smooth, free of wrinkles and retain their original sizes.

5.1.8. The contractor shall provide a system for the collection and transport of laundry. This includes providing the Government with appropriate containers for dirty items. All containers used to return clean laundry to Government locations must be maintained in a clean and sanitary condition, free of dirt, debris, and other contaminants.

5.1.9. All items shall be fully dried prior to folding and return to the Government. Items shall be free from any moisture upon delivery.

5.1.10. All items identified as missing during a delivery shall be returned to the Government during the next delivery; otherwise the contractor will be charged the Government cost of that item. In the event of damage to contracted laundry items, the contractor’s liability shall be limited to a maximum of sixty dollars ($60.00) per individual item. This limitation applies regardless of the original value or replacement cost of the damaged item.

5.1.11. Service Area for Pickup and Delivery: The contractor shall be responsible for pickup and delivery services to all Government-directed locations throughout the National Capital

Region (NCR), including any hotel or lodging facility. The firm-fixed-price per bag shall be all-inclusive, covering all costs associated with transportation to and from these locations. No separate charges for mileage, fuel, or handling to any location within the NCR will be permitted.

6. **Applicable Publications: Publications applicable to this PWS are listed below:**

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
Federal Acquisition Regulation			https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement			https://www.acquisition.gov/dfars
Joint Travel Regulation (JTR)			https://www.defensetravel.dod.mil/site/travelreg.cfm
DoDM 1000.13-M-V1 DoD Identification (ID) Cards (Enclosure 2, paragraph 3.b)	01/23/2014 (Change 1: 07/28/2020)		http://www.esd.whs.mil/Directives/issuances/dodm
Federal Information Processing Standards (FIPS) Publication 201-2 Personal Identity Verification (PIV) of Federal Employees and Contractors (paragraph 9)	August 2013		http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf
DoDM 5200.2 Procedures for the DoD Personnel Security Program (PSP)	04/03/2017		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDI 5200.46 DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card (CAC)	09/09/14 (Change 1: 05/04/2018)		https://www.esd.whs.mil/Directives/issuances/dodi/
Homeland Security Presidential Directive (HSPD)-12 Policy for a Common Identification Standard for Federal Employees and Contractors	08/27/2004		https://www.dhs.gov/homeland-security-presidential-directive-12
DoDI 5400.11 Department of Defense Privacy and Civil Liberties Programs	01/29/2019		https://www.esd.whs.mil/Directives/issuances/dodi/

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
DoD 5400.11-R Department of Defense Privacy Program	05/14/2007		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDD 8140.01 Cyberspace Workforce Management	10/05/2020		https://www.esd.whs.mil/Directives/issuances/dodd/
DoD 8570.01-M Information Assurance Workforce Improvement Program	12/19/2005 (Change 4: 11/10/2015)		https://www.esd.whs.mil/Directives/issuances/dodm/
DoD 5220.22-M National Industrial Security Program Operating Manual (NISPOM)	02/28/2006 (Change 2: 05/18/2016)		https://www.esd.whs.mil/Directives/issuances/dodm/
Army Directive 2014-05 Policy and Implementation Procedures for Common Access Card Credentialing and Installation Access for Uncleared Contractors	03/07/2014		https://armypubs.army.mil/ProductMaps/PubForm/ArmyDir.aspx
AR 25-2 Information Assurance	04/04/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 530-1 Operations Security	09/26/2014		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 525-13 Antiterrorism	12/09/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 381-12 Threat Awareness and Reporting Program (TARP) (Section II, ¶ 2-4.b)	06/01/2016		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx

6.1 Applicable Forms: Forms applicable to the PWS are listed below:

Form	Date	Website
DD 1172-2 Application for Identification Card/DEERS Enrollment	Mar 2017	http://www.dtic.mil/whs/directives/forms/index.htm

Form	Date	Website
I-9 Employment Eligibility Verification	10/21/2019	https://www.uscis.gov/sites/default/files/files/form/i-9.pdf
DD 441 Department of Defense Security Agreement	Feb 2020	http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm
DD 250 Material Inspection and Receiving Report	Aug 2000	https://www.esd.whs.mil/Directives/forms/dd0001_0499/

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

This PRS includes performance objectives the Government will use to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

Performance Objective	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
5.1.5 Cleaning Standards	Vendor shall wash items in such a way that soils, spots, and stains are removed during processing.	Contractor meets the requirement 95% of the time	Periodic Inspection / COR
5.1.6 Cleaning Standards	There shall not be any trace of cleaning agent / chemical on any items.	Contractor meets the requirement 95% of the time	Periodic Inspection / COR
5.1.7 Items Fully Dried	All items shall be fully dried prior to folding and return to the Government. Items shall be free from any moisture upon delivery.	Contractor meets the requirement 95% of the time	Periodic Inspection / COR
5.1.8 Packaging Requirements	Miscellaneous Clothing and Equipment – All items shall be bundled by item type and sorted by size. Bundles shall be wrapped or tied with the quantity of items and nomenclature marked on each bundle.	Contractor meets the requirement 95% of the time	Periodic Inspection / COR

TECHNICAL EXHIBIT 2
HOTEL LOCATIONS

Hotel	Address
Kimpton Banneker Hotel	1315 16th St NW, Washington, DC
Potomac Hotel (formerly Salamander)	1330 Maryland Ave SW, Washington, DC
Fairfield Inn & Suites Washington DC/Downtown	500 H Street NW, Washington, DC
Cambria DC Navy Yard	69 Q St SW, Washington, DC
Courtyard Navy Yard	140 L St SE, Washington, DC
Tempo Hotel	1776 K St NW, Washington, DC
Holiday Inn Capitol	550 C St SW, Washington, DC
Hyatt House DC Convention Center	899 O St NW, Washington, DC
The Morrow	222 M Street NE, Washington, DC
Watergate Hotel	2650 VA Ave NW, Washington, DC
Capitol Hilton DC	1001 16th St NW, Washington, DC
The Hamilton	1001 14th St NW, Washington, DC
Marriott Residence Inn	2120 P St NW, Washington, DC