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Chapter 6, Textile Care Facility Operations
Appendix 6B, Performance Work Statement Quality Survey
Evaluation for Laundry Operations

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PART VII

M-1

VETERANS ADMINISTRATION

DEPARTMENT OF MEDICINE AND SURGERY MANUAL

OPERATIONS



PART SEVEN

BUILDING MANAGEMENT SERVICE

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RESCISSIONS

The following material is rescinded:

1. COMPLETE RESCISSIONS

a. Manuals

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**PERFORMANCE WORK STATEMENT QUALITY SURVEY
EVALUATOR FOR LAUNDRY OPERATIONS**

SECTION I. GENERAL REQUIREMENTS

A. SCOPE OF WORK

1. This document contains the technical provisions for laundry services that are to be provided to and by VA facilities:
 - a. The work required by this PWS consists of furnishing all labor, supervision, management, management support, supplies, ancillary equipment, and materials necessary for accomplishment of complete LS (Laundry Service), as described in technical exhibit 1. The Contractor or the VA shall process, and package the laundry work load as prescribed in section V of this PWS.
 - b. All workmanship shall be in accordance with practices established by NAILM (National Association of Institutional Laundry Managers), IFI (International Fabricare Institute) and VA laundry publications. 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. 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 performance requirement standards as shown in technical exhibit 4.
2. The publications listed in Section VI, Applicable Regulations, Manuals, Specifications and Technical Exhibits are incorporated by reference into the contract and are supplemental to the specification. The Contractor is to maintain on file, at own expense, the latest edition of each of these publications.
3. Any change of function by the Government, which may affect this contract as contemplated by this paragraph, and which requires permanent adjustments in frequency or type of performance, will be coordinated with the Contractor by the QAE (quality assurance evaluator and/or CO (contracting officer) prior to initiation of such a change to assure adequate contractual coverage.
4. Notwithstanding the provisions of the contract covering inspection, acceptance, and deduction from payment, any items found to have been unsatisfactorily cleaned according to standards established in section VI, technical exhibit 4, shall be re-cleaned at no additional cost to the Government. Such items shall be identified, for Contractor or in-house recognition, by the QAE 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 at the pickup point. Re-cleaned items should be invoiced separately and not charged to the Government.
5. Scheduled services are to be accomplished subject to emergency situations, which may require alteration of schedules. Emergency situations will be defined by the QAE. In the event of medical facility emergencies, disasters, or drills, the Contractor shall perform all services required by the medical facility Disaster Plan. Contractor will respond to requirements placed upon the "Laundry" or "Textile Care Section" by this plan.
6. This specification is intended to produce a 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 of materials and supplies. Accordingly, provision is hereby made for changing this appendix when a Contractor or the VA conclusively 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 QAE and the approval of the CO or other management official as may be deemed appropriate.

B. SUPERVISION BY CONTRACTOR

1. The Contractor shall assign a plant manager who is solely responsible to supervise the provision of these laundry services to the VA medical center(s). The CPM (contractor's plant manager) must meet the following requirements:
 - a. Certified by the NAILM or a graduate of an independently controlled management training program emphasizing institutional laundry. The formal course must have been previously established, sponsored by a teaching activity, and comparable in content and duration to the American Laundry and Linen College, Part I Curriculum.

- b. CPM shall have at least 3 years of specialized experience in this capacity.
 - c. Certification of experience including name and address of facility, and certifications of completed courses will be submitted to the CO 15 days before commencement of contract performance. Replacement CPM's shall provide required certification information 15 days prior to starting work.
2. The CO must be provided with the name, address and telephone number where the CPM is to be reached during normal business hours. The same information will be provided for an alternate when the CPM is not available.
 3. The Contractor is responsible for the effective implementation of the Quality Control program, and shall be responsive to the requirements of the Government's Quality Assurance Plan conducted by the QAE.
 4. CPM or alternate shall respond in person, or by telephone, within 1 hour of notification by the QAE.

C. PERSONNEL QUALIFICATIONS AND REQUIREMENTS FOR CONTRACT SERVICE

1. Training

- a. No Contractor personnel may be assigned to work under the contract until initial orientation and training, as specified in the Contractor's procedures manual or special instruction from the QAE, is completed. Documentation verifying the content of the training and orientation and a list of the personnel who attended shall be transmitted to the QAE within (____) days from the notice to proceed. Initial training or refresher training must have been accomplished within the last 6 months prior to the start of work under this contract. When the contract period is longer than 6 months, retraining and verification of documentation is required. Documentation verifying the contents of the retraining shall be transmitted to the QAE within (____) days of such training, including a list of personnel who received this training.
- b. Initial intensive training covering the topics below shall be no less than 2 full days and shall commence no earlier than 7 days prior to starting to work for all personnel. Initial training plan, including topics, with a brief statement of content and method of training shall be available for review by the Pre-Award Survey Team. Initial training will include but not be limited to the following topics:
 - (1) A general orientation of basic bacteriological concepts, including the basics of how disease is caused and transmitted.
 - (2) Infection control orientation, relating duty functions to how infections can be prevented, reduced, or contained through proper environmental sanitation methods and to the technical provisions of this specification.
 - (3) Proper use and handling of supplies and equipment.
 - (4) Care and maintenance of Contractor and Government-furnished property.
 - (5) Familiarization with local fire prevention and safety procedures.
 - (6) Familiarization with applicable hospital policies, regulations and their affect on sanitation services.
 - (7) Familiarization with equipment operational manuals.
 - (8) Individual duties and responsibilities.
 - (9) Procedures for replenishing supplies and obtaining equipment repair.
 - (10) Role of Contractor personnel in the medical center and their impact on patient care.
 - (11) Techniques or methods for measuring the quality of work performance.
 - (12) Basic orientation to the medical center function, mission and goals.
 - (13) Medical center emergency fire and disaster program.

c. The CPM shall plan for developmental training sessions for all personnel each month and shall maintain a current series of three monthly programs in advance. The proposed initial three program plan, including topical outlines with a brief statement of content and approximate length of programs, shall be available for review by the Pre-Award Survey Team. Developmental training shall include but not be limited to the following areas:

- (1) Updating the areas referred to in subparagraph b above.
- (2) Presentations on the contents of the subjects contained in the references listed in section VI.
- (3) Development topics, i.e., communication, individual behavior, group behavior, and motivation.

d. Upon adequate notification, to allow proper scheduling, the QAE will arrange for training space on the medical center premises. The QAE may attend these sessions.

e. Records of all personnel training shall be maintained by the CPM and transmitted to the QAE within 5 days of such training.

2. Uniforms and Personnel Identification

a. All Contractor personnel (except CPM) assigned to the performance of this contract are to wear a Contractor-provided, standard, distinctive, QAE approved uniform that is clearly distinguishable from all VA uniforms. All uniforms are to be worn as designed by the manufacturer.

b. Uniforms are to be cleaned and maintained in good repair at Contractor's expense.

c. All personnel assigned to perform under this contract will display on their uniform, on the left breast pocket (or in that area if no pocket), a clearly readable name identification device consisting of the person's name and the company name. This name device is to be Contractor furnished.

d. In special sanitation and/or isolation situations, Contractor personnel may be required to wear special protective clothing and shoe covers supplied by the medical center. Such items are to remain the property of the Government and are not to be removed from the premises of the medical facility. They will be received, worn, and turned in or disposed of as directed by the QAE. All other safety or protective clothing or equipment shall be provided and maintained by the Contractor at the Contractor's own expense.

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

4. Exposure to Hazardous Working Conditions. Contractor personnel are required to perform work under potentially hazardous conditions. Contractor personnel shall be informed of potentially hazardous situations by Contractor, trained by Contractor in techniques required to recognize and deal with potentially hazardous situations in a manner which will minimize personal risk, and required to adhere to standard techniques for personal protection.

5. Physical Examination

a. 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.

b. The Contractor will be responsible for any physical examinations, except as follows:

- (1) The medical center may take nose and throat cultures from Contractor personnel when and as indicated by the QAE.

(2) The VA reserves the right to examine or reexamine any Contractor personnel designated by the QAE.

6. **Miscellaneous**

a. Personnel rosters. Current written rosters of all regular and alternate personnel will be provided to the QAE. Personnel not listed will not be allowed to work in the medical center.

b. Eating or smoking by Contractor personnel is permitted in designated areas only.

c. The Contractor is responsible for compliance with all appropriate JCAH and VA regulatory body record keeping requirements.

D. QUALITY CONTROL AND QUALITY ASSURANCE FOR CONTRACT SERVICE

1. **Quality Control.** The Contractor shall have a Quality Control program to assure that the requirements of a contract are provided as specified. One copy of the Contractor's basic Quality Control program shall be available for review by a Pre-Award Survey Team. In addition to this basic Quality Control program, which will be incorporated into the contract, an updated copy, tailored to the facility, must be provided to the QAE within 4 workweeks after award of the contract, for review and approval. Subsequent changes to the approved Quality Control program must also be reviewed and approved by the QAE. The program shall include, but not be limited to the following:

a. An inspection system covering the performance indicators given in technical exhibit 4, of the Performance Requirements Summary. It must specify items to be inspected on both a scheduled and unscheduled basis.

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

c. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the Government during the term of the contract, and for 1 year after the expiration of the contract.

2. **Quality Assurance.** The Government will monitor the Contractor's performance under this contract using the Quality Assurance Procedures in the QAE's Surveillance Plan.

3. **Pre-Award Survey of Prospective Contractor.** When the Pre-Award Survey is conducted, 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 (a written copy of the presentation with the backup data stated below must be submitted to the CO 5 workdays before the presentation). The backup data shall include, but not be limited to, the following:

a. Startup and phasein schedule.

b. Procedures to secure Government owned linen while under Contractor's jurisdiction.

c. Letters of intent and resumes for CPM and backup.

d. Availability of labor force, plan for recruiting, type and extent of training.

e. The role of the CPM and extent of authority.

f. A copy of the Contractor's Operation Manual, including documentation of the wash formulas to be used for each of the classes and subclasses, with technical specifications of all chemicals to be used.

- g. Certification of the Contractor's membership with NAILM, IFI, TRSA (Textile Rental Service of America) or other organized professional group.
- h. Organization of the laundry facility and its relationship to its work loads, including that of other Government facilities.
- i. Manning charts in a format requested by the QAE (only to be used to ensure that the Contractor understands the workload).
- j. Plans and management procedures for logistical administrative support of all functions; that is receipt, processing, packaging and release of the laundry services work load.
- k. Procedures to be used to ensure contract requirements are met (Quality Control program).
- l. Recent and verifiable corporate experience, as evidenced by past and present contracts.
- m. Other contracts for which Contractor has bid and for which Contractor is apparent low bidder.
- n. Backup production facilities and/or plans for use in the event of failure of main production facility.

E. GOVERNMENT SUPERVISION. The QAE 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. The CO will furnish the name(s) of the QAE(s) prior to the start date of the contract. The Contractor shall be advised of the extent of the authority of the QAE(s). The QAE(s) shall have access to plant facilities, without necessity of prior notification of Contractor.

F. PERFORMANCE EVALUATION MEETINGS

- 1. The CPM shall meet with the QAE on a minimum frequency of once each month according to schedule established by the QAE. (See technical exhibit 7.)
- 2. The issuance of a Contract Discrepancy Report may be cause for the scheduling of an additional meeting(s) among the CPM, CO and the QAE. A mutual effort will be made to resolve all problems identified. The QAE will prepare written minutes of these meetings. Minutes of these meetings will be signed by the CPM, CO and QAE. Should the CPM not concur with the minutes, a written statement will be presented to the CO within 3 working days stating the areas of non-concurrence and explaining the reason(s). Within 3 working days after receipt of Contractor's response a decision will be made by the CO, and the CPM will be notified of the decision in writing by the CO.

G. 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 CO.

H. BUILDING SECURITY

- 1. The Government shall provide the Contractor with keys to allow access to all buildings and rooms required in the provisions of this contract except to restricted areas. Access to restricted areas shall be provided to the Contractor by prior arrangements with the QAE. Keys provided to the Contractor shall not be removed from the premises of the medical facility, duplicated, or issued to any individual and will not be retained in the individual's possession while not physically performing duties under the contract. All keys not issued for the performance of work at any particular time shall be retained in the designated locked key box located in (_____). The Contractor and QAE shall periodically perform an inventory of all keys assigned to the Contractor (at least every _____ months and at the end of the contract period). If a key is lost by Contractor's personnel, both key and lock shall be replaced by the Government at a cost to the Contractor of _____ dollars per lock and key. In the event a master key is lost or duplicated, all locks and keys on the system shall be replaced by the Government and the total cost thereof deducted immediately from

the next progress payment(s). The Contractor will notify the QAE of any lost or suspected lost key(s) within 24 hours.

2. Contractor's personnel shall not lend keys or open locked rooms or areas to permit entrance by persons other than Contractor personnel performing assigned duties. All rooms found unlocked are not to be left unattended while performing duties under this contract and shall be relocked by Contractor personnel upon completion of duties. There may be certain areas identified by the QAE in which Contractor's personnel must immediately notify the QAE or medical center security if a door is found unlocked. If any difficulty is encountered in keeping areas locked, the QAE shall be notified.

3. Contractor's personnel shall turn off all lights in unoccupied areas, unless otherwise directed by the QAE. When Contractor's personnel open windows, they are also to close the windows before leaving the areas.

4. The Contractor shall comply with the security clearances or access controls (see sec. VI).

5. It is the responsibility of the Contractor to ensure that all extraneous articles found in linens or in areas under the jurisdiction of the Contractor are turned in as specified by the QAE.

6. In the performance of this contract the Contractor's personnel shall observe all medical center security, fire and safety regulations while on VA premises. All Government owned areas under jurisdiction of the Contractor shall be subject to periodic inspection by the facility safety officer.

I. SAFETY AND FIRE PREVENTION

1. In the performance of this contract, a Contractor will take such safety precautions as necessary to protect the lives and health of occupants of the building.

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

3. The Contractor will comply with applicable Federal, State, and local safety and fire regulations and codes which are in effect at the beginning of the contract period. The Contractor shall keep abreast of and comply with changes in these regulations and codes applicable to the contract.

4. Contractor's personnel shall follow applicable facility policies concerning fire/disaster programs.

5. The Contractor shall display approved warning devices in all areas where operations may cause traffic obstruction or personnel hazard.

6. If applicable the Contractor's personnel shall interrupt their work to allow passage of medical center patients, personnel, equipment, or carts.

J. DAMAGE AND EQUIPMENT LOSS

1. All tasks accomplished by Contractor's personnel will be performed to preclude damage or disfigurement of Government-owned furnishings, fixtures, equipment, and architectural or building structures. The Contractor will report any damage or disfigurement to these items when caused by Contractor's personnel. This report will be given to the QAE. The Government is not held responsible for Contractor's equipment or belongings that are lost, stolen or damaged. Prior to the effective date of this contract, the QAE will identify in writing to the Contractor those Government items not to be moved or otherwise handled by Contractor personnel.

2. Contractor will comply with all medical center policies relative to personal property (equipment) control and use.

3. Contractor shall participate, as required by medical center policy, in all complete or partial personal property inventories scheduled.

4. When the Contractor has caused damage or loss of Government property, performance is determined to be unsatisfactory and the QAE will issue a Contract Discrepancy Report. The Contractor will reply in writing, within 10 working days, stating the reason for the unsatisfactory condition, the corrective measures which have been taken, and preventive procedures initiated.

5. 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.

K. LINEN CONTROL

1. Contractor shall comply with all medical center policies relative to linen control and use. (See sec. VI.)
2. Contractor shall participate as required by medical center policy in all complete or partial linen inventories as scheduled.
3. Any articles billed for, but missing, shall be supplied by the Contractor in the next regularly scheduled delivery at no additional cost to the Government.
4. Articles lost or badly damaged while under the control of the Contractor will be replaced within a 30-day period.

L. INTERFERENCE TO NORMAL FUNCTION. Contractor's employees are required to interrupt their work at any time so as not to interfere with the normal functioning of the facility, including utility services, fire protection systems, and passage of patients, personnel, equipment, and carts and patient care procedures.

M. HOURS OF OPERATION

1. Normal business hours are _____ a.m. to _____ p.m. Monday through Friday, excluding Federal holidays.
2. Some contract duties may require work to be performed at other than normal business hours.
3. Any activity performed by the Contractor during other than normal business hours shall be approved in advance in writing by the QAE.

N. DELIVERY REQUIREMENTS

1. Joint count and/or weight verification is required for each receipt and release of the laundry work load. Delivery tickets, furnished by the Contractor, will be verified and signed by both the Linen Control Clerk and the CPM. This transaction will take place at the designated receipt and release point(s).

2. The Linen Control Clerk will receive the clean laundry and verify the list of articles returned on the delivery ticket. The delivery ticket shall show the items' quantity, total net weight, unit price, and total amount. The original of the delivery ticket will be retained by the Linen Control Clerk. One copy will be retained by the CPM.

3. All laundry will be picked up by the Contractor as prescribed in the requirements of the PWS. The Government shall furnish linen carts for the pickup and delivery of all laundry. The Contractor shall disinfect carts before placing clean linen in them. Carts containing clean linen being returned shall be lined and covered to protect them against contamination while in transit between the laundry and the linen control point. Carts which are completely enclosed with shelves and a cover, and are kept sanitary need not be lined. Laundry bags or liners, used to transport soiled laundry must be laundered after use.

4. Contractor shall process general linen within a 2 working day period. Specialty linen items shall be processed within 1 working day. Upon request of the QAE, any linen item shall be processed within 1 working day.

SECTION II. DEFINITIONS

Commonly used acronyms and their equivalent appear in technical exhibit 5 to the contract. Definitions used throughout this performance work statement shall have the following meanings as set forth below:

AQL (Acceptable Quality Level). The maximum percent of defective work, the maximum number of defects per hundred units, 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 QAE.

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

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.

Contract Discrepancy Report. Government formal documentation of Contractor's failure to provide services as required under the terms of the contract; corrective action is required of the Contractor.

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

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's Representative). Any person or persons authorized to act for the Contracting Officer within authority limits. (May also appear as COTR (Contracting Officers Technical Representative).)

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.

Double Bagging. Containment of contaminated linen within an impervious bag (either plastic or fabric); this bag is then encased within a distinctive "isolation" bag to provide protection of personnel and adequate identification for special handling.

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

General Linens. Sheets, towels, blankets, bedspreads, pillow cases, wash cloths, bath blankets, pajamas, bathrobes, uniforms, patient clothing, convalescent suits, and mattress pads.

Infection Control Committee. The group designated for implementation and monitoring of the infection control program for the medical center as prescribed by JCAH and the VA.

Isolation. Physical separation of contaminated materials from other materials or personnel to prevent the spread of contamination.

JCAH (Joint Commission on Accreditation of Hospitals). 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, bacteriostatic treatment, and all other standard industrial processes, which textile products undergo while in the laundry.

Laundry.

A. A facility designed to render soiled linens clean, sanitary and aesthetically acceptable for reuse, in an efficient and nondamaging manner.

B. Textile items which, at some point in their service, are subjected to the laundering process.

Linens. Textile items composed, in whole or in part, of natural, synthetic or blended fibers.

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.

Packaging. Unless otherwise specified in the contract, packaging is the process by which cleaned garments or other items are placed on hangers and placed in protective paper or plastic film bags. Small items of clothing and other items which are not customarily placed on hangers shall be wrapped in protective paper and identified in accordance with commercial practice, when specified in the contract. Bulk shipments are enclosed within clean, impermeable protective material.

Personal Property. All Government property, except real property and expendable property. Personal property has a definite service life and must be accounted for on an annual inventory.

Pre-Award Survey Team. A group of Government employees who review particular information to help the Government insure that it awards the contract to a qualified bidder.

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 safety precautions.

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

QAE (Quality Assurance Evaluator). That Government person responsible for checking Contractor performance.

Quality Control. Those actions taken by a 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 Statement of Work.

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.

Show Cause Letter. A formal notification to Contractor to demonstrate why contractual relations should not be terminated.

Speciality Items. All textile items not classified as general linens, also pillows.

Standard. A Government acknowledged measure of comparison.

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

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

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.

Unsatisfactory Performance. Failure to meet the AQL.

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

SECTION III. GOVERNMENT FURNISHED PROPERTY AND SERVICES

A. PREMISES AND UTILITIES

1. If applicable the Government shall furnish, without cost to the Contractor, designated spaces in buildings as shown in technical exhibit 8, a reasonable amount of utilities from existing sources, and local telephone service as specified. These utilities are to be used only in connection with the performance of this contract. Isolated interruption of utilities shall in no way relieve the Contractor from the performance required by the contract. Utility usages will be monitored by the Government and variations from past usage levels shall be justified in writing by the Contractor. Energy conservation shall be practiced by Contractor.

2. The Contractor shall maintain furnished building space to the same maintenance and housekeeping standards as similar areas occupied by the Government. The Contractor will not make any alterations to the space except with the written permission of the CO and at the expense of the Contractor.

3. The Contractor shall vacate furnished building space and restore the premises to the condition in which received, at own expense, fair wear and tear excepted, by the time stated for contract completion. An inspection will be performed by the QAE, 30 days prior to contract expiration. The QAE will specify in writing any restoration that is required prior to final payment being made.

4. Materials, supplies, and/or equipment shall not be stored in areas other than as assigned.

5. Government-owned facilities and equipment shall not be used to process linens, uniforms or other textile items, except as provided in this PWS.

B. LAUNDRY EQUIPMENT

1. As applicable the Government shall furnish, at no cost to the Contractor, all of the laundry equipment installed in the Government laundry facility at the time of the bid. Normal equipment replacement schedules and procedures will be followed. Equipment requested by the Contractor will be fully justified and will be procured by the Government through normal procurement channels. Replacement of equipment will be contingent upon availability of funding.

2. As applicable the Government shall furnish maintenance and repair services and spare parts for all Government-owned equipment under the contract. Prior to award of contract, the Contractor must formally identify any Government-owned equipment, to the QAE, which has serious mechanical, electrical, or other deficiencies which must be corrected prior to beginning contractual laundry services.

3. As applicable the Government shall be responsible for all utilities, service, functions and repair.

C. MATERIALS

1. The Government shall furnish, for use in special sanitation and/or isolation situations, reusable protective clothing of the type issued to hospital personnel in similar situations.
2. Keys will be provided as specified by the QAE.
3. The Government shall furnish linen carts for the pickup and delivery of all laundry.

D. SERVICES

1. Emergency medical treatment will be provided to the extent possible at the medical facility.
2. Paging facilities (optional).
3. Employee lockers (optional).

SECTION IV. CONTRACTOR FURNISHED ITEMS

A. MATERIALS. If applicable a Contractor shall furnish all materials necessary to perform the tasks specified in the contract except to the extent specified in section III. *Technical literature and descriptive brochures on all materials (including wash formula chemicals proposed for use by the Contractor shall be submitted to the QAE and CO (2 copies) for approval prior to contract start and whenever a change is requested.* The Contractor shall secure all materials. The Government assumes no liability for loss of or damage to Contractor-owned property held upon Government premises.

B. EQUIPMENT, TOOLS AND SUPPLIES

1. The Contractor shall furnish all ancillary tools and equipment necessary to properly perform the work defined in the contract. Technical literature and descriptive brochures for all items proposed for use by the Contractor shall be submitted to the QAE and CO (2 copies) for approval prior to contract start. The Contractor shall secure ancillary tools and equipment. The Government assumes no liability for loss of, or damage to Contractor owned tools and equipment held upon Government premises. Contractor's equipment must be compatible with existing sources of Government-furnished electrical power. All equipment must comply with all applicable safety standards. All equipment must be cleaned and sanitized prior to introduction or re entry into the medical facility. All electrically operated equipment must be properly wired and grounded.

2. All containers of cleaning and laundry chemicals and similar products must be conspicuously marked with a factory label to identify contents. Flammable materials will not be used. The Government assumes no liability for loss of or damage to Contractor-owned supplies held upon Government premises.

C. SPECIFICATIONS. All Contractor-furnished wash formula chemicals, materials, equipment and tools used shall be standard products of manufacturers regularly engaged in the production of such items. All items must be approved by the QAE prior to being used. All supplies and equipment used or changes in previously approved supplies or equipment shall require literature and may require samples.

D. INFORMATION ON MATERIALS. The Contractor shall provide a weekly report as identified in technical exhibit 4 to the Government on the quantity and cost breakdown of each material item used during the course of the contract. This requirement is for information only.

E. REPORTS AND DATA. The Contractor shall provide to the QAE the following:

1. AMIS Report Data: submitted to QAE on the first working day of each month.
2. Damage to Government property.
3. Training and initial orientation.
4. Weekly report of titration and Ph.
5. Laboratory test piece report.
6. Other reports as required by the QAE.

F. MISCELLANEOUS. The Contractor must furnish other items as identified within this contract, such as uniforms, identification devices, orientation and training, medical exams, procedures manual, quality control program, required data.

SECTION V. SPECIFIC TASKS

A. GENERAL. The Contractor shall provide all labor, materials, and supervision to perform all tasks of the contract. All work is to be performed in accordance with the Contractor's approved procedures and quality control manuals.

B. SCHEDULING. T&F (Task and Frequency) Charts and Schedule Supplies/Services Prices: The Government-furnished T&F Charts and Schedule Supplies/Services Prices shall be the bases for performance of work.

C. STANDARDS. All tasks shall be accomplished to meet the standards of technical exhibit 2.

D. TASKS.

1. Provide data.
2. Receive soiled linens, uniforms, patient clothing, etc.
3. Process soiled linens, uniforms, patient clothing, etc.
4. Separate and package like linen items according to technical exhibit 1. All surgical linens shall be packaged separately from other linens. All items requiring repair shall be returned separately, designated for repair.
5. Package and/or hang and identify individual patient clothing.
6. Identify and individually hang all uniforms.
7. Segregate, and return clean, all damaged items for repair.
8. Clean transport carts.
9. Release clean linens, uniforms, patient clothing, etc.
10. Perform all above tasks as required in declared emergency situations.
11. Treat fabric dusting devices for dust control (optional).
12. Process laboratory test pieces and submit them to appropriate laboratories for analysis of effects of processing.
13. Dye new and salvage items.

**SECTION VI. APPLICABLE REGULATIONS, MANUALS, SPECIFICATIONS AND
TECHNICAL EXHIBITS**

Documents applicable to this PWS 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 considered to 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 insure 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

Other applicable regulations, manuals and specifications as identified locally.

TECHNICAL EXHIBIT 1
LAUNDRY SERVICES
SCHEDULE OF SERVICES AND PRICES

A. INTRODUCTION

1. The workload stated in the following schedule of services is approximate, based on the volume handled in FY__ and in no way is to be construed as a guarantee by the government as to work that will be processed under the contract. In this regard, the workload is subject to changes resulting from many factors, i.e., hospital admissions, weather, mission changes, etc.

2. Unit prices for any service not included in the schedule will be determined by negotiations between the Contractor and the CO.

3. Items listed on the schedule shall be priced and the total bid summarized.

4. Types of services required. Following are estimated quantities of the various categories of work that will be received for processing during the ___ month period of the contract.

B. LAUNDRY SERVICES. Items requiring ___ day service for hospitals and medical treatment facilities.

1. Flatwork items that must be ironed, folded and tied in bundles.

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
a.	Curtains (shower)	_____	_____	_____
b.	Curtains (cubical)	_____	_____	_____
c.	Pillowcases, regular	_____	_____	_____
d.	Pillowcases, surgical	_____	_____	_____
e.	Sheets, cotton, bed	_____	_____	_____
f.	Sheets, draw	_____	_____	_____
g.	Sheets, cotton, bed contour	_____	_____	_____
h.	Sheets, surgical	_____	_____	_____
i.	Spread, bed, single	_____	_____	_____
j.	Tablecloth apron	_____	_____	_____
k.	Towel, kitchen	_____	_____	_____
l.	Towel, huck or face	_____	_____	_____
m.	Wrappers, surgical and misc. surgical linen			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
n.	Misc. Items:			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____

2. Items that must be finished, folded and tied in bundles.

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
a.	Dress, Uniform	_____	_____	_____
b.	Shirt, uniform	_____	_____	_____
c.	Trouser, uniform	_____	_____	_____
d.	Smock, knee length	_____	_____	_____
e.	Smock, short	_____	_____	_____
f.	Coat, short	_____	_____	_____
g.	Pantsuit, top	_____	_____	_____
h.	Pantsuit, bottom	_____	_____	_____
i.	Smock, reversible	_____	_____	_____
j.	Patients Personal			
	Clothing:			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____

3. Items that must be tumbled dry and folded,

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
a.	Laundry bag:			
	Regular	_____	_____	_____
	Color Coded	_____	_____	_____
b.	Blankets, cotton	_____	_____	_____
c.	Blankets, wool	_____	_____	_____
d.	Blanket/bedspread Thermal blanket	_____	_____	_____
e.	Boots, surgical	_____	_____	_____
f.	Cap, operating	_____	_____	_____
g.	Cloth, wash	_____	_____	_____
h.	Cover, mattress	_____	_____	_____
i.	Coat, convalescent	_____	_____	_____
j.	Trouser, convalescent	_____	_____	_____
k.	Garment, surgical	_____	_____	_____
l.	Gown, operating	_____	_____	_____
m.	Gown, patient	_____	_____	_____
n.	Gown, isolation	_____	_____	_____
o.	Pajamas:			
	Coat	_____	_____	_____
	Trousers	_____	_____	_____
p.	Bathrobe	_____	_____	_____
q.	Pajamas, Orthopedic:			
	Coat	_____	_____	_____
	Trousers	_____	_____	_____
r.	Dress, scrub	_____	_____	_____

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
s.	Scrub suits:			
	Top	_____	_____	_____
	Bottom	_____	_____	_____
t.	Towel, turkish, bath	_____	_____	_____
u.	Towel, turkish, hand	_____	_____	_____
v.	Patients Personal Clothing:			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____
w.	Misc. Items:			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____

4. Items that must be tumbled dry, not folded, returned in bulk.

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
a.	Mops, wet	_____	_____	_____
b.	Mops, dusting			
	untreated	_____	_____	_____
c.	Mops, dusting			
	treated	_____	_____	_____
d.	Rags	_____	_____	_____
e.	Misc. Items:			
	Small	_____	_____	_____
	Medium	_____	_____	_____
	Large	_____	_____	_____

<u>ITEM NO.</u>	<u>LAUNDRY ITEM</u>	<u>POUNDS</u>	<u>UNIT COST</u>	<u>TOTAL COST</u>
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f. Items that must be dyed for VA facility.

Estimated pounds annually _____

*NOTE: In an emergency, it will be necessary to process _____
percent of the above workload for hospitals and medical treatment
facilities within _____ hours.*

C. ADDITIONAL GUIDANCE. To eliminate the need for a 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:

Laundry

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

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

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

October 1, 1985

M-1, Part VII
Change 23
APPENDIX 6B

TECHNICAL EXHIBIT 2

LAUNDRY SERVICES

TASK AND FREQUENCY CHART

(NOTE: This exhibit should be compiled by individual medical centers prior to bid solicitation.)

TECHNICAL EXHIBIT 3

LAUNDRY SERVICES

FREQUENCY/TIME CODE INDEX

AD—Alternate Workday
(Do M/W/F one week,
T/TH, the next week)

2D—Twice Daily

W—Once Weekly

2W—Twice Weekly

3W—3 Times Weekly

4W—4 Times Weekly

5W—5 Times Weekly

6W—6 Times Weekly

7W—7 Times Weekly

1M—Monthly

MF—Mon-Fri

FM—Fri-Mon
(12:01 a.m. Fri. - 8:00 a.m. Mon.)

DS—Day Shift
(____ a.m. to ____ p.m.)

MS—Mid Shift
(____ a.m. to ____ p.m.)

NS—Night Shift
(____ a.m. to ____ p.m.)

M—Monday

Tu—Tuesday

W—Wednesday

Th—Thursday

F—Friday

Sa—Saturday

Su—Sunday

TECHNICAL EXHIBIT 4

LAUNDRY SERVICES

PERFORMANCE REQUIREMENTS SUMMARY—METHOD OF APPLICATION

(Recommend that prior to onset of any contract the QAE assess the condition of linen.)

1. The purpose of this exhibit is to:
 - a. List the contract requirements considered most critical to acceptable contract performance.
 - b. 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 quality required in a VA run operation.
 - c. Show the percentage of the major elements of the contract price that each listed contract requirement represents.
 - d. Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements.
 - e. Define the procedure the Government shall use in reducing the Contractor's monthly payment if satisfactory performance is not rendered by the Contractor.
2. The government's quality assurance procedures are based in part on statistical random sampling of the recurring critical output products of the contract using the criteria in MIL-STD-105D. Other areas will be reviewed periodically (e.g., monthly, quarterly, semiannually).
3. The criteria for acceptable and unacceptable performance are as follows:
 - a. For areas surveyed by sampling: criteria are derived from MIL-STD-105D based on the lot size (number of times a service is performed in a month), sample size, and AQL for each contract requirement (Performance Indicator). When the number of defects in the Contractor's performance discovered by the QAE exceeds the unacceptable criteria level, the Contractor shall be required to complete a CDR Contract Discrepancy Report). The CDR will require the Contractor to explain in writing 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.
 - b. 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 QAE exceeds the number shown in the AQL column, a CDR, as described above, will be issued.
4. Monthly payments to the Contractor will be reduced for unsatisfactory performance using the following methods:
 - a. During each month, Contractor performance will be compared to contract standards and acceptable quality levels using the Quality Assurance Plan.
 - b. 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 in paragraph 5 below.

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

a. Total monthly contract price multiplied by the percentage of the function represented by the required service (see deduct percentage, column 5, Performance Requirements Summary) multiplied by the percentage of the sample found defective when sampling is used.

EXAMPLE

IF: Stain removal was unsatisfactory and exceeded the AQL

AND: Stain removal deduct percentage is 3 percent

AND: Sample size is 20

AND: Number of defective deliveries in sample is 5

AND: Contractor's monthly invoice is:

Contractor's Invoice	\$3,000.00
× Deduct Percentage	.03
× Percentage of Sample Defective	.25

Deduction	<u>\$ 22.50</u>
-----------	-----------------

Sample Calculation:

$$\$3,000.00 \times 3\% = \$90.00$$

(1) Attributable to the stain removal function (3 percent)

$$\$90.00 \times 25\% = \$22.50$$

(2) Attributable to the percentage of stains observed (25 percent) in the QAE random sample

b. 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.

c. When applied, the deduct percentages of the Deduction column are chargeable against the current month's invoices.

LAUNDRY PERFORMANCE REQUIREMENTS SUMMARY

Factor No.	Performance Indicator	Performance Standard	AQL—Maximum Allowable Degree If Deviation	Method—Type Of Surveillance Reduction When AQL Exceeded	Deduction—Amount Payment
1	Receipt and release schedules are met.	Receipt on correct day. Released within ___ hours after pick-up.	1 occurrence per month.	Review—Receipt and release services, daily.	___ percent.
2	Weights are accurate.	Weight invoiced equals weight received.	2 occurrences per month.	Daily weighing upon receipt.	___ percent.
3	Soiled/clean weight equal for month.	Soiled weight equals exchange cart clean weight.	___ of gross weight for month.*	Delivery ticket records for month, and Linen Inventory Control Procedures. Daily weighing of soiled and clean, and weekly reconciliation of totals.	___ percent.
4	Laundry is clean.	Laundry is clean, dry, free of lint and odor, spots and stains removed.	.25 percent per month.	Random Sampling—carts of clean linen, daily.	___ percent.
5	Whiteness and tensile strength retention.	Test specimen laundered 20 times IAW standard textile laboratory practice.	5 percent deviation after washing for whiteness retention and tensile strength loss per test.	Contractor furnished test specimens per independent laboratory.	___ percent or, possible termination.

NOTE: Individual facilities must perform periodic surveys to establish and update the percentage differences between soiled and clean weights. This figure becomes the AQL for this factor.

LAUNDRY PERFORMANCE REQUIREMENTS SUMMARY—Continued

Factor No.	Performance Indicator	Performance Standard	AQL—Maximum Allowable Degree If Deviation	Method—Type Of Surveillance Reduction When AQL Exceeded	Deduction—Amount Payment
6	Proper textile finish for items.	All articles are properly processed; articles are free from wrinkles and scorching; IAW Stds.	.25 percent per month.	Random Sampling—carts clean linen, daily.	— percent.
7	Packaging is properly accomplished.	Laundered items are bundled, tied, wrapped, covered, etc.	.25 percent per month.	Random Sampling—carts clean linen, daily.	— percent.
8	Damaged clean linen items.	Laundered items are not physically damaged due to improper processing or carelessness.	2.5 percent per month.	Random Sampling—carts clean linen, daily.	— percent.
9	Emergency response.	Contractor responds to emergency service request within — hrs.	N/A	Customer Complaint.	— percent per occurrence.
10	Provide data.	Data Required submitted on time.	N/A	Checklist.	— percent for each late report, times number of days late, up to a maximum of — percent.
11	Compliance with JCAH and VA requirements.	Contractor must comply with requirements of the current edition of the JCAH and VA Manuals.	N/A	Quarterly review of procedures and records.	— percent.

LAUNDRY PERFORMANCE REQUIREMENTS SUMMARY—Continued

Factor No.	Performance Indicator	Performance Standard	AQL—Maximum Allowable Degree If Deviation	Method—Type Of Surveillance Reduction When AQL Exceeded	Deduction—Amount Payment
12	Quality control program.	Quality control program and all changes approved by QAE.	N/A	Quarterly review of quality control program.	— percent.
13	Publications maintenance.	All mandatory publications are posted with all changes IAW section VI.	N/A	Checklist semi-annually.	
14	Clean laundry/linen transport carts.	All laundry/linen transport carts will be cleaned before being loaded with clean linen.	2.5 percent	Random Sampling.	— percent.
15	Initial employee training.	Initial training to applicable employees provided prior to any work being done.	N/A	Review of training records 2 weeks after contract start, then quarterly. Verification with 3 employees selected randomly.	One-tenth of 1 percent, for each employee not trained, up to a maximum of 1 percent of the total monthly cost of the contract.
16	Employee developmental training.	Training provided to all employees on the schedule established by the Contractor. All initial training topics reviewed.	N/A	Quarterly review of training records verification with 3 employees selected randomly.	One-tenth of 1 percent, for each employee not trained, up to a maximum of 1 percent of the total monthly cost of the contract.
17	Response.	CPM or VA Plant Manager responds within 1 hour to request for contact from QAE.	N/A	QAE awareness of documentation of request and response time.	— percent per occurrence.

TECHNICAL EXHIBIT 5

LAUNDRY SERVICES

COMMONLY USED ACRONYMS

AMIS	Automated Management Information System
AQL	Acceptable Quality Level
CDR	Contracting Discrepancy Report
CO	Contracting Officer
COR	Contracting Officer's Representative
COTR	Contracting Officer's Technical Representative
CPM	Contractor's Plant Manager
FW&T	Fair Wear and Tear
IAW	In Accordance With
IFI	International Fabricare Institute
IG	Inspector General
JCAH	Joint Commission on Accreditation of Hospitals
LPM	Laundry Plant Manager
MCD	Medical Center Director
MIL-STD-105D	Specification for sampling procedures and tables for inspections by attributes
NAILM	National Association of Institutional Laundry Managers
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QC	Quality Control
SERP	Systematic External Review Program
T & F	Task and Frequency
TRSA	Textile Rental Services Association
VA	Veterans Administration

TECHNICAL EXHIBIT 6

LAUNDRY SERVICES

CONTRACTOR FURNISHED REPORTS

1. Damage to Government property.
2. Training and initial orientation.
3. AMIS data (describe).
4. Detailed Monthly Statement of Charges (in format of technical exhibit 1).
5. Weekly report of titration and Ph.
6. Laboratory test piece report.
7. Annual Reviews and necessary updates of all previously submitted manuals, procedures, programs, etc.
8. Report on materials used.

TECHNICAL EXHIBIT 7

LAUNDRY SERVICES

PERFORMANCE EVALUATION MEETINGS

(QAE's meeting schedule inserted here by individual facility.)

TECHNICAL EXHIBIT 8

LAUNDRY SERVICES

PREMISES FURNISHED BY GOVERNMENT
FOR CONTRACTOR'S USE

<u>Bldg.</u>	<u>Room</u>	<u>Sq. Ft.</u>	<u>Utilities Available</u>	<u>Space-Function Equip/Supplies</u>	<u>*Parking Contractor</u>	<u>*Parking Government</u>
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**Specify number of reserved parking spaces to be provided or comment if applicable that no parking will be available.*

TECHNICAL EXHIBIT 9

LAUNDRY SERVICES

GOVERNMENT FURNISHED EQUIPMENT

Quantity

Nomenclature

Model Number

Serial/Stock NO.

SECTION VII. QAE (QUALITY ASSURANCE EVALUATOR) SURVEILLANCE PLAN**A. INTRODUCTION**

1. This QAE Plan has been developed for in-house operations or to implement a Service Contract No._____. It is designed to aid the Government's QAE in providing effective and systematic surveillance of all aspects of laundry services. This plan provides for monitoring all contract requirements through a combination of methods. These are:

- a. Sampling guides;
- b. Customer complaint surveillance guides; and
- c. Surveillance activity checklists.

2. The objective of this surveillance plan is to evaluate how the Government or 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.*

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.

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.

B. HOW TO USE THE SURVEILLANCE PLAN

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.

2. To build the inspection schedule, the QAE will select the 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, to observing the QAE perform sampling or other checklist surveillance, to completion of tally and other checklists. An auditor should be able to track from the above items to the managements actions (payment deductions or other actions as necessary if contract service is being performed), described on a CDR.

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 VA for in-house operations and the Contractor for contracted services. Errors detected by the QAE in the course of surveillance will be transmitted to the Contractor or in-house management for correction; notification of errors will take place within 1 working day. Specifics concerning any errors should be recorded on the tally checklist. The Contractor or in-house management, as applicable, should be asked to initial this record.

4. If the sampling guide indicates that the number of defects is too high, the current months' service will be considered unsatisfactory. If performance in any area is judged unsatisfactory, based on random sampling or other criteria

as set forth in technical exhibit 4, of the Laundry Performance Work Statement, Performance Requirements Summary, a Contractor or in-house management official will be given a CDR by the VA management official. (See CO's Plan for contract services.) 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.

5. There are some requirements in a contract which are more conveniently monitored on an individual periodic basis. For example, a Contractor or the Government 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.

SAMPLING GUIDE 1

CLEANLINESS OF LINEN

1. AQL .25 percent.
2. Lot Size: _____ (number of carts received per day).
3. Sample Size: _____.
4. Sampling and Inspection Procedures: Select _____ carts from each delivery of clean linen by using the random numbers tables. Examine linen on carts selected for compliance with standards of cleanliness established in contract.
5. Performance Criteria: .25 percent defects are allowed.
6. Contract Paragraphing: Technical exhibit 4, factor number 4.

SAMPLING GUIDE 2

FINISH AND PACKAGING

1. AQL: 2.5 percent.
2. Lot Size: _____ (number of carts received per day).
3. Sample Size: _____.
4. Sampling Inspection Procedure: Select _____ carts from each delivery of clean linen by using the random numbers tables. Examine linen on carts for compliance with standards of finish and packaging established in contract.
5. Performance Criteria: 2.5 percent defects are allowed.
6. Contract Paragraphing: Technical exhibit 4, factor numbers 7 and 8.

SAMPLING GUIDE

DAMAGE

1. AQL: 1.0 percent.
2. Lot Size: _____ (number of carts received per day).
3. Sample Size: _____
4. Sampling and Inspection Procedure: Select _____ carts per day from each delivery of clean linen by using the random numbers tables. Examine linen on carts selected for compliance with standards for nondamage of linen items established in contract.
5. Performance Criteria: 1.0 percent defects are allowed.
6. Contract Paragraphing: Technical exhibit 4, factor number 8.

SAMPLING GUIDE 4

CLEANING OF CARTS

1. AQL: 2.5 percent.
2. Lot Size: _____ (number of deliveries per month).
3. Sample Size: _____.
4. Sampling and Inspection Procedure: Select _____ days required for delivery of clean linen by using the random numbers tables. On the days selected, go to the laundry and verify that carts are being cleaned between unloading of soiled linen and loading of clean linen.
5. Performance Guide: 2.5 percent of total carts not cleaned satisfactorily.
6. Contract Paragraphing: Technical exhibit 4, factor number 14.

C. 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.

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.

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.

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 or VA management whoever is applicable of the defect in writing.

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 area, based on the criteria in the AQL column in the "Performance Requirements Summary."

D. CUSTOMER COMPLAINT RECORD

Date/Time of Complaint:

Source of Complaint:

Office:

Individual:

Nature of Complaint:

Contract Reference:

QAE Evaluation:

Date/Time Contractor or VA Informed of Complaint: CPM initials _____

Action Taken By Contractor or VA:

QAE Signature _____

E. 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.)

CUSTOMER COMPLAINTS

Contract Requirement	Contract Paragraphing	Method of Surveillance	Date Accomplished	Where Accomplished	Compliance
Soil and clean weights equal.	Technical exhibit 4.	Check delivery tickets for month. Check periodic inventories. Daily weighing of soil and clean and weekly reconciliation of totals.			
No more than 7 percent reduction in whiteness or tensile strength after washing.	Technical exhibit 4.	Review independent laboratory reports on test pieces submitted by Contractor.			
Packaging is properly accomplished.	Technical exhibit 4.	Examine returned linen items to assure that they are properly and appropriately packaged, hung, bundled, etc.			
Weights are accurate.	Technical exhibit 4.	Daily weighing upon receipt.			
Provide Data.	Technical exhibit 4.	Assure that all data requested of Contractor by terms of contract are complete and submitted on time.			

SURVEILLANCE ACTIVITY CHECKLIST—Continued
(To Be performed (Daily) (Monthly) (Weekly), as applicable.)

CUSTOMER COMPLAINTS

Contract Requirement	Contract Paragraphing	Method of Surveillance	Date Accomplished	Where Accomplished	Compliance
Compliance with JCAH and VA requirements.	Technical exhibit 4.	Review appropriate records quarterly to assure that the VA or Contractor is complying with JCAH and VA requirements and properly documenting compliance.			
Maintain Quality Control program.	Technical exhibit 4.	Review Quality Control program quarterly for effectiveness.			
Maintain and update files of required publications.	Technical exhibit 4.	Review publications files semi-annually for completeness and currency.			
Qualified Plant Manager.	Technical exhibit 4.	If appropriate review CPM's qualifications prior to start of work.			
Initial employee training and employee developmental training.	Technical exhibit 4.	Review training records 2 weeks after contract start date and quarterly thereafter.			
Receipt and release of laundry.	Technical exhibit 4.	Monitor receipt and release for adherence to stated schedules.			

SAMPLE

(Insert monthly schedule of QAE's Surveillance activities.)

F. RANDOM NUMBER TABLE

1. The random numbers in this table are arranged in groups of five numbers (i.e., 58651, 25480, etc.). To use the table, we begin by picking at random, a group of numbers on any page of the table. This is usually done by closing the eyes and pointing with a pencil or finger to some initial group.

2. To identify additional random numbers, we follow a pattern such as along a given row to its end and then along the next row to its end and so on through the table until we select enough random numbers or until the table ends. If the table ends and there are still more numbers to select, we go back to the beginning of the table and continue using the same pattern.

3. Various patterns should be used alternately. For one sample we can use rows, for the next sample we can use columns, and for the third sample we can establish a diagonal pattern.

4. The use of variety in the Random Numbers Tables insures that detectable patterns do not occur. Besides starting at different random points and alternating the patterns for finding a string of random numbers, the user may at some point in time wish to use the first significant digits instead of the last. For instance, in the random number group 59996, we have customarily used the last three digits, i.e., 996, when looking for a random number with three digits. But there is no reason why we could not for a period of time use the first three digits, or 599. Success in the use of the tables requires consistency but also variety. The above information should insure that the tables are properly used as prescribed in G-6, M-1, part VII, dated May 18, 1982 (see Mil Std 105D, Acceptance, Rejection Levels for Normal Inspection).

<u>Lot Size</u>	<u>Normal Sample Size</u>	<u>Reduced Sample Size</u>
2-8	2	2
9-15	3	2
18-25	5	2
26-50	8	3
51-90	13	5
91-150	20	8
151-280	32	13
281-500	50	20
501-1,200	80	32
1,201-3,200	125	50
3,201-10,000	200	80
10,000-35,000	315	125
35,000	500	200

Random Number Table

Page 1

Line	Col.	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
1		10480	15011	01536	02011	811647	916646	691179	14194	62590	36207	20969	99570	91291	90700
2		2366	46573	25395	85393	30995	89198	2782	53402	34085	34095	52666	19174	39615	99505
3		24130	48360	22527	97265	76393	64809	49340	24830	49340	32081	30680	19655	63348	58629
4		42167	93093	06243	61680	07856	16376	39440	53537	71341	57004	00849	74917	97758	16379
5		37570	39975	81837	16656	06121	91782	60468	81305	49684	60672	14110	06927	01263	54613
6		77221	06907	11008	42751	27756	53498	18602	70659	90655	15053	21916	81425	44394	42880
7		99562	72905	56420	69994	90872	31016	71194	18738	44013	48840	63213	21069	10634	12952
8		96301	91977	05463	07972	10876	20922	94595	56869	69014	60045	18425	44903	42508	32307
9		89579	14342	63661	10281	17453	18103	57740	84378	25331	12566	58678	44947	05585	56941
10		85475	36857	53342	53988	53060	59533	58867	62300	08158	17983	16439	11458	18593	64952
11		28918	69578	88231	33276	70997	79936	56865	05859	90106	31595	01547	85590	91610	78188
12		63553	40961	48235	03427	49626	69445	18663	72695	52180	20847	12234	90511	33703	90322
13		09429	93989	52636	92737	88974	33488	36320	17617	30015	08272	84115	27156	30613	74952
14		10365	61129	87529	85689	48237	52267	67689	93394	01511	26358	85104	20288	29975	89468
15		07119	97336	71048	08178	77233	13916	47564	81056	97735	85977	29372	74461	28551	90707
16		51085	12765	51821	51259	77452	16308	60756	92144	49442	53900	70960	63990	75601	40719
17		02368	21382	52404	60268	89368	19885	55322	44819	01188	63253	64835	44919	05944	55157
18		01011	54092	33362	94904	31273	04146	18594	29852	71585	85030	51132	01915	92747	64951
19		52162	53916	46369	54546	23216	14513	83149	98736	23495	64350	94738	17752	35156	35749
20		07056	97628	33787	09998	42698	06691	76988	13602	51851	46104	88916	19509	25625	58104
21		48663	91245	85028	14346	09172	30168	90229	04734	59193	22178	30421	61666	99904	32412
22		34164	58492	22421	74203	47070	35066	76468	26184	89151	06646	15227	64161	96909	44592
23		32639	32363	05597	33363	38005	38005	94342	28728	35006	06912	17012	64161	18296	22851
24		29334	27001	87637	87308	58731	00256	45834	61398	45557	41135	10367	07684	36188	18510
25		02488	33062	28834	07351	19731	92420	60952	15280	50001	67656	32586	86679	50720	94953
26		81525	72295	04839	86423	24870	82651	66566	14778	76797	14780	13300	87074	79666	95725
27		29676	20591	68086	26422	46901	20849	89768	81536	86645	12659	92259	57102	80428	25200
28		00742	57392	39064	66432	84673	40027	32832	61362	99847	96634	64760	64584	96096	98253
29		05366	04213	25669	26422	44407	44048	37937	63904	45766	66134	75470	66340	34693	90449
30		91921	26418	64117	94305	26766	25940	39972	22209	71500	64566	91402	42416	07884	69618
31		00582	04711	87917	77341	42206	35126	74087	99547	81817	42607	43808	76655	62028	76630
32		00725	69884	62797	56170	86324	88072	76222	36086	84637	93161	76038	65855	77919	88006
33		69014	65795	95876	55293	18988	27354	26575	08625	40801	59920	29841	80150	12777	48501
34		25976	57948	28888	88604	67917	48708	18912	82271	65424	69774	33611	54262	85863	03547
35		09763	83473	73577	12908	30883	18317	28290	35797	05998	41688	34952	37888	38917	88050
36		91567	42595	27958	30134	04024	86305	28800	99730	55536	84055	29000	09250	79656	73211
37		17955	56349	90999	49127	02304	59931	06115	20542	18059	02008	37308	83517	36103	42791
38		46503	18584	18845	49618	02304	51038	20655	58727	28188	15475	56942	53309	20562	87338
39		92157	82634	94824	78171	84610	82834	09922	25417	44137	48413	28555	21246	35509	20468
40		14577	62765	35605	81263	39667	47358	56873	56307	41607	49518	88686	20103	77400	18062
41		98427	07523	33362	64270	01638	92477	66969	98420	04880	45585	46565	04102	46880	45709
42		34914	63976	88720	82765	34476	17012	87589	40836	32427	70002	70663	88463	77773	69348
43		70060	28277	39475	46473	23219	53416	9470	25832	69975	94884	19661	72448	00102	66794
44		59976	54914	06990	67245	68350	82948	11388	42878	80287	98267	47363	46634	06541	97809
45		76072	29515	40980	07391	58745	25774	22987	80059	39911	98267	41151	14222	60697	59583
46		90725	52210	83974	29992	65831	28857	50490	83765	55657	14361	33720	57375	56228	41546
47		64364	67412	33339	31926	14883	34453	59744	92351	92351	89286	38931	04110	23726	51908
48		08962	00358	31662	25388	101642	34072	81249	35648	56691	69352	40373	45170	78547	91788
49		95012	68379	93526	70765	30592	04542	10328	02349	17247	28865	14777	62730	62730	92277
50		15664	10493	20498	30391	91132	21998	59516	81652	27195	48223	46751	22983	32261	85653

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July 28, 1989

1. Transmitted is a revision to Veterans Health Services and Research Administration Manual M-1, "Operations," Part VII, "Building Management Service," Chapter 6, "Textile Care Facility Operations." Brackets have not been used to indicate the changes.

2. The purpose of this manual revision is to outline current policy relative to state-of-the-art changes in laundry operations and infection control, plus outline specific guidance concerning A-76 initiatives. This manual change includes the proper technique of classifying and handling linen when universal precautions are exercised, plus changing the title of Laundry Plant Manager to Textile Care Manager. This change in title parallels the total responsibilities of the individuals, relative to plant operations, preventive maintenance, and textile control and security.

3. Filing Instructions:

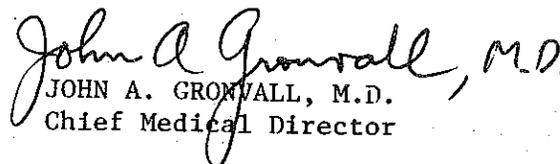
Remove pages

Insert pages

6-i through 6-3

6-i through 6-8

4. RESCISSION: M-1, part VII, chapter 6, dated May 24, 1982.


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Chief Medical Director

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FD

Printing Date: 7/89

October 1, 1985

Part VII, "Building Management Service," VA Department of Medicine and Surgery Manual M-1, "Operations," is changed as indicated below:

NOTE: The purpose of this change is to update Chapter 6, "Laundry Services," and add Appendix 6B, "Performance Work Statement Quality Survey Evaluator for Laundry Operations."

Page 6-i:

Delete "APPENDIX" and insert "APPENDIXES".

Under "6A Laundry ... 6-A" add "6B Performance Work Statement Quality Survey Evaluator for Laundry Operations ... 6B-1".

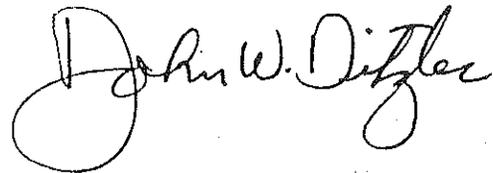
Page 6-1, paragraph 6.02a: Add the following subparagraph:

"(5) Laundering of textiles by VA laundry facilities will be conducted utilizing water temperatures not to exceed 120 °F. All chemicals used will emulsify in 70 degree water."

Page 6-2, paragraph 6.05a: Delete "a. Quality control ... standards will include:" and insert the following:

"a. Quality control standards, including linen laundering procedures will be in accordance with the Quality Survey Evaluator identified in appendix B of this chapter. These standards applicable to either in-house or contractor-performed laundry services will be formally established and monitored accordingly. As a minimum, quality control standards will include:"

Pages 6B-i and 6B-ii and 6B-1 through 6B-43: Insert these pages attached.



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