

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER F7SVME317401		PAGE 1 OF 15				
2. CONTRACT NO. FA3010-03-D-0001		3. AWARD/EFFECTIVE DATE 01-Oct-2003		4. ORDER NUMBER		5. SOLICITATION NUMBER F22600-03-R-0020		6. SOLICITATION ISSUE DATE 23-Jul-2003		
7. FOR SOLICITATION INFORMATION CALL				a. NAME JULIE M. RIVERS		b. TELEPHONE NUMBER (No Collect Calls) 228-377-1807		8. OFFER DUE DATE/LOCAL TIME 22-Aug-2003 15:00		
9. ISSUED BY 81ST CONTRACTING SQUADRON JULIE RIVERS 310 M STREET, RM 102 KEESLER AFB MS 39534-2147  TEL: 228-377-1805 FAX: 228-377-3298			CODE FA3010		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100%FOR <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUSINESS <input type="checkbox"/> 8(A)  SIC: 7219 SIZE STANDARD: 4 Million			11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  <input type="checkbox"/> 13 a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)  13 b. RATING  14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP		12. DISCOUNT TERMS Net 30 Days
15. DELIVER TO LINEN EXCHANGE - F7SVME 310 M STREET BLDG 4605 KEESLER AFB MS 39534				CODE F7SVME		16. ADMINISTERED BY  <b>SEE ITEM 9</b>				
17 a. CONTRACTOR/ OFFEROR EVERYBODYS CLEANERS JEFF D COWART 176 CAILLAVET STREET BILOXI MS 39530  TEL. 228-374-9875			CODE 0R7R7		FACILITY CODE		18 a. PAYMENT WILL BE MADE BY DFAS-SAVAFVD (1-888-478-5636) 500 MCCULLOUGH AVE SAN ANTONIO TX 78215-2100			CODE F60700
<input type="checkbox"/> 17 b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18 b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18 a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM						
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21 QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT			
<b>SEE SCHEDULE</b>										
25. ACCOUNTING AND APPROPRIATION DATA							26. TOTAL AWARD AMOUNT <b>\$74,430.00</b>			
<input type="checkbox"/> 27 a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED.							ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input checked="" type="checkbox"/> 27 b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED.							ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.					COPIES		29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30 a. SIGNATURE OF OFFEROR/CONTRACTOR				31 a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)						
30 b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)			30 c. DATE SIGNED		31 b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) REGGIE E. TEMPLE / FLIGHT B, TEAM B LEADER			31 c. DATE SIGNED 23-Sep-2003		
32 a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED				33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		34. VOUCHER NUMBER		35. AMOUNT VERIFIED CORRECT FOR		
32 b. SIGNATURE OF AUTHORIZED GOVT. REPRESENTATIVE			32 c. DATE		36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			37. CHECK NUMBER		
41 a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT				38. S/R ACCOUNT NUMBER		39. S/R VOUCHER NUMBER		40. PAID BY		
41 b. SIGNATURE AND TITLE OF CERTIFYING OFFICER			41 c. DATE		42a. RECEIVED BY (Print)					
					42b. RECEIVED AT (Location)					
					42c. DATE REC'D (YY/MM/DD)		42d. TOTAL CONTAINERS			

AUTHORIZED FOR LOCAL REPRODUCTION

STANDARD FORM 1449 (10-95)  
Prescribed by GSA  
FAR (48 CFR) 53.212

SECTION SF 1449 CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0001	Laundry and Dry Cleaning Services FFP - Bedspread, Single/Full. DCFT	10,000.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0002	Laundry and Dry Cleaning Services Bedspreads, Queen (DV). DCFWP	100.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0003	Laundry and Dry Cleaning Services Drapes/6 pleats, 68" long. DCPFOHB	1,000.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0004	Laundry and Dry Cleaning Services Drapes/7 pleats, 55" long. DCPFOHB	100.00	Each		
				ESTIMATED NET AMT	
0005	Laundry and Dry Cleaning Services Drapes/10 pleats, 64" long. DCPFOHB	100.00	Each		
				ESTIMATED NET AMT	
0006	Laundry and Dry Cleaning Services Drapes/12 pleats, 64" long. DCPFOHB	100.00	Each		
				ESTIMATED NET AMT	
0007	Laundry and Dry Cleaning Services Drapes/12 pleats, 96" long. DCPFOHB	100.00	Each		
				ESTIMATED NET AMT	\$600.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0008	Laundry and Dry Cleaning Services Drapes/14 pleats, 64" long. DCPFOHB	100.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0009	Laundry and Dry Cleaning Services Shirts, Blue. DCPOHB	850.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0010	Laundry and Dry Cleaning Services Trousers, Blue. DCPOHB	600.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0011	Laundry and Dry Cleaning Services Jackets, Dress Blue. DCPOHB	150.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0012	Laundry and Dry Cleaning Services All Weather Overcoats, Blue. DCPOHB	50.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0013	Laundry and Dry Cleaning Services All Weather Overcoats, Lining. DCPOHB	10.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0014	Laundry and Dry Cleaning Services BDU Trousers. DCPOHB	1,300.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0015	Laundry and Dry Cleaning Services BDU Shirts. DCPOHB	1,300.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0016	Laundry and Dry Cleaning Services Ropes, Silver. DCPOHB	50.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0017	Laundry and Dry Cleaning Services Gloves, White (Pair). DCPOHB.	100.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0018	Laundry and Dry Cleaning Services Ascots. DCPOHB.	140.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0019	Laundry and Dry Cleaning Services Ties. DCPOHB	1,000.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0020	Laundry and Dry Cleaning Services Shirts (alterations). EOHB	350.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0021	Laundry and Dry Cleaning Services Trousers (Alterations). AAOHB	50.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0022	Laundry and Dry Cleaning Services Jackets (Alterations). AAAEOHB	50.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0023	Laundry and Dry Cleaning Services Jackets (Alterations). EEOHB	60.00	Each		

---

ESTIMATED  
NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0024	Laundry and Dry Cleaning Services. Aircraft Seat Covers (per piece). DCPOHB	400.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0025	Laundry and Dry Cleaning Services Parkas. DCPOHB	150.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0026	Laundry and Dry Cleaning Services Flight Suits. DCPOHB	20.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0027	Laundry and Dry Cleaning Services Flight Jackets. DCPOHB	10.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0028	Laundry and Dry Cleaning Services Field Jackets. DCPOHB	20.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0029	Laundry and Dry Cleaning Services Field Jacket Liners. DCPOHB	10.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0030	Laundry and Dry Cleaning Services Flags. DCOHB	10.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0031	Laundry and Dry Cleaning Services Shirts, Cold Weather. DCOHB	100.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0032	Laundry and Dry Cleaning Services Trousers, Cold Weather. DCOHB.	200.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0033	Laundry and Dry Cleaning Services Jackets, Lt. Weight. DCOHB	200.00	Each		
					ESTIMATED NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0034	Laundry and Dry Cleaning Services Jackets, Lt. Weight Lining. DCPOHB.	200.00	Each		
					ESTIMATED NET AMT

**CONTRACT ATTACHMENTS**

<b>Attachment 1</b>	<b>Statement of Work</b>	<b>Dated 25 Jun 03</b>	<b>9 Pages</b>
<b>Attachment 2</b>	<b>Wage Determination</b>	<b>Dated 30 May 03</b>	<b>9 Pages</b>

CLAUSES INCORPORATED BY REFERENCE:

52.212-4	Contract Terms and Conditions--Commercial Items	FEB 2002
52.219-6	Notice Of Total Small Business Set-Aside	JUN 2003
52.222-3	Convict Labor	JUN 2003

52.222-19	Child Labor--Cooperation with Authorities and Remedies	SEP 2002
52.222-21	Prohibition Of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	APR 2002
52.222-35	Equal Opportunity For Special Disabled Veterans, Veterans of the Vietnam Era and Other Eligible Veterans	DEC 2001
52.222-36	Affirmative Action For Workers With Disabilities	JUN 1998
52.222-37	Employment Reports On Special Disabled Veterans, Veterans Of The Vietnam Era, and Other Eligible Veterans	DEC 2001
52.222-41	Service Contract Act Of 1965, As Amended	MAY 1989
52.222-49	Service Contract Act -- Place Of Performance Unknown	MAY 1989
52.223-5	Pollution Prevention and Right-to-Know Information	APR 1998
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2003
52.232-18	Availability Of Funds	APR 1984
52.232-33	Payment by Electronic Funds Transfer--Central Contractor Registration	MAY 1999
52.233-3	Protest After Award	AUG 1996
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.253-1	Computer Generated Forms	JAN 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004	Required Central Contractor Registration	NOV 2001
252.232-7003	Electronic Submission of Payment Requests	MAR 2003
252.247-7023	Transportation of Supplies by Sea	MAY 2002
252.247-7023	Transportation of Supplies by Sea (May 2002) Alternate III	MAY 2002

Alt III

#### CLAUSES INCORPORATED BY FULL TEXT

#### **Addendum to clause 52.228-5 INSURANCE - WORK ON A GOVERNMENT INSTALLATION**

**The Contractor shall, at its own expense, procure and thereafter maintain the following kinds of insurance with respect to performance under the contract.**

(a) **Workman's Compensation and Employers Liability Insurance** as required by law except that if this contract is to be performed in a State which does not require or permit private insurance, then compliance with the statutory or administrative requirements in any such State will be satisfactory. The required Workmen's Compensation insurance shall extend to cover employer's liability for accidental bodily injury or death and for occupational disease with a minimum liability limit of **\$100,000**.

b) **General Liability Insurance.** Bodily injury liability insurance, in the minimum limits of **\$500,000** per occurrence shall be required on the comprehensive form of policy.

(c) **Automobile Liability Insurance.** This insurance shall be required on the comprehensive form of policy and shall provide bodily injury liability and property damage liability covering the operation of all automobiles used in connection with the performance of the contract. At least the minimum limits of **\$200,000** per person and **\$500,000** per occurrence for bodily injury and **\$20,000** per occurrence for property damage shall be required.

#### **5352.242-9000 CONTRACTOR ACCESS TO AIR FORCE INSTALLATIONS (AFFARS)(JUN 2002)**

(a) The contractor shall obtain base identification and vehicle passes for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

(b) The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names and social security number of

employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or security police for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, valid vehicle insurance certificate, and a base picture ID card to obtain a vehicle pass.

(c) During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.

(d) When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with AFI 31-209, the Air Force Resource Protection Program, and AFI 31-501, Personnel Security Program Management, as applicable.

(e) Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

(f) Prior to submitting an invoice for final payment, the prime contractor shall obtain a clearance certification from the issuing office which states all base identification passes have been turned in, accounted for, or transferred to a follow-on contract. This certification shall be submitted to the contracting officer prior to submission of the final invoice for payment.

(g) Failure to comply with these requirements may result in withholding of final payment.

**The contractor will be paid monthly on the submission of proper invoices for the services performed during the preceding month. Invoices shall be submitted on a monthly basis covering the services performed.**

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (JUN 2003) (DEVIATION)

(a) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of the basic clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (i) through (vi) of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause--

(i) 52.219-8, Utilization of Small Business Concerns (October 2000) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$500,000 (\$1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (April 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (December 2001) (38 U.S.C. 4212).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-41, Service Contract Act of 1965, as Amended (May 1989), flow down required for all subcontracts subject to the Service Contract Act of 1965 (41 U.S.C. 351, et seq.).

(vi) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (April 2003) (46 U.S.C. Appx 1241 and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor May include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of Clause)

52.216-18 ORDERING. (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from 01 Oct 2003 through 31 Sep 2004.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

52.216-19 ORDER LIMITATIONS. (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$0, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor:

(1) Any order for a single item in excess of N/A;

(2) Any order for a combination of items in excess of N/A; or

(3) A series of orders from the same ordering office within "0" days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.

(d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within "0" days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

52.216-21 REQUIREMENTS. (OCT 1995) -- ALTERNATE I (APR 1984)

(a) This is a requirements contract for the supplies or services specified, and effective for the period stated, in the

Schedule. The quantities of supplies or services specified in the Schedule are estimates only and are not purchased by this contract. Except as this contract may otherwise provide, if the Government's requirements do not result in orders in the quantities described as "estimated" or "maximum" in the Schedule, that fact shall not constitute the basis for an equitable price adjustment.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. Subject to any limitations in the Delivery-Order Limitations clause or elsewhere in this contract, the Contractor shall furnish to the Government all supplies or services specified in the Schedule and called for by orders issued in accordance with the Ordering clause. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(c) The estimated quantities are not the total requirements of the Government activity specified in the Schedule, but are estimates of requirements in excess of the quantities that the activity may itself furnish within its own capabilities. Except as this contract otherwise provides, the Government shall order from the Contractor all of that activity's requirements for supplies and services specified in the Schedule that exceed the quantities that the activity may itself furnish within its own capabilities.

(d) The Government is not required to purchase from the Contractor requirements in excess of any limit on total orders under this contract.

(e) If the Government urgently requires delivery of any quantity of an item before the earliest date that delivery may be specified under this contract, and if the Contractor will not accept an order providing for the accelerated delivery, the Government may acquire the urgently required goods or services from another source.

(f) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after **31 SEP 2004**.

(End of clause)

#### 52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 1989)

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

<u>Employee Class</u>	<u>Monetary Wage</u>
15100 Presser, Machine, Drycleaning	\$7.05
15220 Tailor	\$9.15

#### Fringe Benefits:

a. Total fringe benefit factor is 32.85 percent.

b. Contribution of 24.0 percent of basic hourly rate for retirement, 5.7 percent for insurance (health & life), 1.7 percent for other fringe benefits, and 1.45 percent for Medicare.

c. Ten paid holidays as follows: New Year's Day, Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

d. Paid annual leave (vacation) as follows: (a) 2 hours of annual leave each week for an employee with less than 3 years of service; (b) 3 hours of annual leave each week for an employee with 3 but less than 15 years of service; (c) 4 hours of annual leave each week for an employee with 15 years of service. (In the foregoing clause, the basic hourly rate by classification above shall be Wage Board Pay Schedule step 2 for non-supervisory service employees and step 3 for supervisory service employees.)

**WAGE DETERMINATION (IAW FAR 22.1012-1) Service Contract Act Wage Determination Number 94-2301, Rev 23, dated 05/30/2003, is attached hereto and made a part hereof.**

(End of clause)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://farsite.hill.af.mil/>

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any [Defense Federal Acquisition Regulation](#) (48 CFR [Chapter 2](#)) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

52.212-7001 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS APPLICABLE TO DEFENSE ACQUISITIONS OF COMMERCIAL ITEMS (APR 2003) (DEVIATION)

In addition to the clauses listed in paragraph (b) of the Contract Terms and Conditions Required to Implement Statutes or Executive Order-Commercial Items (DEVIATION) clause of this contract (FAR 52.212-5), the Contractor shall include the terms of the following clauses, if applicable in subcontracts for commercial items or commercial components, awarded at any tier under this contract:

252.225-7014, Preference for Domestic Specialty Metals, Alternate I (MAR 1998) (10 U.S.C. 2533a).

252.247-7023, Transportation of Supplies by Sea (MAY 2002) (10 U.S.C. 2631).

252.247-7024, Notification of Transportation of Supplies by Sea (MAR 2000) (10 U.S.C. 2631).

(End of Clause)

Attachment 1  
**STATEMENT OF WORK**

**KEESLER DRY-CLEANING SERVICES**

**1. DESCRIPTION OF SERVICES:** The contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform all dry-cleaning requirements. The contractor shall use only petroleum- based cleaning agents when dry-cleaning Keesler AFB linens. All dry-cleaning services are to be accomplished as defined in this Statement of Work (SOW), and in accordance with contract requirements from a contractor-owned contractor-operated (coco) site.

**1.1. GENERAL:** The contractor shall pick up soiled items and dry-clean in accordance with standard industry practice, repair, package, and deliver clean linen. The contractor shall perform to the standards in this contract. This contract includes all dry- cleaning and other type textile service requirements, facility functions, tasks and responsibilities. The contractor shall receive, account for, process and return all organizational and individual items received for cleaning. The contractor shall also pick up garments and perform alterations to customer specifications. The times, places, and intervals for pick-up and delivery are identified.

**1.2. SERVICES PROVIDED:** The contractor shall provide services to individuals and organizations on Keesler AFB, MS for support. Services will be provided in accordance with the terms and conditions of this statement of work. The contractor shall process and finish all clothing, flatwork, and other items in accordance with the method of finishing code.

**1.3. WORKMANSHIP AND SANITATION:** Delivered articles shall conform to the generally accepted industry standards of quality, cleanliness, finish, appearance, and packaging including the published standards of the International Fabricare Institute (IFI) and the National Association of Institutional Linen Management (NAILM). The items shall not only be clean in the sense of being free from soil and stains, but also free from bacteria, fungi and microorganisms, including pathogens and disease-producing organisms. All work performed shall be done under sanitary conditions and in compliance with the Joint Commission of the Accreditation of Hospitals manual and subsequent supplemental guidance/ directives of the Centers for Disease Control. The contract facility shall be open to inspection of conditions at any time by a representative of the government, and the government reserves the right to perform any test necessary to determine the sanitary conditions of articles delivered by the contractor.

**1.4. HANDLING CLEAN AND SOILED LINEN:** Contractor shall ensure that clean and soiled linen items are not commingled and are not transported together. Should this occur, the clean items will be returned to the contractor for complete reprocessing at the contractor's expense.

**1.5. CLASSIFICATION OF ITEMS:** Unless otherwise stated, procedures for receiving, marking and classifying shall be conducted by the contractor in a manner that ensures proper processing and return of all items to originating patron or unit. Articles received by the contractor shall be individually inspected for condition of serviceability and classified as to type of service required. Any pre-existing adverse condition to items received by the contractor shall be noted on the dry cleaning ticket at time of pickup and the notation initialed by a government and contractor representative. The contractor shall exercise good judgment, consistent with generally accepted commercial practice, in classifying items for appropriate service.

**1.6. REPERFORMANCE:** Any items found to have been unsatisfactorily cleaned or altered shall be reperfomed by the contractor at no additional cost to the government. Such items will be identified by the QAE to the contractor's representative at the next scheduled pickup after the unsatisfactory condition

is discovered. The contractor shall issue a Reperformance ticket identifying these items for reprocessing, and return the items separately. Contractor shall also ensure that items are readily identifiable upon return to the government as re-laundered items, to include the date and load number for which they were originally returned. For example, items may be labeled with a tag stating, "re-laundered".

**1.7. REPAIR:** The contractor shall repair, at his expense, all damages to individual garments that occur while in the custody of the contractor, to include rips, tears, holes, open seams, replacement of buttons, and repair or replacement of broken zippers. The unserviceable condition of each individual garment shall be so noted on the dry cleaning ticket during the marking-in process. Thread, material, zippers and buttons of the same type, texture, manufacture quality; color and color fastness, as that used in the manufacture of the article shall be used for repair and replacement. The contractor is not responsible for repair of unserviceable items received.

**1.8. REPAIR OF DAMAGED ITEMS RECEIVED BY THE CONTRACTOR:** Except for articles determined to be unserviceable by the QAE, the contractor shall repair all minor rips, tears, open seams and holes using thread and materials of the same quality, compatible color, colorfastness and texture as that used in the manufacture of the articles, and shall replace all broken or missing buttons with buttons of matching color and the same appearance and quality. All such repairs are performed at no additional cost to the government.

**1.9. MISSING ARTICLES:** If any item is missing from a daily delivery, the contractor shall, on the same day the shortage occurs, issue an IOU or shortage ticket to be redeemed the next government workday at no additional cost to the government. All accountable items not returned within 24 hours shall be considered lost. Credit will be allowed for depreciation of the item at the time of loss.

**1.10. UNSERVICEABLE ARTICLES:** The contractor shall return all unserviceable and nonrepairable articles separately to the government after dry cleaning.

**1.11. PACKAGING:** **General packaging and preservation shall be used in wrapping and/or otherwise covering finished garments and fabrics to ensure protection of articles from contamination, soiling, and other elements from the time finished in plant until delivered to the patron.**

**1.12. HANGERS:** Each hanger shall be of sufficient size and strength to preclude sagging. Each hanger shall be limited to not more than two folded panels of drapes or liners, two pairs of trousers and one jacket or one vest, one overcoat, one shirt, one dress.

**HANGER BAGS:** Hanger bags shall be of sufficient strength and quality to preclude bursting or ripping. Hanger bags shall also be of sufficient length to fully cover the hanging work. Each bag shall contain no more than five hanger pieces, i.e., three trousers and two jackets, etc

**1.13. ORGANIZATIONAL ITEMS:** **Outer wearing apparel will be returned on hangers unless otherwise specified.**

**1.15. SPECIAL DRYCLEANING TASKS:** **The contractor may be required to dry clean flight suits, but shall only do so when authorized and identified by the QAE.**

**1.16. MILDEW PREVENTION:** **The contractor shall ensure that all items received in a wet or moist condition shall not mildew prior to being dry-cleaned.**

**1.17. METHOD OF FINISH:** **A code for the method of finish is identified below.**

METHOD OF FINISH

<b>A</b>	<b>Alteration, trousers, dresses, and dress slips, length only</b>
<b>AA</b>	<b>Alteration, trousers, length (no cuff)</b>
<b>AAA</b>	<b>Alteration, coat sleeves, length only</b>

<b>B</b>	<b>Return in plastic garment bag</b>
<b>DC</b>	<b>Dry-clean</b>
<b>E</b>	<b>Sew stripes, patches and nametags</b>
<b>EE</b>	<b>Alteration, mess dress coats, sew on stripes only</b>
<b>F</b>	<b>Fold</b>
<b>G</b>	<b>Sew braid on jackets</b>
<b>GG</b>	<b>Alteration, pants or coats, sew on braid</b>
<b>OH</b>	<b>Return finished work on hangers (with trouser guards)</b>
<b>P</b>	<b>Press on commercial pressing equipment</b>
<b>T</b>	<b>Tie items with string</b>
<b>WP</b>	<b>Wrap in plastic</b>

1.18. PICKUP and DELIVERY: The contractor shall provide pickup and delivery service under this contract. Schedules shall be met as established below. This service shall include loading; unloading, segregating, transporting, counting and obtaining necessary documentation for items picked up or delivered. The contractor shall provide his own vehicles. Delivery vehicles shall be of sufficient size and quantity to make timely delivery of clothing items in proper finished condition. Vehicles shall be maintained in safe operating condition at all times during operation on Government property.

1.18.1. PICKUP/DELIVERY SCHEDULE: The contractors shall pickup and deliver dry- cleaning and alterations to Keesler AFB MS, Monday through Friday at the following locations, times and intervals:

<u>Lot</u>	<u>Location</u>	<u>Interval</u>
II, III	Bldg. 4605 (LINEN EXCHANGE)	Between 0900 and 1000 Daily
I	Bldg. 5025 (5000 BLOCK)	Between 1000 and 1400 Weekly
I	Bldg. 3823 (SHAW/SIMMONS)	Between 1000 and 1400 Weekly
I	Bldg. 3101 (LOCKER HOUSE)	Between 1000 and 1400 Weekly
I	Bldg. 2503 (COLE MANOR)	Between 1000 and 1400 Weekly
I	Bldg. 2003 (2000 BLOCK)	Between 1000 and 1400 Weekly
I	Bldg. 2101 (MUSE MANOR)	Between 1000 and 1400 Weekly
I	Bldg. 5720 (NEW TLF)	Between 1000 and 1400 Weekly

1.18.2. PICKUP: Items being turned in to the contractor will be counted in the presence of the organization or government representative and contractor representative and an agreement reached on the number count before the totals are permanently affixed to the dry cleaning ticket. Both parties shall sign the dry cleaning ticket when possession of items is turned over to contractor for servicing. The contractor shall retain the original copy, furnishing a duplicate copy to Linen Exchange and the QAE. The contractor shall provide a duplicate copy to the customer. The contractor shall be liable for return of the number and kind of articles turned in for service under this contract.

1.18.3. DELIVERY: Contractor shall deliver 100% of items picked up plus IOU's from the previous day's delivery. The contractor shall provide an IOU (shortage ticket) for items not delivered on the scheduled due date. The contractor shall issue the IOU on the same day and time shortage occurs. All IOU items not returned within 24 hours shall be considered as lost or damaged property. The replacement value of items confirmed lost or damaged will be reimbursed by the contractor. The contractor shall legibly record, on the delivery ticket at time of delivery, the number of items delivered. A contractor and government representative will sign the delivery ticket upon delivery verifying this amount by his/her signature. Number changes will not be made to the ticket without annotation and the government representative's initials. The contractor shall retain a copy of the ticket, furnishing 2 copies to Linen Exchange and the original to the QAE at time of delivery.

1.18.4. DELIVERY TURN-AROUND: All items, with the exception of bedspreads, drapes, aircraft seat covers, table skirts, cold weather shirts, and alterations, shall be processed and returned to the point from which they were received by the contractor not later than 1 government workday

(24 hours) after receipt within the contractor's specified hours of pickup and delivery. Example: items picked up by the contractor on Monday will be returned on Tuesday. Items received by the contractor on Friday will be returned on Monday. Dry-cleaned bedspreads, drapes, aircraft seat covers, table skirts, cold weather shirts, and alterations shall be processed and delivered to the location from which they were received by the contractor, not later than 3 government workdays (72 hours) after receipt within the contractor's specified hours of pickup and delivery. Example: Alterations and bedspreads picked up on Monday will be returned not later than Thursday. Alterations and bedspreads picked up on Friday will be returned not later than Wednesday.

1.19. STATE or LOCAL DEPARTMENT of HEALTH REQUIREMENTS: Compliance with any certification or labeling requirements arising from state or local department of health regulations is the responsibility of the contractor.

1.20. CONTRACTOR FURNISHED ITEMS AND SERVICES: The contractor shall furnish all items and services required to perform this statement of work.

**Delivery Vehicle:** All dry-cleaning and alterations delivered under this contract shall be transported in a clean and closed vehicle. The vehicle shall be maintained in a sanitary condition to prevent cross-contamination. The vehicle is subject to government inspection at any given time and place, including the contractor's plant or business.

Carts sufficient for loading and unloading soiled/clean dry-cleaning bundles and a mobile rack sufficient for handling organizational items. Carts and racks shall be on wheels for handling ease. A facility equipped and ventilated so as to prevent dissemination of contaminants. The ventilation system shall include adequate intake filtration, exchange rate and exhaust in accordance with state and federal requirements. The contractor's facility shall be subject to inspection of sanitary conditions at any time by a representative of the government.

Pick-up and delivery tickets in four-part form and of sufficient size to include space for government and contractor signatures for items picked up and delivered. The tickets shall also list all items authorized for service listed in the bid schedule. Space shall also be allotted for additional items to be written in.

Laundry tags shall be provided to aid in the identification of different sets of items. Tags shall be no less than 4 parts.

1.21. PACKAGING: The following are the routine requirements for packing of items to be dry-cleaned according to this statement of work (SOW).

Bdspreads	String	3 ea.
Drapes	Hangers	1 ea.
Drape Liners	Hangers	1 ea.
Shirts (to include BDU)	Hangers	1 ea.
Trousers (To include BDU)	Hangers	1 ea.
Dresses	Hangers	1 ea.
Jackets	Hangers	1 ea.
Flight Jackets	Hangers	1 ea.
Field Jackets	Hangers	1 ea.
Field Jacket Liners	Hangers	1 ea.
All Weather Overcoats	Hangers	1 ea.
All Weather Overcoat Liners	Hangers	1 ea.
Caps	Bag	1 ea.
Gloves	Bag	1 pr.
Leggings	Bag	1 pr.
Ropes	Bag	1 ea.
Ascots	Hangers	1 ea.
Aircraft Seat Covers	Bag	1 set
Parkas	Hangers	1 ea.
Flags	Hangers	1 ea.
Ties	Hangers	1 ea.

PERFORMANCE OBJECTIVE	SOW PARAGRAPH	PERFORMANCE THRESHOLD
<b>PO-1</b> Pickup and delivery schedules are met.	1.1,1.18,1.18.1,1.18.4	95% of the time
<b>PO-2</b> Correct quantities of laundry are delivered.	1.18.3	95% of the time
<b>PO-3</b> Clean and sanitary linen is delivered.	1.3,1.4	95% of the time
<b>PO-4</b> Items are properly finished and packaged.	1.11,1.12,1.13,1.17,1.21	95% of the time

### 3. GENERAL INFORMATION:

3.1. **CONTRACT MANAGER:** The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and the alternate(s) who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer not later than the first day of contract operation.

3.2. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

3.3. The contract manager or alternate shall be available by telephone during normal duty hours within 1 hour. Should a problem not be resolved by telephone, the contract manager or alternate shall be available to meet on the installation within 2 hours (from the time of telecom) with government personnel designated by the contracting officer.

3.4. The contract manager and alternate(s) must be able to read, write, speak, and understand English.

3.5. **EMPLOYEES:** The contract or shall provide the work force necessary to satisfactorily perform the services required by this contract and to meet all variations, shift schedules, and changes as may be required to assure prompt response to all requirements of this contract. All persons performing under this contract shall remain employees of the contractor, not of the government. The contractor shall ensure that personnel working on Keesler Air Force Base present a clean, neat appearance at all times, and that their conduct will not reflect discredit upon this installation or the Department of the Air Force. The contracting officer may, without advance notice, require the contractor to remove from the job site, any employee found to be under the influence of alcohol, drugs, or any other incapacitating agent. The removal from the job site of such person(s) shall not relieve the contractor of the requirement to provide sufficient personnel to perform adequate and timely services. The contracting officer shall restrict the employment under the contract of any contractor employee, or prospective contractor employee, who is identified as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.

3.6. **CONTRACTOR PERSONNEL APPEARANCE, CONDUCT, AND HYGIENE:** Contractor personnel shall present a neat appearance and be easily recognized. This should be accomplished by wearing distinctive clothing bearing the name of the company or by wearing appropriate badges that contain the company name and employee name. The contractor shall furnish contractor personnel working at Keesler AFB, MS with name tags, the company name and the employee's last name. Such name tags for contractor's manager and supervisor(s) shall also indicate job title.

3.7. Shirts shall be worn. Sandals or other open type shoes shall not be worn. Personnel shall be free of body odor and clothing shall be free of dirt and odor at the beginning of each work day.

3.8. The contractor shall ensure that employees have the following current and valid professional certifications before starting work. All contractor-employed personnel utilizing vehicles on government property shall possess a valid state driver's license. Privately owned vehicles will possess a valid base registration decal. The contractor shall not employ any alien who does not have a valid U.S. Immigration Alien/Registration Card.

3.9. The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest, nor shall the contractor employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval in accordance with DOD 5500.7-R, Sections 2-206, 2-303, 3-306. The contractor is cautioned that off-duty active duty military personnel hired under this contract may be subject to permanent change of station (PCS), change in duty hours or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform. Their absence at any time shall not constitute an excuse for nonperformance under this contract.

3.10. Employees shall observe and comply with all rules and regulations concerning fire, safety, sanitation, security, possession of firearms or other lethal weapons while on government property. Copies of pertinent installation rules and regulations will be made available from the contracting officer upon request by the contractor.

3.11. Contractor's employees shall not loiter in or around the government installation during off duty hours.

#### 4. SECURITY REQUIREMENTS:

4.1. The contractor shall notify the servicing security forces organization at each operating location 30 days before on-base performance of the contract begins. The notification must include the following:

4.2. Name, address, and telephone number of company representatives.

4.3. The contract number and contracting agency.

4.4. The reason for the contract (i.e. work to be performed)

4.5. The location(s) of contract performance and future performance, if known.

4.6. The date contract performance begins.

4.7. Any change to information previously provided under this clause.

4.8. The contractor shall ensure each employee obtains the following pass and identification items as applicable for contractor personnel and non-government owned vehicles.

4.8.1. AETC Form 58, civilian identification cards (AETCI 36-2203).

4.8.2. AF Form 2219S Registered Vehicle Expiration (AFI 31-204).

4.8.3. DD Form 2220, DOD Registered Vehicle (AFI 31-204).

4.9. The contractor shall maintain a current listing of employees. The list shall include employee's name, social security number, and level of security clearance. The list is provided to the contracting officer and servicing security forces organization at the contract start date. Updated listings are provided upon change of employees.

4.10. Contractor employees shall comply with base traffic regulations.

4.11. Employee Training. Contractor shall provide required employee training in customer courtesy/service and technical dry-cleaning operations.

5. QUALITY CONTROL: The Basic quality management system must provide for the appropriate controls of service characteristics and attributes during performance, and include inspection and test criteria, methodology, data that is used to verify and validate conformance to acceptance criteria established for the contract. It should describe specific policies, procedures, and practices and identify quality responsibilities for all operational interfaces. The key consideration is the delivery of services that will fall within allowable tolerances.

6. QUALITY ASSURANCE: The Government intends to evaluate the contractor's performance under this contract. Government personnel will record all surveillance observations. When an observation indicates defective performance, the QAE personnel will notify the contract manager or on-site representative. The QAE personnel will request the contractor's representative to initial the observation. Government surveillance of tasks not listed in the Service Delivery Summary may occur during the performance period of this contract.

**6.1. CONTRACTOR PERFORMANCE EVALUATION:** The government will periodically evaluate the contractor's performance by appointing a representative(s) to monitor performance to ensure services are received. The government representative will evaluate the contractor's performance through intermittent on-site inspections of the contractor's quality control program and receipt of complaints from base personnel. The government may inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality control inspections if performance dictates. The government will also receive and investigate complaints from various customers located on the installation. The contractor shall be responsible for initially validating customer complaints. However, the government representative shall make the final determination of the validity of customer complaint(s) in cases of contractor disagreement with customer(s).

**7. HOURS OF OPERATION:**

**7.1. NORMAL HOURS:** The contractor shall perform the services required under this contract Monday through Friday, during the hours of 0700 to 1600.

**7.2. RECOGNIZED HOLIDAYS:** the contractor is not required to provide service on the day the following federal holidays are observed: New Years Day, Martin Luther King Jr. Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

**7.3. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER:** Emergency situations (i.e., accident and rescue operations, civil disturbances, natural disasters, military contingency operations, and exercises) may necessitate the contractor to provide increased or reduced support as determined by the contracting officer. During hurricane conditions, the contractor shall continue to provide service and shall be prepared to shelter personnel in Bldg. 2801 in order to continue service before, during, and after an actual hurricane. The contractor shall shelter enough personnel to provide sufficient service during peak traffic periods. The contractor shall be responsible for providing all food, water, sleeping materials, and other items required by contractor personnel. Only contractor personnel shall be sheltered. Family members, relatives, friends, etc., of contractor personnel shall not be sheltered in Bldg. 2801. The contractor shall ensure contractor personnel are sheltered within the time limits set by the base for personnel to be in base shelters. Contractor personnel shall not leave the shelter until base officials have given the all clear for personnel to leave base shelters. The contractor shall monitor local conditions to estimate the length of time sheltering of personnel will be required and shall monitor guidance provided by base officials. If base officials direct the evacuation of Bldg. 2801, contractor personnel shall evacuate to the shelter designated by base officials.

**8. TECHNICAL DEFINITIONS:**

**8.1. DRYCLEANING:** Cleaning of articles by immersion in dry-cleaning solvents and use of mechanical action. Dry-cleaning may include pre-spotting and use of soaps and synthetic detergents as required to remove soil and stains.

**8.2. CLEAN:** Finished articles are dry and free of visible soil, wrinkles, lint and objectionable odors. Spots and stains are removed where practical to do so without damaging the fabric.

**8.3. UNSERVICEABLE ARTICLES:** No longer useable or repairable for purpose intended.

**8.4. REPAIRABLE ITEMS:** Articles with minor rips, tears (less than four inches), open seams, holes, missing buttons, and broken zippers.

**8.5. MINOR REPAIRS:** Missing or broken buttons and damaged zippers have been replaced and all minor rips, tears, open seams, and holes have been repaired.

**8.6. PROCESSING:** All soil, spots, stains, and odors are removed without causing damage to fabric.

**8.7. CLEANNESS:** Each item is entirely clean, odor free, thoroughly dry, and free of lint.

**8.8. WHITENESS/COLOR:** White fabrics are sparkling white, and free of yellow and gray tints or other unsightly appearance. Colors are bright and clear.

**8.9. SMELL: Articles are sanitized, free of objectionable odors to include no trace of washroom supplies are left in fabrics.**

**8.10. SHRINKAGE: Shrinkage is no more than what can be called “normal” shrinkage for the particular type fabric.**

**8.11. FINISH: Items such as shirts, trousers, utility clothing, uniforms, dresses and other wearing apparel must be machine finished so that all surfaces are smooth and wrinkle free. There should be no rough /dry spots. These items should retain their original shapes and sizes.**

**8.12. DAMAGE: A defective condition of an item due to improper processing resulting in the item not being suitable for return to service as determined by the QAE.**