

Statement of Work (SOW)

PART 1 - GENERAL SCOPE OF WORK

1.1. General Requirement

The Contractor shall furnish all management, labor, materials, supervision, tools, equipment, and transportation necessary to provide comprehensive laundry and dry-cleaning services for the Osan Club Complex of the 51st Force Support Squadron, located at Osan Air Base, Korea. The scope includes the entire process from pick-up to final delivery of all articles.

Appendix A identifies the required pick-up and delivery schedule, and Appendix B identifies the applicable price list.

PART 2 - CONTRACTOR REQUIREMENTS

2.1. Contractor Personnel

2.1.1. Contract Manager: The Contractor shall designate in writing a responsible Contract Manager and at least one alternate who shall have full authority to act for the Contractor on all matters relating to the daily performance of this contract.

2.1.2. Availability: The Contract Manager or alternate shall be available during normal duty hours and able to meet with U.S. Government personnel within 24 hours to discuss problem areas.

2.1.3. Employee Standards: Contractor employees shall present a neat, clean appearance and be easily identifiable (e.g., via uniform or badge). The Contractor shall not employ any person identified as a potential threat to the safety, security, or mission of Osan Air Base, nor shall they employ any current U.S. Government employee or active-duty military personnel.

2.2. Facility and Certification

The Contractor must hold a valid laundry handling certificate issued by the Korean Government and operate a clean, sanitary facility with separate, clearly designated areas for "Contaminated" and "Clean" items.

PART 3 - PERFORMANCE REQUIREMENTS

3.1. Operational Readiness

The Contractor shall protect U.S. Government interests by ensuring full readiness to receive and satisfactorily process the estimated workload quantities. Services should be performed in a manner that does not disrupt club operations or scheduled events.

3.2. Service Schedule

3.2.1. Routine Service: The Contractor shall provide routine pick-up service once per week on a weekday, as coordinated with the Club Management. All serviced items shall be delivered no later than seven (7) calendar days from the date of pick-up.

3.2.2. Additional Service: Upon request, the Contractor shall provide additional pick-up service for high-volume periods and shall maintain flexibility to accommodate changes in event schedules, which may require priority processing.

3.3. Specific Cleaning and Handling Procedures

3.3.1. Washing Standards: All linen shall be washed in 71°C (160°F) water for a minimum of 25 minutes. Industrial-strength detergent and appropriate bleach types shall be used according to manufacturer's instructions.

3.3.2. Separation of Items: Dirty linen will be sorted in an area separate from all other areas. Heavily soiled articles (e.g., janitor/food service uniforms, bloodied items) will be washed separately.

3.3.3. Hygienic Handling: Clean linen will be handled with freshly cleaned hands by personnel wearing clean clothing. The interior of the transport vehicle shall be sanitized with an industrial-strength bactericide prior to loading clean linen.

PART 4 - QUALITY CONTROL AND PERFORMANCE STANDARDS

4.1. Quality Standards

All serviced items shall be returned clean, properly pressed, and entirely free of any stains, odors, or discoloration. Linens must be in a presentable, ready-to-use condition, and each individual tablecloth separately ironed for a crisp, professional appearance. Furthermore, all bundled articles shall be wrapped in sanitary plastic film, and items on hangers encased in a protective plastic cover to prevent soiling during transport and storage.

4.2. Defect Management

The total number of defective items shall not exceed three percent (3%) of the total items serviced per month. An item is considered defective if it fails to meet the standards in section 4.1. Any defective item shall be re-serviced by the Contractor at no additional cost to the U.S. Government until the standard is met.

4.3. Critical Service Failure

Any delay in service or deficiency in quality that disrupts or negatively impacts club operations or scheduled events shall be deemed a critical service failure and may be subject to remedies.

4.4. Club management Monitoring

The Contractor shall establish and maintain a quality control program. The Club Management may monitor, inspect, and observe all service performance areas but will not interfere with the Contractor's performance.

PART 5 - CONTRACTOR LIABILITY

5.1. Loss or Damage

The Contractor assumes full liability for all U.S. Government property from the point of pick-up until custody is officially transferred back. The Contractor shall be solely responsible for all costs, including repair or replacement, arising from any loss or damage to items that occurs during the performance of this contract. The Club Management will identify missing items at delivery; damaged items shall be brought to the Contractor's attention within 48 hours of discovery.

APPENDIX A

Pick-up and Delivery Service Schedule

1. Location: Bldg. 917 (Enlisted Club) and Bldg. 910 (Officers' Club)
2. TEL# DSN 784-6900, Commercial 0505-784-6900
3. Pick-up & Delivery Schedule
 - a. Routine Service
 - Weekly weekday pick-up as coordinated with Club Management
 - Delivery shall be completed within seven (7) calendar days from the date of pick-up.
 - b. On-Demand Service
 - Additional pick-up upon request when laundry accumulates.
 - Response time: within 24-48 hours.
 - c. Coordination
 - Schedule adjustments shall be coordinated with Club Management to support operational needs.

APPENDIX B**Price List**

Period: 1 May 2026 to 30 Apr 2031				
NO.	Item	Size	Quantity	Unit Price
1	Napkins	20 x 20 inches	1	₩
2	Table Cloth(S)	52 x 52 inches	1	₩
3	Table Cloth(M)	89 x 52 inches	1	₩
4	Table Cloth(L)	52 x 120 inches	1	₩
5	Table Cloth round	120 inches D	1	₩
6	Table Skirts	260 x 30 inches	1	₩
7	Uniform-Shirts		1	₩
8	Uniform-Trousers		1	₩
9	Apron		1	₩
10	Chair covers		1	₩