

**LOGISTICS READINESS CENTER –
FORT BENNING, GA**

SUPPLY & SERVICES DIVISION

Laundry Branch

External Standing Operating Procedure

Building 6, Meloy Hall
6650 Meloy Drive
Fort Benning, GA 31905
Phone: 706-545-2625
Fax: 706-545-6416

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This has been approved for use.

Duffie, David FPM, Logistics Readiness Center, Fort Benning, Georgia

SUMMARY of CHANGE

LRC SOP 700-1

- This is a new publication

Installation Logistics Operations

LRC Standing Operation Procedures (SOP) Laundry Branch

FOR THE DIRECTOR;	History. This is a new publication.	
	Summary. This SOP outlines	Division. Users are invited to send comments and suggested improvements on
DAVID T. SHEPHERD DIRECTOR LRC	the local operational procedures for the Logistics Readiness Center (LRC).	DA Form 2028 (Recommended Changes to Publications and Blank Forms) to IMSE-BEN-LGO.
Official;	Applicability. This SOP applies to all personnel assigned or attached to the LRC, Fort Benning, GA.	Distribution. This publication is available in electronic media only. It may be obtained from the LRC Shared Portal. It is user's
Marshall Fowler Commercial Services Surveillance Specialist Installation Laundry	Suggested Improvements.	
The proponent of this SOP is responsibility to ensure they the Logistics Readiness are working with the most Center (LRC), Plans and current version. Operations		

UNCLASSIFIED

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by 4:30 PM on the same day, Monday through Friday (except Legal Public Holidays). Those items delivered to the Contractor after 9:00 AM shall be cleaned and ready for pick up by the patron at Bldg 228 by 4:30 P M the following day.

Chapter 1 General

1.1 Purpose

The purpose of this document is to establish the Standing Operation Procedures (SOP) and identify general roles and responsibilities and processes for the Laundry Branch, Directorate of Logistics, Fort Benning GA.

1.2 References:

See Appendix A, References

1.3 Explanation of Abbreviations and Terms

Abbreviations and Terms used in this SOP are explained in Appendix B

CHAPTER2

Scope

2.1 General

This SOP is applicable to all military and civilian personnel, including contract employees, assigned or attached to the LRC, Fort Benning GA.

Chapter 3

Laundry and Dry Cleaning

3.1 General

The Fort Benning laundry is contractor operated/contractor owned. The five year Fix Price contract was awarded to Robertson & Penn Inc. Cusseta Laundry. The parent company is Located in Rolla, MO; however, the local laundry facility is located in Cusseta, GA. The contract commenced on 1JAN 2014 and has four option years. The current contract will expire on 30 DEC 2018.

3.1.2 The Contractor shall verify authorized patronage through the use of DD Form 2A (US Armed Forces Identification Card), DD Form 1173 (Uniformed Services Identification and Privileges Card), DA Form 1687, (Delegation of Authority- Receipt for Supplies) with an Assumption of Command Memorandum, or approved memorandum authorizing specific services. DA Form 1687 will be provided to the Contractor by the Contracting Officer. DA Form 2A and DD Form 1173 will be provided to the Contractor by each individual patron.

3.1.3 Unit personnel should not request Cusseta Laundry personnel to perform services that are not specific in the laundry contract. The Directorate of Contracting is the only government agency that can negotiate changes with the contractor. If changes to the existing contract are required, a formal request must be made to the Logistics Readiness Center (LRC), ATTN: Laundry COR. The COR will for specific requirements and submit to the Directorate of Contracting for action. Questions about the contract should be addressed to the COR at 706 545- 3750/1431.

3.2 Mission Statement

MISSION: To provide logistical support to train, mobilize, deploy, support, sustain and reconstitute forces.

3.3 Categories of Service

3.3.1 Laundry Pick up Points:

3.3.1.1 BLDG 228 (MAIN POST)

Pick-up and delivery of organizational dry cleaning and laundry items, including deceased and funeral detail items. Pick-up and delivery of individual Piece rate dry cleaning and laundry items. Hours of Operation: 07:30a.m. To 04:30p.m. Monday through Friday (except legal holidays).

Shipping Receiving Department in Bldg. 228 is open Monday through Friday from 07:30a.m. To 4:00p.m. for organizational laundry not scheduled for pick-up/delivery services (i.e. blankets, mattress covers, etc.), or turned in at or picked up from Bldg. 228 at the patrons discretion.

Organizational dry cleaning and Laundry for CIF, Supply Div., LRC shall be picked up and delivered to Buildings 2386 (Main Post), 3257 (Sand Hill) and 9058 (Kelly Hill).

3.4 Organizational Services

3.4.1 72 Hour Organizational Dry Cleaning Service. Organizational items processed through the organizational supply element will be delivered to and picked up from the Contractor at the service counter in Bldg. 228.

3.4.2 Same day Organizational Dry Cleaning (Deceased personnel uniforms and Funeral Detail uniforms). These items will be delivered by authorized Government personnel to the Contractor at the Service Counter in Bldg. 228.

3.4.2.1 The Contractor shall provide Same-Day Dry Cleaning Service for military clothing of deceased personnel. The Contractor shall receive verbal notification of such requirement from the contractor officer.

3.4.2.2 Same-Day services for processing funeral detail military Class A uniforms shall be provided to military personnel assigned to funeral details only. A roster of these authorized individuals will be furnished to the Contractor not later than 5 working days prior to commencement of the service and a roster update will be furnished as changes occur.

3.4.2.3 All individually owned military items for deceased military personnel or Funeral details delivered to the Contractor by the patron at the Services Counter, Bldg. 228 by 9:00 AM shall be cleaned and ready for pick up by the patron at Bldg. 228 by 4:30 PM on the same day, Monday through Friday (except Legal Public Holidays). Those items delivered to the Contractor after 9:00 AM shall be cleaned and ready for pick up by the patron at Bldg. 228 by 4:30 P M the following day.

3.4.3 72 Hour Organizational Laundry Service. The Contractor shall provide three Workday (72 hour) bulk laundry service of organizational (including Direct Exchanged) items, to all authorized units and activities.

3.4.4 Direct Exchange of Linens. Soiled items received are exchanged directly for clean serviceable like items at the time soiled items are picked up by or turned in to the Contractor. Sheets and pillow cases are exchanged weekly per schedule in TE-3 of contract. Other organizational items, i.e. blankets and mattress pads will be brought to Bldg. 228 for exchange at the end of each training cycle. A unit representative must be present during all scheduled laundry pickup and delivery services to assure continuity of operations between the contractor and the government. Direct exchange items must be dry in order for the Contractor to except them for exchange.

3.4.4.2 Pickups and deliveries falling on Legal Public Holidays shall be scheduled on the next workday following that holiday.

3.4.4.3 Unit personnel should not, under any circumstances, turn in excess linen or other government property to the laundry nor trade any government item(s) with the contractor for a different item. Such property is on government hand receipt and therefore does not belong to the contractor. It should not be transferred to the contractor unless it is an even, direct exchange for the same property, and only during regular laundry pickup and delivery services. Should an overage in linen or OCIE occur in your unit, turn it in to DPW, Furnishings Management Office (FMO), formerly known as Bachelor Housing, or Central Issue Facility (CIF) as appropriate.

3.4.4.4 Vinyl Pillows can be cleaned on site by the Contractor after each training cycle. Unit must email their request to the COR (marshall.l.fowler@us.army.mil) to set up this service. Unserviceable pillows will be turned in to FMO. See memorandum at Appendix C.

Chapter 4 Claims Procedures

4.1 Organizational Items

Loss or damage that is determined by the Contracting Officer as un-repairable to Government owned organizational items will be processed by the Government through Report of Survey procedures. The Contracting Officer will determine if the Contractor is liable based on the Survey Officer's investigation. If the Contractor is found liable, the Contractor will be held responsible for payment or replacement of such lost or damaged items as determined by the Contracting Officer in accordance with Para 14-14, AR 735-5.

4.1.1 The Contractor shall replace or reimburse the Government items of clothing and equipment, identified in CTA 50-900 that are lost or damaged by the Contractor, as specified by the Contracting Officer. Reimbursement of Government owned items shall be the acquisition cost in accordance with Para 14.14, AR 735-5.

4.2 Uniform Sets.

All uniform sets, such as BDU's, which have a part of the uniform lost or damaged by the Contractor, shall be replaced with a complete uniform (trousers and jacket) in the same type and size by the Contractor, when replacement of only part of that uniform would degrade the military appearance of that uniform because of difference in the shade of color of the replacement part and the remaining part. All name tags, U.S. Army tags, unit and combat patches, badges, etc., shall also be replaced by the Contractor and sewed on the uniform as prescribed in AR 670-1.

4.3 Individually Owned I. items.

Upon receipt of a claim for loss or damage to civilian or military items owned by individual Government personnel, the Contractor shall provide a claim form (as approved by the Contracting Officer, Appendix D) to the patron at that time and make a diligent effort to settle the claim with the individual in an expeditious manner, but in no event longer than three workdays. This three workday period shall start the day, after the individual attempts to claim his/her items and the Contractor cannot deliver.

The Contractor shall reimburse the owner of the individual items lost or damaged. The Contractor shall use IFI Table II, Claims Adjustment Values Criteria, to determine reimbursement cost due the individual for such loss or damage. The patron will determine whether to accept replacement in kind or a check equal to the fair market value in accordance with IFI Table II of the lost or damaged property. If the Contractor and the individual cannot agree on a settlement, the Contractor shall refer the matter to the contracting Officer, in writing, citing the reason for the disagreement. The Government will not be responsible for any loss, damage to, or destruction of property of customers while in the Contractor's possession.

The Contractor shall maintain a log of all claims which shall include the following information: claim number, date of claim, name of patron, description and value of the article lost or damaged, and date the claim was settled. A patron may file a claim by completion of a claim form whenever the Contractor is unable to deliver an article which is due or when an article has been damaged. The Contractor will enter the claim in the log, assign a claim number on the form, sign the acknowledgement on the form and return it to the individual. The Government will provide a sample of the form and the Contractor shall be required to reproduce and maintain an adequate supply of forms. These forms, as a minimum, shall be prepared in triplicate. The Contractor shall furnish the form to the individual filing a claim. These forms shall be made available for patrons at all laundry and dry cleaning pickup points. The original shall be retained by the Contractor; one copy shall be provided to the Contracting Officer at the time of receipt of the claim from first notifying of loss or damage; and one copy shall be given the customer at the time it is initialed. The Contractor shall furnish the Government a copy of the completed form when the customer has signed that the claim has been satisfactorily settled.

Chapter 5

Equipment

4.1 In COCO facilities, the contractor is responsible for repair and maintenance of Equipment.

Chapter 6

Laundry and Government Points of Contact

6.1 It is extremely important that unit and laundry representatives maintain open lines of communication. If you have questions or believe that your laundry service is inadequate, please contact Ms Shelton, Project Manager or Mrs. Garcia, Assistant Project Manager at 706 682-4060 or 706 545-3865.

6.2 If you have questions regarding areas of laundry not addressed above or if you encounter unusual or recurring problems, the COR is available to assist you may want to call
Marshall.Fowler@706-545-3750.

APPENDIX A: References

AR 210-130, Laundry and Dry Cleaning Operations

DA PAM 210-9, Laundry and Dry Cleaning Operation Procedures

W911 SF14-C 0001, Current Laundry Service Contract

AR 735-5, Policies and Procedures for Property Accountability

APPENDIX 8: Glossary

AFARS- Army Federal Acquisition Regulation Supplement

AG- Army Green

AR - Army Regulation

BDU - Battle Dress Uniform

CIF - Clothing Issue Facility

CIIP - Clothing Initial Issue Point

COR- Contracting Officer's Representative

CSSA - Commercial Services Surveillance Assistant

DA- Department of the Army

DFARS - Defense Federal Acquisition Regulation
Supplement

DRMO - Defense Reutilization and Marketing Office

DX - Direct Exchange

FAR - Federal Acquisition Regulation

FM - Field Manual

FMO - Furnishing Management Office
IAW - In Accordance With
IFI - International Fabricate Institute
KO - Contracting Officer
MMCoE-Military Maneuver Center of Excellence
NLT - No Later Than
NTE -Not to Exceed
OD • Olive Drab
PC Piece
PT - Physical Training
PUP - Pick-up Point
PWS Performance Work Statement
TE - Technical Exhibit
WC- Woodland Camouflage

APPENDIX C:

IMSE-BEN-LGS-L

23 March 2018

MEMORANDUM FOR SEE ELECTRIC DISTRIBUTION

SUBJECT: Unserviceable Pillows (Vinyl)

1. Vinyl pillows that are no longer serviceable need to be turned in by the supply personnel using the following procedure:

- a. Prepare a turn in document, OA Form 2765-1.
 - b. Take the unserviceable pillows and the completed DA Form 2765-1 to Bldg. II, Furnishing Management Office (FMO) Warehouse. They will check the pillows and give you the paperwork (DD Form 1348-IA) for Defense Reutilization and Marketing Service (DRMO).
 - c. Once you have turned in the pillows through DRMO, and they are disposed per DRMO's instructions, you will be issued new pillows by FMO if you have a large quantity. If you have a small quantity then you will bring the paperwork, with a copy for us, to the Installation Laundry, Bldg. 228.
 - d. The Contractor will issue you the number of pillows that were turned in as being unserviceable. ADA Form 1974 will be completed at the time of issue and you will receive a copy.
2. If you have any questions please call Steven String fellow or Sonya Williams, at 706 545-9632 or 706 545-5564, or me at 706 545-1431/3119.

3/26/2018

X Marshall Fowler

Marshall L Fowler
COR Laundry DRY CLEANING
Signed by: FOWLER.MARSHALL.L.1091601695

Marshall Fowler

COR
LRC, Supply & Services

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