

FLEET/00280 STATEMENT OF REQUIREMENT FOR THE PROVISION OF AN ON-BOARD LAUNDRY SERVICE TO MAJOR ROYAL NAVY SURFACE WARSHIPS

BACKGROUND

1. The Royal Navy is responsible for providing a regular and reliable onboard laundry service to nominated Major Surface Warships both when the ships are alongside and when deployed on operations.

REQUIREMENT

2. The Requirement is for the laundering of all items of Service clothing, personal protective items (PPE) and items required to be used in connection with Service duties (Crown laundry) which includes galley staff clothing/linen, sickbay items, mess furnishings and departmental specialist and sports clothing in accordance with JSP 886 (Defence Logistics Support Chain Manual), Annex C to Chapter 5 of Volume 6 Part 5. The requirement also includes the laundering of non-issued personal items of clothing in accordance with the Second Sea Lord's direction at BR3. Annex A contains a full list of laundry items and their respective category. This list may be amended by agreement between the contractor and the Authority using the formal contract amendment process.

3. All laundry items fall within a specific category (A-E) as detailed below and are to be laundered in accordance with the manufacturer's recommendation (care label).

Category A – General Articles: The Contractor shall use appropriate laundry treatments to cleanse and remove all soiling from the articles, in accordance with the manufacturer's care label.

Category B – Flame Proof Articles: Flame retardant items are to be laundered in accordance with the attached care label, in order to cleanse and remove soiling most efficiently without degradation of the fire retardant qualities of the article.

Category C – Water Repellent and Waterproof Clothing: The Contractor shall use appropriate laundry treatments to cleanse and remove all soiling from these articles. Care must be taken to minimise any degradation of the waterproof or water resistant qualities of the article.

Category D – Sleeping Bags/Duvets: The Contractor shall use appropriate laundry methods to cleanse and remove all soiling from these articles. Care must be taken to minimise any degradation to the TOG value or fire retardant qualities of the article. Sleeping bags and duvets are to be cool and dry before returned to the consignee.

Category E – Sickbay Articles: Laundry generated by the sickbay will be delivered to the laundry compartment by sickbay staff in plastic waterproof bags, clearly labelled as sickbay generated items. The Contractor shall ensure that sickbay laundry is kept separate from other laundry before, during and after the laundering process to prevent cross-contamination. The Authority will provide laundry staff with

suitable PPE in order to safely handle soiled sickbay laundry. Heavily soiled sickbay items will be disposed of by sickbay staff via the clinical waste stream.

4. Regardless of a ship's operating location, including when alongside in a UK port, Crown Laundry will be laundered, dried and ironed/pressed at public expense and the contractor will be paid by the Authority for the actual volume of items processed. Crown Laundry is VAT exempt at all times. The cost of laundering non-issued personal items of clothing will be charged to the individual by the Contractor when the ship proceeds to sea from a UK port and returns to the UK without calling at a foreign port; such non-Crown laundry will be liable for VAT. However, when a ship calls at a foreign port, non-issued personal items of clothing will be deemed to be Crown Laundry and charged to the Authority (exempt VAT) from the date of the ship's departure from the UK until the time she makes fast or anchors in a UK port.

5. The volume of laundry processed will vary depending on the Ship's operational programme, tempo and the temperature/humidity of the climate in which it is operating. Ships engaged in high-tempo operations or in a hot/tropical climate will launder significantly more items, in order to ensure the maintenance of personal hygiene and the morale of Service personnel, than a ship alongside in the UK or operating in a cold/temperate climate; Annex B Tables 1 and 2 show estimated monthly volumes of Individual and Departmental Crown Laundry in a typical major warship ship with 200 personnel onboard in various operating environments. There is also a requirement to launder clothing for additional personnel following completion of exercises, particularly after re-embarkation of an Embarked Military Force (EMF) which will result in short-term peaks of activity and increased workload at these times. The Contractor must recognise that deployed operations will almost certainly require an enhanced laundry team on board and that the Contractor is wholly responsible for ensuring that the number of embarked laundry staff is sufficient to meet the demands placed upon it whilst ensuring that staff working hours remain within the requirements of the Maritime Working Time Directive; the contractor is responsible for the costs of all flights and travel for laundry staff to join/leave ships to meet this requirement.

6. When applicable, members of the EMF will be designated 'entitled personnel' for the purpose of the Contract and have the same laundry entitlement as regular members of the Ship's Company. The Ship's Laundry Officer (SLO) will advise the onboard Contractor staff of the anticipated increase to laundry volumes and the period of the heightened volume. When operationally required, returning EMF personnel may require a fast laundry turn-around (<12 hrs) in order to be re-deployed with clean and dry uniform; during this time EMF laundry will take priority and ship's company may not receive a <24 hr laundry service. See Annex C for approximate number of EMF likely to be embarked in each class of ship.

7. A list of ships currently included in the contract and the approximate number of personnel on board each ship is attached at Annex C¹ to this Schedule. Ships may be added to or removed from the Contract by the Authority, giving a minimum of one month's notice to the Contractor.

8. The requirement for laundering the uniform, PPE and personal items of clothing for entitled personnel does not include periods when a ship is either in refit or when placed

¹ Correct at 25 Mar 15.

into extended readiness. If a limited laundry service is required for a ship in refit, the laundry service provider may make local arrangements with another ship to provide the service. Laundry volumes will be significantly reduced during leave periods and at weekends when ships are berthed alongside and home leave has been granted.

DELIVERY AND COLLECTION

9. Articles to be laundered will be delivered to the laundry compartment at times to be agreed with the SLO. Each laundry load will be accompanied by the Contractor's request form/receipt note detailing the description and numbers of items submitted for laundering. A definitive list of items is shown at Annex A to this schedule; any changes to this list will be advised to the Contractor by the Authority as and when required.

10. The Contractor is required to launder articles within 24 hrs of delivery. The Contractor shall ensure that laundered items are bundled together appropriately and packed to avoid creasing for collection by the consignee at designated times. Each bundle is to be accompanied by a copy of the demand/receipt note to enable the consignee to confirm correct return of items.

11. All articles are to be returned to the consignee in a clean, dry and cool condition without any damage, colour change, heat shrinkage or other deterioration in quality, allowing for fair wear and tear. Items spoilt during the laundering process are to be notified to the consignee; the SLO will assess whether the Contractor is liable for remuneration. In case of dispute, the decision of the ship's Commanding Officer is final (see para 30).

LAUNDRY AVAILABILITY

12. The laundry shall remain open for a minimum period during the ship's core working weekday of 0800 to 1600 hours. These hours may be reduced or extended by mutual agreement between the SLO and the Contractor in order to support ship's activities or during laundry compartment maintenance periods. Notwithstanding the above, the maximum hours of work of Laundry Staff are to be in accordance with the requirements of the Merchant Shipping Maritime Working Time Directive.

13. The laundry may be closed on non-operational weekends and during reduced ship's activity periods, as specified by the SLO. The laundry may also be closed during block ship's leave periods. Any other periods of closure are to be agreed in advance by the Contractor with the SLO.

14. When ships are alongside in the UK for any length of time, the SLO will advise the Contractor on the level of laundry service required and the Contractor may advise an appropriate substitute laundry facility during these reduced activity periods; any alternative laundry facility must be agreed by the SLO prior to being arranged. The quality of service delivered during this temporary arrangement must not be compromised.

LAUNDRY EQUIPMENT AND CONSUMABLES

15. The Authority will provide free of charge an appropriate laundry compartment on board, fitted with the laundry equipment listed at Annex D² to this schedule for the Contractor's use in the performance of the Contract. The equipment specified is subject to renewal/replacement as required during refit and maintenance periods. The Contractor shall be responsible for reporting any laundry facility defects to the SLO immediately they arise, but shall not be responsible for maintenance activity generated by the Contract, unless due to misuse or negligent operation.

16. The laundry compartments and all associated equipment remain the property of the Authority. The Authority is responsible for the maintenance of the equipment.

17. The Contractor shall be responsible for cleaning the allocated laundry facilities and compartment, ensuring that they are maintained in a clean and tidy condition at all times, to the satisfaction of the SLO.

18. The Contractor shall be responsible for securing the allocated laundry facilities at the end of each period of operation and ensuring that all appropriate fire prevention measures have been implemented. The Contractor shall ensure that his personnel comply with the Authority's written instructions regarding security and fire prevention measures relating to the laundry facilities.

19. Only appropriate quality washing powder, obtained through Naval Stores, is to be used to launder Service-issued items in order to preserve the flame-resistant, anti-static and water-repellent quality of articles. Probanised Cotton is used in the manufacture of Service-issued clothing and gives the wearer some protection from fire and problems due to static electricity; the use of incorrect laundry powder could degrade these properties. Non-Service issued laundry powder and finishing products may be used by the contractor to launder personal items of laundry. Cleaning materials sourced through the Authority will be charged to the Contractor on a monthly basis.

SECURITY, TRAINING & MEDICAL FITNESS

20. All Contract laundry personnel shall be in possession of a valid passport to cover the period of the ship's activity/deployment; the Contractor is obliged to remove and replace any member of laundry staff whose passport does not meet this criterion and is liable for associated travel costs.

21. The contractor shall ensure all contract laundry personnel are security cleared to Baseline Personnel Security Standard (BPSS) level. Additionally when deemed appropriate for laundry staff not domiciled in the UK and for those not in possession of a UK passport, a security clearance to Counter Terrorist Checked (CTC) level will be considered by the Authority on an individual basis.

22. All Contract laundry personnel will be bound by, and shall sign a statement to confirm their understanding of, the Official Secrets Act 1911 - 1989.

23. Newly recruited laundry staff will be required to undertake specialist laundry training and attend an MCA-accredited Basic First Aid Course. This training shall be arranged, coordinated and paid for by the Contractor.

² Correct at 25 Mar 15.

24. All laundry staff shall receive sufficient IT training to be computer literate in order to maintain records of items laundered in Microsoft Excel format; this data will form the basis of the monthly return to the Fleet Laundry Administrator. IT equipment and training shall be arranged, coordinated and paid for by the Contractor. The Authority will not provide IT GFE, nor access to DII.

25. All Contract laundry personnel shall receive appropriate Sea Safety Training (SST) prior to embarking in RN ships which consists of the 2-day Embarked Forces Sea Safety Course (EFSSC) and a ship-specific Sea Safety brief on joining the ship. Initial and Continuation and Refresher SST will be arranged between the SLO and Contractor. The Contractor is responsible for all SST travel and subsistence/accommodation costs, but SST course costs will be paid by the Authority.

26. The Contractor shall ensure that all onboard laundry staff are medically fit and in possession of a valid Seafarer Medical Fitness Certificate (MCA ENG 1) prior to joining; the ENG 1 medical is to be paid for by the Contractor and the Certificate is to be in date for the duration of a ship's deployment. Laundry staff will receive first line medical attention onboard, but the Contractor is responsible for the cost of all medical treatment, including hospital stays when in any port. The contractor is also responsible for repatriation costs should laundry staff be returned to the UK for medical-related issues.

PAYMENT

27. A full record of all Crown Laundry items laundered, to include non-issued personal items when being charged to the Authority (see para 4) and the associated cost is to be forwarded to the Authority by the 10th day of each calendar month. Laundry staff will be charged for food at the entitled rate which is currently £4.82 per day. The format for the monthly laundry return is at Annex E and the final monthly charge is to be verified and approved by the SLO prior to forwarding electronically to NCHQ's Fleet Laundry Administrator (NAVY PERS-DWP FIN SO3).

28. On receipt of the monthly return by NCHQ, individual ship's records will be scrutinised and any irregular or unusual laundry volume/usage will be raised by NCHQ and investigated by the SLO. Any discrepancy will be investigated and when the final monthly liability is agreed by the contractor and the Authority payment will be made via electronic Payment to Purchase (P2P) by the Authority, plus or minus any variations including food charges and washing materials.

29. The management for the collection of payments for non-Crown laundry payments is a local agreement between the SLO and the onboard laundry staff. The SLO or his/her representative shall conduct weekly spot-checks of the Contractors non-Crown laundry invoices to members of the Ship's Company to ensure compliance with the pricing plan and arbitrate should an irregularity arise. The Contractor shall retain invoices for non-Crown payments for a minimum of 12 months to facilitate external audit by Navy Command, HM Customs and Excise and/or the National Audit Office if requested.

POINT OF CONTACT

30. The ship's Commanding Officer shall designate a dedicated Ship's Laundry Officer (SLO) who will be responsible for liaison with the Contractor's personnel on board and for monitoring their day-to-day performance. The SLO shall locally manage the Fleet Laundry Contract on behalf of the Authority.

CONTRACTORS RECORDS

31. Contract Laundry Staff shall maintain a daily record of all Crown laundry undertaken using a Microsoft Excel spreadsheet in the format provided by the Authority at Annex E. Each record contains details of daily laundry throughput for one calendar month and forms the basis of the monthly charge to the Authority. This record is to be verified by the SLO and forwarded to the Authority, to arrive at Navy Command (NAVY PERS-DWP FIN SO3) by the 10th day of the following month to which it refers. A standard format is required to facilitate interrogation of data for audit and for the conduct of Performance Evaluation. Information required will include:

- The description and total number of each category, by item, laundered each day.
- The value of washing and finishing materials issued by the ship to the Contractor.
- Total number of days onboard for each Contractor for food charging purposes.

32. Contract Laundry Staff shall also maintain and retain appropriate local records of all non-Crown laundry undertaken which has generated individual laundry bills. Records will include the Contractor's request form/receipt (laundry chits) and departmental Crown laundry lists; these records are required to facilitate audit and weekly spot-checking of the monthly laundry return and individual laundry bills as directed by the SLO.

33. The onboard laundry staff will maintain a record of all articles spoilt, damaged or lost by the Contractor; this record is to be available for examination by the SLO. Liability for reimbursement will be determined by the SLO in the first instance and, in case of dispute, decided by a ship's investigation under the direction of the ship's Commanding Officer.

34. The onboard laundry staff will maintain a record of all laundry compartment and equipment defects which are also to be reported to the SLO or other designated ship's officer immediately they occur.

35. The onboard laundry staff will maintain a record of all clothing, equipment and other materials provided by the Authority to the Contractor in support of the Contract.

36. The onboard laundry staff will maintain a customer complaints log which is to be available at all times during laundry operating hours for use by consignees. This log must be available for inspection by ship's duty officers at any time during the period of the Contract.

CONTRACT MANAGEMENT

37. The Contractor shall attend Contract review meetings chaired by the Authority, six-monthly or at intervals to be agreed, to review the Contractor's performance against Key Performance Indicators (KPIs) and to discuss any other issues arising in relation to the Contract. The contractor shall provide clear evidence of performance against KPIs at

paragraph 38 and reports are to be provided at each contract management meeting for review. Measurement of output against KPIs shall be recorded on a continuous basis. If during the course of the contract it becomes apparent that the KPIs fail to accurately capture the required contractual output, the Authority and the Contractor will agree appropriate revisions to the KPIs.

KEY PERFORMANCE INDICATORS

38. Key Performance Indicators are detailed at Annex F and will be monitored on behalf of the Authority by the SLO to indicate compliance with the conditions of the Contract by the Authority:

Annexes:

- A. Full list of Laundry Items.
- B. Estimated Monthly Crown Laundry Volumes.
- C. Current list of Ships / SOB (inc EMF).
- D. Ship's Laundry Compartment Equipment Details.
- E. Monthly Laundry Return format.
- F. Key Performance Indicators.

ANNEX A – FULL LIST OF LAUNDRY ITEMS

General Articles	Cat No.	Item
Service issued Crown	A-1	Armband/wristlet
PPE	A-2	Bed bag
Service issued Crown	A-3	Blue collar
Service issued Crown	A-4	Blue uniform suit
PPE	A-5	Body armour cover
PPE	A-6	Body armour helmet cover
Personal Items	A-7	Brassiere
PPE	A-8	Bunk cover
Service issued Crown	A-9	Bush jacket
Service issued Crown	A-10	Cap cover
PPE	A-11	CBA cover
Personal Items	A-12	Civilian Blouse (cotton)
Personal Items	A-13	Civilian Blouse (silk)
Personal Items	A-14	Civilian Jacket
Personal Items	A-15	Civilian Shirt long-sleeve
Personal Items	A-16	Civilian Shirt short-sleeve
Personal Items	A-17	Civilian Skirt (long)
Personal Items	A-18	Civilian Skirt (medium)
Personal Items	A-19	Civilian Skirt (short)
Personal Items	A-20	Civilian Socks/Stockings
Personal Items	A-21	Civilian Tie
Service issued Crown	A-22	Collar
PPE	A-23	Cook's apron
PPE	A-24	Cook's cool suit jacket
PPE	A-25	Cook's cool suit trousers
PPE	A-26	Cook's hat
PPE	A-27	Cook's jacket long
PPE	A-28	Cook's jacket short
PPE	A-29	Cook's neckerchief
PPE	A-30	Cook's shirt
PPE	A-31	Cook's trousers
Service issued Crown	A-32	Cummerbund
Other Crown Laundry	A-33	Curtain Bunk
Other Crown Laundry	A-34	Curtain Mess (long)
Other Crown Laundry	A-35	Curtain Mess (short)
Other Crown Laundry	A-36	Curtain Porthole
Other Crown Laundry	A-37	Curtain Shower
Personal Items	A-38	Dressing gown
Other Crown Laundry	A-39	Flag (over 6 Feet)
Other Crown Laundry	A-40	Flag (under 6 Feet)
Personal Items	A-41	Flannel
Personal Items	A-42	Handkerchief
Personal Items	A-43	Jeans/Cords

Personal Items	A-44	Jumper
Service issued Crown	A-45	Laundry bag
Personal Items	A-46	Leotard/body
Service issued Crown	A-47	Long johns (bottom)
Service issued Crown	A-48	Long johns (top)
PPE	A-49	Mattress cover
Other Crown Laundry	A-50	Mess chair cover
Service issued Crown	A-51	Mess jacket
Other Crown Laundry	A-52	Napkin
Personal Items	A-53	Nightdress
Service issued Crown	A-54	No. 1 uniform
Other Crown Laundry	A-55	Oven cloth
Service issued Crown	A-56	Overcoat
Other Crown Laundry	A-57	Pillow
Service issued Crown	A-58	Pillowcase
Personal Items	A-59	Pyjamas
Service issued Crown	A-60	Raincoat
Personal Items	A-61	Scarf
Other Crown Laundry	A-62	Seat Cover
Service issued Crown	A-63	Sheet
Service issued Crown	A-64	Shirt Dress
Service issued Crown	A-65	Shirt Dress stiff
Service issued Crown	A-66	Shirt Tropical
Service issued Crown	A-67	Shirt white (12s)
Personal Items	A-68	Shorts Tailored
Service issued Crown	A-69	Shorts Tropical
Service issued Crown	A-70	Shorts Uniform blue
Service issued Crown	A-71	Shorts Uniform white
Service issued Crown	A-72	Socks/stockings
Service Issued Crown	A-73	Sports padded jacket
Service issued Crown	A-74	Sports Rugby/Football shirt
Service issued Crown	A-75	Sports Rugby/Football shorts
Service issued Crown	A-76	Sports Rugby/Football socks
Service issued Crown	A-77	Sports shirt
Service issued Crown	A-78	Sports shoes
Service issued Crown	A-79	Sports shorts/skirts
Service issued Crown	A-80	Sports socks
Other Crown Laundry	A-81	Sports Tracksuit bottom
Other Crown Laundry	A-82	Sports Tracksuit top
Other Crown Laundry	A-83	Sports trousers (Cricket)
Personal Items	A-84	Suit
PPE	A-85	Surcoat
Personal Items	A-86	Sweatshirt
Other Crown Laundry	A-87	Tablecloth large
Other Crown Laundry	A-88	Tablecloth small
Service issued Crown	A-89	Tie

Service issued Crown	A-90	Tights/stockings
Personal Items	A-91	Toilet bag
Other Crown Laundry	A-92	Towel - Bar
Service issued Crown	A-93	Towel - Bath
Service issued Crown	A-94	Towel - Hand
Other Crown Laundry	A-95	Towel - Tea
Service issued Crown	A-96	Trousers lightweight
Service issued Crown	A-97	T-shirt (incl PCS)
Service issued Crown	A-98	T-shirt with collar
Personal Items	A-99	Underskirt
Service issued Crown	A-100	Underwear
Other Crown Laundry	A-101	Vent sock cover
Personal Items	A-102	Vest/camisole
Other Crown Laundry	A-103	Wardroom cushion
Service issued Crown	A-104	White front
Service issued Crown	A-105	White sea boot socks
Service issued Crown	A-106	White sea jersey
Service issued Crown	A-107	White uniform
Service issued Crown	A-108	White waistcoat
Service issued Crown	A-109	Woolly gloves
Service issued Crown	A-110	Woolly hat
Service issued Crown	A-111	Woolly pully
Service issued Crown	A-112	RN PCS Fleece
Flame Proof Articles		
PPE	B-1	Action coveralls
PPE	B-2	Anti-flash gloves
PPE	B-3	Anti-flash hood
PPE	B-4	Arctic clothing (bottom)
PPE	B-5	Arctic clothing (top)
PPE	B-6	Ear defender covers (pr)
PPE	B-7	Fearnought suit
PPE	B-8	Fire Suit gloves
PPE	B-9	Fire Suit hood
PPE	B-10	Fire Suit jacket
PPE	B-11	Fire Suit trousers
PPE	B-12	Heavy Combat bottom
PPE	B-13	Heavy Combat top
PPE	B-14	Light combat bottom
PPE	B-15	Light combat top
PPE	B-16	Overalls
PPE	B-17	SDR coat
Service issued Crown	B-18	Shirt No. 4s / PCS equivalent
Service issued Crown	B-19	Trousers No. 4s / PCS equivalent
Water Repellent and Waterproof Clothing		
PPE	C-1	Diving suit

Service issued Crown	C-2	Foul weather jacket
Service issued Crown	C-3	Foul weather trousers
Service issued Crown	C-4	Windproof suit
Sleeping Bags/Duvets	Cat No.	Item
Service issued Crown	D-1	Duvet cover
Service issued Crown	D-2	Duvet/Sleeping bag
Service issued Crown	D-3	Sleeping bag liner
Sickbay Articles	Cat No.	Item
Other Crown Laundry	E-1	Bed cover
Other Crown Laundry	E-2	Blanket
Other Crown Laundry	E-3	Curtain Sick Bay large
Other Crown Laundry	E-4	Curtain Sick Bay medium
Other Crown Laundry	E-5	Curtain Sick Bay small
Other Crown Laundry	E-6	Curtain Sick Bay shower
Other Crown Laundry	E-7	Duvet/Sleeping bag
Other Crown Laundry	E-8	Duvet Cover
Other Crown Laundry	E-9	Green Sheet
PPE	E-10	Jacket Surgeon's
PPE	E-11	Jacket/Shirt Dental
Other Crown Laundry	E-12	Mattress cover
Other Crown Laundry	E-13	Pillowcase
Other Crown Laundry	E-14	Red-X surcoat
Other Crown Laundry	E-15	Seat cover
Other Crown Laundry	E-16	Sleeping bag liner
Other Crown Laundry	E-17	Towel - Bath
Other Crown Laundry	E-18	Towel - Hand
Other Crown Laundry	E-19	Towel -Green

ANNEX B – ESTIMATED MONTHLY CROWN LAUNDRY VOLUME ONBOARD RN MAJOR WARSHIP**Table 1.** (Crown laundry submitted by individuals)

Category	Item Description	Alongside/Day-running (UK)		At Sea (Cold/Temperate)		At Sea (Hot/Tropical)	
		Per individual	Whole ship	Per individual	Whole ship	Per individual	Whole ship
B-16	Service Issue Overalls	8	1600	10	2000	20	4000
B-18 ³	No 4s Shirt/PCS equivalent	12	2400	16	3200	20	4000
B-19 ⁴	No 4s Trousers/PCS equivalent	8	1600	12	2400	15	3000
A-97	Service Issue T-Shirt	12	2400	15	3000	20	4000
A-72	Service Issued Socks (Pr)	16	3200	20	4000	20	4000
D-1	Duvet Cover	4	800	4	800	8	1600
A-63	Sheet	4	800	4	800	8	1600
A-58	Pillow Case	4	800	4	800	8	1600
A-93	Bath Towel	4	800	4	800	8	1600
A-94	Hand Towel	4	800	4	800	8	1600
A-79	Sports Shorts	8	1600	8	1600	12	2400
A-77	Sports Shirt	8	1600	8	1600	12	2400
A-80	Sports Socks (Pr)	8	1600	8	1600	12	2400
	Total number of items	100	20000	117	23400	171	34200

Table 2. (Crown laundry submitted by Departments)

Cat	Description	Vol	Cat	Description	Vol	Cat	Description	Vol	Cat	Description	Vol
A-2	Bedding Bag	23	B-4	Arctic Bottom	29	A-55	Oven Cloth	563	A-79	Sports Short	101
A-23	Cook's Apron	292	B-5	Arctic Top	29	A-58	Pillowcase	48	A-80	Sports Sock	109
A-27	Cook's Jacket	298	D-1	Duvet Cover	54	A-57	Pillow	49	A-85	Surcoat	203
A-31	Cook's Trousers	298	D-2	Duvet	49	A-74	Rugby Shirt	63	A-95	Tea Towel	738
A-30	Cook's T-Shirt	115	B-6	Ear Defended Cover	136	A-74	Football Shirt	52		Miscellaneous ⁵	226
A-26	Cook's Hat	290	A-50	Mess Chair Cover	240	A-75	Rugby Short	13	Number of Departmental laundry items submitted during typical Month is approximately 4700		
B-14	Combat Bottom	180	A-8	Mess Bunk Cover	99	A-62	Seat Cover	164			
B-15	Combat Top	180	A-34	Mess Curtain	25	E-9	Sheet	51			

Notes:

1. Volumetric information at Table 1 and Table 2 above is based on recent analysis of data from operational Ships and discussions with Ship's Laundry Officers. Table 1 represents the typical volume of laundry submitted by an individual in a 1-month period in various operating environments, including an approximate whole-ship total

³ In addition to B-18 (Shirt No 4s/PCS equivalent), volume statistic also includes A-66 (Shirt Tropical) and A-67 (Shirt White 12s).

⁴ In addition to B-19 (Trousers No 4s/PCS equivalent), volume statistic also includes A-96 (Trousers Lightweight).

⁵ Miscellaneous comprises manifold Departmental Crown Laundry of which less than 30 items are laundered each month.

based on a ship's company of 200 personnel. Table 2 represents a typical volume of Departmental Crown laundry submitted in a 1-month period whilst the ship was deployed; this volume will reduce significantly when ship is alongside in UK.

2. A typical T45 with 200 personnel onboard alongside and/or day-running in the UK washes approximately 18 loads of Crown laundry per day, using industrial washing machines of 73lb (33Kg) capacity. Additional private laundry is estimated at 2-3 loads per day, and the pressing/ironing/folding of this daily load takes approximately 11 man-hours per day.

3. When a Ship is deployed in a cold/temperate climate the volume of non-Departmental laundry will increase by approximately 15% and when deployed in a hot/tropical climate may be increased by up to 60% compared to the volume of laundry processed alongside in the UK. Laundry volume is subject to further increase of up to 90% in a hot/tropical climate with Embarked Military Force (EMF) embarked for specific operations. The volume of Departmental laundry remains constant regardless of ship's operating profile.

4. The estimated annual volume of laundry for a T45 Destroyer or T23 Frigate operating for 10.5 months of the year, including uniform, bedding, sports and Departmental Crown laundry is approximately 250,000 items whilst alongside or day-running from the UK, 280,000 items whilst deployed in a cold/temperate climate, and up to 400,000 items when deployed in a hot/tropical climate. This equates to an annual volume ranging from 4 to 7 million items when multiplied across the Fleet; this total will likely increase to in excess of 8 million items when QNLZ enters the Fleet, currently scheduled for 2017.

ANNEX C – CURRENT LIST OF SHIPS AND APPROXIMATE COMPLEMENT (INCLUSIVE OF POTENTIAL ADDITIONAL EMBARKED MILITARY FORCES)

<u>NAME OF SHIP AND TYPE</u>	<u>SHIPS COMPLEMENT/EMBARKED MILITARY FORCES</u>
<u>Aircraft Carriers (in build)</u>	
HMS QUEEN ELIZABETH (due to commence sea-trials in 2016)	686/1600
HMS PRINCE OF WALES (due to commence sea-trials in 2018)	
<u>Amphibious Ship</u>	
HMS OCEAN	385/731
<u>Amphibious Ships⁶</u>	
HMS ALBION, HMS BULWARK	350/700
<u>Type 23 Frigates⁷</u>	
HMS ARGYLL, HMS LANCASTER, HMS IRON DUKE, HMS MONMOUTH, HMS MONTROSE, HMS WESTMINSTER, HMS NORTHUMBERLAND, HMS RICHMOND, HMS SOMERSET, HMS SUTHERLAND, HMS KENT, HMS ST ALBANS, HMS PORTLAND	200/220
<u>Type 45 Destroyers⁸</u>	
HMS DARING, HMS DAUNTLESS, HMS DIAMOND, HMS DRAGON, HMS DEFENDER, HMS DUNCAN	190/250

⁶ One Amphibious Ship is operational at a time; the other is held in extended readiness.

⁷ Two T23s are assumed to be in refit or undergoing deep maintenance at any one time.

⁸ One T45 is assumed to be in refit or in deep maintenance at any one time

ANNEX D – LAUNDRY COMPARTMENT DIMENSIONS AND EQUIPMENT

<u>SHIP TYPE/NAME</u>	<u>LAUNDRY AREA</u>	<u>PROCESS</u>	<u>EQUIPMENT</u>
QUEEN ELIZABETH CLASS –CVF	Receiving – 34.56m ² Washing – 100.8m ² Pressing – 100.7m ² Main Laundry Compt. 2EC2.	Wash Dry Press	10 x 28kg Electrolux W4250N Super Max Equine Washers 7 x 29.4kg Electrolux T5530 tumble dryers 3 x 12kg Electrolux C260R hydro extractors 3 x Rectangular Electrolux PT9B vacuum ironing tables 2 x BMM Weston Dupress 62 V8384 rotary presses 2 x BMM Weston L1566 compact presses 4 x Preparation tables (700 x 1700) 83 x Laundry racks – each rack comprises 6 x shelves each capable of holding 10.5kg of laundry (5,229kg total)
HMS OCEAN	Receiving - 7.8m ² Washing/drying – 51.91m ² Pressing – 17.26m ² Issuing – 10.73m ² Main Laundry Compt. 7M ⁹	Wash Dry Press	8 x 28kg Electrolux W4250N Super Max Equine Washers 5 x Electrolux T4250 commercial tumble driers 2 x Electrolux C260R hydro extractors 2 x BMM Weston Dupress (electric) presses 1 x BMM Compact (electric) Press 2 x Nyborg PT9B4 ironing table
HMS ALBION, HMS BULWARK	Total laundry area – 57.6m ²	Wash Dry Press	4 x 50lb Nyborg (1803) 1 x Nyborg HEM 259 hydro extractor 3 x Nyborg (T3530) tumble dryers 1 x 30lb Electrolux tumble dryer 1 x BMM Weston compact (electric) press 1 x BMM Weston Dupress (electric) press 2 x Electrolux Wascator ironing tables

⁹ Additional laundry area 3EA5 equipped with Sinks, 4 x T4250 tumble driers and 2 x C260R hydro extractors for EMF self-service use.

<u>SHIP TYPE/NAME</u>	<u>LAUNDRY AREA</u>	<u>PROCESS</u>	<u>EQUIPMENT</u>
TYPE 23	Laundry – 20.4m ² Drying Rm – 3.6m ² (not all T23s have Drying Rm space)	Wash Dry Press	2 x 28kg Electrolux W4250N ¹⁰ Super Max Equine Washers 2 x C240R hydro extractors 2 x Electrolux T4250 ¹¹ commercial tumble driers 1 x BMM Weston compact press (electrically heated) Speedy press iron (supplied by Contractor)
TYPE 45	Laundry/drying - total area 25m ²	Wash Dry Press	2 x 73lb Electrolux W3330N Washer Extractors 2 x 75lb Electrolux T3650 Tumble Dryers 1 x Electrolux C260R Hydro Extractor 1 x Universal Compact Press Model V2860 1 x Electrolux PT9 BED Finishing Table

¹⁰ Rolling programme to upgrade washing machines in T23s scheduled to complete Q1 2015; several T23s are fitted with 2 x W3250N and W5250N variants.

¹¹ Rolling programme to upgrade tumble driers in T23s scheduled to complete Q1 2015; several T23s have T5250N variants.

ANNEX E TO SOR FOR THE PROVISION OF AN ON-BOARD LAUNDRY SERVICE TO MAJOR RN SURFACE WARSHIPS

See attached .xls spreadsheet

ANNEX F - KEY PERFORMANCE INDICATORS

Measurement criteria and appropriate standards for three Key Performance Indicators (KPIs) relating to Manpower, Laundering and Management of laundry service are as follows:

PERFORMANCE PARAMETER	MEASUREMENT CRITERIA	STANDARD
1. Manpower 1.1 The contractor has provided sufficient manpower to operate the laundry to a level sufficient to meet the demands placed upon it to meet the requirements of the contract. 1.2 The laundry has been open as a minimum between the hours of 08:00 and 16:00. Any variation to this requirement has been agreed as required by the SLO or the Contractor on a mutually agreed basis.	Customer feedback. Customer Complaints Log. Full laundry availability unless otherwise cleared by the SLO.	100% of the time in any month
2. Laundering 2.1 Appropriate treatments have been used to cleanse and remove soiling from all categories of Laundry as detailed at paragraph 3 of the SOR in accordance with the manufacturers care labels attached to articles and without degradation of specialist qualities (fire-retardant/water-repellent), colour change, shrinkage or other deterioration, allowing for fair wear and tear. 2.2 Sickbay generated laundry has been segregated from other laundry to prevent cross-contamination before and during the laundering process. 2.3 After laundering, all articles have been properly rinsed, dried, pressed and finished as appropriate, then properly handled and packed so as to avoid creasing and made available for return to the consignee within one working day of delivery.	Customer feedback. Customer Complaints Log. Periodic spot checks by the SLO or his/her representative.	100% of the time in any month
3. Management of service 3.1 The Contractor has kept Authority provided equipment in the laundry compartment clean and reported all defects to the SLO immediately they arose. 3.2 The Contractor has met his responsibility for securing the laundry compartment(s) at the end	Laundry compartment to be included in End of Work/Security rounds route. Entry in Ship's HQ1 Log.	100% of the time in any month

<p>of each period of operation implementing appropriate fire prevention measures.</p> <p>3.3 All contract Staff hold a Passport, valid for the expected duration of any deployment plus six months.</p> <p>3.4 All contract staff hold a valid Security Clearance status approved by the Defence Vetting Agency.</p> <p>3.5 All contract staff hold a valid MCA-accredited Basic First Aid Course certificate.</p> <p>3.6 All contract staff have attended appropriate Sea Safety Training and hold a valid certificate of attendance for the EFSSC.</p> <p>3.7 The contractor is using the Authority-approved MS Office Excel spreadsheet format to accurately record information required by the Authority on a monthly basis.</p> <p>3.8 All instances of lost and/or damaged items have been recorded, investigated and resolved to a satisfactory conclusion including reimbursement from the contractor if deemed appropriate by the ship's Commanding Officer.</p>	<p>SLO to record/verify contractor status when contract laundry staff join ship.</p> <p>Feedback from Fleet Laundry Administrator.</p>	
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