

PROJECT OVERVIEW

Dona Ana Range, Fort Bliss Laundry Services- El Paso, Texas

Awarded on August 2, 2019, AIM World Services executed full operational capability within 10 days to support laundry services for the Dona Ana Training Center at Fort Bliss Army Base. Services include wash, fold, and repair of soldier clothing and bedding with a 48-hour return to the customer. AIM's laundry services personnel clean an estimated 1400+ pounds of laundry a week, operating on a seven day schedule. Issued under DynCorp International's (DI) U.S. Army Sustainment Command Logistics Civil Augmentation (LOGCAP) IV program, DI awarded AIM a three month subcontract to support the temporary initiative.

To facilitate contract start, AIM mobilized management and technical staff from Texas, Puerto Rico, and Dubai to Fort Bliss to construct two temporary facilities, source and hire a local workforce, and procure and install the necessary equipment and vehicles to support operations. We established an on-base drop-off/pickup center at the Dona Ana Range and implemented seven-day operations, expanding the required operational hours from three days to seven days a week.

We implemented a customized tool to automate inventory and quality controls, replacing handwritten tickets. At drop-off, AIM's customer service representatives count each item in the presence of the soldier, enter the article totals into the tool, and print a ticket. We follow the same process at pickup to verify that all items are accounted for. To date we have a 100% success rate with zero lost articles. Our automated system provides time efficiencies at drop-off and pickup and better tracks laundry throughout processing.

The drop-off/pickup center is open for a three hour window each morning and each evening. We transport laundry bags between Dona Ana and our laundry processing facility, which is located a short distance from base. We constructed the 3000 square foot facility engaging minority-owned small businesses to include fuels specialists, plumbers, and licensed electricians. Our subcontractors installed fuel water, and electric services to support 20 commercial washers and 20 commercial dryers. Prior to operations, the Army inspected the facility to ensure it met National Fire Protection Association, Occupational Safety and Health Administration (OSHA), and other workplace standards. AIM's facility passed the inspection with zero deficiencies.

To meet the required 48-hour turnaround, we process laundry seven days a week. During the first two weeks of operations, we exceeded performance by providing a 24-hour turnaround for >70% of the laundry bags dropped off. We continually exceed performance metrics.

Fort Bliss Laundry
Services- El Paso, Texas



Period of

Performance

08/02/2017-Present

Contract Value \$1M

Client Name

DynCorp International

End Customer

U.S. Army Sustainment Command

Total Personnel

80% Local Hires

70% Veterans

Time Between NTP and First

Personnel Deployed

12 hours

Scope of Work

- Procurement
- Inventory Control
- Laundry Services
- Transportation

Labor Categories

- Laundry Supervisor
- Laundry Specialists
- Customer Service Specialists
- Plumbers
- Electricians
- Fuel Specialists

Challenge/ Resolution

In accordance with Army Regulation 210-130, specific detergent that was free of perfumes and brighteners is required. This type of detergent is uncommon with distributors and difficult to procure. AIM's Procurement Specialists diligently researched vendors and found the specified detergent that also was capable of fighting tough stains.