SECTION L & M— INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS AND EVALUATION FACTORS FOR AWARD

1. **Electronic Reference Documents.** All referenced documents for this solicitation are available on the SAM.gov.

1.1. OFFERORS DUE DATE. Received on time, in accordance with, by the date and time specified in Block 8 of the SF1449.

1.2. AMENDMENTS TO SOLICITATION. If this solicitation is amended, all terms and conditions that are not amended remain unchanged and in full force and effect. Offerors shall acknowledge receipt of any amendment and provide confirmation upon submission of the offeror's quote. Any unacknowledged amendments in the offeror's quote are subject to solicitation provision RFO 52.212-1(c). Acknowledged and/or signed amendments shall not be considered as part of the quote page counts.

1.3. SUBMISSION, MODIFICATION, REVISIONS, AND WITHDRAWL OF QUOTES. Quotes and modifications to quotes shall be submitted by electronic media to the POCs at the email addresses specified in Block 9 of the SF1449, and showing the time and date specified for receipt, the solicitation number, and the name and address of the offeror. Modifications or revisions must be received on or before offerors' due date, unless otherwise authorized.

1.4. QUESTIONS. All questions regarding this solicitation are required to be submitted via email NLT **Wednesday, 1 July 2026 2:00 p.m. (CST)**. Questions shall be sent to the POCs specified in Block 9 of the SF1449. Questions submitted after this date/time may not be considered by the Government.

1.5. ACKNOWLEGEMENT. Written acknowledgement of this solicitation and all applicable solicitation amendments shall be submitted with quote. Any quotes received without this acknowledgement shall be considered non-responsive.

1.6. DEVIATION FROM STANDARD TEXT IN RFO 52-212-1: By submission of its quote the offeror agrees to hold the prices firm until **31 October 2026**.

1.7. PRE-PROPOSED SITE VISIT. There will NOT be a pre-proposal site visit for this requirement. Attachment 1: Custodial Performance Work Statement (PWS), Attachment 2: Custodial Floor Plans, and Attachment 3: Facility Fixtures Level 1-4 can be used in developing your quote.

1.8. SPECIFIC REQUIREMENTS. See Attachment 1: Custodial Performance Work Statement.

1.9. ANTICIPATED CONTRACT TYPE. The Government anticipates awarding a Firm Fixed Price.

1.10. PERIOD OF PERFORMANCE. Period of performance is mandatory and non-negotiable. Specific dates of the period of performance are stated on the SF1449. This requirement includes option years. As such, the Government will evaluate options IAW RFO 52.217-5, which is incorporated into the solicitation.

2. ORGANIZATION/NUMBER OF COPIES/PAGE LIMITS

2.1. COVER PAGES. Shall be provided for each Volume. Cover pages shall include Solicitation Number, Name, address, UEI, and CAGE number for your business, and please do not include your company's name beyond the title page. Cover Pages shall not be counted as part of the quote page counts.

2.1.1. CONTENT AND SUBMITTAL. The offeror's quote shall address the information listed in para. 3 and 4 below. The offeror shall submit the entire quote via email to the POC identified in this solicitation. Submit offer as follows:

Volume	Contents	File Format	Page Limit
Volume One	Technical Proposal	PDF or .doc	15
Volume Two	Price Proposal	PDF or .doc	7
Volume Three	Past Performance	PDF or .doc	15

2.1.2. PAGE LIMITS. The technical proposal volume shall not exceed fifteen pages. The pricing proposal volume shall not exceed seven pages. The past performance volume shall not exceed fifteen pages. Page limitations shall be treated as maximums. If exceeded, the excess pages will not be read or considered in the evaluation of the quote. Each page shall be counted except

the following: blank pages, title pages, tables of contents, tabs, indexes, glossaries, and amendment acknowledgments.

2.2. PAGE SIZE AND FORMAT

2.2.1. PAGE. A page is defined as each face of a sheet of paper containing information. When both sides of a sheet display printed material, it shall be counted as two pages. Page size shall be 8. 5 x 11 inches, not including foldouts. Page line spacing shall be 1.5 lines and is not applicable to the Tables Charts and Graphs. Except for the reproduced sections of the solicitation document, the text size shall be no less than 12 points. Font Arial shall be used. Tracking, kerning, and leading values shall not be changed from the default values of the word processing or page layout software. Use at least 1 inch margins on the top and bottom and 3/4 inch side margins. Pages shall be numbered sequentially by volume.

2.2.2. TABLES, CHARTS, GRAPHS, AND FIGURES. Shall be used and legible wherever practical to depict organizations, systems and layout, implementation schedules, plans, etc. The following limitation only applies to the Technical Volume. Text intended for evaluation within all figures, charts, tables, and graphs, to include imbedded images, shall be no less than Arial 8-pt. Any text within figures, charts, tables, and graphs which do not meet this requirement will not be considered in the evaluation.

2.3. INCORPORATION OF CONTRACTOR'S TECHNICAL QUOTE AND PROPOSED SCHEDULES

2.3.1. Incorporation by Attachment: The Government intends to incorporate the successful Offeror's Technical Quote--including but not limited to the Proposed Staffing Matrix, Cleaning Frequency Schedule (CFS), and Quality Control Plan--as a formal attachment to the final contract award.

2.3.2. Binding Commitment: Upon contract award, the methods, staffing levels, and schedules proposed by the Contractor in their Quote shall become binding contractual requirements. The Contractor is expected to perform the services in strict accordance with the approach presented and evaluated by the Government.

2.3.3. Order of Precedence: In the event of an inconsistency or conflict between the Performance Work Statement (PWS) and the Contractor's incorporated Quote, the requirements of the Government's PWS shall take precedence.

2.3.4. Changes and Modifications: The Contractor shall not deviate from the incorporated Technical Quote, Staffing Matrix, or CFS without prior written approval of the Contracting Officer. Any proposed changes to the incorporated processes, staffing levels, or schedules must be submitted in writing to the Contracting Officer (KO) and the Contracting Officer's Representative (COR). Changes will not be implemented until formally approved via a bilateral contract modification.

3. **EVALUATION.** The quotes shall be clear, concise, and include sufficient detail to provide for adequate evaluation and for substantiation of the validity of stated claims. Submitted documents must contain adequate information to enable the Government to fully ascertain offerors capability to perform contract requirements, must meet the requirements of the Solicitation, and must address the evaluation factors for award. IAW with RFO 12.203, Evaluation of quotations or offers, the Contracting Officer has broad discretion in establishing how quotations will be evaluated. Relative importance of evaluation is not required for solicitations under RFO 12 and is not included. Please be advised that the non-price evaluation factors (Technical and Past Performance) do not possess designated relative weights; rather, each factor will be evaluated independently on its own merits. The Contracting Officer will perform a comparative evaluation of quotations and award to the vendor whose proposal represents the best value to the Government.

3.1. **Phase I - Submission of Pass/Fail (Go/No Go) Complete Package (Volume I, Volume II, Volume III).** Interested firms are required to submit a complete package. It will undergo a Phase I Complete Submission Review.

3.2. **Phase II - Technical Evaluation.** Upon review and validation of a complete Pass/Fail (Go/No Go) factors, Phase II Technical Evaluation (Volume II and III) will be evaluated with Key Personnel participating in a technical submission review of the response to this solicitation

3.3. **MUTIPLE OFFERORS**. If more than one solution to the services is available, Offeror may submit multiple quotes for consideration, subject to same page limitations. Each quote will be evaluated separately to determine technical acceptability. Contractors are encouraged to identify or suggest cost effective improvements to existing services and infrastructure. Should the Offeror claim

exceptions to any requirement in the solicitation, these exceptions shall be listed and rationale provided. Failure to include exceptions will be deemed as acceptance of all terms and conditions of the solicitation and resulting contract.

3.4. FACTOR 1 – TECHINCAL

3.4.1. General. Limited to no more than 15 pages. Information the offeror deems appropriate to address the technical criteria should be included in the quote in an orderly format. The technical evaluation will be based on the offeror's response to the subfactors outlined in Section 3.4.2., using the adjectival ratings below:

Rating	Description
Outstanding	Quote demonstrates an exceptional approach and understanding of the requirements and contains multiple strengths that will be of significant benefit to the Government. Risk of unsuccessful performance is very low.
Good	Quote demonstrates a thorough approach and understanding of the requirements and contains at least one strength. Risk of unsuccessful performance is low.
Acceptable	Quote meets requirements and indicates an adequate approach and understanding of the requirements. Risk of unsuccessful performance is no worse than moderate.
Marginal	Quote has not demonstrated an adequate approach and understanding of the requirements, and/or risk of unsuccessful performance is high.
Unacceptable	Quote does not meet the material requirements of the solicitation, contains one or more deficiencies, and is un-awardable.

The technical criteria is further broken down into the following subfactors:

Subfactor 1: Migration and Implementation Experience
Subfactor 2: Technical and Management
Subfactor 3: Schedule
Subfactor 4: Staffing
Subfactor 5: Quality Control Plan

3.4.2. Volume I – Technical Evaluation Subfactors

- **Subfactor 1: Technical Approach & General Services.** This subfactor evaluates the contractor's understanding of the core cleaning requirements and their proposed methods for executing them efficiently and to the AFCOL standards specified in the PWS. This section must address, at a minimum:
  - Facility Cleaning: Detail the processes, equipment, and materials for cleaning and maintaining the various facilities at Dyess, as required in PWS sections 1.1.1 - 1.1.5.
  - Restroom and Locker Room Sanitation: Explain the methodology for meeting the strict cleaning and disinfection standards for restrooms, including stocking of supplies and floor care, as required in PWS sections 1.2.1-1.2.5.
  - Periodic Cleaning Operations: Describe the plan and schedule for performing periodic and restorative cleaning tasks, such as deep cleaning carpets and stripping/waxing hard floors, ensuring minimal disruption to base operations (PWS Section 1.3.1-1.3.3).
  - Equipment and Supplies Management: Provide a list of proposed equipment and supplies, confirming they meet safety and environmental standards (e.g., no CFCs). The proposal should also include a plan for maintenance and backup equipment to prevent service interruptions (PWS Section 1.5).

- **Subfactor 2: Special Requirements & High-Risk Area Management.** This subfactor assesses the contractor's capability to manage services in sensitive and high-traffic areas that have unique, more stringent standards, including the Child Development Center (CDC), Youth Center, and Fitness Center. This section must address, at a minimum:
  - CDC & Youth Center Compliance: Detail the specific procedures for meeting the extensive requirements for the CDC and Youth Centers (PWS Section 1.4.1 - 1.4.6).
  - Special Clearance & Training: Provide a detailed plan for ensuring all employees working in the CDC and Youth Center successfully pass all required background checks (IRC, NAC, etc.) and complete mandatory training (e.g., child abuse prevention) and immunizations before beginning work (PWS 1.4.2, 1.4.3, 1.4.4).
  - Fitness Center Operations: Describe the approach to cleaning high-traffic, specialized areas like exercise rooms, locker rooms, saunas, and basketball courts, adhering to the frequencies listed in Appendix A for Fitness Centers.

- **Subfactor 3: Management & Staffing/Scheduling Plan.** This subfactor assesses the contractor's ability to provide qualified personnel and effective oversight to ensure smooth and consistent contract performance. This section must address, at a minimum:

- Key Personnel: Identify the proposed Contract Manager and alternate(s), detailing their experience in managing custodial contracts of similar size and scope.
- Staffing & Scheduling: Provide a detailed staffing plan, including the number of employees and supervisors. The proposal should include a preliminary work schedule demonstrating how all services across different facilities and cleaning levels (Prestige, Basic, Special) will be completed within the specified hours of operation and to the frequency required (PWS 4.1, 4.19, Appendix A). Include a clear plan for recruitment, retention, and managing staff turnover or absences to ensure zero gaps in custodial coverage.

- **Subfactor 4: Quality Control & Performance Management.** This subfactor evaluates the contractor's proactive approach to ensuring high-quality service, meeting performance thresholds, and correcting deficiencies in a timely manner. This section must address, at a minimum:
  - Quality Control Plan (QCP): Present a comprehensive QCP that details inspection procedures, schedules, and documentation methods. The plan should explain how the contractor will identify, prevent, and correct non-conforming services to meet or exceed the "Performance Thresholds" outlined in the Service Summary (PWS 2.0, 2.1).
  - Deficiency Correction: Describe the process for responding to government identified deficiencies or customer complaints, including the commitment to re-perform the service within the required 2-hour timeframe (PWS 2.3.2).

3.5. FACTOR II – PRICE

3.5.1. GENERAL. Limited to no more than 7 pages. These instructions are to assist you in submitting information required to evaluate the reasonableness of your proposed price. Compliance with these instructions is mandatory and failure to comply may result in rejection of your quote. Information beyond that required by this instruction shall not be submitted, unless you consider it essential to document or support your price position. All information relating to the proposed price including all required supporting documentation must be included in the section of the quote designated as the Pricing Schedule.

3.5.2. PRICING INFORMATION. Volume II, Pricing Proposal shall be submitted utilizing Attachment 5: Bid Schedule, in lieu of the SF1449. The offeror shall insert a unit price in US dollars and extended amounts for each Contract Line Item Number (CLIN) IAW the basic CLIN structure listed in the solicitation. If the offeror fails to provide an extended amount or if the unit price and

extended amount do not calculate correctly, the unit price offered will take precedence. The amount proposed shall be rounded to the nearest US dollar. The total price proposed shall be honored by the Offeror who is awarded the resulting task order.

3.5.3. PRICE REASONABLENESS, Balance and Price Realism. Offeror's quote will be evaluated for reasonableness (including completeness), balance, and price realism. Normally, price reasonableness is based on competitive quotes, but may be determined using proposal analysis techniques listed in RFO 12.204. Unreasonable or unrealistic proposed prices, initially or subsequently, may be grounds for eliminating a quote from competition on the basis that the Offeror does not understand the requirement. Additionally, unbalanced pricing may pose an unacceptable risk to the Government and may render an Offeror's quote ineligible for award. Offers should be sufficiently detailed to demonstrate their price reasonableness, balance, and price realism. The burden of proof for credibility of proposed prices rests with the Offeror.

3.5.4. Rounding. All dollar amounts/prices shall be rounded to the nearest US dollar.

3.5.5. Pricing Package. Volume II: Volume II – Pricing Package shall include the following:

- Attachment 5: Bid Schedule
- Written and Signed Acknowledgment of all Amendments (not included in page limit).

3.6. FACTOR III- PAST PERFORMANCE

3.6.1. GENERAL Offerors may provide a list up to five (5) of their most recent and relevant present and/or past performance contracts from Federal, State, and/or Local Government; as well as private industry contracts. This should be limited to contracts performed within the last 5 years. The Offeror shall focus its Past Performance Volume responses so that they clearly correlate present and past performance with the requirements of this RFP. The responses must clearly describe the relevance of the effort to the work proposed.

3.6.2. The Government will review information provided by the offeror and data independently obtained from other sources, such as the Contractor

Performance Assessment Reporting System (CPARS), Supplier Performance Risk System (SPRS), and other Government databases. Relevancy will be determined based on the similarity of work, contract size, and complexity compared to this SOW.

In determining the relevancy of past performance information, the Government will consider the similarity of the work performed to the requirements of this solicitation, Work performed with the Federal Government, and the Department of the Airforce, Contract Dollar values, Complexity of the Work, Recency of performance, and ability of contractor to complete work in accordance with Period of Performances.

Rating	Description
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Satisfactory Confidence	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Neutral	No recent/relevant performance record is available. In this case, the offeror's past performance will not be evaluated favorably or unfavorably.
Limited Confidence	Based on the offeror's recent/relevant performance record, the Government has a low expectation that the offeror will successfully perform the required effort.
No Confidence	Based on the offeror's recent/relevant performance record, the Government has no expectation that the offeror will be able to successfully perform the required effort.

The past performance criteria is further broken down into the following subfactors:

Subfactor 1: Migration and Implementation Experience

3.6.3. Volume III – Past Performance Subfactor

- **Subfactor 1: Migration and Implementation Experience.** This subfactor assesses the contractor's capability to manage transition and implementation of services of this scale. This section must, at a minimum:
  - Demonstrate successful historical experience in transitioning and

implementing similar custodial/facility requirements of similar size and scope.

- Provide specific examples of mitigating risks during phase-in/phase-out periods on previous federal or commercial contracts.

3.6.4. Past Performance Questionnaires (PPQs). The Offeror shall submit Attachment 4, to those agencies responsible for the administration of the identified projects in the Past Performance Volume. PPQs submissions are not included in page count limit. Prior to forwarding the questionnaire to each reference, the Offeror shall fill out "Section 1: Contract Identification" of the PPQ. Offerors are responsible for ensuring their reference sources receive, complete, and return the questionnaires on time. PPQs received directly from the Offeror will not be considered. Your references shall return completed Past Performance Questionnaires NLT the Offeror due date and time specified in solicitation; to include solicitation number in the subject line, if this number is absent, it will still be reviewed. Offerors may include submittal information as supplemental information to show the PPQ requests were submitted on time. Have Past Performance Questionnaires sent to: Taylor Norris, Contracting Officer, Email: Taylor.norris@us.af.mil **AND** to Christi Murphy, Contract Specialist, Email: Christi.murphy@us.af.mil.

3.6.5. CPARS.

- The Government will accept copies of CPARS in lieu of Past Performance Questionnaire (PPQs). Ongoing contacts will be considered as completed contracts. Contractors with less than five (5) CPARS will still be rated; Contractors that do not have CPARS, will be considered Neutral. If problems were encountered during the performance of the identified contracts, Offerors shall provide evidence of the ability to isolate the root causes of problems, and include, in the Past Performance Volume, a description of programs or actions taken to resolve those causes. Problems not addressed in the Past Performance Volume but found by the Government during the evaluation of the information in this volume, will be assumed to still exist. Note: In the case of CPARS, if your input has already been provided and the rationale/circumstances have not changed, DO NOT repeat them here.