Statement of Work
Travis Air Force Base
True North Family Retreat's Childcare
22 August 2026

1. General Description of Services

a. The purpose of this Statement of Work (SOW) is to outline the requirements and expectations for childcare services to be provided for True North Family Retreat for the 821st CRG, 60th MXG, and 60th MSG. The certified and licensed commercial childcare services are required to host retreats with the goal of building and maintaining a strong family structure.

2. Scope of Work

a. The contractor shall provide comprehensive childcare services for participants of the retreat, catering to children across all age groups for a maximum of 24 military families. This service shall accommodate up to 144 children, comprising families associated with the 821st CRG, 60th MXG, and 60th MSG. The childcare services shall be rendered on August 22, 2026, at the precoordinated room or rooms at same building enabling parents to focus on strengthening family bonds and facilitating training environment to improve family dynamics. Any modifications to the service must be mutually agreed upon in writing by both parties.

b. Services Required

    i. The contractor shall be responsible for meeting compliance and standards while providing a full range of services including staffing, programming, childcare supplies, and reporting and evaluation. This service shall collectively contribute to fostering a nurturing and supportive environment for the families participating in the retreat.

        1. Facilities

            a. The True North staff will coordinate and secure a suitable facility to accommodate the specific number of children.

        2. Staffing

            a. Qualified childcare professionals shall be employed to supervise and engage with the children, maintaining appropriate staff-to-child ratios as per industry standards.

b. The contractor shall employ qualified childcare professionals who meet the requirements outlined in section 20351 of Title 34, United States Code and any additional legal or licensing requirements for the state in which childcare services take place.

c. Background checks and screenings shall be conducted by the contractor through the State Criminal History Repositories of all states that an employee lists as current and former residence.

d. Childcare staff must be certified in CPR and first aid and at least 18 years old.

e. Childcare staff shall present a professional appearance and be easily recognized as childcare staff either by wearing uniforms or appropriate badges.

3. Programming

    a. The childcare service contractor shall encompass recreational activities tailored to the diverse age demographics of the participants.

    b. Childcare services encompass care provided for dependents ranging in age from infancy through the age of 12 years.

    c.

4. Supplies

    a. The childcare service contractor shall provide all the necessary supplies which may include but are not limited to books, craft material, toys, nap mats, diapers and wipes, formula tailored to the diverse age demographics of participants.

5. Reporting and evaluation

    a. The contractor shall maintain accurate records of attendance, activities, incidents, and any other pertinent information related to the provision of childcare services.

    b. post-event evaluation shall be conducted to assess the effectiveness of the childcare services and solicit feedback from participants and parents.

c. Compliance and Standards

i. The contractor shall adhere to all applicable licensing requirements under the California Department of Social Services state that governs childcare facilities and services.

ii. Stringent measures shall be implemented to ensure the quality and safety of the childcare services provided, including thorough background checks for all staff members, emergency preparedness protocols, and ongoing monitoring of service delivery.

iii. The contractor must carry sufficient corporate liability insurance to cover possible claims, and an insurance rider to protect us as the client. Proof of this insurance must be provided during bid process.

3. Contractor Responsibilities

a. Contract Management

i. The contractor must appoint a contract manager to oversee the execution of all services, providing the contracting officer with the name and contact information of this individual and any alternates.

b. Quality Assurance

1. Ensure all services meet the specified standards and are executed as per the agreement. Non-compliance or service failures must be addressed promptly at no additional cost to the government.

c. Flexibility and Adaptability

1. Be prepared to adjust services as needed to meet the dynamic needs of the retreat and its participants.

d. Compliance and Reporting

1. The contractor is required to comply with all Department of the Air Force instructions, as well as any local, state, and federal regulations applicable to the services provided. Regular reports and updates shall be provided to the contracting officer, especially in the event of any changes or adjustments to the services.

4. Duration of Contract:

a. The childcare services shall be rendered exclusively on August 22, 2026, at the precoordinated room or rooms in the same building in conjunction with the designated retreat.

    i. Detailed Schedule of Service

        a. 09:00 - 12:30: Participants drop off their children to designated facility for childcare service at 09:00.

        b. 12:30-13:30: Participants pick up their children for lunch at 12:30 and drop them off after lunch at 13:30.

        c. 13:30 - 16:30: Participants pick up their children no later than 16:30.

5. Contract Management

a. The contractor must offer a contract manager who is responsible for overseeing the completion of the work.

b. The contractor shall designate a point of contact who will serve as the primary liaison with the Air Force contracting officer and other personnel.

c. The contractor shall designate an alternate point of contact who will act on behalf of the contractor in the manager's absence.

d. The contract manager or substitute shall have complete power to represent the contractor in all aspects pertaining to duration of this contract.

e. The contract manager and any alternates must be proficient in reading, writing, speaking, and comprehending the English language.

    i. Re-performance of Service. When a service performed does not adhere to contract criteria or when a service was not done in a certain location, the contractor must perform or re-perform the service at no additional cost to the government. The execution or re-performance of these services shall begin immediately following the Contracting Officer's notification. The contractor must allocate a sufficient number of personnel to ensure adjustments are completed before noon on the next weekday without degrading regularly scheduled services.

    ii. Government Remedies. The contracting officer must adhere to RFO 52.212-4(a), Inspection and Acceptance Clause, if the contractor fails to perform satisfactory services or fails to correct nonconforming services.

6. Acceptance Criteria

a. The Air Force reserves the right to conduct inspections and evaluations of the childcare services provided by the contractor to ensure compliance with the terms of this contract.

7. Amendments

a. Any amendments to this SOW must be made in writing and signed by both parties.