Performance Work Statement

Family Resilience Retreat lodging, meals, meeting space, and event support

Requirement	Family Resilience Retreat commercial venue services
Performance vehicle	Individual written Calls under one or more BPAs
Maximum attendance	Up to 165 persons, including Government staff
Version date	10 August 2026

PWS Overview. The Government states the event facts and desired outcomes. The Contractor proposes the lawful room allocation, derives the meal and space quantities, maps its solution to the master CLIN categories, and supplies unit prices, extensions, commercial deadlines, and the total evaluated price. Only the accepted Call and signed modifications change the requirement.

1. Purpose and Scope

The Contractor shall provide an integrated commercial hotel or resort venue for Family Resilience Retreats sponsored by the 52d Fighter Wing Chaplain Corps and supported organizations. Ordered services may include lodging, scheduled meals, meeting and breakout space, standard audiovisual support, ordinary guest amenities, and discrete event-specific services.

The Government is responsible for the retreat curriculum, speakers, facilitators, childcare personnel, supervision of minors, and program outcomes. The Contractor is responsible for the facility and the complete commercial solution accepted in the Call, including its room allocation, meal preparation, meeting-space plan, coordination, and pricing calculations.

The Contractor shall perform only work authorized by an accepted funded Call or a later written modification. A forecast, RFQ, quotation, courtesy hold, participant update, roster, or planning discussion does not authorize performance or payment.

2. Facility and performance location

Provide all ordered lodging, meals, meeting space, and event support at one integrated commercially operated property or connected campus, unless the Call expressly permits an offsite service. The quotation shall identify the property, address, and estimated drive time from Spangdahlem AB, Germany. The facility shall be open and fully operating on the event dates and comply with applicable lodging, food-service, fire, occupancy, health, safety, accessibility, and licensing requirements. The facility must include ordinary participant and Government staff parking in the applicable priced lodging

CLIN. Disclose before award any construction, closure, capacity restriction, minimum stay, or other known conditions that could affect performance.

3. Government Event Factsheet and Contractor Event Solution

The Government will provide only the facts needed to define the event and determine attendance numbers. The Government will not select commercial room types, create room assignments for quotation purposes, or calculate meal quantities for the Contractor.

Government provides	Contractor proposes, maps, and prices
Preferred and acceptable alternate dates; event hours; check-in and check-out needs	Exact available property and dates; quotation validity and any courtesy-hold expiration
Household Profiles and ungrouped staff/attendee counts, without names	Room Allocation Plan mapped to each profile and lodging CLIN 0001, 0002, or 0003, with commercial room type, rooms, nights, Contractor-derived EA quantity, unit price, and extension
Required meal occasions and any attendance exception	Meal Plan derived from the Event Factsheet based on Adult/child quantities and mapped to meal CLINs 0004-0009, with service format, unit price, and extension
Meeting outcomes, schedule, capacity, setup, A/V, accessibility, and childcare-space needs	Event Room Plan mapped to meeting/breakout CLINs 0010-0013, with configuration, Contractor-proposed EA quantity, unit price, and extension
Known aggregate dietary/allergy quantities or the date the information is expected	Ability to accommodate, information deadline, and any clearly stated exception
Government preferences for flexibility	Actual commercial deadlines, change/cancellation terms, assumptions, and mandatory fees

Every proposed exception or commercial term shall be stated in the quotation. A website, booking engine, click-through term, sales agreement, or other external term does not apply unless the Contracting Officer expressly incorporates contractor-identified text into the Call.

4. Lodging

Master CLIN	Lodging category	Lawful capacity	Pricing unit
0001	Standard lodging unit	1-2 occupants	Unit-night (EA)
0002	Family lodging unit	3-4 occupants	Unit-night (EA)
0003	Large-family lodging unit	5-6 occupants	Unit-night (EA)

- Use the Household Profiles to propose complete room allocation and map every configuration to lodging CLIN(s) 0001, 0002, or 0003. The Contractor determines the commercial room types and quantities necessary to accommodate all households. For a household larger than six, the Contractor proposes the necessary combination of category units.
- Keep each household together in one configuration when commercially available. If a household must be split, identify the proposed rooms, connection or proximity, and price in the quotation; the Government must accept the split before award.
- Disclose for each configuration the commercial room type, number of rooms, bed types, bathroom count, maximum lawful occupancy, accessible features, infant sleeping arrangements, and housekeeping service details.
- Provide each occupied unit clean, secure, ready at the accepted check-in time, and equipped with a private bathroom, clean linens and towels, functional locks and utilities, customary climate control, Wi-Fi, and ordinary in-room amenities.
- If an accepted configuration becomes unavailable, offer an equal or upgraded configuration at no added cost and obtain Government acceptance before splitting a household.
- Bill Government-ordered lodging only to the Government. Participants may be responsible for voluntary incidentals, personal upgrades, or damage under a customary policy disclosed before award. No payment-card or incidental-deposit requirement shall be included in the quotation.

5. Meals

Master CLIN	Meal	Age basis	Pricing unit
0004	Adult breakfast	Age 13 and older	Person-meal (EA)
0005	Child breakfast	Age 3-12	Person-meal (EA)
0006	Adult lunch	Age 13 and older	Person-meal (EA)
0007	Child lunch	Age 3-12	Person-meal (EA)
0008	Adult dinner	Age 13 and older	Person-meal (EA)
0009	Child dinner	Age 3-12	Person-meal (EA)

Unless the Government states an exception for a particular meal, the Contractor shall plan and prepare each scheduled meal for the accepted total of adults/youth age 13+ and children age 3-12 at the times requested by the Government. The Contractor derives and quotes the EA quantities under meal CLINs 0004-0009; the Government does not provide a separate headcount for each meal.

- A child under age 3 is priced only when the Contractor's accepted commercial policy requires a separate meal or the Government expressly orders one. A more favorable child-age rule may be offered.
- Breakfast shall be a commercially customary hot or continental service appropriate to the quoted rate. Lunch and dinner shall provide a commercially reasonable variety, ordinary nonalcoholic beverages, and sufficient service for the accepted attendance.
- Meals may be buffet, plated, family-style, catered, or another accepted commercial format and shall be ready at the scheduled time.
- Provide a vegetarian selection and identify before Call acceptance any stated dietary restriction or allergy that cannot be safely accommodated. The Government normally provides final dietary/allergy quantities by the deadline proposed in the quotation and accepted in the Call.
- Include food, nonalcoholic beverages, accepted dietary accommodations, labor, service, setup, cleanup, gratuity, service charge, and every mandatory meal-related fee in the accepted price.

6. Meeting Space and Event Support

Master CLIN	Space	Capacity	Pricing unit
0010	Main conference package - Small	Up to 80 persons	Package-day (EA)
0011	Main conference package - Large	81-165 persons	Package-day (EA)
0012	Breakout or childcare-use room - Small	Up to 80 persons	Room-day (EA)
0013	Breakout or childcare-use room - Large	Up to 165 persons	Room-day (EA)

- Propose meeting and breakout rooms sized for the Event Facts and schedule and map them to CLINs 0010-0013. The Government states the needed outcome and capacity; the Contractor selects the commercial room configuration and derives the EA quantities.
- A main conference package includes the accepted private room or event space, standard tables and chairs, lectern, setup and tear-down, cleaning, water during scheduled use, accepted refreshments, basic audiovisual equipment, and onsite support.
- All conference packages must include basic audiovisual support such as the provision of display or projection capability, screen, room-appropriate audio, two wireless microphones, a common laptop connection such as HDMI, electrical access, and reasonable charging access.
- A breakout or childcare-use room includes the accepted private room, standard furniture and setup, one reset, and cleaning. The Government supplies childcare personnel, supervision, safeguards, and activities.

- Custom decor, transportation, tickets, treatments, instructors, rentals, or other additional services are excluded unless the RFQ defines a discrete outcome and the Call includes an all-inclusive firm-fixed price.

7. Milestones and Changes

There is no BPA-wide cutoff for the following milestones. The RFQ may state Government preferences, but each Call shall state the property's actual deadlines and the consequences of missing them. Only the terms mutually agreed to are incorporated into the Call and are binding.

Quotation shall state	Minimum content
Reservation	Quotation validity, courtesy-hold expiration date
Participant changes	Latest date for reimbursable attendance reductions, including lead time requirements and capacity conditions for attendance increases. This date is
Final guest information / final revisions deadline	Whether names are required, the minimum information needed, secure delivery method, and deadline for final attendance numbers/grouping arrangements. This date serves as the deadline for final dietary/allergy quantities as well. Any changes after this deadline will be processed under cancellation terms.
Post-cutoff reduction / Cancellation terms	Terms by which the contractor will charge for cancelled rooms past the Final guest information cutoff, and how resale/mitigation credits will be applied to the final invoice. A full cancellation of the event will result in a Termination for Convenience and final settlement will be negotiated, irrespective of cutoff dates and terms.

Change control. Any increase or reduction in ordered attendance or another Call quantity, lodging, meals, space, dates, scope, or price is considered a substantiative change and is effective only through a written bilateral modification signed by the Contracting Officer and the Contractor. Until then, the accepted Call remains unchanged. This rule does not restrict an operational change, administrative change, or other unilateral right independently authorized by an incorporated clause or applicable authority.

When the Government requests a substantiative change, the Contractor shall promptly state feasibility, revise the room and meal solution, and provide a revised Call schedule showing changed EA quantities, unit prices, extensions, price increases or credits, any accepted commercial charge, mitigation or resale credit, and a revised total. The Contractor shall not perform added work before the bilateral modification signed by both an authorized Contractor Representative and the Contracting Officer is effective.

A change request resulting in the total cancellation of the event or of such a substantial nature that it could be reasonably classified as a completely different event shall be processed as a Termination for Convenience. Terminations for Convenience follow different processes and are governed by U.S. law – such requests are subject to negotiations and final settlement terms and the Government’s liability is not limited by the terms set forth in the Call.

8. Performance Standards and Correction

Area	Standard	Assessment	Correction
Reservation	Acceptance identifies the property, dates, accepted Event Plan, Call amount, and confirmation reference.	Written confirmation	Correct before the Government relies on the reservation.
Lodging	Accepted configurations are lawful, clean, secure, and ready at check-in.	Onsite observation	Correct or provide an accepted equal/upgraded substitute.
Meals	Scheduled meals and accepted dietary accommodations are available for the accepted attendance.	Onsite observation	Begin correction immediately and provide an accepted substitute.
Meeting space	Accepted rooms, furniture, refreshments, and A/V are ready before scheduled use.	Observation/test	Correct before use when practicable; provide an accepted workaround.
Coordination	Named Contractor POC and onsite contact are reachable.	Contact record	Provide a qualified replacement promptly.
Invoice	Lines, prices, credits, taxes, and arithmetic match the current Call.	Call-to-invoice comparison	Submit a corrected invoice after notice.

9. Inspection and Acceptance

The Government may inspect observable commercial performance before, during, and after the event. Inspection addresses whether the accepted facility, dates, lodging, meals, meeting space, equipment, coordination, and invoice were furnished. It does not assess participant learning, enjoyment, spiritual development, relationship outcomes, or resilience outcomes.

The Acceptance Official records whether the ordered services were made available and identifies material deficiencies or correction. Only the Contracting Officer may waive a requirement, direct added work, determine entitlement, reduce or withhold payment, modify the Call, or resolve a dispute.

10. Information Handling

No participant names are required for competition. After award, the Government will provide only the minimum guest-identification information that the selected facility identified in its quotation as legally or commercially necessary and that the Call accepts. The Contractor shall map that information to its accepted Room Allocation Plan.

Use household composition, attendee information, information about minors, and dietary/allergy information only to perform the Call. Limit access to personnel with a need to know; use a commercially appropriate secure exchange; do not use the information for marketing or loyalty enrollment without separate consent; and return, delete, or destroy it when no longer needed, subject to applicable law and records requirements. Report a known or suspected loss or unauthorized disclosure promptly to the Contracting Officer.

11. Pricing, Invoicing, and Government Responsibilities

- Call prices are firm-fixed, all-inclusive, and stated in euro unless the Call directs otherwise. Supporting Contractor calculations do not authorize a charge beyond the Call amount.
- The invoice shall identify the Contractor, BPA and Call numbers, property, event dates, each current Call line, quantity, unit price, extension, accepted credit or charge, applicable tax treatment, and total amount due.
- Invoice against the latest Call as modified, not actual no-shows or unapproved headcount changes. Attendance affects payment only when a signed modification or an expressly incorporated term makes it relevant.
- The Government will provide an Event Factsheet, issue the funded Call, provide timely operational information, provide program and childcare personnel, inspect observable performance, and process a proper invoice.

12. Common Terms and Roles

Term	Meaning
BPA	A written charge-account arrangement for anticipated repetitive needs. It is not funded and does not guarantee a purchase.
Call	A written, funded Government order under a BPA that becomes binding when the Contractor accepts it and begins performance.
Event Factsheet	The Government's dates, attendance profile, household composition, meal schedule, meeting outcomes, and stated constraints and preferences.
Household Profile	An anonymous count of one or more identical family or lodging groups, stated by adults/youth age 13+, children age 3-12, infants age 0-2, stay dates, and special lodging needs.
Contractor Event Solution	The Contractor's order-specific room allocation, meal plan, meeting plan, commercial deadlines, assumptions, and completed category-level Call pricing schedule.
Accepted Event Plan	The portion of the selected Contractor Event Solution expressly incorporated into the Call.

Term	Meaning
Operational information	Minimum guest information, dietary/allergy quantities, and coordination details that do not change price, quantity, scope, or schedule. Operational information may be changed independently by coordination between the Government Event Lead and the Contractor Point of Contact without executing an official Call Modification.

Role	Responsibility
Contracting Officer	Issues and changes Calls; accepts terms or exceptions; commits funds; and resolves contractual matters.
Contracting office	Conducts RFQs, communications, evaluation, award, administration, and invoice reconciliation for the BPA.
Government Event Lead	Provides Event Facts and coordinates program and onsite facts. Has no authority to commit funds or direct a contractual change.
Government Acceptance Official	Records observable receipt and material deficiencies. Does not direct changes or decide entitlement. May be the same individual as the Government Event Lead.
Contractor Point of Contact	Coordinates the complete Contractor Event Solution and routes contractual questions to the Contracting Officer.