HQ Supreme Allied Commander Transformation
Purchasing and Contracting Section
Office of Budget and Finance

Norfolk, Virginia | USA

Request for Proposal

RFP-ACT-SACT-26-62

Custodial Services

BIDDING INSTRUCTIONS 3
1. General 3
2. Classification 3
3. Definitions 3
4. Eligibility 4
5. Duration of Contract 4
6. Exemption of Taxes 4
7. Amendment or Cancellation 4
8. Bidder Clarifications 5
9. Bid Closing Date 5
10. Bid Validity 5
11. Content of Proposal 6
12. Proposal Submission 6
13. Late Proposals 7
14. Bid Withdrawal 7
15. Bid Evaluation 7
16. Proposal Clarifications 8
17. Award 8
18. Disputes 8
19. Communications 8
20. Points of Contact 8
Enclosure 1: Proposal Content / Checklist 9
Enclosure 2: Compliance Statement 10
Enclosure 3: Past Performance Information Form 11
Enclosure 4: Mandatory Price Proposal Excel Spreadsheet 12
Annex A: Statement of Work (SOW) 13
Annex B: Frequency Chart 29
Annex C: SQFT of Building/Area Names 30
Annex D: Requirements Matrix 31
Annex E: JFCNF SOW, Floor Plans, and SqFt 34

BIDDING INSTRUCTIONS

1. General

a) This is a **Firm Fixed Price Deliverables** contract in accordance with the HQ SACT General Terms and Conditions.

b) HQ SACT General Terms and Conditions Dated **15 January 2026** are applicable to this procurement and can be located on the ACT Website at; WWW.ACT.NATO.INT/CONTRACTING under Contractor Information.

c) Contract Award is contingent upon funding availability; Partial bidding is not allowed.

2. Classification

This Request for Proposal (RFP) is a NATO UNCLASSIFIED document.

3. Definitions

d) The "Prospective Bidder" shall refer to the entity that has indicated thereon its intention without commitment, to participate in this RFP.

e) The term "Bidder" shall refer to the bidding entity that has completed a bid in response to this RFP.

f) The term "Contractor" shall refer to the bidding entity to whom the contract(s) is awarded.

g) The term "Contracting Officer" designates the official who executes this RFP on behalf of HQ SACT.

h) "Contracting Officer`s Technical Representative" or "COTR" is the official who is appointed for the purpose of determining compliance of the successful bid, per the technical specifications.

i) The term "HQ SACT" shall refer to Headquarters Supreme Allied Commander Transformation.

j) The term "ACT" shall refer to Allied Command Transformation.

k) The term "NATO" shall refer to the North Atlantic Treaty Organization.

l) The term “days” as used in this RFP shall, unless otherwise stated, be interpreted as meaning calendar days.

4. Eligibility

a. This RFP is open to governmental or commercial entities:

b. Established in a North Atlantic Treaty Organization Alliance member nation.

c. Working in the required field and legally authorised to operate in the country and state in which this contract is to be performed, at the time of bidding. Has performed the desired past performance including size, cost and scope, as described in this RFP.

d. All proposed key personnel identified to work on this requirement must be citizens of a NATO member nation.

5. Duration of Contract

a. The contract shall start 1 January 2027.

b. Period of Performance: 1 January 2027 – 31 December 2027 with four potential option periods, 1 January 2028 – 31 December 2028, 1 January 2029 – 31 December 2029, 1 January 2030 – 31 December 2030, 1 January 2031 – 31 December 2031

6. Exemption of Taxes

In accordance with the agreements (Article VIII of the Paris Protocol dated, 28 August 1952) goods and services under this contract are exempt from taxes, duties and similar charges.

7. Amendment or Cancellation

a. HQ SACT reserves the right to amend or delete any one or more of the terms, conditions or provisions of the RFP prior to the date set for bid closing. A solicitation amendment or amendments shall announce such action.

b. HQ SACT reserves the right to cancel, at any time, this RFP either partially or in its entirety. No legal liability on the part of HQ SACT shall be considered for recovery of costs in connection to bid preparation. All efforts undertaken by any bidder shall be done considering and accepting, that no costs shall be recovered from HQ SACT. If this RFP is cancelled, any/all received bids shall be returned unopened, per the bidder’s request.

8. Bidder Clarifications

a. Prospective Bidders should seek clarification at their earliest convenience. Any explanation regarding the meaning or interpretation of this RFP, terms, clause, provision or specifications, shall be requested in writing, from the Contracting Officer. All Contracting Officers listed on this RFP must receive such requests via email for clarification no later than **21 August 2026.**

b. In lieu of a bidder's conference, HQ SACT invites bidders to a site survey that will be conducted on **19 August at 10:00AM** at HQ SACT, 7857 Blandy Rd, Suite 100, Norfolk, VA, 23551. Notify the Contracting Officers listed on this RFP of those members who are attending the site survey no later than **17 August 2026**. Participation in the site survey is **mandatory** to participate in the RFP and submit a proposal.

c. Information in response to all inquiries / requests for clarification to a prospective bidder shall be furnished to all prospective bidders at the following link: http://www.act.nato.int/contracting as a Question-and-Answer addendum. All such addendums and any necessary solicitation amendments shall be incorporated into this RFP. Verbal Interpretations shall not be binding.

9. Bid Closing Date

Bids shall be received at HQ SACT, Purchasing and Contracting Office, no later than **07 September 2026, 0900 hours, Eastern Daylight Time, Norfolk, Virginia, USA.** No bids shall be accepted after this date and time. **No hard copy proposals will be accepted.** Please see Proposal Submission (paragraph 12) for more details.

10. Bid Validity

a. Bids shall remain valid for a period of one hundred and twenty days (120) from the applicable closing date set forth within this RFP. HQ SACT reserves the right to request an extension of validity. Bidder shall be entitled to either grant or deny this extension of validity. HQ SACT shall automatically consider a denial to extend the validity as a withdrawal of the bid.

b. **HQ SACT will not accept supplier proposals prepared, in whole or in part, by means of generative artificial-intelligence (AI) tools, including and without limitation to chatbots, such as Chat Generative Pre-Trained Transformer (Chat GPT), or other language generating tools. HQ SACT reserves the right to screen applications to identify the use of such tools. All applications prepared, in whole or in part, by means of such generative or creative AI applications may be rejected without further consideration at HQ SACT's sole discretion, and HQ SACT reserves the right to take further steps in such cases as appropriate.**

11. Content of Proposal

The proposal shall consist of two (2) separate documents (Technical / Price) sent via e-mail as per the instructions. No hard copy proposals will be accepted. The E-mailed documents shall be received no later than **07 September 2026, 0900 hours, Eastern Daylight Time, Norfolk, Virginia, USA.**

The company description portion of its technical proposal shall be limited to 5 pages.

1. **Technical Proposal shall be a Signed PDF document and contain:**

    1) A table of contents for the entire proposal (See Enclosure #1):

    2) The bidder's full name, address, Points of Contact, Telephone, Fax number; Internet site;

    3) Compliance statement (See Enclosure#2);

    4) Past performance (See Enclosure #3);

    5) Company description and supplementary relevant information; and

    6) Compliance matrix (See Annex D).

2. **Price Proposal shall be**

    1) **Submitted in U.S. Dollar Currency.** Contractor may request payment post award in alternate currency based on agreed conversion rate.

    Prices shall be on a **Firm Fixed Price Basis,** include any relevant discount schedule.

12. Proposal Submission

a. Proposals shall be separate e-mail submissions to:

Technical proposal: hqsact.techproposal@nato.int

Price proposal: hqsact.priceproposal@nato.int

b. E-mail subjects shall include the solicitation information along with company name (for example: RFP-ACT-SACT-26-62_Tech_ABC Inc. / RFP-ACT- SACT-26-62_Price_ABC Inc.). **Allow sufficient time in sending your submission should you encounter e-mail size challenges**.

c. No verbal bids or verbal modifications or telephonic bids shall be considered.

d. It is the ultimate responsibility of a prospective bidder prior to submission that all proposal submissions are reviewed to ensure they meet the technical, contractual and administrative specifications and that offers meet the limitations and expressed conditions.

13. Late Proposals

a. It is solely the bidder`s responsibility that every effort is made to ensure that the proposal reaches HQ SACT prior to the established closing date and time. No late bids shall be considered.

b. **A delay in an e-mail exchange due to server or size restrictions does not constitute a delay by NATO.**

14. Bid Withdrawal

A bidder may withdraw their bid up to the date and time specified for bid closing. Such a withdrawal must be completed in writing with attention to the HQ SACT Contracting Officer.

15. Bid Evaluation

a. The evaluation of bids and determination as to the responsiveness and technical adequacy or technical compliance, of the products or services requested, shall be the responsibility of HQ SACT. Such determinations shall be consistent with the evaluation criteria specified in the RFP. HQ SACT is not responsible for any content that is not clearly identified in any proposal package.

b. Proposals shall be evaluated and awarded taking into consideration the following factors:

1) Successful administrative submission of bid packages as requested in paragraph 11 and as listed in this RFP.

2) Successful determination of compliance on mandatory criteria. (Compliant/non-compliant).

3) **Technical factors / pricing factors rated the following:**
Technical / Price = 70/30.

4) Technical clarifications as determined may be conducted.

5) Acceptance of HQ SACT General Terms and Conditions.

16. Proposal Clarifications

During the entire evaluation process HQ SACT reserves the right to discuss any bid, clarify what is offered and interpret language within the bid to resolve any potential areas of concern.

17. Award

a. HQ SACT intends to award a firm fixed price services contract to the Offeror(s) whose proposal(s) represents the Best Value offer to NATO. Partial bids will not be considered.

b. HQ SACT may collect information from references provided by the Offeror on its past performance. Contractors must provide authorization to contact references.

c. HQ SACT reserves the right to negotiate minor deviations to the listed General Terms and Conditions to this RFP.

18. Disputes

Disputes will be settled between the bidder and the Contracting Officer by mutual agreement through negotiation, while respecting and observing NATO regulations and policies.

19. Communications

All communication related to this RFP, between a prospective bidder and HQ SACT shall only be through the nominated HQ SACT Contracting Officer. Designated contracting staff shall assist the HQ SACT Contracting Officer in the administrative process. There shall be no contact with other HQ SACT personnel regarding this RFP. Such adherence shall ensure Fair and Open Competition with equal consideration and competitive footing leverage to all interested parties.

20. Points of Contact
(PLEASE INCLUDE ALL BELOW ON ALL CORRESPONDENCE)

LCDR Margaret Anderson, ACT Contracting Officer, Margaret.Anderson@nato.int
Mr. Michael DiProspero, ACT Contracting Officer, Michael. Diprospero@nato.int
Robert McMaster, Contract Specialist, Robert.Mcmaster@nato.int

Enclosure 1: Proposal Content / Checklist

PROPOSAL CONTENT / CHECKLIST

Table of Contents

- ☐ Bidder's name, address, POC, Contact numbers, email address.
- ☐ Compliance Statement.
- ☐ Past Performance (including References).
- ☐ Technical Proposal.
- ☐ Price Proposal (Excel worksheet – Enclosure 4 - provides mandatory price proposal format)

Enclosure 2: Compliance Statement

COMPLIANCE STATEMENT TO BID FO RFP-ACT-SACT-26-62

It is hereby stated that our company has read and understands all documentation issued as part of this RFP. Our company proposal submitted in response to the referenced solicitation is fully compliant with the provisions of this RFP and the intended contract with the following exception(s); such exemptions are considered non-substantial to the HQ SACT solicitation provisions issued.

Note: Any requested deviations/adjustments or considerations regarding HQ SACT General Terms and Conditions **must be identified here - at the time of bidding - for consideration by the Contracting Officer.**

Clause	Description of Minor Deviation
---	---
---	---
---	---

(If applicable, add another page)

Company:_____

Signature:

Name &Title:_____ Date: _____

Company Bid Reference: _____

Bidder's proposal must be based on full compliance with the terms, conditions and requirements of the RFP and all future clarifications and/or amendments. The bidder may offer variations in specific implementation and operational details provided that the functional and performance requirements are fully satisfied. In case of conflict between the compliance statement and the detailed evidence or explanation furnished, the detailed evidence/comments shall take precedence/priority for the actual determination of compliance. Minor or non-substantial deviations may be accepted. Substantial changes shall be considered non-responsive.

Enclosure 3: Past Performance Information Form

Company is required to submit minimum of one. Company should be clear how the company met the requirements of past performance. Reference to a contract must include a detailed description of the work performed relevant to the requirements outlined in the SOW. Generic or Vague references to the contract awarded without clear connection to work performed will be disqualified

Required Past Performance Information:

(a) Contracting Entity:

(b) Contract No:

(c) Type of Contract (Firm Fixed Price, IDIQ, Requirements):

(d) Title of Contract:

(e) Description of Work Performance and Relevance to Current Acquisition (Type of facility, capacity, estimated patronage, summary of staff used):

(f) Contract Dollar Amount:

(g) Period of Performance:

(h) Name, Address, Fax and Telephone No. of Reference:

(i) Indicate Whether Reference Acted as Prime or Sub-contractor:

(j) Comments regarding compliance with contract terms and conditions:

(k) Complete Contact Information for client:

(l) Permission to contact client for reference: Yes / No

Name/Signature of Authorized Company Official: _____

_____

This Enclosure is designed to assist the respective company provide HQ SACT with all necessary documents/information required. For clarification, please refer to bidding instructions in part 1 of subject solicitation.

Enclosure 4: Mandatory Price Proposal Excel Spreadsheet

Pricing shall be submitted using the excel workbook provided. Bidders may elect to submit a PDF proposal for pricing **in addition to the required excel workbook. Proposals not submitted in the proper format will not be considered.**

Formulas have been added for convenience; however, it is the company's responsibility to ensure that the formulas are correctly reflecting your expected bid proposal value.

Annex A: Statement of Work (SOW)

Statement of Work
for
Custodial Services

1) **Introduction**

Headquarters, Supreme Allied Commander Transformation (HQ SACT) is a major NATO Command staffed by personnel from NATO member nations. NATO took the first step by creating HQ SACT as a Command dedicated to Transformation. The Transformation's focus is on concepts, doctrine, and policy; requirements and capabilities; capabilities research and technology; joint experimentation exercises and assessments; and joint education and training.

Use by Other NATO Entities

This solicitation and any resulting contract awarded under RFP-ACT-SACT-26-62 are issued by Headquarters Supreme Allied Commander Transformation (HQ SACT) and are intended to satisfy HQ SACT requirements only. Other NATO entities located within the United States may, at their sole discretion and subject to the availability of funding and the possession of appropriate contracting authority, use the results of this competition as the basis for establishing their own separate contract(s) with the successful contractor.

Any such contract established by another NATO entity shall be a separate contractual instrument between that entity and the contractor. All costs, funding obligations, contract administration, technical oversight, performance management, invoicing, modifications, option exercises, and any other contractual responsibilities shall rest solely with the issuing NATO entity. HQ SACT shall have no liability, responsibility, or obligation for the administration or funding of contracts awarded by another NATO entity under this arrangement.

HQ SACT is aware that RFP-ACT-SACT-26-62 may be used by Joint Force Command Norfolk (JFCNF) to support the establishment of a separate custodial services contract with a base period commencing in 2027. Accordingly, Annex E includes JFCNF-specific Statements of Work, floor plans, square footage data, and pricing information solely to facilitate contractor pricing and proposal preparation. *This information shall not be used as a basis for contract award*. Inclusion of this information does not constitute a commitment by JFCNF to award a contract, nor does it establish any contractual relationship between JFCNF and the successful HQ SACT contractor unless and until a separate contractual instrument is executed by JFCNF.

Technical and Pricing Proposal specific to JFCNF services shall be submitted as an Annex to the primary Technical and Price Proposal for separate consideration by JFCNF Contracting Staff.

2) Background and Scope of Work

The Contractor shall provide all management, tools, equipment, and labor necessary to ensure that custodial services are performed at HQ SACT Norfolk, VA, in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. The contractor shall accomplish all cleaning tasks and replenish soap and paper products in all restrooms. Facility cleaning levels and frequencies are established in Annex B Frequency Chart. Facility drawings of areas cleaned and square footage are established in Annex C, Floor Plans and Maps. All work performed by the contractor shall be performed in accordance with all applicable laws, regulations, instructions, commercial practices and industry standards.

The Contractor must schedule and perform all requirements listed in the Statement of Work (SOW). Only tasks listed in the SOW are to be performed. The standards defined and the frequencies listed are minimum standards and frequencies that must be maintained. Additionally, the Contractor is responsible for all administrative requirements as noted herein.

3) Custodial Staff

a) A list of contractor employees who will be working at the site must be provided to the COTR and the CO no later than 10 days after award. HQ SACT requires a minimum of 12 personnel plus a supervisor to fulfill this contract. This list must be updated any time a contractor employee is added or deleted from the list. The requirement for 12 custodial personnel plus one on-site supervisor is a mandatory minimum staffing baseline unless specifically changed in writing by the Contracting Officer. The Contractor shall submit a staffing plan that identifies positions, shifts, work areas, backup coverage, and supervisor availability. The Contractor shall not reduce staffing below the approved level or replace the on-site supervisor without prior written notification to the COTR and Contracting Officer. HQ SACT reserves the right to restrict the site access of any Contractor employee, or prospective Contractor employee, who is identified as a potential threat to health, safety, security, general wellbeing, and operational mission of the installation and its population.

b) Contractor personnel must present a neat appearance and be easily recognized. This must be accomplished by wearing distinctive clothing bearing the name of the company

or by wearing appropriate badges, which contain the company name and employee name.

c) The Contractor and their employees shall obey all HQ SACT directives, rules and regulations while on HQ SACT premises.
d) It is a requirement for the Contractor to provide sufficient backup employees to fill in for unexpected absences or resignations.
e) Contractor's employees must not disturb papers on desks, open desk drawers or cabinets, or use telephones, copy machines, or other equipment provided for official Government use.
f) Contractor employees must report unsafe and hazardous conditions to the COTR. Items in need of repair, such as burnt-out lights, leaky faucets, toilet stoppages, etc., must be reported to the COTR.
g) If employees discover open safes, they must report that to the COTR.
h) Employees without properly executed security forms will not be allowed to work at the facility.
i) The Contractor and employees must be subject to all rules and regulations relative to entering and leaving these facilities and to parking in authorized parking spaces. The Contractor will be briefed by the COTR on the complexities and protocols involved with the cleaning of secure areas in the buildings covered by this contract. When cleaning is scheduled in secure areas, Contract personnel will be expected to contact the COTR in advance for access, and notify the COTR when complete, to secure the area.
j) The Custodial Staff shall work under and be supervised by Contractor personnel who are trained, skilled, and experienced in providing custodial services. All custodial services shall be provided in a safe, orderly, and professional manner in accordance with industry standards.
k) The Custodial Staff may clean non-common areas, such as private office spaces only when they are staffed. SACT's normal working hours are 8:00am to 4:30pm Monday through Friday. Therefore, cleaning non-common areas requires the use of area cleaning," i.e. One person cleans an entire area. Industry "team cleaning" techniques prove disruptive to operations. Custodial Staff may clean common areas, such as the Café and Mess lounges while they are minimally occupied except when there are special functions being held in the space or during lunch hours between 1200-1300.

4) Custodial Staff Experience

a) Contractor shall determine the number of staff required to perform the daily services in accordance with this SOW. A summary of proposed staff by position should be included with the proposal submission. Proposed custodial staff shall have at a minimum the following experience:

i) Minimum of one-year (three years desirable) experience in custodial work.
ii) Experience or ability to work for and in the vicinity of Flag Officer level personnel to include foreign dignitaries.

b) Project Manager/Onsite supervisor. The Contractor shall provide an on-site supervisor/project manager responsible for the execution of this SOW. The on-site supervisor/project manager shall have the following minimum experience:
   i) Three (3) years' experience (within last Five (5) years) as on-site supervisor or project manager for similar cleaning contract or effort directly relevant to this contract requirement, in size, value, scope and has a minimum **NATO or National SECRET security clearance.**

5) **Training**
   a) The Contractor is responsible for training all individuals on the correct cleaning and disinfecting procedures accepted by the custodial profession as written in professional publications, periodicals, trade magazines, etc. At a minimum, this training must include the review and proper use of applicable product Safety Data Sheets (SDS), including recognizing hazards, storage of chemicals, and the use of appropriate protective equipment (e.g., disposable gloves, dust masks, etc.) required by the OSHA Hazard Communication Standard, 1910.1200.

6) **Personnel Clearances**
   a) The contractor will be responsible for obtaining a National Criminal Background Check on all employees prior to starting work identified in this SOW. All contractor personnel assigned to HQ SACT, must undergo a Multi-National Background Check (vetted via multiple Federal/State Law Enforcement Authorities/Agencies) and a Local Law Enforcement Check to work at HQ SACT in Norfolk, Virginia.
   b) Personnel identified in a Nationwide Criminal Background Check as having a conviction, within 10 years of perspective employment date, for illegal drugs, assault and battery, domestic violence, larceny, fraud or any felony offense will not be assigned custodial duties at HQ SACT. **No waiver to this requirement shall be granted.**
   c) If the contractor cannot assign personnel with the required Nationwide Criminal Background Check on the start date, the contractor shall be liable for bid non-compliance or immediate contract termination.
   d) If convicted of any of the above infractions during employment, the employer is responsible for ensuring immediate action is taken to suspend employment within HQ SACT facilities. The contractor must provide advance written proof of the ability to assign fully cleared personnel to the HQ Security Officer prior to contract award/start.
   e) The contractor is fully responsible for arranging all work visas.

7) Furnished Equipment
   a) HQ SACT furnished.
      i) HQ SACT will provide office and storage space on site.
         (1) No alterations to the office space shall be made without the specific written permission from the COTR and the Contracting Officer. The Contractor shall return the office space to HQ SACT in the same condition as received, fair wear and tear and approved modifications.
      ii) Janitorial Closets.
         (1) Janitorial closets will be available for use by the Custodial Staff, without cost, for the purpose of storing materials and equipment, excluding flammable materials. The Custodial Staff will be required to maintain odorless and clean closets. Closets will be free of clutter and debris. Cleaning supplies and tools will be stored and organized in such a manner as to allow easy access and movement in closet.
         (2) Closets provided for janitorial service use will be locked if locks are available. HQ SACT will not be responsible for Contractor's stored supplies or equipment kept in the building or janitor's closets or for the Contractor's employees' personal belongings.
         (3) Janitorial Closets will be subject to security inspections at any given time by HQ SACT Security.
      iii) HQ SACT Furnished Utilities.
         (1) HQ SACT will furnish electricity, water and sewage service as necessary for accomplishment of work in accordance with this contract.
         (2) All extensions to such utilities shall be the Custodial Staffs responsibility.
      iv) Telephone Service.
         (1) HQ SACT will provide base and local commercial telephone service. Long distance service, if desired, shall be at the contractor's expense.
      v) The Custodial Staff shall keep its assigned HQ SACT spaces neat and orderly, and in compliance with all federal, state, and local laws and regulations on handling hazardous materials and hazardous waste, include maintaining Material Safety Data Sheets (MSDS) on all chemicals, solutions, etc.
      vi) HQ SACT shall not be responsible for the loss of the Custodial Staffs on-site materials, supplies, equipment, and personal property that are lost because of fire, theft, or other causes.
   b) Contractor furnished.
      i) The Contractor shall furnish all equipment, materials, supplies, and services not specified herein as HQ SACT-furnished property and consider such property as necessary to perform the SOW.

(1) This includes paper supplies, soap and metered air fresheners required for restroom, kitchenette and locker room stocking.

ii) Provision of such material shall be pre-approved by COTR to ensure quality and green environmental standards are applied. Custodial cleaning products required in the performance of this SOW shall meet, at a minimum, Green Seal Product Standards (http://www.greenseal.org).

iii) The Contractor shall provide services between the hours of 6am to 7:00pm, Monday through Friday. Services in non-common areas must be performed when HQ SACT personnel are manning the spaces, typically between the hours of 0700 and 1600. The contractor shall have a telephone at which it can be reached during regular working hours and an after-hours emergency number. The on-site Contractor supervisor shall carry a cell phone at all times while the Custodial Staff is working which will be provided by HQ SACT.

iv) All equipment used in the performance of this contract shall be in good operable condition and carry a U/L (Underwriters Laboratory) listing. Equipment found to be unsafe and unable to function as designed, shall not be used in performance of this contract. The contracting officer or designated representative may inspect the contractor's equipment at any time and direct the removal of any unsafe or unusable equipment from the installation.

v) Vacuums and carpet sweepers must be CRI Green labelled and rated at 70db or lower. Manual battery powered sweepers may be required in areas requiring quiet cleaning, such as hallways near briefing rooms and some office spaces. Carpet care and floor maintenance schedules are to be strictly adhered to. The Cleaning Service floor technician must work closely with each space representative to arrange times for floor work.

8) Quality Control

a) Quality Control Plan.

i) The Contractor must establish and maintain a complete Quality Control Plan to ensure the requirements of the Contract are provided as specified. One copy of the Contractor's Quality Control Plan must be provided to the COTR for review and approval no later than 10 days after award. An updated copy must be provided to the COTR within one business day as changes occur. The plan must include at a minimum:

ii) A work scheduling system based on the services indicated in the Annexes. The schedule must show by area and the day and times when tasks will be accomplished. The Contractor must comply with the submitted schedules as approved by the COTR or CO.

iii) Tasks required more than once per day must be scheduled at reasonable intervals. These times must be noted on the submitted schedule.

iv) The contractor must use a daily checklist and provide a copy to the COTR on a weekly basis. The Checklist will be reviewed for compliance. **When checklists are not submitted timely, payment may be withheld.**

v) An inspection system covering all the services listed in the Annexes. It must specify the areas to be inspected on both a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection.

vi) The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

vii) Procedures for proper cleaning of restrooms, showers, locker rooms, and other high humidity areas to prevent the spread of infectious and contagious diseases must be documented.

viii) Procedures for floor and carpet maintenance.

b) Inspection Reports.

i) Records of all inspections conducted by the Contractor and necessary corrective action taken must be provided to the CO and COTR upon completion of the inspection.

c) Incident Reports.

i) The Contractor shall immediately report injuries, spills, property damage, lost badges, unauthorized access, security concerns, discovery of open safes or unsecured sensitive material, and any condition that may affect safety, security, hygiene, or mission operations. A written incident report shall be submitted to the COTR and Contracting Officer within one business day unless a shorter timeline is directed.

d) Contract Reviews.

i) The Contractor must meet with the COTR and the CO for a quarterly review of the contract performance. The following issues may be discussed; opportunities to improve the Contract, any modifications required of the Contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future. The Contractor must provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

9) Custodial Performance Requirements/Cleaning Requirements

a) The Custodial Staff shall maintain HQ SACT in accordance with the Custodial Performance Requirements, which reflects HQ SACT's understanding of the minimum requirements.

These requirements also are not limited to but include: daily sanitation of the facility, scrubbing and polishing the lobby floors, and steam carpet cleaning.

b) Room/Office/Passageway Cleaning Operations.
   i) All furniture (except items with working papers on them), equipment, horizontal ledges, and sills shall be dusted with microfiber cloths (e.g., tables and chairs in conference rooms dusted and polished).
   ii) All room dividers, interior glass, glass partitions, interior doors/jambs/hardware, interior walls, transoms, and national displays shall be cleaned by dusting/wiping to ensure there is no streaking.
   iii) Counter tops, sinks, and bright work shall be scrubbed and wiped clean.
   iv) Surfaces on the interior/exterior of elevator cars shall be cleaned, including doors, walls, lights, light panels, and bright metal surfaces. All surfaces shall be kept free of dust and finger marks.
   v) Soil, markings, and other defacements shall be removed from (interior and exterior) glass surfaces, including high areas and metal framework above the foyer/lobby, main entrance, etc. Washed surfaces shall be free of streaks or watermarks.
   vi) High cleaning includes cleaning (interior) horizontal and vertical surfaces above 6' from floor level. Walls shall be free of dirt, smudges, and markings. Ceilings, fixtures, and displays shall be free of cobwebs and dust.
   vii) Wood trims; moldings, railing, and baseboards shall be dusted, cleaned, and oiled regularly to maintain a polished appearance.
   viii) Building surfaces discovered with evident staining or damage must be reported to the COTR for further action. Dust and clean all horizontal and vertical surfaces including, but not limited to televisions, monitors, cabinets, tables, chairs, counters, bookcases, lockers, vending machines, closets, shelves, radiators, HVAC air registers, air grilles and diffusers, windowsills, doorsills, baseboards, banisters, non-operational consoles and workstations, and wall-mounted fixtures. Clean and remove all spots, stains, smudges, fingerprints, marks, and other streaks. Clean tables and non-fabric chairs, modular partitions and furniture, ledges, windowsills, handrails, doorframes, doors, and walls. All fabric covered walls are to be cleaned as needed using manufacturer’s recommended techniques.
   ix) Dust must not be moved from spot to spot, but removed directly from the areas in which it lies by the most effective means. The following conditions must exist after the completion of each dusting task: (a) there must be no dust streaks, (b) corners, crevices, molding, and ledges must be free of all dust, (c) there must be no oils, spots, or smudges on dusted surfaces caused by dusting tools. Surfaces must be free of all dust, lint, and litter.
   x) Clean the high touch surfaces to include but not limited to the following:

(1) Common Area doorknobs/handles/pulls/push plates/light switches/dispensers
(2) Common Area tabletops and countertops
(3) Common use phones
(4) Common use non-operational computer workstations
(5) Handrails

xi) All furniture with fabric parts must be vacuumed. Fabric must be spot cleaned as necessary with a solution that will not damage the fabric. A suitable cleaner and polish will be used for metal, wood, and leather furniture. Hard surface furniture must be waxed and polished, as appropriate.

xii) Clean high surface items above 7'0" by removing all dust, cobwebs, lint, litter, and debris. Items to be cleaned include, but are not limited to, all horizontal surfaces, ceiling fans, HVAC air registers, light fixtures, air grilles and diffusers, and ceilings. Ceilings and wall surfaces must be spot cleaned as needed to remove dirt, dust, and debris. Dust must not be moved from spot to spot, but removed directly from the areas in which it lies by the most effective means. When cleaning, debris must not be allowed to fall from high areas onto furniture and equipment below.

c) Windows and Window Coverings

i) Clean all interior windows, including all windowsills and adjacent trim on all floors. Window frames, casings, sills, and glass must be free of all traces of fingerprints, smudges, streaks, smears, film, dirt, water deposits, and other foreign matters.

ii) Clean Window Blinds/Shades/Drapery. Blinds and shades must be cleaned to remove soil and dust, using a commercially approved cleaner. Blinds and shades must be free of streaks and smudges. Blinds/Shades must not be removed from window facing. Vacuum drapes using an industrial-type vacuum with appropriate tool attached for vacuuming. Report draperies requiring dry cleaning to the COTR.

d) Trash Removal/Separations.

i) Waste baskets shall be emptied so as to not disperse dust. Large boxes and cartons in offices and passageways shall be removed, flattened, and placed in approved containers daily. Trash shall be removed to the nearest trash trailer/container in the area(s) served by the Custodial Staff. Care shall be taken to prevent trash dispersion due to wind, burst bags, or other causes.

ii) All trash containers and plastic liners must be kept clean and sanitary. Plastic liners may be used in lieu of washing the trash receptacles.

iii) Ash receptacles shall be emptied from each smoking area 5X per week into a container filled with water to ensure cigarette butts are extinguished before discarding in the dumpster. Ashtrays and receptacles will be wiped clean and free of ash residue.

iv) Recycle receptacles shall be emptied into approved recycle collection containers.

e) Non-Carpeted Floors (Hard Floors: Vinyl Tile, Ceramic Tile, Wood, Concrete, etc...)
   i) Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective routine cleaning.
   ii) Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, spot clean, etc.) and with cleaning solutions if applicable, for the specific floor type.
   iii) After cleaning, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water.
   iv) Baseboards, corners, and wall/floor edges shall also be clean.
   v) Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning.
   vi) Clean/Strip/Wax/Buff floors. Prior to stripping, waxing, and buffing, floors must be cleaned. Remove all easily moveable furniture to allow for cleaning. Prior to waxing, flooring must be mopped and stripped to remove all built-up wax and embedded dirt. Floors must be cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for cleaning and buffing must contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If loose residue is produced by buffing, it must be removed in a manner that must leave the floor clean without destroying the high gloss produced by buffing.
f) Carpeted Floors.
   i) Vacuum rugs, mats, and carpeting with an industrial-type vacuum or central vacuum system, if applicable, and inspect for soiled areas. All vacuum bags and filters will be changed as needed. Prior to vacuuming, sweep all edges not reached by a vacuum and remove all easily moveable furniture to allow for cleaning. All moved furniture and equipment must be returned to their original positions. Carpeted areas, rugs and mats must be vacuumed free of all loose soil and debris. If soiled spots are present, remove with an appropriate industrial grade spot-removing solution according to the manufacturer’s recommended technique.
   ii) Carpets shall be maintained free of soil, dirt, debris, litter and other foreign matter by effective routine vacuuming.
   iii) Efficient vacuum cleaners shall offer high airflow, high efficiency filtration, and an adjustable rotating brush agitation for more effective soil removal.
   iv) Any spots and/or spills shall be removed by the carpet manufacturer's approved methods or other commercially accepted practices as soon as noticed.
   v) All tears, burns, and raveling shall be brought to the attention of the COTR.
   vi) Area and throw rugs shall also receive this service.

vii) Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning.

viii) Prior to shampooing/steam cleaning, all moveable furniture or equipment must be moved to maintain floors underneath. Rugs, mats, and carpets must be vacuumed. Properly mark designated areas as “closed” and display approved signage for wet floors until areas are thoroughly dried. All floor surfaces must be maintained to protect against slips and falls. Rugs, mats, and carpets must be shampooed/steamed free of streaks, stains, and spots, and have a uniform appearance using water extraction methods. Shampooing/steam cleaning must be done according to the manufacturer’s recommended technique. Thoroughly dry the area then replace all furniture and equipment to their original positions.

g) Stairways/Elevators.

i) All floor surfaces must be cleaned in accordance with their flooring type. Do not use wax on rubber stair treads. Dust and clean all horizontal surfaces, handrails, cove base, baseboards, stair guards, wall caps, light fixtures, walls, and buttons. Clean all handrails and elevator/handicap lift touch points.

ii) The Contractor must remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls, up to 72 inches height from stair tread level, to provide or maintain a clean, uniform appearance. Stairwells must not be used for storage.

h) Clean Floor (Walk off Matts).

i) Vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location

i) Restrooms Cleaning Services:

i) Clean and Disinfect. All surfaces of sinks, toilets, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, saunas, partitions, dispensers, doors, walls, partitions, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls, and other such surfaces shall be cleaned and disinfected using a germicidal detergent. Restrooms shall have a clean scent or no odor at all. Showers, toilets, and urinals will be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter.

ii) Partitions shall be smudge, stain free. Vents shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. Walls and grout shall be free of all film, spots, and detergent buildup.

iii) Restroom Floor Care. All floors must be swept, cleaned, and disinfected. Moveable items must be moved to clean underneath. Moveable items shall be tilted or moved to sweep and damp mop underneath. Grout on the wall and floor tiles shall be free of dirt, scum, mildew, and residue.

iv) Shower Floor. Custodial Staff shall remove soap film, dirty buildup, and stains from washable surfaces of the shower walls and floors. This cleaning is not to remove the paint or finish off the walls or floor surfaces. Surfaces shall have a clean, uniform appearance, free of streaks, spots, or any other evidence of soil once service has been completed.

v) The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

vi) Stock Restroom Supplies. Custodial Staff shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, automatic metered dispensers and hand soap do not run out. Supplies shall be stored in designated areas. If supplies run out prior to the next service date, the contractor shall refill within two hours of notification.

vii) Drinking Fountains. Custodial Staff shall clean all facility drinking fountains, typically located near or in the vicinity of restrooms. All porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

viii) Restroom Trash Removal. All trash containers in restrooms and locker rooms shall be emptied, trash disposed, and containers returned to their original locations. The Custodial Staff shall provide and replace any obviously soiled, worn or tom plastic trash can liners. Trash receptacles shall be left clean, free of foreign matter and free of odors.

j) Smoking Receptacles.

i) Empty all smoking receptacles into a metal container or other nonflammable-type container. Smoking receptacles must be cleaned to remove all stains and deposits. The areas immediately surrounding such smoking receptacles and adjacent building entrances are to be free of cigarette butts and other debris.

k) Periodic Cleaning Services: (Services performed on a monthly, semi-annual, annual basis)

i) Periodic Hard Floor Maintenance.

(1) Hard floors shall be cleaned, scrubbed, sealed, polished, waxed, and stripped as required for the appropriate surface to maintain, protect and ease normal routine floor cleanings.

(2) After periodic maintenance, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. All furniture (e.g., coat racks, chairs, sofas, tables, desks, file cabinets) shall be moved prior to the operation and returned to their original position(s) after it's completed.

l) Refrigerator Cleaning.

i) Custodial Staff shall clean all facility refrigerators, typically located near or in the vicinity of break areas. All shelving glass and plastic as well as exterior surfaces of refrigerators shall be cleaned and disinfected. Refrigerators shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

m) FOGO offices.

i) Custodial Staff shall do a detail cleaning of all identified FOGO offices. Detail cleaning includes but not limited to dusting high and low, cleaning of all furniture, vacuuming, and window washing.

n) Miscellaneous Requirements.

i) Turn off unnecessary lights.

ii) Report fire hazards, conditions, and items in need of repair to the COTR.

iii) Turn in lost and found articles to the COTR.

iv) Immediately notify HQ SACT Quarterdeck Security when unauthorized or suspicious persons are seen on the premises.

v) The Custodial Staff shall display the appropriate caution signs when cleaning floors or any other surface that might pose a risk to injury for any personnel that are present.

o) Solid Waste Collection and Disposal.

i) All waste and recycle bins must be emptied, free from odors, foreign matter, dry, and plastic liners replaced. Any plastic liner with food waste or that is soiled, or leaking must be replaced with a new plastic liner. Waste bins must be cleaned inside and outside as needed. Boxes, cans, bottles, and other items placed adjacent to waste bins and marked “trash” must also be removed and placed in an appropriate recycle or waste dumpster outside.

ii) All waste collected must be disposed of in the nearest outside trash dumpster. Waste that falls on the floor and outside grounds during the waste removal must be picked up. The Contractor must dispose of trash secured in plastic bags. Collected trash must be deposited in the approved trash collection containers. The Contractor must collect all packing materials and empty shipping containers and place in a designated receptacle.

iii) The Contractor must empty the paper shredder receptacle, vacuum, and dust the paper shaft and exposed surfaces, replace the shredder bag, and dispose of all recycled items in appropriate collection containers.

iv) Trash must not be allowed to remain in the building overnight unless otherwise specified. Contact the COTR prior to disposal of building and construction materials. T

v) The Contractor shall use existing bulk containers to dispose of trash or solid waste generated from accomplishment of services detailed in this SOW. The contractor shall adhere to all base level recycling programs.

p) Cleaning and Restroom Supplies.

i) The contractor shall furnish a listing of all cleaning and restroom supplies utilized during the contract period to the Contracting Officer not later than the pre-performance conference for approval by the COTR or Contracting Officer. After approval, any new cleaning supplies added to the contract will need approval before being used on the installation. The cleaning inventory supply list shall contain the following information:

(1) Product name

(2) Manufacturer Item use

(3) Disposal procedures, if material remains after usage

(4) Storage of item

ii) The contractor shall be responsible for the proper disposal of all their cleaning supplies. A Material Safety Data Sheet (MSDS) shall also be provided for each cleaning and restroom supply item and employees will be trained, by the contractor, on the proper use and disposal of each item. All cleaning supplies shall be non-flammable.

iii) **NOTE: Products containing chlorofluorocarbons (CFC's) or ozone depleting substances shall not be allowed or approved for use.**

q) Blood and Bodily Fluids

i) Clean and disinfect areas of the facility where an individual may have been ill or an accident occurred (i.e. vomit or blood on facility surfaces). The Contractor shall wear disposable gloves to clean and disinfect the area in accordance with CDC guidance.

r) Hazardous Material Identification.

i) Material Safety Data Sheets (MSDS) are required as specified in the latest version of Federal Standard No. 313 (including revisions adopted during the term of the contract) for any other material designated by a government technical representative as potentially hazardous and requiring safety controls. MSDSs must be submitted by the Contractor upon contract award. Failure to provide MSDSs or certificate when requested could result in the Contractor being considered non-responsive and result in termination of the contract.

s) Custodial Cleaning Products.

i) Custodial cleaning products required in the performance of this SOW shall meet as a minimum, Green Seal Product Standards (http://www.greenseal.org). If it is determined that a product does not meet performance requirements, the contractor

shall submit a proposed alternative that would meet the performance requirements with the lowest environmental impact for evaluation and acceptance. Products that fall under the Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines (CPG) (http://www.epa.gov/cpg) shall meet the minimum recovered (recycled) content. Bio-based products shall be used upon issuance of the bio-based product listing from the United States Department of Agriculture (USDA) (http://www.usda.gov). The contractor shall purchase and use Energy Star or other energy- efficient items listed on the Department of Energy's Federal Energy Management Program (FEMP) Product Energy Efficiency Recommendations product list. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

10) **Deliverables**

Serial	Item	Reference
1.	On-Site Manager	4)b
2.	Employee List	3)a
3.	Quality Control Plan	8)a,i
4.	Work Scheduling System	8)a,ii
5.	Daily Task Checklist	8)a,iv
6.	Inspection Reports	8)b

11) **Type of Contract and Period of Performance**

a) **Type of Contract.** This is a Firm Fixed Price (FFP) services contract.

b) **Period of Performance.** Base Period: 1 January 2027 – 31 December 2027; with four option periods, 1 January 2028 – 31 December 2028, 1 January 2029 – 31 December 2029, 1 January 2030 – 31 December 2030, 1 January 2031 – 31 December 2031.

12) **Acceptance Criteria**

a) HQ SACT will accept if the delivery of the products is performed in accordance with the defined cleaning requirements.

13) **Place of Performance**

a) HQ SACT, 7857 Blandy Road, Suite 100, Norfolk, VA, 23551

14) **Contractor performance requirements**

The Contracting Officer will assign a Contracting Officer's Technical Representative (COTR) to administer all technical contract details. The Contracting Officer has final authority (in consultation with the COTR) to determine if the contract/SOW should be amended, extended, modified or cancelled for evolving requirements, new tasking, and/or technical non-performance.

a) The COTR's written approval of work reported, and products submitted is mandatory for contractor invoices to be successfully processed.
b) The contractor shall submit a report every two working weeks to the COTR and the Contracting Officer, detailing progress on the SOW for the reporting period.
c) The report shall include, but not be limited to, the following information:
   i) Summary of work and status of tasks undertaken during the reporting period;
   ii) Current or anticipated problems/deficiencies and recommended solutions.

15) Physical Security

a) Personnel Clearances: Personnel will be escorted within the facility in lieu of holding individual NATO security clearances, in accordance with applicable security procedures.

b) Security Conditions: Contractor personnel shall comply with all the local host nation, NATO security provisions and other policies and procedures, as required.

c) Electronic Devices: The Contractor shall abide by the security restrictions regarding carrying and using electronic devices (e.g., laptops, cell phones) in the HQ SACT. All personal electronic devices shall be kept in designated phone lockers or left outside the building.

d) DBIDS. HQ SACT is located on Naval Support Activity Hampton Roads, as such, any contractor who will be working on site at the HQ SACT will need to have a DBIDS badge to access the base. Contractors are fully responsible for ensuring that they have all needed vehicle passes and decals, and individual access badges and documents for appropriate access to the HQ SACT facility. The Contractor Company shall submit requests for site access to SACT HQ, Attention Security Office, 7857 Blandy Road, Suite 100, Norfolk, VA 23551-2490.

e) Access Badges. Access badges to HQ SACT will be provided to the contractors.

Annex B: Frequency Chart

A Frequency chart has been provided as an estimate for the general frequency of the required cleaning of each area.

Annex C: SQFT of Building/Area Names

Annex C reflects the gross floor space (in square feet) of facilities requiring custodial service. These measurements are within 5 percent of actual floor areas. The Contractor may, at its expense, re-measure the area to be serviced. If the Contractor's measurements differ by more than 5 percent of the square feet figures specified, the contract price shall be adjusted accordingly. Any space additions or deletions shall be at the Contractor firm's rate in its bid response on Enclosure 4, "Compliance Statement." HQ SACT shall make any such additions or deletions a permanent part of this contract through execution of a bilateral contract modification.

Building/Area Name	*SQFT*
NH-31 First Floor	*49,266*
NH-31 Second Floor	*54,224*
NH-31 Third Floor	*18,160*
NH-31 Fourth Floor	*18,160*
NH-31 Fifth Floor	*18,160*
NH-31 AUDITORIUM	*2,500*
NH-31A	*870*
NH-31B	*660*
NH-31H First Floor	*18,400*
NH-31H Second Floor	*18,400*
Courtyard	*4,500*
Lobby	*1,560*
Dining Area	*4,958*
NH 23	*1,500*
NLR	*19,137*
Total SQFT	*230,455*

Annex D: Requirements Matrix

Requirements Matrix

Contractor's technical proposals will be assessed on the qualifications of the company and the proposed team to perform the work. Teams will be measured against each of the criteria specified below to ascertain whether the team qualifications are considered compliant. **Scores cannot be assumed to be a one for one calculation. Scores will be assigned within a range based on the number of years, relevancy of experience, level of experience, depth of experience, etc.** (HQ SACT reserves the right to conduct technical discussions for clarification). Examples of how detailed knowledge levels were attained are expected.

SER	ITEM	COMPLIANT	NOT COMPLIANT
1	All proposed key personnel on this requirement are citizens of a NATO member nation.		
2	Attended mandatory site survey.		
3	Minimum of two past performances within the last five years to show successful completion of work that is similar to or directly traceable to the SOW.		
4	The Project Manager and onsite supervisory personnel shall demonstrate professional working fluency in English sufficient to support daily coordination, safety compliance, reporting, and technical discussions with HQ SACT stakeholders.		
5	Minimum technical score of 70.		
SER	**CRITERIA**	**RANGE**	**SCORE COMPLIANT (Out of 100pts)**
6	Provide a quality control plan. The plan should include at a minimum the work schedule, inspections, deficiency prevention and corrective actions, complaint tracking, floor and carpet maintenance, and sanitation procedures for restrooms.	- Poorly developed quality control plan: 1-5 points - Quality Control Plan which has some of the required elements: 6-10 points - Quality Control Plan is fully developed and incorporates all required elements: 11-15 points	

7	Provide a list of proposed staff. Consideration should be given to absence coverage and the ability to maintain uninterrupted service throughout the required hours of performance.	- Does not provide a list of proposed staff: 0 points - Provides a sample list of personnel who can fulfil the work: 1-9 points - Provides a proposed list of personnel with all qualifications required with the ability to maintain uninterrupted coverage: 10 points	
8	On-site supervisor/ qualifications. Experience in managing custodial operations and employees. Three (3) years' experience (within last Five (5) years) in developing cleaning schedules, track employee performance, address cleaning or work deficiencies, effective communication with HQ SACT COTR.	- Provides on-site supervisor but no qualifications: 1 point - Provides on-site supervisor with 3 years experience: 5 points - Provides On-Site supervisor with all qualifications and proven over 3 years experience: 10 points	
9	Proposed cleaning measures. The measures should address, at a minimum, offices, common areas, secure spaces, restrooms, hard floors, carpets, high-touch surfaces, interior glass, waste removal, periodic cleaning and supply replenishment.	- Provides inadequate cleaning measures which do not address the items stated within the SOW: 1-5 points - Provides some cleaning measures , however not fully developed or provides insufficient coverage: 6-12 points - Provides a robust plan which addresses all areas within the SOW: 13-20 points	
10	Past performance relevance. Significant consideration will be given to successful custodial contracts involving federal, military, secure, diplomatic or comparable facilities in scope of work.	- Past performance provided is with non-federal, military, secure, diplomatic or comparable facilities: 1-9 points - Past performance provided is with federal, military, secure, diplomatic or	

		comparable facilities: 10-15 points	
11	Provide a Transition Plan that is realistic, sufficiently detailed, and presents a logical timeline of key tasks and milestones. It clearly addresses all critical areas, including but not limited to: staffing/hiring, background checks, base access/id, training, logistics, and equipment/supply procurement, providing confidence that full performance will be achieved within the deadline requirement.	- No transition plan provided: 1 point - Transition plan does not provide sufficient detail and does not present a logical timeline or address all critical areas: 2-7 points - Transition plan has most details required: 8-15 points - Transition plan has all elements and sufficient detail to start work with zero breaks in service: 16-20 points	
12	Provide a detailed Sample Inspection Report and corrective action report that addresses deficiencies and the corrective actions taken to prevent the discrepancy from happening again.	- Does not provide a sample inspection report: 0 points - Provides a sample report: 1 - 6 points - Provides a detailed inspection report that clearly demonstrates all required items: 7-10 points	

Annex E: JFCNF SOW, Floor Plans, and SqFt

Statement of Work (SOW) for Joint Force Command Norfolk (JFCNF)

1) **Introduction.**
   a) Joint Force Command Norfolk (JFCNF) is an Operational Headquarters which falls under Allied Command Operations (ACO) located across the Atlantic in Europe. JFCNF is the only ACO command located in North America.

2) **Background and scope of work.**
   a) **Background.**
      i) JFCNF currently requires custodial services for four structures: the primary headquarters building (NH-19), the Emergent Trailer (EMT), Bridging Solution 1, and Bridging Solution 2.
      ii) NH-19 is located at 7927 Ingersol St. Bldg. NH-19, Norfolk, VA 23551-2490. The Emergent trailer (single-story modular trailer) is adjacent to NH-19, while Bridging Solution 1 (Two-story Modular Annex Trailers) and Bridging Solution 2 are located at 9760 King Street, Norfolk, Virginia 23551-2490.

Facility	Location	Structure	Cleanable Sqft
NH-19	7927 Ingersol Street	Primary headquarters	See JFCNF Annex C
Emergent Trailer	Adjacent to NH-19	Single-story modular trailer	See JFCNF Annex C
Bridging Solution 1	9760 King Street	Two-story modular annex	See JFCNF Annex C
*Bridging Solution 2	9760 King Street	Two-story modular annex	See JFCNF Annex C

*** Bridging Solution 2 will have limited occupancy from January through April 2027.** During this period, custodial services will be required only for the restrooms and kitchen areas. **Beginning in May 2027, the full scope of custodial services specified in this Statement of Work will apply.** The pricing schedule shall separately identify the limited-service period from 1 January through 30 April 2027 and the full-service period beginning 1 May 2027.

   b) **Scope of Work.**
      i) The Contractor shall provide all management, supervision, labor, tools, equipment, materials, consumable supplies, and administrative support necessary to perform custodial services at JFCNF. Services shall maintain the facilities in a clean, sanitary, safe, orderly, and professional condition. All work shall comply with applicable federal, Commonwealth of Virginia, local, installation, security, safety, environmental, and industry requirements.
      ii) Cleaning Requirements. The Contractor shall maintain all designated JFCNF service areas in accordance with Annex A, General Custodial Performance Requirements;

Annex B, Custodial Frequencies; and Annex C, Facility Areas and Floor Plans (Annexes A, B and C are annexes that are inserted in Annex E for JFCNF).

iii) Number of staff required. Contractor shall determine the number of staff required to perform the daily services in accordance with this SOW. Any staffing shortfall shall be reported to the COTR immediately. The Contractor shall provide interim coverage within one business day and restore the required staffing level within five business days unless the Contracting Officer approves an alternative corrective-action plan in writing.

3) Custodial Staff.

a) The Contractor Custodial Staff shall work under and be supervised by the Contractor Supervisor that is trained, skilled, and experienced in providing custodial services. All custodial services shall be provided in a safe, orderly, and professional manner per industry standards.

b) The Contractor Custodial Staff shall wear neat, clean, and professional uniforms with the company name or logo.

c) The Contractor Custodial Staff shall comply with all JFCNF directives, rules, and regulations while on JFCNF premises.

d) The Custodial Staff may clean non-common areas, including private offices, when those spaces are intentionally left accessible by the occupant for cleaning. JFCNF's normal working hours are 7:30 a.m. to 4:00 p.m., Monday through Friday. To minimize disruption to operations, custodial services must be performed between 4:00 p.m. and 11:00 p.m., with a minimum on-site service window from 4:00 p.m. to 9:00 p.m., unless otherwise coordinated and authorized in accordance with the contract.

e) The Contractor is responsible for training all individuals on the correct cleaning and disinfecting procedures accepted by the custodial profession as written in professional publications, periodicals, trade magazines, etc. At a minimum, this training must include the review and proper use of applicable product Safety Data Sheets (SDS), including recognizing hazards, storage of chemicals, and the use of appropriate protective equipment (e.g., disposable gloves, dust masks, etc.) required by the OSHA Hazard Communication Standard, 1910.1200.

4) Building Measurements. JFCNF Annex C (below) reflects the gross floor space (in square feet) of facilities requiring custodial service. These measurements are within 5 percent of the actual floor areas. The Contractor may, at its expense, re-measure the area to be serviced. If the Contractor identifies a variance greater than five percent, it shall submit supporting measurements to the Contracting Officer. No change to scope or price shall apply unless the variance is validated by JFCNF and incorporated through a bilateral contract modification.

5) Personnel Qualifications and Evaluation Criteria

a) Custodial Staff Experience. The Contractor shall determine the number of staff required to perform the daily services per this SOW. Proposed custodial staff shall have at a minimum the following experience:

i) Minimum of one year (three years desirable) experience in custodial work.
ii) Experience or ability to work for and in the vicinity of Flag Officer level personnel, to include foreign dignitaries.
iii) The summary of proposed staff should demonstrate how each custodian meets the criteria identified above.

b) Supervisor. The Contractor shall provide an off-site supervisor responsible for the execution and monitoring of this SOW. The off-site supervisor shall have the three years minimum experience as supervisor for similar cleaning contract requirements in size, value and scope. The Custodial Supervisor's NATO SECRET clearance shall be confirmed prior to contract starts. Coordination for clearance sponsorship shall be conducted by the Contractor through their National Security Authority. JFCNF Security Office will validate prior to access.

6) Contractor Performance Requirements and Reporting.
   a) Contract Administration. The Contractor Off-Site Supervisor shall serve as the Contractor's primary operational point of contact.
   b) The JFCNF Facilities Manager will normally serve as the COTR when appointed in writing by the Contracting Officer.
   c) The COTR shall provide guidance and support information requests, as required, for all process and content areas of the SOW. The COTR shall resolve outstanding disputes, problems, deficiencies and questions on the technical process and review and approve all contractor duties for completeness and accuracy; and review the Contractor's work. The COTR's written approval of the work performed is mandatory for the Contractor invoice to be successfully processed. The COTR will receive a letter of appointment from the Contracting Officer that describes the details of their roles and responsibilities to which they shall formally accept.
   d) The Contracting Officer has final authority (in consultation with the COTR) to determine if the contract/SOW should be amended, extended, modified or cancelled for evolving requirements, new tasking, and/or technical non-performance issues.

7) **Type of Contract.** This is a firm fixed price contract under the existing service contract, RFP-ACT-SACT-26-62.

8) **Period of Performance.** From 01 January 2027 to 31 December 2027 with four potential one-year option periods, 1 January 2028 – 31 December 2028, 1 January 2029 – 31 December 2029, 1 January 2030 – 31 December 2030, 1 January 2031 – 31 December 2031.

9) **Comply with Laws, Directives, Norms**

   a) Social, Fiscal, and Administrative Requirements. The Contractor shall comply with all applicable federal laws, Commonwealth of Virginia laws, local requirements, installation rules, labor requirements, tax obligations, licensing requirements, and administrative requirements applicable to contract performance.

b) Reference Documents. It is the contractor's responsibility to obtain all referenced documents concerning federal and state laws.

10) **Quality Control.** The contractor shall develop and maintain a quality control plan to ensure custodial services are performed per commonly accepted commercial practices and services identified in this SOW. One copy of the Contractor's Quality Control Plan must be provided to the COTR for review and approval no later than 10 days after award. An updated copy must be provided to the COTR within one business day as changes occur. The plan must include at a minimum:
   a) A work scheduling system based on the services indicated in the Annexes. The schedule must show by area and the day and times when tasks will be accomplished.
   b) Tasks required more than once per day must be scheduled at reasonable intervals. These times must be noted on the submitted schedule.
   c) An inspection system covering all the services listed in the Annexes. It must specify the areas to be inspected on both a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection.
   d) The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance become unacceptable.
   e) Procedures for proper cleaning of restrooms, showers, locker rooms, and other high humidity areas to prevent the spread of infectious and contagious diseases must be documented.
   f) Procedures for floor and carpet maintenance
   g) Records of all inspections conducted by the Contractor and necessary corrective action taken must be provided to the CO and COTR upon completion of the inspection

11) **Surge**
   a) A surge capability is included to address temporary, short notice increases in support arising from emerging operational requirements, including exercise support, provided such requirements remain within the scope of this Statement of Work.
   b) Upon request, the Contractor shall assess the requirement and submit a price proposal for JFCNF consideration. Surge pricing shall be based on the same pricing methodology used for the base and option periods and will be reviewed by the Contracting Officer for fairness and reasonableness. Surge rates shall not exceed the corresponding rates established for the applicable base or option period unless otherwise authorized by the Contracting Officer.
   c) No surge work may begin without prior written authorization from the Contracting Officer and incorporation through a formal contract modification. Requests for pricing are non-binding and do not constitute a commitment by JFCNF to purchase additional services. The Contractor will not be reimbursed for costs incurred in preparing surge proposals.

12) **Languages.** The Contractor must be able to conduct all business and correspondence with JFCNF in English.

13) **Insurance.**

a) The Contractor shall have insurance on all its employees while working at JFCNF. JFCNF shall not be held responsible for accidents involving the Contractor's personnel. JFCNF will not insure, reimburse or be liable for any incidents that may occur on the JFCNF premises, in conformity with federal and Virginia state legal requirements. Additionally, JFCNF declines all responsibility concerning theft, disappearance or damage, which could happen to personal machines, equipment or materials utilized in the execution of the present contract and stored on JFCNF premises.

14) **JFCNF Official Holidays.**

a) A list of JFCNF scheduled official holidays is published and available annually. 2027 official holidays will be available in December 2026 for planning purposes. During the JFCNF scheduled official holidays there is no need for custodial services. The official holidays shall be shared at the beginning of the contract period.

15) **Place of Performance.**

a) Joint Force Command Norfolk (JFCNF) facilities covered by this SOW are: (1) NH-19, 7927 Ingersol Street, Building NH-19, Norfolk, Virginia 23551-2490; (2) the Emergent Trailer adjacent to NH-19; (3) Bridging Solution 1, 9760 King Street, Norfolk, Virginia 23551-2490; and (4) Bridging Solution 2, 9760 King Street, Norfolk, Virginia 23551-2490. Annex C shall identify the cleanable areas and square footage for each structure.

16) **Required Travel for Personnel Services Contracts.** Travel is not required.

17) **Furnished Materials and Services.**

a) JFCNF Furnished Facilities. JFCNF will provide storage space on-site (janitorial closets and storage). No alterations to the storage space shall be made without the specific written permission from the COTR. The Contractor shall return the storage space to JFCNF in the same condition as received, fair wear and tear, and approved.

b) Janitorial Closets and storage will be available for use by the Contractor without cost to store materials and equipment, excluding flammable materials. The Contractor will be required to maintain odorless and clean closets. Closets will be free of clutter and debris. Cleaning supplies and tools will be stored and organized in such a manner as to allow easy access and movement in the closet. Closets provided for janitorial service use will be locked if locks are available. JFCNF will not be responsible for the Contractor's stored supplies or equipment kept in the building or janitor's closets or for the Contractor's employees' personal belongings. Janitorial Closets will be subject to security inspections at any given time by JFCNF Security.

c) JFCNF Furnished Supplies and Equipment. None will be provided.

d) JFCNF Furnished Utilities. JFCNF will furnish electricity, water, and sewage service as necessary for the accomplishment of work per this contract.

e) Solid Waste Collection and Disposal. The Contractor shall use existing bulk containers to dispose of trash or solid waste generated from the accomplishment of services detailed in this SOW. The contractor shall adhere to all base-level recycling programs.
f) Contractor Supplied: The Contractor firm shall furnish all equipment, materials, supplies, and services as necessary to perform the SOW. This includes all the cleaning materials and cleaning products and equipment required for performing the services as per the SOW. Provision of such material shall be pre-approved by the COTR to ensure quality and green environmental standards are applied. Custodial cleaning products required in the performance of this SOW shall meet, at a minimum, Green Seal Product Standards (http://www.greenseal.org).
g) The contractor shall furnish a listing of all cleaning and restroom supplies utilized during the contract period not later than the start of the contract for approval by the COTR. After approval, any new cleaning supplies added to the contract will need approval before being used on the installation. The cleaning inventory supply list shall contain the following information:
    Product name
    Manufacturer
    Item use
    Disposal procedures if material remains after usage, and Storage of the item
h) The contractor shall be responsible for the proper disposal of all their cleaning supplies. A Material Safety Data Sheet (MSDS) shall also be provided for each cleaning and restroom supply item, and employees will be trained by the contractor on the proper use and disposal of each item. All cleaning supplies shall be non-flammable.
i) Hazardous Material Identification. Material Safety Data Sheets (MSDS) are required as specified in the latest version of Federal Standard No. 313 (including revisions adopted during the term of the contract) for any other material designated by a government technical representative as potentially hazardous and requiring safety controls. MSDSs must be submitted by the Contractor upon contract award. Failure to provide MSDSs or certificates when requested could result in the Contractor may be considered a material breach of contract and subject to remedies under the Termination for Default clause.

18) Physical Security.

a) Personnel Clearances. The Contractor will be responsible for obtaining a National Criminal Background Check on all employees prior to starting work identified in this SOW. All contractor personnel assigned to JFCNF must undergo a Multi-National Background Check (vetted via multiple Federal/State Law Enforcement Authorities/Agencies) to work at JFCNF in Norfolk, Virginia. Personnel identified in a Nationwide Criminal Background Check as having a conviction, within 10 years of prospective employment date, for illegal drugs, assault and battery, domestic violence, larceny, fraud or any felony offense will not be assigned custodial duties at JFCNF. No waiver to this requirement shall be granted. If the Contractor cannot assign personnel with the required Nationwide Criminal Background Check on the start date, the Contractor shall be liable for bid noncompliance or immediate contract termination. If convicted of any of the above infractions during

employment, the employer is responsible for ensuring immediate action is taken to suspend employment within JFCNF facilities.

b) The Contractor is fully responsible for arranging all work visas.
c) Security Conditions.
   i) The Custodial Staff must adhere to the current security directives and conditions at JFCNF, as required, to include random personnel/baggage inspections.
   ii) All Custodial Staff shall obtain and maintain a valid Defense Biometric Identification System (DBIDS) base pass. The Contractor is solely responsible for ensuring that its personnel possess all documentation required for installation access and contract performance, including any necessary vehicle passes, decals, identification badges, and access credentials. The Contractor shall submit all site-access requests to the JFCNF Security Officer for processing, with the JFCNF Facilities Manager included for coordination and review.
   iii) Electronic Devices. All contractor personnel shall abide by the security restrictions regarding carrying and using electronic devices (e.g., laptops, smart watches, cell phones) in JFCNF. The contractor shall be responsible for satisfying the necessary clearance from the JFCNF Security Office before bringing any such device into the JFCNF work environment.
   iv) Access Badges. JFCNF will issue access badges to approved Contractor personnel following completion of the required security briefing and access-processing requirements.

19) Security Considerations.
   a) This Contract is a NATO UNCLASSIFIED document. However, the Contract may refer to classified documents for which access and/or retention are subject to NATO security rules and procedures.
   b) JFCNF will not permit the Contractor to utilize the performance of this contract as a company “testimonial”, public relations or advertising tool.

20) General Terms and Conditions.
   a) JFCNF general terms and conditions apply and will be provided upon request.

SQFT and Floor Plans

JFCNF Annex C reflects the gross floor space (in square feet) of facilities requiring custodial service. These measurements are within 5 percent of actual floor areas. The Contractor may, at its expense, re-measure the area to be serviced. If the Contractor's measurements differ by more than 5 percent of the square feet figures specified, the contract price shall be adjusted accordingly. Any space additions or deletions shall be at the Contractor firm's rate in its bid response on Enclosure 4, "Compliance Statement." JFCNF shall make any such additions or deletions a permanent part of this contract through execution of a bilateral contract modification.

JFCNF Sqft and Floor plans

Building/Area Name	*SQFT*
NH-19	*30,931*
EMT	*4,519*
BRIDGING SOLUTION 1	*34,560*
BRIDGING SOLUTION 2	*17,280*
TOTAL SQT JFCNF LOCATIONS:	*87,290*