

Consolidated Industry Questions

Solicitation: W91151-26-R-A004 (Solicitation)

Title: Installation Custodial Services supporting Fort Hood and the Belton Lake Outdoor Recreation Area, including the Warrior Transition Unit and Child Youth Services

Updated Date: 29 September 2026

Total Questions: 335

Ref No.	Question	Government Response
Q-001	TE Work Schedule Column B lists Reimbursable, R or NR. What does this represent? / What is reimbursement?	This column was part of a previous template and is not relevant to this Firm-Fixed-Price requirement. It has been removed from the final version of the technical exhibits to prevent confusion.
Q-002	Was the incumbent contractor a direct award or a negotiated award? Competitive? How long has the contract been performed?	The incumbent contract was awarded competitively as a 100% HUBZone set-aside. The Government received nine proposals in response to that solicitation.
Q-003	Was the incumbent contract award a HUBZone set-aside?	Yes, the incumbent contract, W91151-21-C-0003, was awarded as a 100% HUBZone set-aside.
Q-004	What are two challenges for a contractor to cope with on Fort Rucker Custodial?	This question pertains to Fort Rucker. This solicitation is for custodial services at Fort Hood, Texas.
Q-005	Is the contractor penalized with loss of revenue when the installation closes?	No. In accordance with PWS Paragraph 1.7.6, when the installation closes, the contractor is required to reschedule the work for the next business day. There is no financial penalty or loss of revenue for such closures.
Q-006	Is the contractor penalized for building closures or construction delays?	No. In accordance with the PWS Paragraph 1.7.8, in the event of an unforeseen building closure, the contractor is required to reschedule the service. No financial penalty will be assessed.
Q-007	When base security delays access at gates, is the contractor penalized for delay in accomplishing work?	Minor, infrequent delays at installation access points are considered a normal aspect of performing work on a military installation and should be factored into the offeror's operational planning. As long as the contractor meets the performance standards outlined in the PWS, no penalty will be assessed. Consistent or significant delays should be documented and communicated to the Contracting Officer's Representative (COR).
Q-008	What are the levels of Quality Assurance Evaluation for contractor work?	Contractor performance is formally evaluated and rated in the Contractor Performance Assessment Reporting System (CPARS) in accordance with FAR Part 42. The adjectival ratings are: Exceptional, Very Good, Satisfactory, Marginal, and Unsatisfactory.
Q-009	How many defects can a contractor receive and still be rated Satisfactory? How many defects can a contractor receive and be rated Good? How many defects and be rated Excellent? How many defects and be rated Outstanding?	The Performance Requirements Summary (PRS) in the PWS (Attachment 1, Page 56) defines the Acceptable Quality Level (AQL) required to achieve a 'Satisfactory' rating for specific performance objectives. Higher ratings (e.g., Very Good, Exceptional) are based on the contractor consistently exceeding these standards and are at the discretion of the Government assessing official.
Q-010	Does Fort Hood issue CPARS?	Yes. As noted in the Performance Requirements Summary (PWS, Attachment 1), contractor performance will be formally documented in the Contractor Performance Assessment Reporting System (CPARS)
Q-011	Does Fort Hood reimburse the contractor for supplies of consumables?	No. This is a Firm-Fixed-Price contract. In accordance with PWS Paragraph 4.3, the Contractor is required to furnish all materials and supplies, including consumables. The cost for these items must be included in the offeror's proposed firm-fixed-price for the service CLINs.
Q-012	Does Fort Hood issue consumable supplies directly to each building or to a central collection point for the contractor to receive?	The Government does not provide or issue any consumable supplies. In accordance with PWS Paragraph 3.6 and Part 4, the contractor is solely responsible for procuring, managing, and distributing all required consumable supplies.
Q-013	What is the process and timing for equitable adjustment for wage increases per new DOL Wage Rate increases or change in CBA wages? Is reimbursement agreed to pre-performance or post period?	The process for price adjustments is governed by RFO FAR 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards—Price Adjustment (Multiple Year and Option Contracts), which is included in the solicitation. Adjustments for

		new Wage Determinations are made effective on the contract's anniversary date. The contractor must submit a Request for Equitable Adjustment (REA) to the Contracting Officer reflecting the change in wages and fringe benefits. Any resulting price adjustment applies to performance after the effective date of the modification.
Q-014	Evaluation of Offerors' past performance: how is it rated, pass or fail? What if the firm is a new business; can the owner and principal Key personnel past performance serve for past performance? Can teaming partner past performance be included for evaluation?	Past Performance is rated "Acceptable" or "Unacceptable" (per Section M, Factor 2). New businesses without a relevant past performance record receive a neutral rating of "Unknown," which is considered "Acceptable" (RFO FAR 15.202(c)). Past performance from qualifying teaming partners/subcontractors performing over 20% of the effort is permitted and must be submitted.
Q-015	We reviewed the solicitation... a building is required for the procurement per Subfactor 3: Phase-In? Can the government provide the address of the current building the incumbent is leasing/owned building?	Building 4819 Washington Street, Fort Hood, Texas 76544 is where the location of the designated building.
Q-016	What are the current specifications for the contractor building? We do not see any language in the PWS.	The Government will provide the Contractor with administrative office space located at Building 4819 Washington Street as detailed in response to Q-015 and PWS Part 3. However, the Contractor remains responsible for establishing, securing, and maintaining any additional primary bulk warehousing, supply staging, or vehicle maintenance facilities required to support execution. This administrative office space will be available at the start of the 30-day phase-in period.(Ref: PWS Part 3 & Solicitation Section L).
Q-017	Since this opportunity is competitive and LPTA, can the government provide the number of exempt positions by shift?	The Government will not prescribe staffing levels or labor mixes for either exempt or non-exempt positions. In accordance with RFO FAR 37.102(a), performance-based contracting methods are the preferred method for acquiring services. Under this performance-based approach, the Government defines the required outcomes in the Performance Work Statement (PWS), while the Contractor maintains sole responsibility for determining the appropriate staffing mix, levels, and management structure necessary to achieve those standards. As outlined in Solicitation Section L & M (Subfactor 1, Equipment and Staffing Plan), offerors must provide a detailed narrative and quantitative calculations demonstrating how their proposed staffing solution mathematically satisfies the workload and frequency requirements defined in Technical Exhibits A and C.
Q-018	Since this opportunity is competitive and LPTA, can the government provide the number of non-exempt positions by shift?	See Q-017 Answer.
Q-019	How many supply technicians per shift?	The Government will not prescribe staffing levels for this or any other position. In accordance with performance-based acquisition principles (RFO FAR 37.102), offerors are responsible for determining the appropriate staffing mix and levels necessary to meet the requirements of the Performance Work Statement. This must be detailed in the proposal's Staffing Plan as required by Solicitation Section L, Subfactor 1.
Q-020	How many supply clerks per shift?	See Q-019 Answer
Q-021	Does the government provide rooms per building for CFE?	Yes. In accordance with PWS Paragraph 3.1, the Government will provide on-site storage space (typically janitorial closets) within the serviced facilities for the Contractor's use. The Contractor is responsible for securing these areas and the equipment stored within.
Q-022	How many site leads/managers per shift since this is a competitive, LPTA procurement?	See Q-019 Answer
Q-023	Is the QCM the QCI for the current provider?	PWS Paragraph 1.7.18.6.3 states, 'Depending on the size of the contract (square footage and complexity), the QCM may also serve as the QCI.' Therefore, dual-hatting is permissible provided the individual meets the minimum qualifications for both roles and remains independent from the personnel performing the work they are inspecting, as stipulated in PWS 1.7.18.9.
Q-024	How many people are supporting CLIN 0001 by shift?	The Government will not prescribe staffing levels for individual CLINs. In accordance with performance-based acquisition

		principles (RFO FAR 37.102), offerors are responsible for determining the appropriate staffing mix and levels necessary to meet the requirements of the Performance Work Statement. This must be detailed in the proposal's Staffing Plan as required by Solicitation Section L, Subfactor 1
Q-025	How many people are supporting CLIN 0002 by shift?	See Q-024 Answer
Q-026	How many people are supporting CLIN 0003 by shift?	See Q-024 Answer
Q-027	How many people are supporting CLIN 0004 by shift?	See Q-024 Answer
Q-028	How many people are supporting CLIN 0005 by shift?	See Q-024 Answer
Q-029	How many people are supporting CLIN 0006 by shift?	See Q-024 Answer
Q-030	How many total employees are supporting the program?	The Government will not prescribe a total number of employees. In accordance with the performance-based acquisition policy at RFO FAR 37.102(a), it is the offeror's responsibility to propose a staffing plan that is sufficient to meet all requirements of the Performance Work Statement. This plan must be quantitatively justified as required by Solicitation Section M, Subfactor 1.
Q-031	The PWS references "stocking". Will the government provide the consumables and paper products?	No. In accordance with PWS Paragraph 4.1, General, and PWS Paragraph 4.3, Materials and Supplies, the Contractor is required to furnish all materials and supplies necessary to meet the requirements of the contract, including all consumable and paper products for stocking.
Q-032	The PWS references "stocking". Will the government add a CLIN for materials that has a dollar value since this is competitive and LPTA for industry?	No. As stated in PWS Paragraph 1.7.10, this is a Firm-Fixed-Price (FFP) contract. The cost of all materials and supplies, including consumables, must be included in the offeror's FFP for the appropriate service CLINs. A separate Contract Line Item Number (CLIN) for materials will not be added.
Q-033	Will the government provide the buffers and scrubbers?	No. In accordance with PWS Paragraph 4.5, Equipment, the Contractor shall furnish all equipment necessary to meet the requirements of the contract. This includes, but is not limited to, all buffers, scrubbers, and vacuums.
Q-034	Will the government provide the vacuums?	See Q-033 Answer
Q-035	Does the contractor need to provide bio-based consumables?	Yes. In accordance with RFO FAR 23.102(a) (which mandates the procurement of sustainable products) and RFO FAR 23.103(c) (which requires the Government to identify these products in the solicitation), the Contractor must provide USDA-designated bio-based/bio-preferred products. These mandatory requirements are implemented locally under PWS Paragraph 1.7.18.21 (Environmental Compliance) and PWS Paragraph 4.3 (Materials and Supplies). Offerors must ensure all proposed consumables and cleaning products comply with these standards.
Q-036	Will the government provide an office on-site for contractor employees?	Yes. As stated in PWS Paragraph 3.1, the Government will provide the Contractor with on-site office space at Building 4819 Washington Street. This facility is provided in 'as-is' condition.
Q-037	Will the government provide designated parking spaces for the contractor?	Yes. The Government-provided office space at Building 4819 includes an adjacent parking lot where Contractor vehicles may be parked, as detailed in PWS Paragraph 3.1.
Q-038	How many vehicles does the contractor currently park on base in support of this contract?	The Government does not prescribe the number of contractor vehicles. For informational purposes, the incumbent's employees primarily use their personal vehicles to travel between facilities. The incumbent also utilizes three company vans for supporting periodic cleaning tasks.
Q-039	Does the government provide gasoline on base for contractor vehicles?	No. In accordance with PWS Paragraph 4.1, the Contractor is responsible for furnishing all fuel, oil, and other vehicle-related services.
Q-040	The CBA expired May 2026. Can the government provide an updated copy to industry via SAM.GOV?	An amendment to the solicitation will be issued to provide the most current Collective Bargaining Agreement (CBA) available to the Government.
Q-041	Attachment 4 states that completed Past Performance Questionnaires may be submitted electronically to "TBD." Please provide the correct email address(es) to which references should submit completed questionnaires.	Please send to the Contracting Officer and Contract Specialist listed on Solicitation on SAM.gov. The emails are listed in the Description and Contact Information Section.

	(Ref: Attachment 4, Past Performance Evaluation Questionnaire, Cover Letter / Questionnaire Return Instructions, Page 1 of Attachment 4.)	
Q-042	The solicitation instructs offerors to submit questions to both the Contracting Officer and Contract Specialist. Please provide the email address for MSG Justin Mansfield, Contracting Officer. (Ref: Solicitation W91151-26-R-A004, Addendum to FAR 52.212-1, Proposal Preparation Instructions, Proposal Submittal and Inquiries, Page 77 of 111.)	Please send to the Contracting Officer and Contract Specialist listed on Solicitation on SAM.gov. The emails are listed in the Description and Contact Information Section.
Q-043	If an offeror has submitted an application for SBA HUBZone certification and the application remains under review on the proposal due date, may the offeror submit a proposal with evidence of the pending application? If so, by what point must active HUBZone certification be obtained to remain eligible for award? (Ref: Attachment 1, PWS, Section 1.2 Background; Solicitation SF 1449 Block 10.)	An offeror may submit a proposal with a pending HUBZone application. However, to be eligible for award, the concern must be certified by the Small Business Administration (SBA) as an active HUBZone small business concern at the time of award. In accordance with RFO FAR 19.105-1(d), to be eligible for a HUBZone contract, a concern must be a HUBZone small business concern both at the time of its initial offer and at the time of contract award. The active status must be verified and visible in the SBA's Dynamic Small Business Search (DSBS) prior to award.
Q-044	Please confirm the Volume and location in which offerors should provide the required CMMC UID(s). (Ref: Solicitation W91151-26-R-A004, DFARS 252.204-7025(d), CMMC Unique Identifiers, Page 105 of 111.)	Offerors shall provide the required Cybersecurity Maturity Model Certification (CMMC) Unique Identifier(s) (UIDs) in Volume I (General/Administrative). As this is an administrative compliance item, it will not count against the page limits for other volumes.
Q-045	The pricing instructions reference Wage Determination 2015-5237, Revision 30, dated May 13, 2026, while Attachment 2 provided with the solicitation is Revision 32, dated August 12, 2026. Please confirm which revision offerors must use for proposal pricing. (Ref: Solicitation Volume IV, Price Factor, Non-Exempt Labor Pricing Instructions; Attachment 2.)	Offerors shall use Wage Determination 2015-5237, Revision 32, dated 12 August 2026, as provided in Attachment 2 of the solicitation. The reference to Revision 30 in the proposal instructions is a typographical error that will be corrected via amendment.
Q-046	Please confirm that offerors should use the current Attachment 3 CBA wages and fringe benefits without escalation for all ordering periods when developing proposal pricing, with subsequent applicable adjustments handled pursuant to FAR 52.222-43. (Ref: Solicitation Volume IV, Non-Exempt Labor Pricing Instructions, Paragraphs 4(c) and 4(d), Pages 88-89.)	Yes, the offeror's understanding is correct. In accordance with the instructions in Solicitation Section L, Paragraph 4(d), offerors shall price all ordering periods using the wage and fringe benefit rates from the current CBA (Attachment 3) and applicable Wage Determination without proposing escalation for non-exempt labor. Adjustments to the contract price for changes in prevailing wages will be processed post-award in accordance with FAR 52.222-43, which is incorporated into the solicitation.
Q-047	Please confirm whether a contract that began more than three years ago but continued to be performed within the three-year period preceding this solicitation satisfies the "performed during the past 3 years" requirement. (Ref: Solicitation Volume III, Past Performance Factor, Up to Three Largest Relevant Efforts, Page 86.)	Yes, the Government confirms this understanding. A contract that began more than three years ago but continued performance into the three-year period preceding this solicitation is considered recent. However, in accordance with the solicitation instructions, all submitted past performance data and narratives must be restricted to work performed within that three-year recency window.
Q-048	Please confirm whether the three-page-per-reference limitation includes the completed Attachment 5, Relevant Contracts, or whether supplemental narrative may be submitted in addition to Attachment 5. (Ref: Solicitation Volume III, Past Performance Factor; Attachment 5.)	The information required by Attachment 5 (Relevant Contracts) must be included <i>within</i> the three-page narrative limit for each past performance reference. The attachment serves as a template for the required data, not as a separate form to be attached.
Q-049	Please confirm whether a separate Price Narrative is required when the offeror makes no changes to Government-provided formula cells in TE-L. (Ref: Solicitation Volume IV, Price Factor, Pricing Spreadsheet, Page 88.)	A mathematical justification for formula changes is not required if no changes are made. However, a Price Narrative document must still be submitted with Volume IV. This narrative should be used to explain any pricing assumptions, address compliance with pricing instructions, or provide any other relevant pricing information.
Q-050	Please confirm that initial proposal pricing should be based solely on the current facilities and maintainable quantities identified in TE-A, with subsequent additions or deletions addressed through the contract adjustment process. (Ref: Solicitation Volume IV, Additional Information, Page 89; Section H, Adjustments for Square Footage.)	Yes, the Government confirms this understanding. Initial proposals must be priced based on the facilities and quantities identified in the current version of Technical Exhibit A.
Q-051	The solicitation's attachment listing identifies the Hazardous Material Authorization as TE-H, while the provided form is titled "Technical Exhibit B, Hazardous Material Authorization Request." Please confirm the correct exhibit designation. (Ref: Solicitation List of Contract Documents; TE-H.)	The correct designation is TE-H, Hazardous Material Authorization. The title on the form itself contains a typographical error. An amendment will be issued to correct the title on the form to align with the solicitation's document list.
Q-052	Attachment 4 contains placeholders for the Contracting Officer's name, telephone number, and/or email address. Please confirm whether offerors are expected to complete these fields before sending Attachment 4 to their references and, if so, provide the information that should be inserted. (Ref: Attachment 4, Government Cover Letter, Page 1.)	To streamline submission and prevent administrative errors, the Government has pre-filled the Contracting Officer (KO) and Contract Specialist (KS) contact information on the cover letter of Attachment 4 (Past Performance Questionnaire).

		A revised Attachment 4 reflecting these pre-populated fields will be provided via a forthcoming amendment. Offerors are responsible only for completing their firm's identifying information before distributing the questionnaires to their client references. Completed PPQs must continue to be submitted directly from the reference to the designated Government POCs prior to the solicitation closing date and time.
Q-053	Please confirm that completed Attachment 4 questionnaires must be received directly from the references no later than the solicitation closing date and time applicable to proposal submissions. (Ref: Attachment 4, Government Cover Letter, Page 1.)	Yes, the Government confirms this understanding. Past Performance Questionnaires must be received directly from the reference by the solicitation's closing date and time to be considered in the evaluation.
Q-054	Please confirm that commercial custodial contracts may be submitted as relevant past performance when they demonstrate comparable scope, complexity, and magnitude to the Fort Hood requirement. (Ref: Attachment 4, Cover Letter, Past Performance Description.)	Yes. As stated in Section M, Factor 2, recent and relevant past performance from Federal, State, Institutional, Commercial, and Private Industry sources is acceptable for evaluation.
Q-055	For a long-term commercial contract that remains active, please confirm that the offeror should report the current period of performance and performance occurring during the applicable three-year recency period rather than limiting relevance based on the original contract start date. (Ref: Solicitation Volume III, Past Performance Factor, Page 86.)	Yes, for an active contract, the offeror should report the current, full period of performance and focus the supporting narrative on work performed within the three-year recency period.
Q-056	For commercial past performance efforts that do not have a Government-style contract number, please confirm whether the offeror may provide the customer's applicable agreement, purchase order, account, or internal contract identifier, or state "N/A" if no contract number exists. (Ref: Solicitation Volume III; Attachment 5.)	Yes, this is confirmed. For commercial efforts without a formal contract number, the offeror may provide the customer's internal agreement number, purchase order number, or a similar unique identifier. If no such identifier exists, the offeror may state 'N/A' and provide alternative points of contact for verification.
Q-057	The solicitation requires information regarding problems encountered and corrective actions. If no significant performance problems were encountered on a submitted contract, please confirm whether the offeror may state that no significant problems were encountered and describe its routine quality/corrective-action processes. (Ref: Solicitation Volume III, Page 86.)	Yes, this is confirmed. If no significant performance problems (e.g., cure notices, letters of concern, etc.) were encountered, the offeror may state so and briefly describe its routine quality control and corrective action processes used to maintain performance standards.
Q-058	If the offeror has not experienced acquisitions, mergers, legal-entity changes, or reorganizations affecting the attribution of its submitted past performance, please confirm that a statement establishing organizational continuity is sufficient to satisfy the Organization Structure Change History requirement. (Ref: Solicitation Volume III, Organization Structure Change History, Page 86.)	Yes, this is confirmed. If the offeror's corporate structure has not undergone any changes (e.g., mergers, acquisitions, or reorganizations) that affect the attribution of its past performance, a statement to that effect will satisfy the Organization Structure Change History requirement.
Q-059	Please confirm that Consent Letters are not required when the offeror relies solely on its own past performance and no subcontractor, teaming partner, or joint venture partner past performance is being submitted. (Ref: Solicitation Volume III, Consent Letters, Page 86.)	Yes, this is confirmed. Consent letters are only required for subcontractors, teaming partners, or joint venture partners whose past performance is being submitted for evaluation.
Q-060	Please confirm whether the UEI and CAGE Code required for each past performance submission should be those of the entity whose performance is being submitted, rather than the customer/reference organization. (Ref: Solicitation Volume III, Summary Page, Page 86.)	Yes, this is confirmed. The UEI and CAGE code provided must belong to the legal entity (prime, subcontractor, or partner) that performed the work cited in the past performance reference.
Q-061	Please confirm that the Quality Control Manager may also serve as a Quality Control Inspector when the individual satisfies the QCI minimum experience requirements and remains independent from the production work being inspected. (Ref: Solicitation Factor 1, Technical, Subfactor 5, Management Capability, Page 93. The evaluation language expressly states that the QCI may be the QCM.)	Yes, dual-hatting the Quality Control Manager (QCM) and Quality Control Inspector (QCI) roles is permissible. Per PWS 1.7.18.6.3, the QCM may also serve as a QCI, provided the individual meets the QCI's minimum experience requirements. However, in accordance with PWS 1.7.18.9, no individual performing in a quality control capacity may be a lead person or first-line supervisor for the work they are inspecting.
Q-062	Please confirm whether the Government requires a minimum number of QCIs beyond the requirement to identify at least one designated QCI, or whether the offeror should determine the appropriate QCI staffing level based on its proposed inspection program and workload. (Ref: Solicitation Factor 1, Technical, Subfactor 5, Page 93.)	The Government does not mandate a minimum number of Quality Control Inspectors (QCIs). The offeror is responsible for determining, proposing, and justifying the QCI staffing level required to successfully execute its proposed Quality Control Plan (QCP) and meet all PWS requirements.
Q-063	For Phase-In planning and pricing purposes, please clarify the required location, minimum size, utility requirements, access requirements, and any other minimum specifications applicable to the contractor-furnished building. (Ref: Solicitation Factor 1, Technical, Subfactor 3, Phase-In, Page 93.)	The Government will provide on-site administrative office space at Building 4819 Washington Street and janitorial closets within serviced facilities (PWS Part 3). The requirement for a 'contractor-furnished building' in the Phase-In plan refers to any additional off-site facility (e.g., warehouse) the offeror deems necessary for its operations. The Government does not prescribe minimum specifications for this off-site facility; its size, location, and features are for the offeror to determine and price accordingly.

Q-064	Please confirm whether the contractor-furnished building must be fully established and operational by the initial day of performance or by another specified milestone during the phase-in period. (Ref: Solicitation Factor 1, Technical, Subfactor 3, Phase-In, Page 93.)	In accordance with Solicitation Section M, Subfactor 3 (Phase-In), the offeror's Phase-In plan must demonstrate that its entire operational infrastructure, including any contractor-furnished facilities, will be fully established and ready to support all contract requirements by the end of the 30-day phase-in period, which is the start of full performance.
Q-065	Please confirm whether the Government expects the Technical Approach to map cleaning methodology to each individual building in TE-A or whether mapping by facility/building type and applicable PWS frequency is acceptable. (Ref: Solicitation Factor 1, Technical, Subfactor 4, Technical Approach, Page 93.)	Mapping the cleaning methodology by facility/building type and service frequency (e.g., 5-Day Basic, CYS Enhanced, etc.) as defined in TE-A and TE-C is acceptable and encouraged to stay within page limits. However, the technical approach must clearly describe the specific procedures for all routine, quarterly, and annual tasks and quantitatively justify how the proposed staffing accomplishes these tasks across the entire inventory.
Q-066	Please confirm whether the unpriced Labor Mix Chart should reproduce the TE-L labor-mix format as a separate table within Volume II or whether another format containing all required fields is acceptable. (Ref: Solicitation Factor 1, Technical, Subfactor 1, Equipment and Staffing Plan, Pages 92-93.)	Offerors must use the format provided in the unpriced Labor Mix Chart tab within Technical Exhibit L (TE-L). As stated in Solicitation Section L, Subfactor 1, the use of this format is mandatory to ensure consistency for evaluation. The chart should be included as an appendix to Volume II, Technical Proposal.
Q-067	Please confirm the Government's intended definition of "net productive hours" for the unpriced Labor Mix Chart, including whether paid leave, holidays, training, breaks, supervision, and other non-cleaning hours should be excluded. (Ref: Solicitation Factor 1, Technical, Subfactor 1, Pages 92-93.)	Yes, the Government confirms this understanding. For the purposes of the unpriced Labor Mix Chart, 'net productive hours' are the direct labor hours an employee spends performing the custodial tasks defined in the PWS. These hours exclude all non-productive time, including but not limited to, holidays, vacation, sick leave, breaks, travel time, and training.
Q-068	Please confirm whether backup vehicles and equipment must be separately identified in the proposed equipment list or whether the offeror may describe its contingency/replacement process within the maintenance approach. (Ref: Solicitation Factor 1, Technical, Subfactor 1, Pages 92-93.)	Offerors must separately identify any dedicated backup vehicles and major equipment on the proposed equipment list. Additionally, the maintenance plan must include a detailed description of the contingency process for providing replacements to ensure service continuity in the event of equipment failure.
Q-069	Please confirm whether all proposed vehicles, major equipment, and containers must be physically available at Fort Hood by the initial day of performance, or whether specific equipment may be delivered after Day 1 when aligned with the applicable service schedule. (Ref: Solicitation Factor 1, Technical, Subfactor 1, Pages 92-93.)	All vehicles and major equipment required for the initial performance of services must be on-site and operational by Day 1 of the performance period. If an offeror proposes a staggered delivery for equipment used exclusively for less frequent periodic tasks (e.g., annual floor stripping), this approach must be explicitly detailed and justified within the Equipment and Staffing Plan narrative.
Q-070	Does the Government prescribe a minimum QCI inspection frequency beyond the PWS and TE-C requirements, or should offerors propose inspection frequencies based on their own QCP and risk-based quality methodology? (Ref: Attachment 1, PWS, Section 1.7.18.10, Quality Control.)	No, the Government does not prescribe a minimum inspection frequency for the Contractor's Quality Control Inspectors (QCIs). Offerors are responsible for proposing a comprehensive inspection methodology, including frequencies, as part of their Quality Control Plan (QCP). This methodology must be sufficient to ensure all performance standards in the PWS, Technical Exhibit A, and Technical Exhibit C are consistently met.
Q-071	Please confirm that the Government's Quality Assurance Surveillance Plan (QASP) will not be provided during the solicitation phase and will instead be maintained as a Government surveillance document during contract performance. (Ref: Attachment 1, PWS, Quality Assurance.)	Correct. In accordance with PWS Paragraph 1.7.18.11, the Government's Quality Assurance Surveillance Plan (QASP) is a 'living document' for internal Government surveillance and will not be provided with the solicitation or incorporated into the contract.
Q-072	Please clarify whether the Hazardous Material Management Plan required under Technical Subfactor 2 should include completed TE-H Hazardous Material Authorization Requests for proposed cleaning products, or whether TE-H authorization is a post-award requirement. (Ref: Solicitation Technical Subfactor 2, Quality Control Plan, Page 93; TE-H.)	Hazardous Material Authorization Requests (TE-H) for proposed cleaning products are a post-award deliverable. They are not required to be submitted with the initial proposal; however, the offeror's proposed Hazardous Material Management Plan (part of the QCP) should describe the process for submitting and managing these authorizations.
Q-073	Please confirm that the formal Safety Plan is a post-award deliverable due within 30 business days after contract award and is not required as a separate proposal attachment. (Ref: Attachment 1, PWS, Safety Plan.)	Correct. In accordance with PWS Paragraph 1.7.18.16, the formal Safety Plan is a post-award deliverable due within 30 business days after contract award and is not required with the initial proposal.
Q-074	Please confirm that the formal Spill Plan is a post-award deliverable due within 30 calendar days after award and is not required as a separate initial proposal attachment. (Ref: Attachment 1, PWS, Spill Plan.)	Correct. In accordance with PWS Paragraph 1.7.18.19, the formal Spill Plan is a post-award deliverable due within 30 calendar days after contract award and is not required with the initial proposal.
Q-075	Please confirm that Safety Data Sheets for proposed materials are to be submitted to the KO/COR/ACOR for approval within five business days	Correct. In accordance with PWS Paragraph 1.7.18.22 and PWS Paragraph 4.4, Safety Data Sheets (SDS) for all

	after award rather than with the initial proposal. (Ref: Attachment 1, PWS, Safety Data Sheets.)	proposed materials are to be submitted to the KO/COR for approval within five business days after contract award and are not required with the initial proposal.
Q-076	Please confirm whether all cleaning affected by a Federal holiday must be made up within the same workweek or whether the contractor may identify the make-up date on its approved schedule based on building requirements and operating conditions. (Ref: Attachment 1, PWS, Work Schedule/Holiday Requirements.)	In accordance with PWS Paragraph 5.19.2, Schedule of Monthly Services, the Contractor shall not include cleaning services on Federal holidays when preparing the monthly cleaning schedule. The schedule must be adjusted in advance based on known Federal holidays before it is submitted to the COR.
Q-077	Please confirm that the 48-hour requirement for delayed services applies to all delayed scheduled cleaning services regardless of the cause of delay, except where the Government directs otherwise. (Ref: Attachment 1, PWS, 5.19.4, Service Delay Notification.)	Yes. As stated in PWS Paragraph 5.19.4, Service Delay Notification, the Contractor must notify the COR of any delay by 0800 the next workday and ensure that the delayed services are completed within 48 hours of the originally scheduled time, regardless of the cause.
Q-078	Please confirm whether TE-D is the required format for reporting all building/access closures or whether an equivalent contractor-generated report containing all required information is acceptable. (Ref: Attachment 1, PWS, 5.19.7, Access and Condition Report (Building Closure).)	No, TE-D is provided as an example format. Offerors may use their own report format for building closures, provided it contains all information required by PWS Paragraph 5.19.7, Access and Condition Report.
Q-079	Please confirm whether TE-E is a mandatory format that must be used during performance or an example that may be replaced by an equivalent contractor-generated schedule containing all required information. (Ref: Attachment 1, PWS, 5.19.5, Floor Schedule Report; TE-E.)	No, TE-E is provided as an example format. Offerors may use their own format for the monthly schedule of services, provided it is submitted in accordance with PWS Paragraph 5.19.2 and contains all the required information, including building, CLIN, service type, and day(s) of the week.
Q-080	Please identify which custodial services, buildings, or CLINs the Government considers mission-essential contractor services for purposes of continuity-of-operations planning during crisis situations. (Ref: Solicitation, Mission-Essential Contractor Services / Continuity of Operations requirements, Pages 67-68.)	The specific tasks considered Mission-Essential Contractor Services are those required to maintain basic facility sanitation and safety. These are identified in the 'Task' column of Technical Exhibit C, PWS Custodial Tasks Performance Standards, and apply to all buildings across all CLINs during a crisis activation, as detailed in DFARS 252.237-7023.
Q-081	The solicitation identifies four proposal volumes and requires electronic submission by email, with a maximum total file size of 9 MB per email. Please clarify whether the Government intends the four volumes to be submitted as four separate proposal files, with each email not exceeding 9 MB, or whether the four volumes should be combined into one proposal document, provided the document does not exceed 9 MB and if it does should be split. (Ref: Solicitation Addendum to FAR 52.212-1, Proposal Preparation Instructions, Pages 77-82.)	The four proposal volumes must be submitted as four separate files. If the combined size of the files in a single email exceeds the 9MB capacity limit, offerors shall send the files in separate, sequential email submissions (e.g., 'Proposal Submission 1 of 3,' 'Proposal Submission 2 of 3,' etc.) to ensure receipt of all volumes.
Q-082	The proposal instructions specifically identify a Table of Contents under Volume III, Past Performance Factor, but the instructions do not appear to expressly require a Table of Contents for each of the other volumes. Please clarify the Government's intended Table of Contents format: If the four volumes are submitted as separate files, should each volume contain its own Table of Contents, or should only Volume III include the specifically required Table of Contents? If the four volumes are permitted to be submitted as one combined document, may the offeror provide one consolidated Table of Contents at the beginning of the proposal covering Volumes I through IV, while still maintaining the required volume organization? (Ref: Solicitation Addendum to FAR 52.212-1 / Volume III, Pages 82-86.)	Yes, each of the four proposal volumes must contain its own separate Table of Contents.
Q-083	The Government states on page 95 that "Past Performance is assessed at the factor level." Please clarify which evaluation factors this statement refers to. Specifically, is Past Performance assessed based on: (1) the four "Past Performance Areas of Evaluation" identified on page 95—Quality of Service, Effectiveness of Project Management (including use and control of subcontractors), Schedule/Timeliness of Performance for Services, and Customer Satisfaction; (2) the three areas of Recency, Relevancy, and Quality; or (3) the three areas identified on page 96—Recency Assessment, Relevancy Assessment, and Past Compliance with RFO FAR 52.219-8, Utilization of Small Business Concerns? Clarification of the applicable evaluation factors will assist Offerors in ensuring that their Past Performance submissions provide the information necessary for the Government's evaluation. (Ref: Solicitation pp. 95-96, Factor 2.)	The statement 'Past Performance is assessed at the factor level' means the Government will not assign separate ratings for subfactors (such as recency or relevancy). Instead, the Government will perform a holistic assessment of all submitted past performance information—specifically analyzing the recency, relevancy, and quality of the submitted contracts—to assign a single, overall confidence rating of either 'Acceptable' or 'Unacceptable' for Factor 2 as a whole.
Q-084	Can Offerors provide a printout of Representations and Certifications from SAM.gov rather than completing Section K to satisfy the Representations and Certifications requirement in Volume I? (Ref: Solicitation p. 83, Para 5.)	Yes. Offerors who maintain an active and complete registration in the System for Award Management (SAM.gov) are not required to submit individual hard-copy representations and certifications. In accordance with RFO FAR 52.204-7(c)(2), by submitting an offer, the offeror verifies that its representations and certifications posted electronically in SAM are current,

		accurate, and complete as of the date of the offer, and are incorporated by reference into the offer.
Q-085	The table on page 81 identifies a requirement for a Price Narrative in addition to the TE-L Pricing Spreadsheet; however, the solicitation does not provide guidance regarding the content or level of detail expected in the Price Narrative. Please provide clarification regarding the specific information and/or analysis the Government expects Offerors to include in the Price Narrative so that Offerors can ensure their submissions address all information necessary for the Government's evaluation. (Ref: Solicitation p. 81, Para C.2.)	The Price Narrative (Volume IV) must be submitted to provide context for the pricing offered in the TE-L spreadsheet. At a minimum, it must contain: 1. A justification for any changes made to the formulas in the Government-provided TE-L. 2. A clear explanation of any assumptions used to develop the proposed price (e.g., basis of estimate for materials, non-exempt labor benefits not covered by the CBA/WD, or escalation applied to exempt labor).
Q-086	The PWS, paragraph 1.7.1, states that the period of performance consists of a 30-day phase-in, one 11-month Base Year, and six 12-month option years. However, the RFP price evaluation language appears to identify a five-year ordering period and two 12-month option periods. Please clarify the intended period of performance and identify which provision controls for proposal preparation and pricing. (Ref: Attachment 1 PWS p. 3, Para 1.7.1.)	The solicitation's CLIN structure and Ordering Guide (defining a one-month Phase-In, a five-year Base ordering period, and two 12-month Option Periods) are correct and shall control for proposal preparation. The conflicting narrative in PWS Paragraph 1.7.1 should be disregarded. In accordance with RFO FAR 52.212-4(r) (Order of Precedence), any inconsistencies in the solicitation or contract shall be resolved by giving precedence to the Schedule of Supplies/Services (CLINs) over other documents, exhibits, and attachments (such as the PWS). The PWS narrative will be formally updated via an upcoming amendment.
Q-087	Paragraph 1.7.5 changes normal operating hours to 0700–2000, Monday through Sunday. Please clarify whether the 0700–2000 period represents the allowable window during which individual services may be scheduled, or whether the Government expects Contractor personnel to be continuously available throughout that entire period at all facilities. (Ref: Attachment 1 PWS p. 4, Para 1.7.5.)	PWS Paragraph 1.7.5 establishes 0700–2000, Monday through Sunday, as the <i>allowable window</i> during which services may be scheduled. It does not require continuous contractor presence at facilities. The contractor is expected to coordinate specific service times with building managers to align with their operational hours, most of which close by 1600. The broader window accommodates facilities with extended hours, such as Gymnasiums and CYS centers.
Q-088	The PWS prohibits overtime while also requiring services within expanded operating hours and allowing certain services outside normal hours with Government authorization. Please clarify whether the Government expects the Contractor to accomplish all such work through multiple shifts/alternative schedules and whether there are any circumstances in which overtime would be authorized or reimbursable. (Ref: Attachment 1 PWS p. 45, Para 5.13.5.)	As stated in PWS Paragraph 5.13.5, no overtime is permitted under this contract. Offerors are responsible for designing a staffing model with appropriate shifts and schedules to accomplish all required work, including services outside of typical business hours, without incurring overtime.
Q-089	TE-C identifies task frequencies as the maximum standards for each building type, while certain PWS sections indicate that frequencies may be lower based on conditional requirements. Please clarify whether offerors should base their staffing and pricing models on the frequencies currently identified in TE-C for each facility, or whether offerors should assume that the Government may routinely establish lower frequencies based on facility-specific conditions. (Ref: Attachment 1 PWS, Various.)	Yes. Offerors must base their initial proposal staffing and pricing on the frequencies identified in Technical Exhibit C. The language in the PWS regarding potential changes refers to the Government's right to add/remove buildings and modify service frequencies post-award via contract modification, as described in PWS Paragraph 1.3.
Q-090	Paragraph 5.2 states that TE-A changes within maintainable square footage and with no cost impact may be provided by email, while changes exceeding the maintainable square footage expressed in the CLINs and/or having a cost impact require a formal modification. Please clarify how the Government will determine whether a change is within the CLIN-maintainable square-footage threshold and how changes in facility type or floor covering will be treated when square footage remains unchanged. (Ref: Attachment 1 PWS p. 35, Para 5.2.)	The baseline maintainable square footage for each CLIN is established in Technical Exhibit A. The COR will notify the contractor via email of any new buildings to be added, provided the total maintainable square footage for that CLIN is not exceeded. Any request to add buildings that would exceed the total maintainable square footage authorized under a specific CLIN will be processed as a contract modification with an equitable adjustment, in accordance with PWS Paragraph 5.2.
Q-091	Paragraph 5.3 requires special event cleaning, including VIP visits, IG visits, dignitary visits, training, summer camps, and inclement-weather sheltering, with as little as 72 hours' notice and completion four hours before the event. Please provide historical or estimated annual quantities, frequency, square footage, and typical staffing requirements for these special-event cleanings so offerors can reasonably incorporate the workload into their staffing models. (Ref: Attachment 1 PWS p. 36, Para 5.3.)	The Government does not maintain historical data for special events as they typically do not result in additional cleaning tasks. In accordance with PWS Paragraph 5.3, when a special event is scheduled, the COR coordinates with the contractor to adjust the timing of the regularly scheduled cleaning to ensure the facility is prepared. This is typically handled within the existing service frequency.
Q-092	The solicitation requires a duplicate copy of each proposal volume with identifying information redacted for the Source Selection Board. Please clarify what information the Government considers "identifying information" and provide specific redaction instructions, including whether Offeror/team member names, subcontractor names, personnel names, logos, past performance contractor names, contract numbers, Government customer information, and other information necessary to substantiate experience and past performance must be redacted or replaced with generic identifiers. (Ref: Solicitation p. 81, C.2.)	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. For this volume, offerors must redact all information that identifies their company or team members, including but not limited to: company names, logos, key personnel names, and contact information. For past performance references within technical narratives, use generic identifiers (e.g., 'Contractor A,' 'Subcontractor B'). The Government will use the unredacted volumes to cross-reference as needed.

	REDACTED VOLUMES NOT REQUIRED	
Q-093	The solicitation identifies this acquisition as a HUBZone set-aside; however, FAR 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns, is included. FAR 19.1309(b) prescribes FAR 52.219-4 for acquisitions conducted using full and open competition, whereas FAR 52.219-3 is prescribed for HUBZone set asides. Please confirm whether FAR 52.219-4 is applicable to this acquisition or whether it will be removed from the solicitation. Similarly, FAR 52.219-8, Utilization of Small Business Concerns is included in this solicitation, but the set aside is for HUBZone which requires the business to be Small. Please confirm whether this is applicable to the solicitation. (Ref: Solicitation p. 31, FAR Clauses.)	The Government confirms this acquisition is a 100% HUBZone set-aside. The inclusion of FAR 52.219-4 and 52.219-6 was an administrative error. A forthcoming amendment will remove the inapplicable clauses and ensure only FAR 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award, is included.
Q-094	Subfactor 1 (solicitation Page 83) requires Offerors to quantitatively substantiate proposed QCM and QCI staffing; however, Attachment 1 PWS 1.7.18.11, the Government's QASP, including its surveillance procedures and processes, will not be provided with the solicitation. Please identify any minimum Contractor QC inspection frequencies, sample sizes, inspection coverage requirements, or other QC workload assumptions Offerors must use to develop and quantitatively substantiate QCM/QCI staffing. If none are prescribed, please confirm that Offerors may establish and substantiate their own QC inspection methodology and staffing levels in the QCP. (Ref: Solicitation Page 83 2(a); PWS 1.7.18.11.)	The Government confirms that there are no prescribed minimum inspection frequencies or sample sizes. The Government's Quality Assurance Surveillance Plan (QASP) is for internal use and does not dictate the contractor's methods. Offerors must propose their own comprehensive Quality Control Plan (QCP) and quantitatively justify the QCM/QCI staffing levels needed to execute that plan, as required by Section L, Subfactor 2.
Q-095	The solicitation states that the QASP is a "living document" that may be modified based on Contractor performance surveillance results. Please confirm that modifications to the QASP will not add, increase, or otherwise modify contractual performance requirements, performance standards, frequencies, AQLs, response times, staffing requirements, or other obligations established by the PWS without an appropriate contract modification. (Ref: Attachment 1 PWS 1.7.18.11.)	The Government confirms that the Quality Assurance Surveillance Plan (QASP) is a Government-internal surveillance document. Any changes to the QASP will not alter the contractor's contractual obligations as defined in the Performance Work Statement (PWS). Any change to the PWS requirements will be executed only through a formal, bilateral contract modification.
Q-096	Section 3.4 states that Contractor personnel may drive their POVs to the work area and "work out of their POVs." Please clarify whether the Government anticipates or permits POVs to be used to transport Contractor tools, equipment, materials, supplies, or other items required for contract performance between work locations. (Ref: Attachment 1 PWS p. 38 / 3.4.)	The Government does not prescribe the method of transporting tools and supplies between facilities. As stated in PWS Paragraph 3.4, contractor personnel may drive their POVs to the work area. The decision to authorize employees to transport company equipment and materials in their POVs is a matter of the contractor's internal company policy and risk management.
Q-097	In accordance with the RFP, proposals and questions are to be submitted to both MSG Justin Mansfield and Robert Sanchez; however, email addresses are not provided. Mr. Sanchez' email address appears in Block 9 on the SF 1449. Please confirm an email address for MSG Justin Mansfield. (Ref: Solicitation p. 1 / SF 1449; p. 78 / A.1.a, and A.3.a.)	Please send to the Contracting Officer and Contract Specialist listed on Solicitation on SAM.gov. The emails are listed in the Description and Contact Information Section.
Q-098	The Past Performance volume is limited to 10 pages. Each relevant contract is limited to 3 pages each. This leaves only one page remaining to provide a Summary Page (1 page), Consent Letters (potentially 3 pages), Client Authorization Letters (potentially 3 pages), and an Organization Structure Change History (1 page). Request the Government provide additional page length to meet the stated requirements. (Ref: Solicitation p. 82 / C.2.)	The Government concurs and will issue an amendment to clarify the page limitations for Volume III, Past Performance. Administrative compliance documents, including Consent Letters, Client Authorization Letters, and the Organization Structure Change History, will be excluded from the 10-page limit. The 10-page limit will apply only to the substantive evaluation content: the Summary Page and the contract reference narratives (max 3 pages per reference).
Q-099	PWS Paragraph 1.7.18.6.2 requires a full-time QCM and states that supervisors and team leads shall not be dual hatted as Quality Control, while Paragraph 1.7.18.6.3 states that the QCM may also serve as the QCI depending on contract square footage and complexity. The Quality Control section 1.7.18.9 further states that no lead person or first-line supervisor shall be considered a QCI. Please clarify the Government's required QC staffing structure for this acquisition, including: (1) whether the full-time QCM may also perform QCI duties; (2) whether dedicated QCI personnel in addition to the QCM are required; (3) whether personnel performing direct custodial services may also serve as QCIs; (4) whether the Government has established any minimum QCI staffing level, inspection frequency, sample size, or inspection coverage requirement. If no minimum requirements have been established, please confirm that Offerors may determine and substantiate the appropriate QCI staffing and inspection methodology in their QCP based on the proposed staffing and contract workload. (Ref: Attachment 1 PWS 1.7.18.6.2 and 3, 1.7.18.9 / pp. 21, 22.)	The Government does not mandate a specific QC staffing structure. As stated in PWS 1.7.18.6.3, the QCM may also serve as a QCI, provided they meet the minimum qualifications for that role. However, per PWS 1.7.18.9, no individual performing QC duties may be a lead person or first-line supervisor for the work they inspect. Offerors must propose and justify a QC structure sufficient to meet all PWS requirements.
Q-100	PWS Paragraph 1.7.18.6.3, Quality Control Inspectors (QCI), states, "As a minimum, the QCM shall have at least two (2) years of documented relative direct custodial service inspection experience." Please confirm whether this requirement is intended to apply to the QCI personnel rather than the QCM. If applicable to QCI personnel, please confirm that each	The requirement in PWS Paragraph 1.7.18.6.3 applies to the Quality Control Inspector (QCI). Each proposed QCI must have a minimum of two (2) years of documented, relative, direct custodial service inspection experience. If the QCM is proposed to also serve as a QCI, their resume must

	proposed QCI must possess at least two years of documented direct custodial service inspection experience. 1.7.18.6.2 already establishes the QCM qualification as two years of "relative custodial service experience," while 1.7.18.6.3 changes it to two years of "direct custodial service inspection experience." Please clarify the requirement. (Ref: Attachment 1 PWS 1.7.18.6.2 and 3.)	demonstrate that they meet this specific inspection experience requirement in addition to the QCM experience requirement outlined in PWS 1.7.18.6.2.
Q-101	1.7.2 Scope states Contractor shall perform custodial services in accordance with the PWS and the technical exhibits, including the Enterprise-wide Custodial Services Performance Standards. Will the Government provide the attachment for Enterprise-wide Custodial Services Performance Standards? (Ref: Attachment 1 PWS 1.7.2.)	The 'Enterprise-wide Custodial Services Performance Standards' referenced in the PWS is Technical Exhibit C (TE-C) - PWS Custodial Tasks Performance Standards, which is provided as an attachment to the solicitation.
Q-102	Attachment 8 - Contractor's Building Site Map is referenced in PWS 3.1 but the attachment was not provided. Will the government please provide this attachment? (Ref: Attachment 1 PWS 3.1 / p. 37.) UPDATED ANSWER	TE-B – Fort Hood Cantonment Maps is the map. the Contractor's Building Site Map, will not be provided as a separate document. The location of the Government-furnished administrative office space (Building 4819) was identified during the site visit on September 16, 2026.
Q-103	PWS paragraph 5.16, High Traffic Areas, states that facilities designated 5-Day Basic Service and granted an exception to policy (ETP) for high-traffic status are "shown on TE-A in orange in column K." However, TE-A (MASTER INVENTORY tab), column K ("Service Option (1, 3, 5 or 7 Day)") is populated with multiple cell-fill colors (including pale yellow, purple, and teal) and no accompanying legend or key identifying which color denotes the High Traffic/ETP designation. Please provide a legend identifying the specific color code (and/or a list of building numbers) used in TE-A, column K, to designate High Traffic Areas so that Offerors can correctly identify all facilities subject to this requirement for staffing and pricing purposes. (Ref: Attachment 1 PWS 5.6.1.)	Per PWS Paragraph 5.18, facilities designated for '5 Day Basic Service' are considered High Traffic Areas. In Technical Exhibit A, these facilities are color-coded orange in Column K of the 'MASTER INVENTORY' tab. This color-coding corresponds to the service frequencies outlined in Technical Exhibit C.
Q-104	TE-F, MWR Physical Fitness Facilities Operation Hours, identifies four Physical Fitness Centers (Warrior Way/87030, Abrams/23001, Airfield/90007, and MOB/56510) that operate 24 hours per day, 7 days per week, including training holidays. However, PWS paragraph 1.7.5 defines normal hours of operation as 0700-2000 daily, and CLIN 1006/2006 (Physical Fitness Centers - 7 Day/Week Services) directs performance of Basic Service in accordance with PWS 5.0 through 5.12.1 and 5.14 through 5.14.2 without addressing servicing of continuously occupied facilities. Please clarify how the Contractor is expected to perform custodial services in these 24-hour facilities within the 0700-2000 normal hours of operation, whether overnight/after-hours access and servicing is required or authorized, and whether any additional coordination, escort, or security procedures apply to servicing an occupied 24-hour facility. (Ref: Attachment 1 PWS 1.7.18.11, 5.2.1.)	Services for 24/7 facilities must be performed during the normal operating hours defined in PWS Paragraph 1.7.5 (0700-2000). The contractor is responsible for coordinating with facility managers to schedule cleaning during periods of lower occupancy to minimize disruption. No after-hours access is required or authorized for routine services.
Q-105	TE-F lists four Physical Fitness Centers (Burba/9301, Kieschnick/39008, Grey Wolf/24006, and Harvey/31006) with no operating hours populated in any column and separately includes a note "CLOSED FOR H2F/SPRC CONVERSION" without identifying which facility(ies) the note applies to. Please confirm the current operational status and hours of operation for Burba, Kieschnick, Grey Wolf, and Harvey, and identify which facility or facilities are closed for H2F/SPRC conversion, the anticipated duration of that closure, and whether custodial services are required at the affected facility during the conversion period. (Ref: Attachment 1 PWS p. 47, Para. 5.17.)	The four identified facilities (Burba, Kieschnick, Grey Wolf, and Harvey) are currently closed for public use and used for military fitness. Custodial services are required for these specific buildings under this solicitation.
Q-106	The "Removed Buildings" tab of TE-A (Building Inventory List) carries a header referencing "ATTACHMENT 3 - Inventory for 1 to 31 June 2025" and lists 54 buildings, even though TE-A itself is dated 19 Aug 2026, more than a year later. Please confirm that the 54 buildings listed on the "Removed Buildings" tab are excluded from the custodial services requirement as of the solicitation issuance date, that no cleaning services should be priced for these buildings, and that the remaining tabs of TE-A (RAW DATA, SUMMARY, and MASTER INVENTORY) reflect the current, complete, and accurate building inventory for pricing purposes. (Ref: Attachment 1 PWS p. 58 / Para 5.6.)	The 'Removed Buildings' tab is not part of the final, official Technical Exhibit A provided with the solicitation and should be disregarded. Offerors must base their proposals solely on the buildings and square footages listed in the 'MASTER INVENTORY' tab of the current TE-A.
Q-107	TE-I, Building 36048 1st Floor and 2nd Floor Areas, provides a detailed floor plan/area drawing referenced in the PWS Warrior Transition Unit (WTU) discussion, but is the only facility-specific floor plan provided among the approximately 432 buildings identified in the solicitation. Please clarify whether TE-I is intended solely as a representative sample of the format/level of detail the Government may provide for WTU or other facilities, or whether comparable floor plans/area drawings exist and can be made available for other facilities on TE-A to assist Offerors in verifying quantities and developing staffing and pricing. (Ref: TE-I; PWS p. 47 / Para "Warrior Transition Unit (WTU)".)	No. Technical Exhibit I is the only facility-specific floor plan that will be provided. It is provided for the Warrior Transition Unit (WTU) to clarify which specific rooms are to be serviced. For all other facilities, offerors must rely on the square footage data provided in Technical Exhibit A.

Q-108	FAR clause 52.222-42, Statement of Equivalent Rates for Federal Hires, identifies only five non-exempt labor categories (Stock Clerk, Supply Technician, Custodian, Floor Tech I, and Floor Tech II), and Attachment 3 (CBA) similarly addresses a limited set of non-exempt classifications. However, the PWS requires numerous additional positions (e.g., Project Manager, Alternate Project Manager, Quality Control Manager, and Quality Control Inspectors) whose wage classification is not otherwise identified. Please confirm the applicable Wage Determination classification (or other wage authority) that Offerors should apply when pricing PWS-required positions that are not identified in the Statement of Equivalent Rates for Federal Hires or the CBA (Attachment 3). (Ref: Solicitation pp. 37-38 / FAR 52.222-42; Att. 3 (CBA).)	Management and supervisory positions such as the Project Manager, Alternate Project Manager, and Quality Control Manager are typically considered exempt from the Service Contract Labor Standards (SCLS) and should be priced at fair market rates. For any proposed non-exempt labor positions not explicitly listed in the CBA or the attached Wage Determination, the contractor will be required to submit a conformance request post-award in accordance with FAR 52.222-41(c).
Q-109	PWS paragraph 1.7.18.6, Contractor Key Personnel, and the associated Deliverables Schedule (Part 8, Attachment 2) both state that the Contractor shall provide a resume of key personnel to the KO "within one week of the contract award" — i.e., as a post-award deliverable. However, Section L, Subfactor 5 (Management Capability) requires Offerors to submit "written documentation (resumes)" for the proposed PM, APM, QCM, and all designated QCI personnel as part of the proposal itself, and Section M, Factor 1/Subfactor 5 states the Government will evaluate those resumes at time of award to confirm the minimum experience requirements in PWS 1.7.18.6.1 through 1.7.18.6.3 are met. Please confirm that resumes for proposed key personnel must be submitted with the proposal (Volume II) for evaluation under Subfactor 5 and clarify whether the PWS 1.7.18.6 / Deliverables Schedule requirement to submit resumes "within one week of the contract award" is superseded by the Section L requirement or instead applies only to reconfirming or updating key personnel information after award. (Ref: PWS pp. 12-13 / Para 1.7.18.6 and p. 67 (Del. Sched.); Sol p. 84 / Section L, SF 5 and p. 94 / Section M, SF 5.)	The Government confirms that resumes for all proposed Key Personnel (PM, APM, QCM, and QCIs) must be submitted with the proposal in Volume II for evaluation, as required by Section L, Subfactor 5. The PWS requirement to submit resumes 'within one week of contract award' is an administrative action to formally document the finalized personnel roster with the Contracting Officer and does not supersede the proposal submission requirement.
Q-110	The solicitation cites two different PWS paragraph numbers for the Phase-In requirement. CLIN 0007 (Continuation of Deliveries or Performance) identifies the phase-in line item as "Phase In - PWS Reference 1.7.19.8," while Section L, Subfactor 3 (Phase-In) requires the Phase-In plan to be submitted "IAW PWS 1.7.18.8." The PWS "Phase In/Phase Out Period" section is not independently numbered in the body of the PWS but falls within the 1.7.18 series, immediately following paragraph 1.7.18.7.1 (Damage to Privately Owned Property). Please confirm the correct PWS paragraph reference for the Phase-In/Phase-Out requirement (1.7.18.8 or 1.7.19.8) so Offerors can cite the correct provision in their Phase-In plan. (Ref: Solicitation p. 8 / CLIN 0007 and p. 84 / Section L, SF 3; PWS p. 14 / (following Para 1.7.18.7.1).)	The Government concurs with the Offeror's observation. The correct reference for the Phase-In/Phase-Out requirement is PWS Paragraph 1.7.18.8. The citation of '1.7.19.8' in CLIN 0007 is a typographical error. A forthcoming amendment will correct both the CLIN description and the PWS paragraph numbering to ensure consistency.
Q-111	Section L, Subfactor 2 (Quality Control Plan) and Section M, Subfactor 2 both require the QCP to demonstrate compliance with "PWS 1.7.18.10 and IMCOM Performance Standards (Technical Exhibit C)." However, Technical Exhibit C is titled "TE-C - PWS Custodial Tasks Performance Standards" everywhere else in the solicitation (PWS Part 8 Attachment/Technical Exhibit Listing, the CLIN descriptions, and the TE-C document itself), and no separate document titled "IMCOM Performance Standards" appears among the solicitation attachments. Please confirm that the "IMCOM Performance Standards" referenced in Section L/M, Subfactor 2 is the same document as TE-C, PWS Custodial Tasks Performance Standards, and not a separate, unissued document. (Ref: Solicitation p. 84 / Section L, SF 2 and p. 93 / Section M, SF 2; PWS p. 55 / Part 8, Att./ TE-C.)	The Government confirms that the document referenced as 'IMCOM Performance Standards' in Sections L and M is in fact Technical Exhibit C, PWS Custodial Tasks Performance Standards. The terms are used synonymously, and there is no separate, unissued document. An amendment will be issued to standardize the naming convention.
Q-112	DFARS clause 252.237-7023, Continuation of Essential Contractor Services, states that the Contractor's "Mission-Essential Contractor Services Plan" is incorporated into the contract and identifies the essential services as those listed in TE-C, PWS Custodial Tasks Performance Standards. However, none of the five Section L Technical subfactors (Equipment and Staffing Plan, Quality Control Plan, Phase-In, Technical Approach, or Management Capability) identify the Mission-Essential Contractor Services Plan as a required proposal submittal. Please clarify whether Offerors are required to submit a Mission-Essential Contractor Services Plan with the proposal (and, if so, under which subfactor it will be evaluated), or whether this plan is a post-award deliverable to be submitted after contract award. (Ref: Solicitation pp. 67-68 / DFARS 252.237-7023(b)-(c) and pp. 83-85 / Section L, Technical SFs 1-5.)	The requirement to submit the Mission-Essential Contractor Services Plan was inadvertently omitted from Section L. To comply with DFARS 252.237-7024, this plan is a required submission. A forthcoming amendment will update Section L to require the plan as an Annex to Volume II (Technical). The plan will be evaluated on an acceptable/unacceptable basis and will not count against the Technical volume page limit.
Q-113	TE-L, Pricing Spreadsheet, contains two tabs — "Previous Labor Category" and "Proposed Labor Category" — that list labor categories with no relationship to the custodial services PWS (e.g., Network Administrator, Database Administrator, Computer Programmer III, Computer Operator I, Personal Computer Technician, System Administrator, and	The tabs titled 'Previous Labor Category' and 'Proposed Labor Category' in Technical Exhibit L were included in error and are not applicable to this procurement. Offerors shall disregard and may delete these tabs. All pricing must be based on the custodial labor categories required by the PWS.

	Telecommunications Mechanic I/II), rather than the PWS-required positions (Custodian, Floor Tech I/II, QCM, QCI, PM/APM, etc.) used throughout the rest of TE-L. Both tabs are also dated "Revised March 16, 2009" and use a "CLIN 0001AA/AB/AC/AD" sub-CLIN numbering convention that does not match the CLIN structure used elsewhere in TE-L (Phase-In, Base Period, and Ordering Period tabs) or the solicitation's actual CLIN structure (0001-0007, 1001-1006, 2001-2006). This strongly suggests these two tabs are leftover boilerplate from an unrelated (apparent IT/telecommunications services) pricing template that was not updated for this procurement. Please confirm whether Offerors should disregard/delete the "Previous Labor Category" and "Proposed Labor Category" tabs, or clarify their intended purpose and how they relate to the custodial services labor categories used in the remainder of TE-L. (Ref: TE-L, "Previous Labor Category" and "Proposed Labor Category" tabs.)	
Q-114	Will the Government permit a smaller font size for tables, graphics (e.g., org chart), headers, and footers? (Ref: Solicitation p. 85 / C.5.)	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content remains clear and legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement. This will be formalized via amendment.
Q-115	In 130 of the 526 records on the TE-A MASTER INVENTORY tab, the individual floor-type square footages (vinyl, carpet, concrete, other) do not sum to the Maintainable Square Footage shown for the building. The largest differences are Building 56800 (floor types total 209,830 SF less than the maintainable figure) and Building 23001 (67,644 SF). Please confirm which figure governs for pricing and for the per-square-foot equitable adjustment under PWS paragraph 5.2: the Maintainable Square Footage total, or the floor-type detail. If the floor-type detail is controlling and incomplete, please provide corrected floor-type square footages, as sweeping, mopping, stripping and finishing hours are derived directly from the floor-type areas. (Ref: TE-A MASTER INVENTORY tab, floor-type columns vs. Maintainable SF.)	For proposal pricing purposes, the 'Maintainable Square Footage' listed in Column C of the TE-A 'MASTER INVENTORY' tab shall be the controlling figure for each facility. Offerors should use the individual floor-type square footages (Columns D-G) to inform their estimates for specific floor-care tasks, but the total price must be based on the total maintainable area in Column C.
Q-116	TE-C column R marks Dry Buff, Stripping/Finishing, Wash Interior Glass, Wash Exterior Glass and Clean Window Treatments as "N/F - Not Funded at this level" for All Other Administration Facilities (CLIN 0001). CLIN 0001 contains approximately 1.4 million square feet of hard floor, about 82% of the hard floor on the contract. Please confirm that the Government requires no periodic floor stripping, finishing, buffing, glass cleaning or window treatment cleaning in CLIN 0001 facilities, and that Offerors should not price those tasks for CLIN 0001. (Ref: TE-C Custodial-Performance-Standards tab, column R (All Other Administration Facilities).)	Yes, this is confirmed. For facilities under CLIN 0001 ("All Other Administration Facilities"), tasks marked 'N/F' (Not Funded) in Column R of Technical Exhibit C are not required and must not be included in the proposed price for that CLIN. Offerors must price only the tasks and frequencies specified for that facility type.
Q-117	TE-C shows Food Service Areas as not applicable ("--") for all facility types except CDC and Other CYSS, where the task is limited to floors and waste removal. However, PRS paragraph 8.3 requires the Contractor to "service kitchen and break rooms," PWS 5.9.6 requires that "breakrooms are stocked sufficiently with supplies," and TE-A lists 142 kitchens, all of them in CLINs 0001, 0002 and 0006. Please clarify whether kitchen and break room service (counters, sinks, appliance exteriors, tables) is required in administration and physical fitness facilities, and at what frequency, and confirm that CDC and CYSS kitchens and food storage areas are excluded per TE-C footnote 22. (Ref: TE-C Custodial-Performance-Standards tab, row "Food Service Areas (Floors, Waste Removal Only)"; PWS p. 55 / PRS 8.3; PWS p. 42 / Para 5.9.6.)	The scope of service for kitchens and breakrooms is limited to the tasks explicitly defined in Technical Exhibit C, which for Food Service Areas is 'Floors, Waste Removal Only.' While PWS Paragraph 5.9.6 requires stocking supplies in breakrooms, it does not expand the cleaning requirement beyond what is specified in TE-C. Offerors should price these areas accordingly.
Q-118	Section L, Volume IV, paragraph 4.c directs Offerors to use Wage Determination 2015-5237 Revision 30 dated 13 May 2026. Attachment 2 to the solicitation is Revision 32 dated 12 August 2026. Please confirm which revision applies for proposal preparation and which will be incorporated into the contract. (Ref: Solicitation p. 89 / Vol IV Para 4.c; Attachment 2 WD 2015-5237 Revision 32 12AUG2026.)	The Government confirms this discrepancy. Offerors shall use Wage Determination 2015-5237, Revision 32, dated 12 August 2026, as provided in Attachment 2, for all proposal pricing. The reference to Revision 30 in Section L is an administrative error that will be corrected via amendment.
Q-119	Attachment 3 includes Addendum A with wages and fringe effective 1 April 2025. Please confirm that Attachment 3 is the current agreement in effect with the incumbent, and identify any scheduled wage, health and welfare, pension or training fund increase that takes effect before or during Ordering Period 1 (1 January 2027 to 30 November 2027), so that Offerors price the correct successor-contractor minimums under FAR 22.1002-3. (Ref: Attachment 3 - Collective Bargaining Agreement, Addendum A, wage schedule effective 04/01/2025.)	The Collective Bargaining Agreement provided as Attachment 3 is the most current version available to the Government. In accordance with FAR 22.1002-3, offerors must use the rates from the updated Addendum A (effective 1 April 2026) as the minimum for all ordering periods. Offerors shall not propose escalation for non-exempt labor; any adjustments for a successor CBA will be handled post-award in accordance with FAR 52.222-43.
Q-120	The TE-A SUMMARY tab shows 3,240 square feet for CLIN 0004, WTU ADA rooms. The WTU tab lists eighteen rooms whose bedroom and latrine areas total 3,240 SF and whose common kitchen and living areas total an additional 906 SF, for 4,146 SF. Please confirm whether the common areas are within the CLIN 0004 scope and which square footage is the	The Government acknowledges the discrepancy. The correct total maintainable square footage for CLIN 0004 (WTU ADA) is 4,146 SF, which includes the individual rooms and the common areas. A forthcoming amendment will update the 'SUMMARY'

	basis for the CLIN 0004 price and its per-square-foot rate under PWS 5.2. (Ref: TE-A SUMMARY tab (CLIN 0004, 3,240 SF) vs. WTU tab (bedrooms, latrines and common areas).)	tab and the 'Base Period' tab in TE-L to reflect this corrected total. Offerors shall use 4,146 SF for pricing.
Q-121	The TE-L ordering-period tabs are pre-populated with 2,860,826 square feet for CLIN 0001 and 471,307 square feet for CLIN 0002. Attachment TE-A dated 19 August 2026 shows 2,865,857 and 471,577 respectively. Please confirm that TE-A governs and that Offerors should replace the pre-populated figures. (Ref: TE-L Ordering-period tabs, column Y (TE-A square footage) for CLINs 0001 and 0002.)	The Government confirms that the square footages in Technical Exhibit A are correct and controlling. To ensure formula integrity, offerors should not manually change the pre-populated values in the current TE-L. A revised TE-L spreadsheet with the corrected square footages will be issued via an amendment to the solicitation.
Q-122	TE-C column I, Above Baseline Administration Facilities, shows Sauna and Steam Room and Showers, Locker Rooms and Toilet Facilities as daily tasks, matching the Physical Fitness Center column G. Please confirm whether the above-baseline administration facilities contain saunas, steam rooms and shower facilities to be serviced, or whether column I should read not applicable for those rows. (Ref: TE-C Custodial-Performance-Standards tab, column I (Above Baseline Administration Facilities), rows Sauna and Steam Room and Showers/Locker Rooms.)	The 'Above Baseline Administration Facilities' do not contain saunas or steam rooms. Some of these facilities do contain showers. The contractor is required to service these showers daily, as specified in TE-C and PWS, only if they are actively in use by building occupants. Showers used for storage do not require servicing.
Q-123	PWS 5.5.6 and 5.6.4 state that annual stripping, finishing, buffing and carpet cleaning "have historically been completed during after hours" and that the Government will coordinate access. Please clarify whether after-hours performance of the annual services is required, permitted at the Contractor's option, and whether after-hours work applies to all facility types. The answer determines whether the CBA third-shift differential applies to floor crew labor. (Ref: Attachment 1 PWS p. 38 / Para 5.5.6; p. 38 / Para 5.6.4.)	The PWS requires the contractor to coordinate the timing of annual floor services directly with building managers. While these services have historically been performed in the late afternoon/early evening (e.g., 1600-1800) to minimize disruption, this does not constitute a mandatory 'after-hours' requirement from the Government. Offerors must determine the most efficient schedule and price their proposal accordingly, including any applicable CBA shift differentials based on their proposed operational approach.
Q-124	PWS 5.8 and 5.8.1 require the Contractor to collect solid waste and recyclables and remove them to Government-designated containers. Please confirm whether the interior waste receptacles and recycling containers in the buildings are Government furnished or Contractor furnished, and whether the exterior dumpsters and recycling collection points, and their hauling, are Government furnished. (Ref: Attachment 1 PWS p. 40 / Para 5.8 and 5.8.1; p. 31 / Part 3, Government Furnished Property.)	The Government provides both the interior wastebaskets and recycling bins within the facilities, as well as the large exterior dumpsters and recycling collection points where the collected waste is deposited. The contractor is not required to furnish these receptacles.
Q-125	PWS 5.9.7 requires the Contractor to resupply toilet tissue, paper towel, soap and toilet seat cover dispensers. Please confirm whether toilet seat cover dispensers are already installed in the facilities and, if so, in which facilities or facility types, so that seat covers can be priced against the dispensers that already exist. (Ref: Attachment 1 PWS p. 42 / Para 5.9.7.)	Yes, toilet seat cover dispensers are installed in the facilities where required. The contractor is responsible for stocking these existing dispensers with compatible products. The Government does not maintain a list of dispenser brands or models.
Q-126	PWS 1.7.20 requires the Contractor to furnish equipment for the handling and storage of hazardous and toxic materials. Please confirm whether the Government provided storage locations on the installation can store the Contractor's chemicals, or whether the Contractor must store chemicals and materials off post. (Ref: Attachment 1 PWS p. 18 / Para 1.7.20; p. 31 / Part 3.)	Per PWS Part 3, the Contractor will be provided with an on-site administrative facility (Building 4819) and janitorial closets in serviced buildings. The Contractor may store chemicals and supplies in these Government-provided spaces, provided all materials are stored and managed in accordance with the Contractor's approved Hazardous Material Management Plan, PWS Paragraph 1.7.18.14, and all applicable environmental and safety regulations.
Q-127	TE-C column E, Other CYSS, marks certain tasks as "EOD" (every other day). Please confirm the number of annual occurrences the Government intends for an EOD task in a five-day-per-week facility (for example, 130 per year), so that Offerors staff those tasks consistently. (Ref: TE-C Custodial-Performance-Standards tab, column E (Other CYSS), tasks marked "EOD".)	The Government will not provide a specific annual occurrence count for 'EOD' tasks. This frequency means the task is performed every other day within the service week defined for that facility. Offerors are responsible for calculating the approximate annual occurrences based on the calendar and PWS work schedule requirements.
Q-128	The solicitation limits the Past Performance Volume to 10 pages and limits each relevant effort to three pages. The volume also requires submission of a Summary Page, Organizational Structure Change History, Consent Letters, client authorization documentation (if applicable), and other supporting information. If offerors submit the maximum of three relevant efforts at three pages each, only one page remains for the additional required elements. Please clarify whether the 10-page limitation applies to the entire Past Performance Volume, including all required supporting documents, or whether items such as consent letters, organizational structure change history, and client authorization documentation are excluded from the page limitation. (Volume III, Past Performance, pp. 85-87)	The Government confirms that administrative documents are excluded from the 10-page limitation for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page (1 page) and the contract reference narratives (max 3 pages per reference). Consent Letters, Client Authorization Letters, PPQs/CPARS, and the Organizational Structure Change History do not count against this limit.
Q-129	The solicitation states that offerors shall provide up to three relevant efforts "using Attachment 5 - Relevant Contracts." It is unclear whether the Government intends Attachment 5 to be completed and submitted as a separate form for each reference or whether the attachment serves as a	Attachment 5 serves as a mandatory template for the required data elements. Offerors are not required to submit the attachment as a separate form and may integrate the required information directly into their past performance narratives,

	template identifying the required data elements to be addressed within the Past Performance Volume. Please clarify whether Attachment 5 must be completed and submitted as a separate form for each past performance reference, or whether offerors may present the required information within the Past Performance Volume provided all Attachment 5 data elements are addressed. (Volume III, Attachment 5)	provided all data elements from the template are clearly addressed within the 3-page limit for each reference.
Q-130	The Technical Volume is limited to 25 pages and requires submission of organizational charts, an unpriced labor mix chart, equipment listings, schedules, and resumes for proposed PM, APM, QCM, and QCI personnel. Additionally, the labor mix chart is required to utilize Technical Exhibit L, which may result in multiple pages depending on the staffing approach. Given the number of required technical submission elements, clarification is requested regarding the application of the 25-page limitation. Will the Government consider excluding resumes, labor mix charts, equipment listings, schedules, and other required supporting exhibits from the 25-page limitation, or otherwise increase the page limitation for the Technical Volume? (Volume II, pp. 82-85)	The Government increased the UPDATED 35-page limit for the narrative portion of Volume II. However, an amendment will be issued to clarify that the following required documents are excluded from this page limit: Resumes for Key Personnel, the unpriced Labor Mix Chart, and the Mission-Essential Contractor Services Plan.
Q-131	Technical Subfactor 1 requires offerors to provide an unpriced labor mix chart utilizing the format contained in Technical Exhibit L. Technical Exhibit L contains multiple pricing-related columns, CLIN-specific labor groupings, and ordering-period worksheets. Additionally, the labor mix chart must be included within the 25-page Technical Volume limitation. Please clarify the minimum information the Government expects to be included in the unpriced labor mix chart and whether offerors are required to replicate the CLIN-by-CLIN structure contained in Technical Exhibit L. (Technical Subfactor 1; TE-L Pricing Spreadsheet)	The unpriced Labor Mix Chart must replicate the CLIN-by-CLIN structure of TE-L to allow for direct comparison and evaluation. At a minimum, it must include: CLIN, Labor Category, Number of Personnel, and the proposed Full-Time Equivalents (FTEs) for each position. All pricing elements, including but not limited to rates and fringe benefits, must be omitted or redacted from this chart.
Q-132	Technical Subfactor 1 requires offerors to provide an unpriced labor mix chart utilizing the format contained in Technical Exhibit L. Technical Exhibit L contains labor mix information spanning multiple ordering periods and option periods; however, the solicitation does not specify the period(s) to be included in the Technical Volume, which is limited to 25 pages. Will the Government consider an unpriced labor mix chart for Ordering Period 1 responsive to this requirement, or does the Government require labor mix information for all ordering periods and option periods contained in Technical Exhibit L? (Technical Subfactor 1; TE-L Pricing Spreadsheet)	Submitting an unpriced Labor Mix Chart for Ordering Period 1 is sufficient to be considered responsive. If the offeror's staffing approach varies in subsequent ordering periods, those changes and their rationale must be clearly detailed in the technical narrative.
Q-133	The solicitation does not specify whether artificial intelligence (AI), machine learning, large language models (LLMs), automated content analysis tools, or other automated proposal review technologies will be used as part of the evaluation process. Offerors may consider such information when preparing proposal content, formatting, and supporting documentation. Please advise whether the Government intends to use artificial intelligence (AI), machine learning, large language models (LLMs), automated content analysis tools, or other automated proposal review technologies in any capacity to support the evaluation of proposals submitted in response to this solicitation. (Section M, Evaluation Factors)	The substantive evaluation of all proposals will be conducted by human evaluators on the Source Selection Evaluation Board (SSEB). The Government will not use Artificial Intelligence (AI), Large Language Models (LLMs), or other automated tools to score, rate, or make qualitative assessments of proposals. Standard software may be used for administrative checks such as page counts or keyword searches.
Q-134	Ordering Guide Item #4 references a potential six-month extension under FAR 52.217-8; however, TE-L does not contain CLINs, pricing schedules, or proposal instructions addressing this extension period. Please clarify whether offerors are required to propose pricing for the potential six-month extension period under FAR 52.217-8 and, if so, provide instructions regarding how that pricing should be submitted and evaluated. (Solicitation, Ordering Guide Item #4 (Page 60); TE-L Pricing Spreadsheet)	Offerors are not required to separately price the potential six-month extension under FAR 52.217-8. For evaluation purposes, the Government will calculate the price for this extension by adding 50% of the offeror's price for the final full ordering period to the Total Evaluated Price. If exercised, the option will be priced based on the rates in effect at the time of exercise.
Q-135	A six-month extension period may include labor, fringe, tax, escalation, material, and recurring annual cost elements that do not scale proportionally with the preceding 12-month ordering period. As a result, application of a simple percentage of the preceding year's pricing may not accurately reflect the cost of performance during the extension period. If pricing for the FAR 52.217-8 extension period will be evaluated, will the Government permit offerors to propose pricing based on the actual anticipated cost of performance during the extension period rather than applying a proportional percentage of the preceding ordering period's pricing? If the Government requires proportional pricing, please include the FAR clause that directs proportional percentage is the negotiated value. (Solicitation, Ordering Guide Item #4 (Page 60); FAR 52.217-8)	No. Offerors may not propose independent pricing for the extension period under FAR 52.217-8. For evaluation, its price will be calculated as 50% of the final full ordering period's price. Any required adjustments, such as for new Wage Determinations, will be handled in accordance with the contract terms if the option is exercised.
Q-136	The CBA provides varying vacation entitlements based on employee length of service. Offerors require workforce seniority information to accurately estimate vacation-related labor costs and productive hours associated with contract performance.	The Government has requested an anonymized employee seniority list from the incumbent contractor in accordance with RFO FAR 52.222-41(n). If this information is received, it will be provided to all offerors via an amendment. If the data is not

	Please provide the current employee roster with seniority information applicable to the CBA workforce. If employee-specific information cannot be released, please provide an alternate Government-approved assumption that offerors should utilize when estimating vacation obligations. (Attachment 3, Collective Bargaining Agreement, Article XVII (Vacations), p. 17; Addendum A, p. 30)	made available prior to the proposal due date, offerors must develop their own reasonable estimates for vacation liability based on their business judgment and historical industry data.
Q-137	The Collective Bargaining Agreement included in the solicitation appears to reflect wage and benefit rates for a prior period of performance. Offerors require the applicable CBA rates to develop pricing for the anticipated contract start date. Please confirm whether the attached CBA is the current agreement applicable to this requirement. If not, please provide the current CBA and applicable wage and fringe benefit rates. (Collective Bargaining Agreement (CBA) Attachment)	A forthcoming amendment will provide the most current Collective Bargaining Agreement (CBA) Amendment A, which contains wage and fringe benefit rates effective 01 April 2026. These are the controlling rates for proposal pricing. Offerors shall not escalate these rates in their proposals; any future adjustments will be handled post-award per FAR 52.222-43.
Q-138	Technical Subfactor 4 requires offerors to provide a cleaning methodology and operational approach plan that maps routine, quarterly, and annual cleaning procedures to the Building Inventory List (Technical Exhibit A) and PWS frequencies. Technical Exhibit A contains a substantial number of individual facilities, while the Technical Volume is limited to 25 pages and must also address multiple other required elements. May offerors satisfy this requirement by mapping cleaning procedures to facility categories, service frequencies, or other logical groupings reflected in Technical Exhibit A, rather than providing a separate mapping for each individual facility? (Technical Volume, Subfactor 4: Technical Approach; Technical Exhibit A, Building Inventory List)	Yes, offerors may map their cleaning methodology to logical facility categories and service frequencies (e.g., 5-Day Basic, CYS Enhanced). This is encouraged to remain within page limits. However, the proposal must still clearly demonstrate how all PWS requirements will be met for all buildings, and any facilities requiring specialized procedures (e.g., CYS, Medical) must be distinctly addressed within the technical approach.
Q-139	PWS § 1.7.18.22 requires the Contractor to adhere to all applicable requirements of the Installation Hazardous Waste Management Plan. In addition, the Technical Volume requires submission of a Hazardous Material Management Plan. However, the Installation Hazardous Waste Management Plan does not appear to be included in the solicitation package. Will the Government provide the current Installation Hazardous Waste Management Plan as an attachment to the solicitation or otherwise make it available to offerors for proposal preparation purposes? (PWS § 1.7.18.22, p. [insert page number]; Technical Factor, Subfactor 3 (Quality Control))	The Installation Hazardous Waste Management Plan is not a distributable document. The contractor is required to comply with all applicable Federal, State, local, and installation-level environmental laws and regulations. The relevant requirements the contractor must follow regarding hazardous materials are outlined in the referenced PWS sections (e.g., 1.7.18.14, 1.7.18.21). The offeror's proposed Hazardous Material Management Plan must describe the procedures it will use to ensure this compliance.
Q-140	The Performance Standards require recurring cleaning and servicing of stairs, elevators, and landings; however, the solicitation does not appear to provide corresponding inventories, quantities, or workload data for these features. Because these elements are not readily derived from the building square footage provided in Technical Exhibit A, offerors may develop materially different assumptions regarding required staffing and effort. Please provide the inventory and quantity information for elevators, stairwells, and landings applicable to this requirement, or otherwise provide a common basis for offerors to estimate these workload elements. (PWS Technical Exhibit C, Performance Standards; Technical Exhibit A, Building Inventory List)	The Government does not provide separate line-item quantities for elevators, stairwells, or landings. These features are included within the 'Maintainable Square Footage' listed for each facility in Column C of Technical Exhibit A. Offerors must use the total square footage, in conjunction with the PWS and TE-C, to develop their workload estimates.
Q-141	In addition to elevators, stairwells, and landings, the Performance Standards include recurring services associated with entryways, partitions, mirrors, walk-off mats, waste containers, recyclable collection points, and low/high dusting surfaces. The solicitation does not appear to provide inventories, quantities, or workload data for these service elements, which may result in varying assumptions among offerors. Please provide available inventory data, quantities, or workload information for entryways, partitions, mirrors, walk-off mats, waste containers, recyclable collection points, and low/high dusting surfaces, or otherwise provide a common basis of estimate for offerors to utilize when developing staffing and pricing assumptions. (PWS Technical Exhibit C, Performance Standards; Technical Exhibit A, Building Inventory List)	The Government does not provide specific inventory counts for these items. This is a performance-based acquisition. Offerors are responsible for developing a reasonable basis of estimate for these tasks based on the facility types, maintainable square footage (TE-A), and the required service frequencies (TE-C).
Q-142	Section L A.1 and A.3 direct submission "to the e-mail addresses below," but no e-mail address appears in the solicitation; only the Contract Specialist's address appears, in SF 1449 Block 9. Please confirm by amendment the exact mailbox or mailboxes for (a) questions and (b) proposal submission and confirm whether a submission addressed to only one of the two named individuals is compliant. (Section L, A.1 and A.3; SF 1449 Block 9)	All questions and proposal submissions must be sent to the official points of contact (Contracting Officer and Contract Specialist) using the email addresses provided in the solicitation announcement posted on SAM.gov.
Q-143	Section L directs offerors to price Wage Determination 2015-5237 Revision 30 dated 13 May 2026, while the attached wage determination is Revision 32 dated 12 August 2026. The two revisions carry different rates. Please confirm which revision governs proposal pricing and conform the solicitation by amendment. (Section L, Volume IV 4.c; Attachment 2)	Offerors shall use Wage Determination 2015-5237, Revision 32, dated 12 August 2026, as provided in Attachment 2. The reference to Revision 30 in Section L is an administrative error that will be corrected via amendment.

Q-144	SF 1449 Block 10 is marked 100% HUBZone set-aside and the Basis for Award states that award will be made to a single HUBZone offeror, yet FAR 52.219-3 (Notice of HUBZone Set-Aside), 52.219-6 (Notice of Total Small Business Set-Aside) and 52.219-4 (Notice of Price Evaluation Preference for HUBZone Small Business Concerns) are all incorporated. These provisions are mutually exclusive. Please confirm the operative set-aside and delete the inapplicable clause or clauses by amendment. (52.219-3; 52.219-6; 52.219-4; Addendum to 52.212-2, Basis for Award)	The Government confirms this is a 100% HUBZone set-aside. A forthcoming amendment will remove the inapplicable clauses (FAR 52.219-4 and 52.219-6) and ensure only FAR 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award, is included.
Q-145	Attachment 3 is a redacted Collective Bargaining Agreement, yet Section L states that the wages and fringe benefits for the labor categories covered by that agreement represent the minimum that may be proposed. Please provide the complete wage and fringe benefit schedules, including all covered classifications, rates, effective dates, and any scheduled increases taking effect during the phase-in period or any ordering period. (Attachment 3 (Collective Bargaining Agreement, redacted); Section L, Volume IV 4.b)	The redactions in Attachment 3 were intended to remove company-proprietary information not relevant to pricing. A forthcoming amendment will provide a revised attachment or clarification to ensure all necessary wage and fringe benefit schedules required for proposal preparation are visible.
Q-146	Paragraph 4.c directs offerors to use the current Collective Bargaining Agreement wages and fringe benefits "through all ordering throughout the contract," while 4.d directs that offerors "shall not propose escalation of non-exempt labor." If the agreement contains scheduled wage or fringe increases in the out-years, these instructions conflict. Please confirm whether offerors are to hold the agreement's rates flat across all ordering periods and rely on FAR 52.222-43 for relief, or price to the agreement's scheduled increases. (Section L, Volume IV 4.c and 4.d)	Offerors must not propose escalation for non-exempt labor covered by the CBA or the Service Contract Labor Standards. You are required to price all ordering periods based on the wage and fringe benefit rates provided in the current, applicable CBA and Wage Determination. Any adjustments resulting from future changes to prevailing wages or a successor CBA will be handled post-award via a request for equitable adjustment under the authority of FAR 52.222-43.
Q-147	The contract guarantees a minimum of \$10,000.00 against a \$65,000,000.00 ceiling, with task orders issued on an estimated quarterly basis, while the requirement covers approximately 432 buildings and 3.65 million square feet requiring continuous service. Please confirm whether task orders will be issued for the full scope of each ordering period or in quarterly increments; whether the contractor is expected to maintain the full proposed workforce during any period in which a task order has not been issued; and whether the Government will provide estimated quantities or an estimated annual ordering value. (52.216-22; Ordering Guide 1–5; Schedule CLINs 0001–0006)	This is an Indefinite Delivery, Indefinite Quantity (IDIQ) contract. The Government intends to issue Task Orders for the full scope of services required for each ordering period. However, the Government is only obligated to order the minimum guaranteed amount of \$10,000 specified in FAR 52.216-22. The contractor is only required to maintain the workforce necessary to perform the work specified in the issued Task Orders.
Q-148	Each CLIN is priced as Quantity 1, Unit "Job," firm-fixed-price per ordering period. Section H provides that equitable adjustments for building additions and deletions shall be calculated proportionately using the Contractor's established price-per-square-foot rates already established within the CLINs. A lump-sum "Job" price establishes no price-per-square-foot rate. Please state where in the proposal the price-per-square-foot rate is to be established, and confirm whether that rate is contractually binding for equitable adjustments. (Section H, Adjustments for Square Footage; Schedule (Quantity 1, Unit "Job"); PWS 5.2)	The price-per-square-foot rate is not proposed directly by the offeror but will be derived from the awarded CLIN prices. In accordance with PWS Paragraph 5.2, for any equitable adjustment, the rate for a given facility type will be calculated by dividing the total awarded price of the corresponding CLIN by the total maintainable square footage for that CLIN as specified in Technical Exhibit A. This derived rate will be used by the Contracting Officer to price modifications.
Q-149	The solicitation identifies the incumbent as Nugate Group, LLC under contract W91151-21-C-0003. Pursuant to FAR 52.222-41(n), please furnish the incumbent's seniority list, including the number of employees by labor classification, hire dates, wage rates and accrued fringe benefit entitlements, so that offerors may price successorship obligations accurately. (FAR 52.222-41(n); Section L, Volume IV 4.a; predecessor contract W91151-21-C-0003)	In accordance with FAR 52.222-41(n), the Government has requested the incumbent contractor's seniority list. If this information is received, it will be provided to all offerors via an amendment to the solicitation. If the data is not provided by the incumbent prior to the proposal due date, it cannot be furnished by the Government.
Q-150	FAR 52.222-17, Nondisplacement of Qualified Workers, does not appear in the clause list. Please confirm whether the successor contractor has a right of first refusal obligation to the incumbent workforce and, if so, incorporate the applicable clause by amendment. This bears directly on both the Phase-In and the Equipment and Staffing Plan subfactors. (FAR 52.222-17 (not present in the clause list); 52.237-3)	No, there is no nondisplacement of qualified workers clause in this solicitation, as RFO FAR 52.222-17 is Reserved. However, in accordance with RFO FAR 22.1002-3 and FAR 52.222-41 (Service Contract Labor Standards), the successor contractor is legally obligated to pay the wages and fringe benefits established in the predecessor's Collective Bargaining Agreement (CBA). While there is no regulatory right of first refusal for employment under this contract, the hiring of the incumbent workforce is left to the Contractor's sole business discretion.
Q-151	The Ordering Guide states that revised wage determinations will be incorporated "annually on the anniversary date of the contract award." Award is anticipated before the 1 December 2026 phase-in, base performance begins 1 January 2027, and ordering periods roll on 1 December. Please identify the specific date that will serve as the anniversary date for FAR 52.222-43 price adjustment purposes and confirm that adjustments are available at every ordering period boundary. (Ordering Guide 6; FAR 52.222-43; Schedule)	For the purposes of FAR 52.222-43, the 'anniversary date' will be the effective date of the initial contract award.

Q-152	FAR 52.232-19, Availability of Funds for the Next Fiscal Year, is included with both date blanks unfilled. Please provide the applicable dates. (FAR 52.232-19)	The specific dates for FAR 52.232-19 will be incorporated at the time of contract award. For proposal purposes, offerors shall assume that funds are available for the Phase-In period (CLIN 0007) and the first ordering period of performance..
Q-153	CLIN 0007, Phase-In, is a separately priced firm-fixed-price line item for the period 1 December 2026 through 31 December 2026. Please confirm that phase-in is separately payable and will be funded by task order at the start of the phase-in period, and that phase-in labor is not expected to be absorbed within the ordering period CLIN prices. (Schedule CLIN 0007; PWS 1.7.18.8)	Yes. CLIN 0007 is a separately priced, firm-fixed-price line item for the one-month phase-in period. Offerors shall price their transition and hiring activities under this CLIN. No custodial service labor should be priced under CLIN 0007, as the incumbent contractor will be performing services through 31 December 2026.
Q-154	Sections L and M require a plan and timeline for “the procurement and establishment of the contractor-furnished building,” while PWS 3.1 states that the Government will provide office space including administrative space and storage. Please confirm whether the Government furnishes the operating facility or whether the contractor must procure one and price it. If contractor-furnished, please state the required size and location, whether it must be sited on the installation, and confirm that procurement and establishment are achievable within the 30-day phase-in. Please also confirm whether on-post storage, janitorial closets, utilities, dumpster service and parking are Government-furnished. (Section L, Volume II Subfactor 3; Section M, Factor 1 Subfactor 3; PWS 3.1 and 3.3)	The Government will provide on-site administrative office space at Building 4819 Washington Street and janitorial closets in serviced buildings, as detailed in PWS Part 3. The requirement in the Phase-In plan for a 'contractor-furnished building' refers to any additional off-site facility (e.g., warehouse, bulk storage) that the offeror's operational approach requires. The Government does not prescribe specifications for this off-site facility.
Q-155	With a one-month phase-in across approximately 432 buildings, installation access processing governs the transition schedule. Please state the current processing time at Fort Hood from submission to badge issuance, the required background check standard, and whether the Government will support expedited or batch processing during the phase-in period. (PWS 1.7.11.3; Schedule CLIN 0007 (30-day phase-in))	Badge and access processing times vary based on installation security conditions and workload. In accordance with PWS Paragraph 1.7.11.2, the contractor is responsible for submitting all required employee information for background checks promptly after award. While the Government will facilitate processing, expedited or batch processing cannot be guaranteed. Offerors should account for these variables in their Phase-In plan.
Q-156	Volume III is limited to 10 pages, while the content required by Volume III 3 is a table of contents, a summary page, up to three largest relevant efforts at 3 pages per reference (9 pages), consent letters executed by each subcontractor, teaming partner and joint venture partner, client authorization letters for each commercial reference, and an organization structure change history. Paragraph C.3 counts all appendices and tables against the limit, and the exclusions at C.4 reach none of these items. The required content cannot be submitted within the stated limit. Please confirm that the consent letters, the client authorization letters and the organization structure change history are excluded from the 10-page limit or increase the limit by amendment. (Section L, C.2 (volume table, Volume III — 10 pages); Section L, Volume III 3.a–3.f; Section L, C.3 and C.4)	The Government confirms that administrative compliance documents are excluded from the 10-page limit for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page and the contract reference narratives (max 3 pages per reference). Consent Letters, Client Authorization Letters, PPQs/CPARS, and the Organizational Structure Change History do not count against this limit.
Q-157	Volume II is limited to 25 pages, and Subfactor 5 requires resumes for the Program Manager, the Alternate Program Manager, the Quality Control Manager and all designated Quality Control Inspector personnel. Please confirm whether these resumes may be submitted as an appendix excluding from the 25-page limit under C.4. (Section L, C.3 and C.4; Section L, Volume II Subfactor 5)	Yes. An amendment will be issued to clarify that Key Personnel resumes are excluded from the 25-page limit for Volume II.
Q-158	Subfactor 1 requires an unpriced labor mix chart “utilizing the format in TE L-Pricing Spreadsheet.” Please confirm whether this chart may be submitted as a separate Microsoft Excel file excluded from the Volume II page limit, and confirm whether the labor mix presented in Volume II must reconcile exactly to the priced staffing submitted in Volume IV. (Section L, Volume II Subfactor 1; TE-L Pricing Spreadsheet)	The unpriced labor mix chart must be provided in the format of Technical Exhibit L and included as an appendix to the Volume II PDF. It must not be a separate Excel file. The labor categories and Full-Time Equivalents (FTEs) presented in the unpriced chart must directly and exactly reconcile with the staffing proposed in the Volume IV price proposal.
Q-159	Section L requires “a duplicate copy of each with identifying information redacted for the Source Selection Board.” Please define the scope of the required redaction—whether it reaches company name, UEI and CAGE codes, personnel names, past performance contract numbers and logos, and whether price is to be redacted—confirm the required file naming convention and confirm that the redacted duplicates are not counted separately against the page limits. (Section L, C.2 (redacted duplicate copies)) REDACTED VOLUMES NOT REQUIRED	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. For this volume, offerors must redact all information that identifies their company or team members, including but not limited to: company names, logos, UEI/CAGE codes, and key personnel names. Generic identifiers (e.g., 'Offeror,' 'Project Manager') should be used where necessary.
Q-160	The solicitation requires 12- to 14-point Times New Roman or Arial throughout, with charts, graphs, diagrams and tables counted against the 25-page Volume II limit, while Subfactor 1 requires an organizational chart and an unpriced labor mix chart in the TE-L format. Please confirm that a reduced type size, not smaller than 10 point, is permitted within tables, charts, organizational charts and diagrams, with 12- to 14-point retained for	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content remains clear and legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement.

	all narrative text. (Section L, C.5; Section L, C.3; Section L, Volume II Subfactor 1)	
Q-161	Subfactor 1 requires a written narrative confirming that the Project Manager and the Alternate Project Manager possess full authority to act on behalf of the Contractor and “will be physically present on-site during normal duty hours” in accordance with PWS 1.7.18.6.1. Please confirm whether the Government requires the Project Manager and the Alternate Project Manager to be simultaneously present on site throughout all normal duty hours, or whether the Alternate Project Manager is required on site only during the absence of the Project Manager. The answer determines whether two full-time exempt management positions must be carried in every ordering period and should be priced by all offerors on the same basis. If simultaneous presence is not required, please confirm whether the Alternate Project Manager may concurrently perform a second contract function, such as site supervisor, noting that CBA Article XXIV provides that supervisors and other personnel outside the bargaining unit shall not regularly perform bargaining unit work. (PWS 1.7.18.6.1; Section L, Volume II Subfactor 1; Section M, Factor 1 Subfactor 1; Attachment 3, CBA Article XXIV)	Simultaneous presence is not required. In accordance with PWS 1.7.18.6.1, the Project Manager must be available on-site during normal duty hours. The Alternate Project Manager is required to be available to perform the PM's duties during any absence of the PM. The APM may perform other functions when not acting as the PM, provided they do not perform bargaining unit work in violation of the CBA.
Q-162	Section L states that offerors “MUST NOT go back any farther than the past three (3) years,” while Section M defines recency as performance “during the past 3 years from the date of issuance of this solicitation.” Please confirm that the recency window runs from 25 August 2023 through 25 August 2026, and confirm whether an ongoing contract awarded before 25 August 2023 is recent as to the performance occurring within that window. (Section M, Factor 2 (recency); Section L, Volume III 1.a)	Recency is defined as work performed during the three-year period immediately preceding the issuance date of this solicitation (25 August 2023 to 25 August 2026). A contract that was awarded prior to this window but had performance occurring within it is considered recent for the portion of work performed during this period.
Q-163	Volume III requires past performance information on subcontractors, teaming partners and joint venture partners “proposed to perform 20% of the proposed effort based on the total proposed price.” Please confirm whether the 20 percent threshold is measured against the total proposed price for the full term including all option periods, and confirm that partners falling below the threshold need not submit consent letters or past performance references. (Section L, Volume III 2)	Yes. The 20% threshold is calculated based on the subcontractor's portion of the Total Evaluated Price (TEP), which includes the phase-in, all base ordering periods, and all option periods. Subcontractors proposed to perform less than 20% of the TEP are not required to submit past performance information.
Q-164	CLINs 2003 through 2006 identify the 12/1/2032 to 11/30/2033 period as “Ordering Period 6” in the Additional Descriptive Data block, while CLINs 2001 and 2002 identify the same period as Ordering Period 7, and CLINs 1001 through 1006 already use Ordering Period 6 for the 12/1/2031 to 11/30/2032 period. Please confirm these are typographical and correct them by amendment. (Schedule, Option Line Items 2003, 2004, 2005 and 2006)	The Government confirms this is a typographical error. The period from 12/1/2032 to 11/30/2033 corresponds to Ordering Period 7. The solicitation will be corrected via amendment.
Q-165	The Continuation of Deliveries or Performance shows CLINs 0001 through 0006 with a single period of performance of 01 Jan 2027 through 30 Nov 2031, while the CLIN descriptions divide the same line items into Ordering Periods 1 through 5, each with a distinct period and a separate unit price. Please confirm that the Deliveries section reflects the cumulative base term and that pricing is to be submitted by individual ordering period. (Continuation of Deliveries or Performance; Schedule CLINs 0001–0006)	Yes, that is correct. The Period of Performance dates in the 'Continuation of Deliveries' section reflect the total five-year base term. However, offerors must provide individual pricing for each distinct Ordering Period (1 through 5) as specified in the CLIN schedule and Technical Exhibit L.
Q-166	CLIN 0007 cites PWS 1.7.19.8, while Sections L and M cite PWS 1.7.18.8. Please confirm the correct paragraph and correct the CLIN by amendment. (Schedule CLIN 0007 (PWS Reference 1.7.19.8); Section L and Section M, Subfactor 3 (PWS 1.7.18.8))	The Government concurs with the Offeror's observation. The correct reference for the Phase-In/Phase-Out requirement is PWS Paragraph 1.7.18.8. The citation of '1.7.19.8' in CLIN 0007 is a typographical error. A forthcoming amendment will correct both the CLIN description and the PWS paragraph numbering to ensure consistency.
Q-167	The Continuation of Description – Requirements states that the requirement supports Fort Hood “and the Belton Lake Outdoor Recreation Area.” No CLIN in the Schedule identifies the Belton Lake Outdoor Recreation Area, no TE-A occupancy code corresponds to it, and TE-B does not extend beyond the cantonment area. Please identify by building number the Belton Lake Outdoor Recreation Area facilities within the scope of this requirement, state the CLIN and the TE-C service level that govern them, confirm whether their maintainable square footage is already included in the TE-A totals or is additive, and state the one-way travel distance from the cantonment area, as crew routing and travel time bear directly on the staffing derivation required by Section M, Factor 1 Subfactor 1. (Continuation of Description – Requirements; TE-A MASTER INVENTORY; TE-B, Fort Hood Cantonment Maps; Schedule CLINs 0001–0006)	The comprehensive list of all facilities included in this requirement is contained within Technical Exhibit A. Offerors should base their proposals solely on the buildings listed therein. On the Master Inventory tab in column B notates Blora buildings with a B.
Q-168	The solicitation requires CMMC Level 1 (Self) for all information systems used in performance of the contract. Please confirm whether the CMMC	In accordance with DFARS 252.204-7025, offerors must achieve CMMC Level 1 certification and have an active status

	status and the annual affirmation must be posted in the Supplier Performance Risk System at the time of proposal submission or only prior to award, and confirm the flowdown obligation for subcontractors performing custodial labor who do not process, store or transmit Federal Contract Information. (DFARS 252.204-7021; DFARS 252.204-7025)	posted in the Supplier Performance Risk System (SPRS) prior to contract award to be eligible. The flowdown requirement in DFARS 252.204-7021(f) applies only to those subcontracts that will require the subcontractor to process, store, or transmit Federal Contract Information (FCI). Subcontractors performing only custodial labor with no access to FCI are not subject to this flowdown.
Q-169	FAR 52.219-14 is cited three ways: "DEVIATION 2021-O0008" in the clause title, "Deviation 2023-02" in the deviation column of the clause list, and "Class Deviation 2021-O0008, Revision 1" at Section L B.9. Please confirm the controlling deviation. (52.219-14 (clause list and clause title); Section L, B.9)	The Government confirms that the controlling version for FAR 52.219-14 is Class Deviation 2021-O0008, Revision 1. All other deviation numbers cited in the solicitation are administrative errors and will be corrected via amendment.
Q-170	The Ordering Guide describes a seven-year maximum ordering period consisting of a one-month phase-in, a five-year ordering period and two 12-month option periods, with a further six months available under FAR 52.217-8. Please identify the authority under which the total of the basic and option periods for these services exceeds the five-year limitation at FAR 17.204(e). (Ordering Guide 4; 52.217-8; 52.217-9(c); FAR 17.204(e))	The authority for a total ordering period of up to 10 years for this type of service contract is provided by 10 U.S.C. § 3403. This authority is implemented through DFARS 217.204(e)(i)(C), which permits service contracts for periods not to exceed 10 years. Therefore, the seven-year ordering period (five-year base plus two one-year options) is authorized.
Q-171	Because the Past Performance volume contains information that identifies the Offeror, will the Government limit redaction to Volume II, Technical? Please also confirm that only Word files require redaction. (Proposal Volumes pg. 84) REDACTED VOLUMES NOT REQUIRED	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. This applies regardless of whether the volume is submitted in PDF or Word format. Volumes I, III, and IV should not be redacted.
Q-172	Given the volume of information required in the charts, tables, and graphics requested by the Government, will the Government permit 8-point font for tables, charts, and graphics? (Submission Format pg. 82)	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content remains clearly legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement.
Q-173	Will the Government consider increasing the page allowance for Volume II, Technical Factor to accommodate the required content? (Vol II – Technical Factor pg. 83)	The Government will not be increasing the 25-page limitation for Volume II. Offerors are reminded that Key Personnel Resumes, the unpriced Labor Mix Chart, and the Mission-Essential Contractor Services Plan are excluded from this page count, as will be clarified via amendment.
Q-174	Will the Government exclude the equipment list from the page count for Subfactor 1, Equipment & Staffing? (Subfactor 1 Equipment & Staffing pg. 84,a)	No. The equipment list is considered part of the substantive technical proposal and must be included within the 25-page limitation for Volume II.
Q-175	Will the Government exclude the Labor Mix Chart from the page count for Subfactor 1, Equipment & Staffing? (Subfactor 1 Equipment & Staffing pg. 84)	Yes. The Government confirms that the unpriced Labor Mix Chart, along with Key Personnel Resumes and the Mission-Essential Contractor Services Plan, are excluded from the 25-page limitation for Volume II.
Q-176	Will the Government extend the recency period for relevant past performance references to five years from the proposal due date? (Volume III, Past Performance, pg. 86, a)	No. The Government will not extend the recency period. As stated in Section M, Factor 2, past performance will be evaluated for work performed within the three years preceding the date of this solicitation's issuance.
Q-177	Will the Government confirm that the summary page, consent letters, Small Business Utilization Plan, PPQ/CPARS, client authorization letters, and organizational structure change history are excluded from the page count for Volume III, Past Performance? If not, will the Government increase the page limit for this volume? (Volume III, Past Performance)	Yes. The Government confirms that administrative compliance documents are excluded from the 10-page limit for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page (1 page) and the contract reference narratives (max 3 pages per reference). Consent Letters, Client Authorization Letters, PPQs/CPARS, and the Organizational Structure Change History do not count against this limit.
Q-178	Will the Government accept CPARS in lieu of a Past Performance Questionnaire (PPQ)? (Volume III, Past Performance)	Yes. For prior Federal contracts, offerors may submit the final CPARS evaluation report for the relevant period of performance in lieu of a Past Performance Questionnaire. For commercial or non-CPARS contracts, a PPQ is still required.
Q-179	Does the Small Business Utilization requirement apply to a Small Business Prime contractor? (Volume III, Past Performance, pg. 86, b)	A formal Small Business Subcontracting Plan under FAR 52.219-9 is not required for this acquisition, as it is a total HUBZone set-aside. However, all offerors must comply with the performance of work requirements (i.e., limitations on subcontracting) stipulated in FAR 52.219-14, Class Deviation 2021-O0008, Revision 1.
Q-180	Will the Government allow the equipment specifications (condition, ownership status, procurement/delivery schedules) to be submitted as a post-award deliverable? (Vol II, Subfactor 1, pg. 84, a)	No. The equipment list and all required specifications are a mandatory part of the Equipment and Staffing Plan (Technical Subfactor 1) and must be submitted with the proposal for evaluation. This information will not be accepted as a post-award deliverable.

Q-181	PWS 4.1 states, "The Contractor shall furnish all supplies, parts, tools, fuel, oil, equipment, facilities, and services required to perform work under this contract that are not listed under Section 3 of this PWS." Will the Government clarify which facilities the Contractor is required to provide? (PWS 4.1, PWS-32)	Per PWS Part 3, the Government will provide on-site administrative office space (Building 4819) and janitorial closets. The reference in PWS 4.1 to contractor-furnished 'facilities' refers to any additional off-site facilities (e.g., warehouse, bulk storage) that the offeror's operational approach requires. The Government does not prescribe specifications for this off-site facility.
Q-182	Will the Government consider extending the due date of the requirement to allow offerors to adjust proposals based on Q&A responses? (Solicitation)	The proposal due date is currently under review. If the Government determines that an extension is appropriate, it will be announced via a formal amendment to the solicitation posted on SAM.gov.
Q-183	Can the Government confirm and verify the task frequency give in the "Custodial Performance Standards" tab? For example: the Facility Type classification "All Other Administration Facilities" indicates that 5 separate work tasks are not to be priced, as they've been labeled "N/F" (which PWS 8.3, pdf page 78) denotes as "No(t) Funded at this Level". (TE-C-PWS Custodial Tasks Performance Standards)	Yes, this is confirmed. Tasks marked 'N/F' (Not Funded) in Technical Exhibit C for a specific facility type are not required and must not be included in the proposed price for the corresponding CLIN.
Q-184	Aside from the other 4 sub-factors required for the Technical Proposal, a good Quality Control Plan for example, will require as many as 7 pages. With the requirement to fully explain the techniques and procedures utilized to perform work required in the PWS, the page limit needs to be increased substantially. Would the Government please provide a substantial increase in the page count for the Technical Proposal to allow the complete explanation of the techniques and procedures proposed to perform the work? (REF: Solicitation, page 81, section C.2 Proposal Volumes, Volume II Technical, Page Limit of 25. Also, reference solicitation, page 83, Volume II – Technical Factor, Section 1. Technical Evaluation, the statement "The Technical Volume shall be clear, concise, and include sufficient detail for effective evaluation and for substantiating the validity of stated claims in the Offeror's proposal.")	No, the Government will not increase the 25-page limitation for Volume II. Offerors are reminded that, as will be clarified via amendment, Key Personnel Resumes, the unpriced Labor Mix Chart, and the Mission-Essential Contractor Services Plan are excluded from this page count.
Q-185	Would the Government please exclude resumes from the page count for the Technical Proposal?	Yes, resumes for all identified Key Personnel must be submitted with the proposal in Volume II for evaluation. The PWS requirement for a post-award submission is a separate administrative action to finalize the roster and does not supersede the proposal submission requirement. Resumes are excluded from the Volume II page limit.
Q-186	With the additional production time required to create a duplicate set of volumes with identifying information redacted, would the Government please extend the proposal due date? (REF: Solicitation, SF1449, block 8, proposal due date and time September 24, 2026 at 12 PM local time, and Solicitation, page 80 of 111, section C-2. Proposal Volumes, the statement "An Offeror's proposal shall consist of four (4) Volumes as detailed in the table below, and a duplicate copy of each with identifying information redacted for the Source Selection Board.) REDACTED VOLUMES NOT REQUIRED	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. For this volume, offerors must redact all information that identifies their company or team members, including but not limited to: company names, logos, UEI/CAGE codes, and key personnel names. Generic identifiers (e.g., 'Offeror,' 'Project Manager') should be used where necessary.
Q-187	There is no listed quantity or square footage for the Saunas and Steam Rooms to be cleaned in accordance with the PWS. Would the Government please provide both the quantity and square footage of the Sauna and Steam Rooms that are to be cleaned under the PWS at the scheduled intervals as referenced in TE-C? (REF: Technical Exhibit – C, Custodial-Performance-Standards, Daily Cleaning of Sauna and Steam Rooms for CLINs 0002 & 0006. Technical Exhibit A, Building Inventory)	The Government does not provide separate line-item quantities for saunas or steam rooms. These features are included within the 'Maintainable Square Footage' listed for each facility in Column C of Technical Exhibit A. Offerors must use the total square footage, in conjunction with the PWS and TE-C, to develop their workload estimates.
Q-188	Technical Exhibit A does not provide any quantity of waste or recycling receptacles to be serviced in accordance with PWS. Would the Government please provide an inventory or quantity of both waste and recycling bins/receptacles that are serviced in accordance with the PWS under their respective CLINs? (REF: : Technical Exhibit C, Custodial-Performance-Standards, Task: Remove Waste in Restrooms/Clean and Disinfect Waste Containers/Replace Waste Container Liners. Technical Exhibit A, Building Inventory.)	The Government does not provide specific inventory counts for these items. This is a performance-based acquisition. Offerors are responsible for developing a reasonable basis of estimate for these tasks based on the facility types, maintainable square footage (TE-A), and the required service frequencies (TE-C).
Q-189	We noted that the solicitation references approximately 432 buildings totaling 3.65 million square feet , while PWS Section 1.7.3 references 586 facilities . Please confirm the correct number of buildings/facilities Parker Professional Cleaning should use in developing our staffing, technical approach, and pricing.	Technical Exhibit A has been updated. An amendment will be issued. An Offerors must base their proposals solely on the building list and square footages provided in the current version of TE-A. The numbers mentioned in the PWS narrative are estimates and are superseded by the detailed inventory in TE-A.
Q-190	Please confirm whether TE-A – Building Inventory List dated August 19, 2026 is the most current and controlling inventory for determining the	Technical Exhibit A has been updated. An amendment will be issued.

	buildings, maintainable square footage, service categories, and frequencies included in our proposal.	
Q-191	If the actual maintainable square footage or cleanable areas encountered at a facility differ from the quantities identified in TE-A, please clarify how these discrepancies will be verified and addressed at the start of contract performance.	The square footages and facility details in Technical Exhibit A represent the official basis for all proposals. The Government believes this data to be accurate. Any significant discrepancies identified after contract award will be adjudicated by the Contracting Officer in accordance with the Changes clause (FAR 52.212-4(d)) and the equitable adjustment procedures outlined in PWS Paragraph 5.2
Q-192	For special-event cleaning, please clarify whether Parker Professional Cleaning should account for these services within the existing service frequencies and contract pricing, or whether events requiring cleaning beyond the established frequencies will be separately authorized and compensated.	As a general rule, special events do not require services beyond the established frequencies and are not separately compensated. As described in PWS Paragraph 5.3, the COR will coordinate with the contractor to adjust the timing of the regularly scheduled cleaning to ensure the facility is prepared for the event.
Q-193	Are there any facilities that Parker Professional Cleaning should anticipate will routinely require services outside the normal operating hours, other than those already specifically identified in the PWS and technical exhibits?	No. All facilities requiring service outside of standard business hours (e.g., 24/7 Physical Fitness Centers) are identified as such in the technical exhibits. There are no other unidentified facilities that will routinely require after-hours service.
Q-194	Are there any anticipated minimum staffing levels, minimum number of cleaners per building/shift, or minimum supervisory staffing levels that Parker Professional Cleaning must maintain beyond the staffing and performance requirements expressly identified in the solicitation?	No. The Government does not prescribe any minimum staffing levels. As this is a performance-based acquisition, offerors are solely responsible for proposing and justifying a staffing plan sufficient to meet all PWS requirements.
Q-195	For purposes of developing our staffing plan, please clarify whether Parker Professional Cleaning may assign personnel across multiple buildings or service areas during a shift, provided all required service frequencies and performance standards are achieved.	Yes. The contractor is responsible for managing its workforce. Personnel may be assigned to service multiple buildings or service areas during a shift, provided all performance standards and service frequencies detailed in the PWS and Technical Exhibit C are met for all assigned facilities.
Q-196	Please clarify whether the Government anticipates any significant seasonal workload fluctuations, surge periods, military exercises, mobilizations, special events, or other recurring operational conditions that historically require substantially increased custodial staffing.	The Government has not identified any regularly recurring seasonal fluctuations or surge requirements beyond the scope defined in the PWS and its technical exhibits. Offerors should base their proposals on the stated requirements. Any unforeseen surge requirements will be handled via contract modification.
Q-197	When scheduled services cannot be performed due to an unforeseen or Government-directed building closure through no fault of Parker Professional Cleaning, please clarify how the corresponding deduction from the invoice will be calculated.	The language permitting a deduction for unforeseen building closures has been removed from PWS Paragraph 1.7.8. In such cases, the contractor is required to reschedule the service within that week, and no deduction will be applied.
Q-198	Is historical workload information available regarding unscheduled service calls and special-event cleaning, including the approximate number or frequency experienced during the preceding contract period? This would assist Parker Professional Cleaning in developing appropriate staffing and pricing assumptions.	The Government does not maintain historical data for these events. As a performance-based acquisition, offerors are expected to manage their workforce to accommodate minor operational variances. Significant changes in scope will be handled via the contract's Changes clause.
Q-199	Are there any currently anticipated additions, deletions, or changes to buildings, maintainable square footage, or service frequencies that have not yet been incorporated into TE-A but should be considered in preparing our proposal?	The amended version of Technical Exhibit A represents the most up-to-date requirement known to the Government at the time of solicitation. The Government does not anticipate any other changes prior to award. Any changes post-award will be handled via contract modification if over the NTE maintainable square footage.
Q-200	Please clarify whether there are any historical or anticipated requirements for overtime, weekend, holiday, or emergency custodial services beyond those specifically identified in the solicitation that offerors should account for in their proposed pricing.	No. Offerors should price their proposals based <i>only</i> on the work defined in the PWS and technical exhibits. The PWS prohibits overtime, and work is not performed on Federal holidays. Services required on weekends are included in the 7-Day service CLINs and must be priced accordingly.
Q-201	For workload changes occurring after award, please clarify how the Government will determine the applicable price adjustment when the change involves not only square footage but also a change in service frequency or service level.	In such cases, the equitable adjustment will be negotiated by the Contracting Officer in accordance with PWS Paragraph 5.2 and RFO FAR 52.212-4(d). The adjustment will consider the change in square footage at the established per-square-foot rate for the <i>new</i> service level, ensuring the contractor is compensated fairly for the revised scope of work.
Q-202	If Offeror determines that subcontracting a portion of the required services is necessary, please clarify whether the proposed subcontractor must be identified at the time of proposal submission and what subcontractor information or documentation must be included.	Subcontractors must be identified in the proposal only if their past performance is being submitted to meet the evaluation requirements (i.e., they are proposed to perform 20% or more of the total effort). For all other subcontractors, identification is not required at the proposal stage. However, the prime contractor must ensure compliance with the Limitations on Subcontracting clause (FAR 52.219-14) at all times.

Q-203	Please confirm whether Offeror, as the prime contractor, is required to self-perform any specific custodial tasks, buildings, service categories, or management functions, beyond compliance with the applicable limitation on subcontracting requirements under FAR 52.219-14.	No. Beyond complying with the 50% self-performance requirement under RFO FAR 52.219-14, the Government does not mandate that any specific tasks or management functions must be self-performed by the prime contractor.
Q-204	If a proposed subcontractor will perform less than 20% of the total proposed effort, please confirm whether subcontractor-specific past performance, qualifications, staffing information, or other supporting documentation is required with Parker Professional Cleaning's proposal.	See Q-202 Answer
Q-205	For the solicitation requirement concerning subcontractors, teaming partners, and/or joint venture partners performing 20% or more of the total proposed effort based on total proposed price, please confirm whether the 20% threshold should be calculated using the total proposed price over the entire evaluated contract period or separately for the base and individual option periods.	Yes. The 20% threshold for requiring subcontractor past performance is calculated based on the subcontractor's portion of the Total Evaluated Price (TEP), which includes the phase-in, all base ordering periods, and all option periods.
Q-206	If Offeror utilizes a similarly situated entity, please clarify what documentation, if any, must be submitted with our proposal to demonstrate the entity's applicable HUBZone and small-business status for purposes of FAR 52.219-14.	To demonstrate a subcontractor's status as a similarly situated entity, the prime contractor must provide evidence of the subcontractor's active HUBZone certification in the SBA's Dynamic Small Business Search (DSBS) database (or a printout thereof) and include a statement in their proposal affirming that the subcontractor is considered a small business under the NAICS code assigned to this acquisition.
Q-207	If Offeror initially proposes to self-perform the requirement but later determines during contract performance that subcontracting a portion of the services is operationally necessary, please clarify the notification and/or approval requirements that would apply before engaging the subcontractor.	If a subcontractor whose past performance was relied upon for evaluation must be replaced, the prime contractor must obtain the written consent of the Contracting Officer prior to the substitution. The proposed new subcontractor must meet or exceed the qualifications of the one being replaced. For all other post-award subcontracting additions or changes, the prime contractor must notify the Contracting Officer but does not require pre-approval, provided the changes do not violate the Limitations on Subcontracting clause (RFO FAR 52.219-14).
Q-208	If Offeror identifies a subcontractor in its proposal but subsequently needs to replace that subcontractor before or after award, please clarify what Government approval, notification, or supporting documentation would be required, particularly when the subcontractor's past performance or similarly situated entity status was relied upon in the proposal.	See Q-207 Answer
Q-209	Would the government confirm that the Past Performance Consent Letter is not included in the page limitation?	Yes. The Government confirms that administrative documents, including Consent Letters, are excluded from the 10-page limit for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page and the contract reference narratives.
Q-210	Would the government confirm which Volume the Pricing Schedule should be included in for proposal submission? In the instruction it states to include in Volume I (General), note Volume IV (Price).	The completed TE-L Pricing Spreadsheet and the associated Price Narrative must be submitted as Volume IV - Price. Any instructions in the solicitation indicating that pricing should be placed in Volume I are incorrect and will be removed via a forthcoming amendment.
Q-211	Would the government please confirm that Project Manager, Alternate Project Manager and Quality Control Manager are the only Key Personnel positions that require resumes with submission of the proposal?	No. In addition to the Project Manager, Alternate Project Manager, and Quality Control Manager, Solicitation Section L, Subfactor 5, requires resumes for all designated Quality Control Inspector (QCI) personnel.
Q-212	What information needs to be redacted from the redacted volumes for proposal submission? REDACTED VOLUMES NOT REQUIRED	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. For this volume, offerors must redact all information that identifies their company or team members, including but not limited to: company names, logos, and key personnel names. Generic identifiers (e.g., 'Offeror,' 'Project Manager') should be used where necessary.
Q-213	Would the government confirm that the consent letter and client authorization letter are excluded from the page limitation?	Yes. The Government confirms that administrative documents, including Consent Letters and Client Authorization Letters, are excluded from the 10-page limit for Volume III.
Q-214	Would the government confirm that we can use the TE-E Work Schedule Example and would it be excluded from the page limitation?	Yes, TE-E is provided as an example format; offerors may use it or an equivalent schedule format. However, any schedule or plan included as part of the main Technical Volume narrative will count against the 25-page limit unless it is one of the specifically excluded appendices (e.g., Resumes, Labor Mix Chart).
Q-215	Would the government please confirm that tables, charts, and graphics can be provided in 10 point font or smaller as long as each provides readability?	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content

		remains clear and legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement.
Q-216	Would the government please confirm there is no page limit for individual resumes?	Yes, that is correct. There is no page limit for individual Key Personnel resumes, and they are excluded from the 25-page limit for Volume II.
Q-217	Would the government please confirm that resumes and Letters of Commitment for Key Personnel can be provided in an Appendix to the Technical Volume and can be outside the 25 page count limit? NOT A REQUIREMENT	Yes. Resumes for Key Personnel, along with their signed Letters of Commitment, must be submitted with the proposal. They should be included as an appendix to Volume II and are excluded from the 25-page limitation.
Q-218	Given the short timeframe between question submission and due date, respectfully request an extension of the due date to 09/30/26.	The proposal due date is currently under review. If the Government determines that an extension is appropriate, it will be announced via a formal amendment to the solicitation posted on SAM.gov.
Q-219	Please confirm that the list of supplies and equipment can be provided in an appendix and excluded from the 25 page limit for the Technical Volume.	No. The equipment list is part of the substantive technical proposal and must be included within the 25-page limitation for Volume II.
Q-220	Would the government please confirm that any/all information provided in appendices will be evaluated?	Only information that is required by the solicitation will be evaluated. Information provided in an appendix will only be evaluated if it is one of the specifically identified items that are excluded from the page limits (e.g., Resumes, Labor Mix Chart). Offerors are cautioned not to use appendices to circumvent page limitations for their technical narrative.
Q-221	Please confirm that Quality Control Inspector is a key position in addition to Program Manager, Alternate Program Manager, and Quality Control Manager	Yes. As specified in Solicitation Section L, Subfactor 5, all designated Quality Control Inspector (QCI) personnel are considered Key Personnel and require resumes for evaluation.
Q-222	Please confirm that one person can be dual-hatted as both the Quality Control Manager and Quality Control Inspector.	Yes, dual-hatting the Quality Control Manager (QCM) and Quality Control Inspector (QCI) roles is permissible. Per PWS 1.7.18.6.3, the QCM may also serve as a QCI, provided the individual meets the QCI's minimum experience requirements. However, in accordance with PWS 1.7.18.9, no individual performing in a quality control capacity may be a lead person or first-line supervisor for the work they are inspecting.
Q-223	Please confirm that the Unpriced Labor Mix Chart can be included as an attachment to the Technical Volume in an appendix	Yes. The Government confirms that the unpriced Labor Mix Chart should be included as an appendix to Volume II and is excluded from the 25-page limit.
Q-224	Column I in the Government's pricing workbook only has ONE cell for "H&W". However, we have THREE categories of employees: "Non-Exempt - CBA", "Non-Exempt - WD", and "Exempt" to price, which potentially have different H&W rates. Would the government please revise the pricing workbook to accommodate these different H&W price factors?	The Government acknowledges the format of the TE-L pricing spreadsheet. Offerors should use the provided format to build up their total firm-fixed-price. Any methodologies used to develop the inputs, such as the calculation of a blended Health & Welfare (H&W) rate or the allocation of fractional Full-Time Equivalents (FTEs) across multiple CLINs, must be clearly and thoroughly explained in the Price Narrative submitted with Volume IV.
Q-225	Column B of the Government's pricing workbook carries "Exempt" and "Non-Exempt - WD" through all categories of service. Column C is not colored yellow, so no inputs are required/allowed. However, spreading the Exempt and Non-Exempt employees over all categories of service, will yield fractional employees, not "F/T" employees. Further, it will look like critical/key positions will appear to be part time. How does the Government wish offerors to reconcile this discrepancy?	See Q-224 Answer
Q-226	Would the government consider moving the pricing schedule from Volume I General to Volume IV Price?	Yes. The completed TE-L Pricing Spreadsheet and the Price Narrative must be submitted as Volume IV - Price. All instructions indicating submission in Volume I are incorrect and will be corrected via amendment.
Q-227	Section 2.4.1. What is the extent of Wi-Fi coverage and connectivity available throughout Fort Hood to support mobile inspection activities?	Wi-Fi coverage is not guaranteed across all facilities. The Government has no preferred quality assurance software platform, and there is no requirement for contractor reports to integrate with Government dashboards. All deliverables, including inspection reports, must be submitted in the format and method specified in the PWS Deliverables Schedule (Attachment 2)
Q-228	Section 2.4.1. Does the Government have a preferred inspection or quality assurance platform that contractors are expected to utilize?	See Q-227 Answer
Q-229	Section 2.4.1 & Section 2.5.1: If no specific platform is required, would the Government prefer inspection reports and metrics to integrate with existing dashboards, or should reporting be provided through a separate platform?	See Q-227 Answer

Q-230	Pricing Sheet TE-A Inventory List (Column J) To assist with accurately identifying area classifications and utilization, can you please provide the definitions for the acronyms BLORA, ACP, and CYSS listed in Column J of the TEA Inventory List?	The current version of Technical Exhibit A uses building descriptions rather than acronyms in Column J. For clarity, CYSS stands for Child, Youth, and School Services. Offerors must ensure they are using the final version of TE-A provided with the solicitation.
Q-231	Equipment & Supply Storage: Will Contractor be permitted to stage CONEX storage units onsite for the storage of equipment, supplies and consumables to support operational efficiency	No. As stated in PWS Paragraph 3.3, the use of contractor-owned shipping containers (CONEX), mobile trailers, or other similar structures for on-site storage is prohibited. The contractor must use the provided on-site janitorial closets and their own off-site primary facility for storage.
Q-232	What are the options for materials and supplies (paper products, hand soap, chemicals, etc.) as I did not see a Warehouse mentioned in the PWS? Where is the incumbent storing their materials/supplies?	The Contractor will be provided with an on-site administrative office (Building 4819) and janitorial closets within serviced buildings for daily-use storage. Any requirement for bulk or warehouse storage must be met by the contractor's own off-site facility, which is considered part of the 'contractor-furnished building' requirement.
Q-233	On the site visit, there were several styles of paper towel/toilet paper and hand soap dispensers. Is there a plan to standardize those items? What are the options to manage the differences between the styles?	The Government has no plans to standardize restroom dispensers across all facilities. The contractor is responsible for providing consumable products that are compatible with the existing, installed dispensers in each facility.
Q-234	We see the Attachment for Waterless Urinals, do all other traditional urinals require toilet cakes or mats? Please clarify. What is the number of traditional urinals?	PWS Paragraph 5.9.6 requires the contractor to service urinals with 'toilet cakes (or other approved method).' This applies to all non-waterless urinals. The Government does not provide an inventory of specific fixture types; offerors must develop a reasonable basis of estimate for this requirement.
Q-235	What is the CMMS used, where are those requirements in the Attachments? Is the CMMS provided by the Government or by the Proposer?	The PWS does not contain a requirement for the use of a Computerized Maintenance Management System (CMMS). Any CMMS an offeror proposes to use for managing their internal operations would be considered a contractor-furnished tool, and the cost must be included in the firm-fixed-price.
Q-236	Would the government please provide a copy of the attendee list from the site visit?	Yes. The site visit attendee list will be published as part of a forthcoming amendment to the solicitation on SAM.gov.
Q-237	Would the government confirm that Attachment 6 Limitations on Subcontracting Review should not be included in proposal submission?	Correct. Attachment 6 is a Government-internal review document and must not be submitted with your proposal.
Q-238	What is the headcount we should use for Consumable pricing estimates?	The Government does not provide building population or headcount data. Offerors are responsible for developing their own basis of estimate for consumable usage based on the facility types, maintainable square footage provided in Technical Exhibit A, and the service frequencies required by Technical Exhibit C.
Q-239	Which department of labor wage determination applies to this contract and what are the mandatory health and welfare benefit rates for this job classification?	Offerors must use the rates from two documents: 1) Wage Determination 2015-5237, Revision 32, for all non-exempt positions not covered by the CBA, and 2) The Collective Bargaining Agreement (Attachment 3) for all positions covered therein. For any given position, the rates in whichever document are higher take precedence. The Health & Welfare rate is specified in both documents.
Q-240	Are there existing contractor employees currently working this facility who are eligible for the right of refusal under the executive order 14055?	No. The clause implementing that Executive Order, FAR 52.222-17, is designated as "Reserved" under the RFO and is not included in this contract. Therefore, there is no regulatory right of first refusal for employment.
Q-241	Are the mandatory cleaning hours restricted the specific shifts?	No. The Government does not mandate specific shifts. Offerors are responsible for designing a shift schedule that allows them to perform all required services within the allowable hours defined in PWS Paragraph 1.7.5 and in compliance with all facility-specific operating hours.
Q-242	Can you provide a copy of the Quality Assurance surveillance Plan and what is the exact mechanism for the financial deduction if a performance metric is missed?	The Government's Quality Assurance Surveillance Plan (QASP) is an internal document and will not be provided. The methodology for performance assessment and the basis for any potential monetary deductions are detailed in the Performance Requirements Summary (PRS), which begins on page 56 of the PWS.
Q-243	What equipment are government furnished property versus contractors furnished property?	There is no Government-Furnished Equipment (GFE) on this contract. All equipment required for performance is contractor-furnished, in accordance with PWS Part 4. The only Government-Furnished Property (GFP) is the on-site administrative facility and janitorial closets, as described in PWS Part 3.

Q-244	What is the timeline and expectations for the transition/Phase in period before full performance begins and is this period separately funded?	The contract includes a 30-day phase-in period from 1 December 2026 to 31 December 2026. This period is for transition activities only and is separately funded under CLIN 0007. Full performance of custodial services begins on 1 January 2027.
Q-245	What is the specific workflow for submission and approval through PIEEE/WAWF and what is the typical payout turnaround time?	The specific document types and routing information for submitting payment requests in Wide Area WorkFlow (WAWF) are detailed in DFARS clause 252.232-7006, included in the solicitation. Invoices are to be submitted monthly. Payment timeliness is governed by the Prompt Payment Act, with processing times managed by the Defense Finance and Accounting Service (DFAS).
Q-246	Is this a CBA (union) required contract?	Yes. This requirement is subject to a Collective Bargaining Agreement (CBA). The current CBA is provided as Attachment 3 to the solicitation.
Q-247	Would the Government please consider releasing, as soon as practicable, responses to those submitted questions that can be answered without requiring an amendment to the solicitation? Early release of these responses would allow offerors to begin incorporating the Government's clarifications into their proposal documents while the remaining questions requiring formal solicitation changes are being addressed. This would help offerors efficiently update their proposals and ensure that the Government's guidance is appropriately reflected in final submissions.	To ensure a fair and equitable competition, all questions and answers will be released to all potential offerors simultaneously in a consolidated document via a single solicitation amendment.
Q-248	Section L, Volume II, Subfactor 1 requires a staffing narrative that quantitatively details how the proposed staffing levels were derived and demonstrates mathematical alignment with the workload and frequencies in the PWS, TE-A and TE-C, and Section M states the Government will verify that the narrative provides a quantitative calculation that mathematically equals or exceeds those requirements. A calculation at the level of every task, production rate, and building would cover 526 TE-A records against 33 TE-C tasks and cannot be presented within the Volume II page limit. Please confirm that a summary presentation is sufficient to demonstrate how the calculations are derived with summary level totals, and the narrative referencing the Volume IV pricing spreadsheet, where the building-level calculations reside in full. If the Government requires a greater level of detail in Volume II, please specify the level and whether it counts against the page limit. (Solicitation P. 84 / Vol II Subfactor 1; P. 93 / Section M Factor 2 Subfactor 1)	Yes. Offerors may provide a summary-level narrative in Volume II that explains the methodology used to derive their staffing solution. This summary must demonstrate a clear and logical approach. The detailed, building-level calculations should reside in the Volume IV pricing spreadsheet (TE-L), and the narrative may reference it accordingly.
Q-249	CLIN 0007 is a one-month phase-in from 1 December to 31 December 2026 with the first ordering period beginning 1 January 2027, and Section L, Volume IV, paragraph 4.a identifies the incumbent contract as W91151-21-C-0003. Please confirm that the incumbent contractor will continue to perform and be paid for custodial services through 31 December 2026, so that Offerors price CLIN 0007 for transition activities only and price no custodial service labor before 1 January 2027. If the Government instead expects the successor to perform any custodial services during the phase-in period, please identify the buildings and dates. (Solicitation P. 3 / CLIN 0007; P. 88 / Vol IV Para 4.a; P. 93 / Section M Subfactor 3)	Yes, that is correct. The incumbent contractor is responsible for all custodial services through 31 December 2026. CLIN 0007 must be priced for phase-in and transition activities only. The successor contractor's performance of custodial services begins 1 January 2027.
Q-250	Please confirm the required frequency for the following tasks at facilities in this CLIN: (a) clean and disinfect restrooms, restroom waste removal, and restroom resupply; (b) general waste removal; (c) vacuuming; (d) sweeping and wet mopping; and (e) dry buff and strip/finish of hard surface floors. Specifically, please confirm whether "1 Day/Week Services" denotes a single full cleaning visit per week to all tasks, or a weekly restroom and trash service with area cleaning at a reduced frequency. (CLIN 0001, Admin Facilities – 1 Day/Week Services, and TE-C.)	The tasks and frequencies for all service levels, including the 1 Day/Week service, are specified in Technical Exhibit C. For the 'All Other Administration Facilities' category (which corresponds to the 1-Day service), this includes daily tasks (performed once per week on the day of service) and some periodic tasks. Offerors must price all tasks listed in TE-C for that service level.
Q-251	TE-A SUMMARY reports 2,865,857 SF for 1-Day service and 471,577 SF for 5-Day Basic, while TE-L CLIN 0001 and 0002 reflect 2,860,826 SF and 471,307 SF. Please confirm which figures govern. (TE-A SUMMARY TE-L CLIN 0001 and 0002)	The Government confirms that the square footages in Technical Exhibit A are correct and controlling. A revised TE-L spreadsheet with the corrected square footages will be issued via an amendment to the solicitation to ensure formula integrity.
Q-252	The PWS describes 586 facilities; TE-A's building list reflects approximately 417 distinct buildings across 492 line items. Please clarify. (PWS 1.7.3 Locations to Receive Custodial Service)	Technical Exhibit A contains the definitive and controlling list of all buildings required under this solicitation. Offerors must base their proposals solely on the building list in the updated version of TE-A. The number of buildings referenced in the PWS has been updated.
Q-253	The CLIN period-of-performance data fields show 01 Jan 2027 – 30 Nov 2031, while the CLIN narratives extend through 30 Nov 2033 and label the 12/1/2032–11/30/2033 period alternately as Ordering Period 6 and Ordering Period 7. Please confirm the ordering-period structure and numbering. (CLIN PoP)	The Government confirms this is a typographical error. The period from 12/1/2032 to 11/30/2033 corresponds to Ordering Period 7. The solicitation will be corrected via amendment.

Q-254	TE-A identifies 39 buildings within the 1 Day/Week service group with an Occupancy of "LATRINE," totaling approximately 92,728 maintainable square feet. For most of these buildings the value in the "Latrine Square Foot" column is substantially less than the building's maintainable square footage — for example, Bldg 137 shows 2,016 maintainable SF with 57 SF in the Latrine Square Foot column. For others the two values are equal — for example, Bldg 1950 shows 501 maintainable SF and 501 Latrine SF. a. For buildings with an Occupancy of "LATRINE," does the entire maintainable square footage receive the restroom cleaning and disinfection tasks and frequencies identified in TE-C, or only the portion identified in the "Latrine Square Foot" column? b. Please confirm that the "Latrine Square Foot" column is a subset of, and already included within, the "Maintainable Square Feet" column, rather than square footage additional to it. c. For buildings with a non-latrine Occupancy (e.g., ADMIN), please confirm that the "Latrine Square Foot" value represents the restroom area within that building subject to the TE-C restroom task frequencies. (TE-A Building Inventory List; CLIN 0001, Admin Facilities – 1 Day/Week Services; TE-C Tasks and Frequency Performance Standards)	a. For all buildings, regardless of the 'Occupancy' description, the total cleaning requirement is defined by the 'Maintainable Square Feet' in Column C of TE-A. b. Yes, the 'Latrine Square Foot' is a subset of the 'Maintainable Square Feet' and should not be added to it. c. Yes, for any building, the 'Latrine Square Foot' value represents the restroom area within that building to be cleaned at the frequencies specified for restrooms in TE-C.
Q-255	Proposals should utilize a font size between 12 and 14, Times New Roman or Arial font. Will the Government allow tables/charts to be font size 10? (Solicitation Proposal Preparation Instructions C-5 Submission Format)	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content remains clear and legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement.
Q-256	Technical Volume II has a page limit of 25 pages. Will the Government please increase page count from 25 to 30? (Solicitation Proposal Preparation Instructions C-2 Proposal Volumes)	No, the Government will not increase the 25-page limitation for Volume II. Offerors are reminded that, as will be clarified via amendment, Key Personnel Resumes, the unpriced Labor Mix Chart, and the Mission-Essential Contractor Services Plan are excluded from this page count.
Q-257	e. Subfactor 5 says: The offeror must submit written documentation (resumes) for the proposed Program Manager (PM), Alternate Program Manager (APM), Quality Control Manager (QCM), and all designated Quality Control Inspector (QCI) personnel. However, PWS 1.7.18.6 Contractor Key Personnel states "Contractor shall provide a resume of key personnel, who will be designated in writing, to the KO within one week of the contract award. Can the Government please clarify if resumes are to be included in the proposal or within one week of award? (Solicitation Proposal Preparation Instructions Proposal Content e. Subfactor 5: Management Capability)	Yes, resumes for all identified Key Personnel must be submitted with the proposal in Volume II for evaluation. The PWS requirement for a post-award submission is a separate administrative action to finalize the roster and does not supersede the proposal submission requirement. Resumes are excluded from the Volume II page limit.
Q-258	The offer due date is September 24, 2026. With the site visit being held on September 16 and questions being due September 18, will the Government please provide an extension to allow time to review all responses submitted in order to? (SF 1449)	The proposal due date is currently under review. If the Government determines that an extension is appropriate, it will be announced via a formal amendment to the solicitation posted on SAM.gov.
Q-259	Will the Government provide the contractor with storage space on the installation?	Yes. As detailed in PWS Part 3, the Government will provide on-site storage space in the form of an administrative office (Building 4819) and janitorial closets within serviced facilities. Any additional bulk storage or warehouse space is the contractor's responsibility.
Q-260	Will the Government permit the placement and use of contractor-owned storage containers at designated locations on the installation?	No. The use of contractor-owned shipping containers (CONEX), mobile trailers, or other similar temporary structures for on-site storage is prohibited, as stated in PWS Paragraph 3.3.
Q-261	Is the Government considering an extension to the solicitation due date? If so, what is the anticipated revised proposal submission date?	The proposal due date is currently under review. If the Government determines that an extension is appropriate, it will be announced via a formal amendment to the solicitation posted on SAM.gov.
Q-262	Can the Government provide the floor surface types for Building 6602, including approximate square footage by floor type?	All available floor surface data, including for Building 6602, is provided in Technical Exhibit A.
Q-263	Is the contractor responsible for purchasing and replacing batteries for dispensers?	No. The replacement of batteries for Government-owned dispensers is a Government responsibility. The contractor is responsible for notifying the COR or building manager if a dispenser is not functioning.
Q-264	Would the Government consider standardizing restroom dispensers across the serviced facilities?	No. The Government has no current plans to standardize restroom dispensers across all facilities. The contractor is responsible for stocking the existing, installed dispensers.
Q-265	What is the anticipated contract award date?	The Government intends to make an award as expeditiously as possible after the evaluation of proposals. A specific award date cannot be provided.

Q-266	TE-A lists 3,618,997 maintainable SF, while the combined vinyl, carpet, concrete, another-floor columns total approximately 2,707,258 SF, resulting in a net difference of approximately 911,739 SF. The primary differences are 674,980 SF for 1-Day Basic, 142,007 SF for 5-Day Basic, and 94,951 SF for 7-Day Service. Please identify the floor types associated with these differences or provide a revised inventory or clarification.	For proposal pricing purposes, the 'Maintainable Square Footage' listed in Column C of the TE-A 'MASTER INVENTORY' tab shall be the controlling figure for each facility. The Government acknowledges that not all floor types may be individually broken out. Offerors must develop their pricing and staffing models based on the total maintainable area required to be serviced.
Q-267	The combined floor-type quantities for 3-Day Basic total 63,057 SF, which exceeds the listed maintainable area of 62,858 SF by 199 SF. Please correct or explain this difference.	The Government acknowledges this minor discrepancy in the data. For all pricing and proposal purposes, the 'Maintainable Square Footage' listed in Column C of Technical Exhibit A is the definitive and controlling figure.
Q-268	If a revised inventory will not be issued, please confirm whether offerors should treat the unidentified maintainable area as hard-floor SF for sweeping and wet-mopping calculations and identify which square-footage figures should control floor-care pricing.	As stated in the response to Q-266, offerors must price to the total 'Maintainable Square Footage' in Column C of TE-A. Where specific floor types are not fully detailed, offerors must use their business judgment to develop a reasonable basis of estimate for the likely mix of floor care tasks required within that total area, based on the facility type and usage.
Q-269	Please confirm that the approximately 190,640 latrine SF is already included within both maintainable SF and the applicable vinyl, concrete, ceramic, or other-floor quantities. Please also confirm that latrine SF should be used for restroom-specific cleaning calculations but should not be added separately to total floor-care SF.	Yes, this is confirmed. The 'Latrine Square Foot' listed in Technical Exhibit A is a subset of the total 'Maintainable Square Feet' for that facility and is already included in that total. It should not be added separately.
Q-270	Please provide the missing maintainable SF for Building 70000 and the DFAS Finance corridor, or confirm that these areas are excluded from the required services.	An updated version of Technical Exhibit A will be provided via a forthcoming amendment. This revised version will include the maintainable square footage for all required areas, including those previously missing.
Q-271	Please identify which "Other Floor" surfaces are considered hard, buffable, or strippable. For carpet extraction, buffing, and stripping/refinishing, please confirm whether the full eligible area must be completed at each required occurrence or whether the work may be performed on a rotational basis.	The Government does not maintain a detailed inventory of the specific material for every floor surface listed as 'Other.' Offerors must use their professional judgment to estimate the types of surfaces based on facility type. In accordance with PWS Paragraph 5.5.6 and 5.6.4, the contractor is responsible for developing a schedule for all quarterly and annual periodic services in coordination with building managers. Rotational performance is acceptable as long as all required areas are serviced at the frequency specified in TE-C.
Q-272	Is the current contract scope of services the same as the rebid, specifically cleaning frequencies and square footage?	Offerors must base their proposals solely on the requirements as defined in the current solicitation and its attachments (PWS, TE-A, and TE-C). The scope of the predecessor contract is not relevant for this procurement.
Q-273	What's the current monthly contract price?	In accordance with RFO FAR 15.201(a) (procurement integrity compliance) and the strict non-disclosure protections under RFO FAR 3.104-4, the Government is prohibited from releasing proprietary business information, which includes the incumbent's specific monthly contract pricing. Offerors must utilize their own independent business judgment to develop competitive pricing based on the work scope and requirements set forth in this solicitation.
Q-274	The CBA posted to the Solicitation is expired will the contract bid the current CBA rates or will the newly negotiated CBA be issued.	A forthcoming amendment will provide the new Collective Bargaining Agreement (CBA) Amendment A, with rates effective 01 April 2026. These are the mandatory minimum rates for proposal pricing. Offerors shall not escalate these rates; any future adjustments will be handled post-award per FAR 52.222-43.
Q-275	The Past Performance requirement requires information for the Offeror and all subcontractors, teaming partners, and/or joint venture partners proposed to perform 20% or more of the proposed effort based on total proposed price, while Submission Requirement 3.d permits submission of up to three largest relevant efforts. Please clarify whether the three-reference maximum applies collectively to the entire proposed team or separately to the Offeror and each applicable subcontractor, teaming partner, and/or joint venture partner. If the three-reference maximum applies collectively, please confirm that a relevant effort performed by an applicable subcontractor, teaming partner, or joint venture partner may be included among the three submitted efforts. (Volume III – Past Performance Factor, Requirement Scope & Submission Requirement 3.d page 85-86)	The three-reference maximum applies collectively to the entire proposed team. The prime offeror may submit any combination of its own references and/or references for its major subcontractors (those performing 20% or more of the effort), but the total number of references submitted for the entire team cannot exceed three.
Q-276	Please clarify how the past performance of a proposed subcontractor, teaming partner, or joint venture partner performing 20% or more of the	The past performance of a major subcontractor (performing 20% or more of the effort) will be evaluated for its recency and

	proposed effort will be incorporated into the Offeror's overall Past Performance rating. Specifically, will the entity's past performance be evaluated for relevancy relative to the portion of work that entity is proposed to perform, and how will that assessment be considered with the Offeror's past performance in determining the overall Past Performance factor rating? (Volume III – Past Performance Factor; Factor 2 – Past Performance, Relevancy Assessment, page 85, 96)	relevance in the context of the specific work that subcontractor is proposed to perform. This assessment will then contribute to the Government's overall confidence assessment for the prime contractor's entire team, resulting in a single 'Acceptable' or 'Unacceptable' rating for the Past Performance factor.
Q-277	The Phase-In submission requirement directs the Offeror to provide a timeline for the procurement and establishment of a "contractor-furnished building," while PWS Part 3 states that the Government will provide office and storage space and identifies the Government-furnished contractor area. Please clarify whether the successful Contractor is required to furnish/procure a separate building or whether the Government-furnished office/storage space identified in the PWS will satisfy this requirement. (Volume II – Technical Factor, Subfactor 3 – Phase-In; PWS Part 3 – Government Furnished Property, Equipment, and Services, page 83-84; PWS 29-30)	The Government will provide on-site administrative office space at Building 4819 Washington Street and janitorial closets within serviced buildings. The requirement for a 'contractor-furnished building' refers to any additional off-site facility (e.g., warehouse, bulk storage) that the offeror's operational approach requires. The Government does not prescribe specifications for this off-site facility.
Q-278	To support the required quantitative staffing calculation, transition planning, and application of the successor CBA wage and fringe-benefit requirements, will the Government provide, if available, a current non-personally identifiable incumbent workforce summary identifying the approximate employee count by labor classification, full-time/part-time status, applicable shift, management/supervisory/quality-control staffing, applicable CBA classification for covered employees, and employee service/seniority or accrued vacation information relevant to successor wage and fringe-benefit obligations? If a current workforce roster is not available, please provide the most recent aggregate incumbent staffing information available. (Volume II – Technical Factor, Subfactor 1 – Equipment and Staffing Plan; Attachment 3 – Collective Bargaining Agreement; TE-A Building Inventory List, 83; 87–89; Attachment 3; TE-A)	In accordance with FAR 52.222-41(n), the Government has requested the incumbent contractor's seniority list. If this information is received, it will be provided to all offerors via an amendment. If the data is not provided by the incumbent prior to the proposal due date, it cannot be furnished by the Government.
Q-279	The PWS requires the Contractor to provide and maintain restroom consumable supplies, including trash liners, toilet tissue, paper towels, and hand soap. Will the Government provide historical consumption or usage quantities for these consumables, by facility or in aggregate, for the most recent 12-month period to support proposal pricing? (PWS – Restroom/Locker Room/Lactation Room Services; TE-K Example Compiled Monthly Restroom Logs, PWS; TE-K)	The Government does not track historical consumption data for consumable supplies. Offerors must develop their own basis of estimate for these items.
Q-280	FAR 52.216-18 permits orders to be issued during the 1 December 2026 through 31 December 2026 phase-in period. Please clarify whether the Government currently anticipates ordering custodial services during the phase-in period and, if so, identify the anticipated scope, facilities, service levels, and staffing expectations. (Volume II – Technical Factor, Subfactor 3 – Phase-In; FAR 52.216-18 Ordering PAGE 83-84; 58-59)	No. The incumbent contractor will perform all custodial services through 31 December 2026. CLIN 0007 is to be priced for phase-in activities only (e.g., hiring, badging, training, facility setup). The successor's performance of custodial services begins 1 January 2027.
Q-281	Offerors have identified apparent broken formula references (including #REF! errors) within TE-L. Will the Government issue a corrected TE-L Pricing Spreadsheet? If not, please confirm that Offerors may correct broken formulas provided the required pricing structure, CLINs, and requested data are not otherwise altered. (Volume IV – Price Factor; TE-L Pricing Spreadsheet, 87–89; TE-L)	The Government acknowledges that the current version of TE-L may contain formula errors. A revised, corrected version of the TE-L Pricing Spreadsheet will be issued via a forthcoming amendment to the solicitation.
Q-282	For the proposed Project Manager, Alternate Project Manager, Quality Control Manager, and Quality Control Inspector positions, please clarify whether the proposed individuals must be current employees of the Offeror or proposed team member at the time of proposal submission, or whether qualified contingent hires and/or incumbent personnel may be proposed, provided the required resumes and qualifications are submitted. If contingent personnel are permitted, please clarify whether signed letters of commitment are required with the proposal. (Volume II – Technical Factor, Subfactor 5 – Management Capability; PWS 1.7.18.6, 84; PWS)	Qualified contingent hires are acceptable for proposed Key Personnel positions, provided they meet all minimum qualifications. If a contingent hire is proposed, a signed Letter of Commitment from that individual must be submitted along with their resume as part of the Volume II proposal.
Q-283	The solicitation pricing instructions reference Wage Determination 2015-5237, Revision 30, dated May 13, 2026, while Attachment 2 is Revision 32, dated August 12, 2026. Please confirm which wage determination revision Offerors must use for proposal pricing and contract performance. (Volume IV - Price Factor; Attachment 2 - Wage Determination; 87-89; Attachment 2)	Offerors shall use Wage Determination 2015-5237, Revision 32, as provided in Attachment 2. The reference to Revision 30 in Section L is an administrative error that will be corrected via amendment.
Q-284	The TE-A Summary identifies 2,865,857 square feet for one-day Basic Service and 471,577 square feet for five-day Basic Service. TE-L identifies 2,860,826 and 471,307 square feet, respectively. Please confirm the	The Government confirms that the square footages in Technical Exhibit A are correct and controlling. A revised TE-L

	controlling quantities for proposal pricing, technical staffing, and future additions or deletions. (Volume II - Technical Factor, Subfactor 1 - Equipment and Staffing Plan; TE-A Building Inventory List; TE-L Pricing Spreadsheet 83; TE-A; TE-L)	spreadsheet with the corrected square footages will be issued via a forthcoming amendment.
Q-285	TE-A includes window counts and total square footage of window glass. However, PWS Sections 2.1.15 and 5.12.1 exclude windows located on exterior walls and limit exterior-glass cleaning to windows surrounding entrances and exits, doors, and transoms. Please confirm whether the TE-A glass quantities represent only in-scope entrance and exit glass. If not, please identify the glass quantities Offerors must include in staffing and pricing. (PWS 2.1.15, 2.1.23, 5.12, and 5.12.1; TE-A Building Inventory List; TE-C Custodial Tasks Performance Standards, PWS 20-21, 44; TE-A; TE-C)	The window quantities and square footages provided in Technical Exhibit A represent the total inventory for those facilities. However, as specified in PWS 5.12 and 5.12.1, the scope of required cleaning is limited to interior glass and the exterior glass of entrances and exits only. Offerors must use the PWS scope limitations to derive their basis of estimate from the total inventory provided in TE-A.
Q-286	Please confirm whether quarterly, semiannual, and annual services must be performed at their full stated frequency during each ordering period, regardless of when the incumbent last performed the service. Will the Government provide records identifying the most recent completion dates for carpet extraction, stripping and refinishing, interior and exterior glass cleaning, high dusting, and other periodic services? (PWS 5.0 through 5.12.1; TE-C Custodial Tasks Performance Standards, PWS; TE-C)	The successful offeror will be responsible for performing all periodic services at the full frequency required by TE-C, starting from the beginning of the performance period. Information regarding the incumbent's last service dates may be available during the phase-in transition period, but the successor contractor must plan and price for the full scope of required periodic services in Ordering Period 1.
Q-287	Please identify any buildings with cleaning windows, escort requirements, key-control restrictions, two-person access requirements, or limitations on daytime cleaning that are not identified in TE-A, TE-F, or the PWS. (PWS - Security, Access, and Work Scheduling Requirements; TE-A Building Inventory List; TE-F Physical Fitness Facility Operating Hours, PWS; TE-A; TE-F)	The Government has not identified any facilities with special escort requirements, two-person access rules, or other limitations beyond the standard key/access control procedures outlined in the PWS. All known requirements are stated in the solicitation documents.
Q-288	Please provide, if available, historical quantities for service calls, emergency cleaning, delayed services, building closures, special events, and facilities added to or deleted from the current contract during the most recent 12-month period. (PWS - Schedules, Reports, Service Variances, and Building Closures; TE-D, TE-E, and TE-J, PWS; TE-D; TE-E; TE-J)	The Government does not maintain historical data for these operational variances. As a performance-based acquisition, offerors are expected to manage their workforce to accommodate minor operational variances. Significant changes in scope will be handled via the contract's Changes clause.
Q-289	Will the incoming Contractor be responsible for correcting preexisting custodial deficiencies or deferred periodic services immediately upon assuming performance? If so, will the Government identify those conditions before final pricing or provide an initial condition assessment at transition? (PWS - Transition and Performance Requirements; TE-A Building Inventory List; TE-C Custodial Tasks Performance Standards, PWS; TE-A; TE-C)	The successor contractor will not be held responsible for correcting any performance deficiencies of the incumbent. Performance and acceptability will be measured against the PWS requirements starting from Day 1 of the new contract's performance period.
Q-290	The solicitation directs Offerors to use current CBA wages and fringe benefits without escalation throughout the ordering periods. Please confirm that future qualifying changes to CBA wages and fringe benefits will be handled after award under FAR 52.222-43 and should not be included as escalation in the initial proposal. (Volume IV - Price Factor; Attachment 3 - Collective Bargaining Agreement; FAR 52.222-43, 87-89; Attachment 3)	A forthcoming amendment will provide the new Collective Bargaining Agreement (CBA) Amendment A, with rates effective 01 April 2026. These are the mandatory minimum rates for proposal pricing. Offerors shall not escalate these rates; any future adjustments will be handled post-award per FAR 52.222-43.
Q-291	Section 1.7.5 states normal operations are "0700 A.M. 2000 P.M. Monday through Sunday." The PM paragraph identifies "normal duty hours (Monday through Friday 0700-2000)." The QCM paragraph requires "a full-time QCM on site during normal duty hours." Please define "normal duty hours" separately for the PM/APM and QCM. Does the Government require continuous management and QC coverage throughout the entire 0700-2000 operating window, including weekends, or may Offerors propose standard full-time schedules with designated alternate or inspector coverage? Please identify any mandatory minimum coverage by position and day. (PWS 1.7.5, 1.7.18.4, and 1.7.18.6 - Hours of Operation and Key Personnel Coverage, PWS)	The 'normal duty hours' for the Project Manager (PM) are defined in PWS 1.7.18.6 as being present and available on-site during core business hours (0700-2000, Monday-Friday) and must be reachable (0700-2000 Saturday-Sunday). The same principle applies to the QCM. The contractor is responsible for ensuring its management is available to the Government.
Q-292	The volume table limits Past Performance to "10" pages. Section 3(d) states: "Sheets are limited to 3 pages per reference." The volume also requires consent letters, applicable commercial-client authorization letters, and an organizational-change history. Section C.3 states: "Page limit includes all appendices, charts, graphs, diagrams, tables, photographs, drawings." Please confirm whether consent letters, commercial-client authorization letters, the organizational-change history, and the required FAR 52.219-8 compliance statement all count toward the ten-page Past Performance limit. If any are excluded, please identify those exclusions expressly and clarify whether the summary page is counted. (Volume III - Past Performance Factor; Section C.3 - Page Limitations, 85-86; Section C.3)	Yes. The Government confirms that administrative documents, including Consent Letters, are excluded from the 10-page limit for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page and the contract reference narratives.
Q-293	The solicitation states: "An Offeror's proposal shall consist of four (4) Volumes and a duplicate copy of each with identifying information redacted for the Source Selection Board." Other instructions require	Redaction is required only for the duplicate copy of Volume II, Technical Proposal. For this volume, offerors must redact all information that identifies their company or team members,

	company identifiers, signed forms, key personnel resumes, and past performance reference information. Please define the identifying information to be removed from each duplicate volume. Specifically, should redactions include company and teammate names, UEI/CAGE codes, signatures, key personnel names, customer/contact information, contract numbers, and CMMC UIDs? (Section C – Proposal Submission Requirements; Redacted Duplicate Volumes) REDACTED VOLUMES NOT REQUIRED	including but not limited to: company names, logos, and key personnel names. Generic identifiers (e.g., 'Offeror,' 'Project Manager') should be used where necessary.
Q-294	The solicitation states: "The offeror shall provide with its offer a written plan describing how it will continue to perform the essential contractor services listed in attachment TE-C ... during periods of crisis." The volume table limits Volume II to 25 pages. Please identify the required proposal volume for the essential contractor services continuity plan. If the plan belongs in Volume II, please confirm whether it counts toward the 25-page Technical limit and whether it may be integrated with the technical approach's continuity-of-operations discussion, provided all requirements of DFARS 252.237-7024 are addressed. (DFARS 252.237-7024 - Notice of Continuation of Essential Contractor Services; Volume II - Technical Factor, 84; DFARS 252.237-7024)	A forthcoming amendment will update Section L to require the Mission-Essential Contractor Services Plan as an Annex to Volume II (Technical). This plan will not count against the 25-page limitation for the Technical volume.
Q-295	The volume table specifies "Price (Excel & Word for Price Narrative)." Section C.5 states: "Each volume shall be submitted as a separate Adobe PDF, Microsoft Word Document, or Microsoft Excel Spreadsheet file" and prescribes 12-14-point font, letter-size paper, and one-inch margins. Volume IV requires the completed TE-L spreadsheet. Please confirm that Volume IV must consist of a native Excel TE-L workbook and a separate Word price narrative, notwithstanding the general instruction describing each volume as a separate file. Please also clarify whether the Government-provided workbook's existing layout, font sizes, and print settings may be retained or must be modified to meet the general formatting requirements. (Volume IV - Price Factor; Section C.5 - Proposal Format; TE-L Pricing Spreadsheet; 87-89; Section C.5; TE-L)	Volume IV must be submitted as two separate files: 1) A completed TE-L Pricing Spreadsheet in its native Microsoft Excel format, and 2) A Price Narrative in Microsoft Word or PDF format. The narrative document must adhere to the solicitation's formatting requirements (font size, margins).
Q-296	The solicitation states that the Phase-In Plan must include a timeline for the procurement and establishment of a contractor-furnished building. In contrast, the PWS states that the Government will provide the Contractor with office space that includes administrative and storage space for the Contractor's use under this contract. The PWS also states that the Contractor shall not use shipping containers, mobile trailers, outdoor sheds, or other structures for additional storage. Please reconcile the requirement to procure and establish a contractor-furnished building with the Government-furnished office and storage provisions. Is an additional contractor-furnished facility required? If so, please identify its purpose, minimum requirements, permissible location, required availability date, and associated contractor costs. Please also identify or provide the referenced Contractor's Building Site Map. (Volume II - Technical Factor, Subfactor 3 - Phase-In; PWS Part 3 - Government-Furnished Property, Equipment, and Services, 83-84; PWS 29-30)	The Government will provide on-site administrative office space at Building 4819 Washington Street and janitorial closets within serviced buildings. The requirement in the Phase-In plan for a 'contractor-furnished building' refers to any additional off-site facility (e.g., warehouse, bulk storage) that the offeror's operational approach requires. The Government does not prescribe specifications for this off-site facility.
Q-297	To facilitate the reviewers' ease in recognizing information separation, could the Government please confirm that fonts larger than 14 are acceptable for Section Headers, the Cover Page, and other indicators of information separation? (Formatting)	Yes. Offerors may use fonts larger than 14-point for major section headers, volume cover pages, and tables of contents to improve document organization and readability.
Q-298	Will the Government accept 10-point font size in charts, graphs, and captions? (Formatting)	Yes. A font size of no smaller than 8-point is permissible for text within tables, charts, and graphics, provided all content remains clear and legible. All standard narrative text must still adhere to the 12- to 14-point font size requirement.
Q-299	This section states "The capacity limit for receipt of files via email is 9MB total file size. If the offeror is sending the email submission with more than 9MB, then the offeror shall send the files in separate email submissions." Please clarify if the 9MB is referring to each individual file, or the total of all files combined within the email attachments? For example: 4 files @ 5MB each would be 20MB for the submission. (Solicitation - W91151-26-R-A004, Electronic Submission, page 78)	The 9MB capacity limit applies to the total size of each individual email, including all attachments. If the combined size of your proposal volumes exceeds 9MB, you must send them in separate, sequentially numbered emails (e.g., 'Proposal Submission 1 of 3').
Q-300	The Government states "The Offeror shall list up to three contract numbers for the largest relevant efforts, in terms of scope (nature of work, complexity, magnitude), relevant efforts (using Attachment 5 - Relevant Contracts) performed during the past 3 years". Can the Government please clarify if Offerors should complete Attachment 5 exactly as provided and insert it directly into Volume III - Past Performance, or can Offerors present our past performance in our own format/write-up, provided it includes all requested information within Attachment 5, stays within the 3 page limit for each project, and complies with all other formatting	Attachment 5 serves as a mandatory template for the required data elements. Offerors are not required to submit the attachment as a separate form and may integrate the required information directly into their past performance narratives, provided all data elements from the template are clearly addressed within the 3-page limit for each reference.

	requirements? (Solicitation - W91151-26-R-A004, page 87 & Attachment 5 - Relevant Contracts)	
Q-301	Can the Government please confirm that 8 (eight) total Volumes need to be submitted by Offerors? This includes 4 (four) non-redacted Volumes, and 4 (four) redacted Volumes? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 80 & 81) REDACTED VOLUMES NOT REQUIRED	No. Only a redacted duplicate of Volume II, Technical Proposal, is required. Offerors will submit a total of five (5) files: the unredacted Volumes I, II, III, and IV, plus one redacted copy of Volume II.
Q-302	Will the Government please confirm that a Table of Contents (TOC), Glossary, and an Index (separate from the TOC with section tabs) are required within each of the 4 (four) Volumes? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 80 & 81)	A Table of Contents is required for each of the four proposal volumes. A separate Glossary or Index is not required, though offerors may include one if they choose, and it will not count against the page limits.
Q-303	As per the Proposal Volume chart on page 81 of the Solicitation, Offeror's Volume III - Past Performance is limited to 10 (ten) total pages. However, as per page 87, Relevant Effort "Sheets are limited to 3 pages per reference" and Offerors "shall list up to three". As this would be 9 (nine) pages for just the Relevant Efforts alone, this would leave only 1 (one) page for all other Volume III - Past Performance requirements (Summary Page, Consent Letters, Organization Structure Change History, etc.). As such, can the Government please confirm that while each Relevant Effort cited is limited to 3 (three) pages each, that they are excluded from the overall 10 (ten) page limit? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 81 & 87 page)	Yes. The Government confirms that administrative documents, including Consent Letters, are excluded from the 10-page limit for Volume III. The 10-page limit applies strictly to the substantive content: the Past Performance Summary Page and the contract reference narratives.
Q-304	The instructions state to include the CLIN Pricing "Continuation of Supplies or Services and Prices schedule" in both the General volume and the Pricing volume. Please confirm: 1. That the Government wants to see pricing outside the Pricing volume? 2. That the completed Pricing Schedule should be in both volumes? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 83 & 88 page)	The completed TE-L Pricing Spreadsheet and the Price Narrative must be submitted as Volume IV - Price. All instructions indicating submission in Volume I are incorrect and will be removed via amendment.
Q-305	Can the Government please confirm that, as per the Technical Subfactor C: Phase-In, Offerors are only required to provide a "Phase-In plan that outlines a transition of services" within their Volume II - Technical submittal, and that no Phase-Out Plan is required at the time of submittal? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 84 & 85 and Performance Work Statement (PWS), section 1.7.18.8, page 14)	No. Only the Phase-In Plan is required with the proposal, as specified in Section L, Subfactor 3. The Phase-Out Plan, referenced in PWS Paragraph 1.7.18.8, is a post-award deliverable to be provided by the contractor prior to the end of the contract's final ordering period.
Q-306	Can the Government please clarify if the initial "Contractor Key Personnel" List detailed within PWS section 1.7.18.6, as well as 8.2 - Deliverables Schedule (due within 1 week of award), is a different list to be provided to the KO than the verified/eligible candidate list mentioned in section 1.7.11.3 (due 3 days after award) (PWS section 1.7.18.6 page 12, section 8.2 - Deliverables Schedule page 67, & section 1.7.11.3 page 6)	Yes, these are two distinct deliverables. 1. The list required by PWS 1.7.11.3 is the initial list of all personnel requiring installation access, which is submitted to Security/Provost Marshal for background screening. 2. The list required by PWS 1.7.18.6 is the formal designation of the contract's Key Personnel (PM, QCM, etc.) submitted to the Contracting Officer.
Q-307	Under 2. Proposal Volumes, the provided chart for Volume IV notes "Excel and Word for price Narrative", please confirm that PDF is acceptable for the volume/narrative? As long as the Excel (TE-L) Pricing sheet is also submitted. (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 81)	Yes, the Price Narrative may be submitted in either Microsoft Word or PDF format. The TE-L Pricing Spreadsheet must be submitted in its native Microsoft Excel format.
Q-308	As per page 39 of the PWS "The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items." Can the Government please confirm that it is not the responsibility of the Contractor to move items prior to carpet cleaning and shampooing to ensure carpet underneath items is properly cleaned? (PWS section 5.6.2 Carpet Cleaning and Shampooing, page 39)	Correct. As stated in PWS Paragraph 5.5.2 (for stripping/finishing) and PWS Paragraph 5.6.2 (for carpet shampooing), the contractor is not responsible for moving chairs, trash receptacles, or other easily movable items. The contractor is responsible for coordinating the service with the building occupants, who must clear all items from the area prior to the scheduled service. If items are not cleared, the service must be rescheduled. For daily services -As stated in PWS paragraph 5.5 (Hard Floors), 5.5.4 (Wet Mop), 5.5 (Quarry/Ceramic/Porcelain tile cleaning), 5.6 (Carpeted Floors) shall move chairs, trash receptacles or other easily moveable items under 20 pounds.
Q-309	As per page 37 of the PWS "The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items." Can the Government please confirm that it is not the responsibility of the Contractor to move items prior to floor stripping/scrubbing/finishing to ensure the floor underneath items is properly cleaned? (PWS section 5.5.2 Stripping/Scrub/Finishing, page 37)	See Q-308 Answer
Q-310	1. Are all buildings typically cleaned during normal government hours? 2. Under the current contract how many keys are issues to the contractor?	1. The majority of services will be performed during the normal operating hours defined in PWS 1.7.5.

	3. If buildings are cleaned during normal business hours, will access to buildings need to be coordinated with the Building Manager or will the doors be unlocked during these times? 4. Will janitors closets in these buildings be locked (PWS section 1.7.15 Key Control, page 17)	2. The Government does not issue a master set of keys; individual building managers will issue necessary keys or access codes directly to the contractor as needed. 3. For services during normal business hours, buildings are typically unlocked. For any locked areas, access will be coordinated with the building manager. 4. Janitorial closets may be locked, and the contractor will be provided with a key or access code.
Q-311	This section states "Contractor shall provide a resume of key personnel, who will be designated in writing, to the KO within one week of the contract award." Can the Government please clarify if this means resumes are due one week following award (five business days/two weekend days) or seven business days following award? (PWS section 1.7.18.6 Contractor Key Personnel, page 12)	Unless otherwise specified (e.g., 'business days'), all timelines in the PWS refer to calendar days. Therefore, the Key Personnel list is due within seven (7) calendar days of contract award.
Q-312	Given the amount of content required within Volume II-Technical (Equipment & Staffing Plan, QCP, Phase-In Plan, Technical Approach, Management Capability), would the Government please consider extended the 25 page limitation by at least ten pages, allowing Offerors to compile responses that address all of the Governments requirements. (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 80 & 81)	No, the Government will not increase the 25-page limitation for Volume II. Offerors are reminded that, as will be clarified via amendment, Key Personnel Resumes, the unpriced Labor Mix Chart, and the Mission-Essential Contractor Services Plan are excluded from this page count.
Q-313	Subfactor 1 states: "Additionally, the offeror must provide an unpriced labor mix chart (utilizing the format in TE L-Pricing Spreadsheet)" Please confirm this is required in addition to the Organization chart? If so, is this to be provided in an Excel worksheet or placed within the technical? If in the technical will these pages be excluded from the page count? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 84)	Yes. The unpriced Labor Mix Chart is a separate deliverable from the organizational chart. It must be provided as an appendix to Volume II and is excluded from the 25-page limit.
Q-314	For #6 under the instructions on page 82, will the Government please confirm that a Table of Contents identifying section headers and any sub-headers is all that is required? If not, please clarify and detail the "Tab indexing" expectations? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 82)	The reference to 'Tab indexing' is an administrative instruction for offerors to use clear section headers and a detailed Table of Contents to aid evaluators in navigating the proposal. No physical tabs or separate index files are required.
Q-315	In order for bidders to fully review and address government responses to Q&A, will the government provide an extension of 10 days from when Q&A responses are posted? (General - Extension)	The proposal due date is currently under review. If the Government determines that an extension is appropriate, it will be announced via a formal amendment to the solicitation posted on SAM.gov.
Q-316	Can the Government please confirm the exact number of buildings that will be required to be cleaned by the contractor, as multiple different numbers were provided during the site visits.	Technical Exhibit A contains the definitive and controlling list of all buildings required under this solicitation. Offerors must base their proposals solely on the building list and square footages provided in the current version of TE-A. Verbal statements made during the site visit do not supersede the official solicitation documents.
Q-317	Can the Government please confirm that the Gym Floor is excluded from the cleaning services and requirements?	The scope of cleaning for Physical Fitness Centers includes lobbies, corridors, restrooms, locker rooms, administrative offices, saunas and other common areas. It does not include the specialized cleaning, waxing, or refinishing of basketball courts, gymnasium wood floors, or rubberized track surfaces. The cleaning of the floor surfaces in free-weight and workout machine areas is also excluded.
Q-318	The square footage in the building list; can the Government please clarify if that is the contractors area to clean or the total building size?	The square footage listed in Column C ('Maintainable Square Feet') of Technical Exhibit A represents the total area within each facility that the contractor is required to clean.
Q-319	The CBA documentation is not current, will the Government please include the current agreement?	A forthcoming amendment will provide the new Collective Bargaining Agreement (CBA) Amendment A, with rates effective 01 April 2026. These are the mandatory minimum rates for proposal pricing. The previously provided CBA attachment should be disregarded for pricing purposes.
Q-320	The Government is providing a space for the contractors office, but not a warehouse space for supplies and equipment. Will the Government please provide more information on where we can store supplies and equipment utilized on this contract?	The Government will provide one on-site administrative facility (Building 4819) and janitorial closets within serviced buildings. The Government does not provide a separate warehouse or bulk storage facility. The incumbent contractor utilizes their Government-provided office building for administrative functions and limited storage. Any requirement for a larger warehouse or dedicated logistics facility is the responsibility of the contractor to procure at their own expense.

Q-321	Will the Government please provide the building number that the incumbent contract is utilizing for a warehouse or storage space?	See Q-320 Answer
Q-322	Regarding warehouse space, will this have a loading doc to unload trucks with supplies that will be needed for the operations of this contract?	See Q-320 Answer
Q-323	Please confirm that the Government will require the contractor working in the CDC and Youth centers will be CIMS-GB certified? This is a certification that ensures that cleaning is completed by contractors that are trained correctly.	No. While the PWS requires adherence to Green Seal and other environmental standards (PWS 4.4.1), there is no mandatory requirement for the contractor or its employees to possess a Cleaning Industry Management Standard - Green Building (CIMS-GB) certification.
Q-324	Can the Government please clarify what the background requirements are to work in these areas? Full FBI background check?	All contractor employees require a standard background check to receive an installation access pass, as described in PWS 1.7.11.2. Additionally, all employees assigned to work in Child and Youth Services (CYS) facilities must undergo and successfully pass a more comprehensive set of background checks in accordance with Army Regulation 608-10, which includes an FBI criminal history fingerprint check. This is a mandatory requirement for all personnel with regular contact with children.
Q-325	During the Site Visit at Abrahams gym, we observed a housekeeping cart with a sign on it that read "Self-Service Cleaning Cart". Is this to be stocked and provided by the Government? Is this a contractor responsibility? Who is responsible for the supplies on the cart? Who is responsible if the chemicals and supplies are mis-used?	The self-service cleaning carts located in certain facilities are for use by patrons and are the responsibility of the facility management, not the custodial services contractor. The contractor is not responsible for stocking or maintaining these specific carts.
Q-326	Can the Government please clarify if CW Resources will share the same office space that the Government will provide to the contractor? Their vehicles were in the parking lot and we want to confirm the space usage.	No. The Government-provided office space at Building 4819 is for the exclusive use of the successful offeror for this contract. Other contractors have their own separate facilities.
Q-327	Can the Government please clarify if resumes are required for key personnel upon submittal, or if they should be provided following award? (Solicitation - W91151-26-R-A004, C. Proposal Preparation Instructions, page 80 & 81)	Resumes for all identified Key Personnel must be submitted with the proposal in Volume II for evaluation. The PWS requirement for a post-award submission is a separate administrative action to finalize the roster. Resumes are excluded from the Volume II page limit.
Q-328	Can the government please revalidate the total Buildings count. During the introduction to the site visit, one individual called out 432 and the other mentioned 435. Please clarify the total building count.	Technical Exhibit A contains the definitive and controlling list of all buildings required under this solicitation. Offerors must base their proposals solely on the building list in the current version of TE-A. Verbal statements made during the site visit do not supersede the official solicitation documents.
Q-329	Can the government please validate the total number of elevators that need to be cleaned? No total number was given.	The Government does not provide separate inventory counts for elevators or stairwells. These features are considered part of the building's common area and are included within the total 'Maintainable Square Footage' listed for each facility in Column C of Technical Exhibit A.
Q-330	Can the Government please validate if the the total number of square footage of the gyms are accurate. During the site visit, the Government representative mentioned that only common areas, restrooms, and offices will be cleaned. She also mentioned that the weight rooms will not be cleaned. Did the Government remove the square footage from the building total square feet?	The Government confirms that the square footage for weight rooms, workout machine areas, and gymnasium floors is excluded from the 'Maintainable Square Footage' totals in Technical Exhibit A. The required cleaning scope for Physical Fitness Centers is limited to common areas, lobbies, corridors, restrooms, locker rooms, and administrative offices.
Q-331	Can the Government please validate the number of stairwells that need to be cleaned?	See Q-329 Answer
Q-332	In Bldg 36049, WTU ADA, we noticed Laundry rooms in the site visit. Will the contractor have to clean the laundry rooms? If so, what is the total number of laundry rooms on this contract and their respective square footage.	Yes, laundry rooms within the Warrior Transition Unit (WTU) require cleaning. The square footage for these rooms is included in the total 'Maintainable Square Footage' for the facility listed in Column C of Technical Exhibit A. The Government does not track them as a separate line item.
Q-333	Can the government please provide total square footage of high and low dusting. It is a requirement in accordance with the PWS. But, no square footage was given.	The Government does not provide a separate square footage calculation for dusting surfaces. This is a performance-based requirement. Offerors must develop their own basis of estimate for this task based on the total maintainable square footage and the facility types described in Technical Exhibit A.
Q-334	Can the Government clarify the estimating requirements for Day 1 Basic Services? Specifically, should offerors include both scheduled and unscheduled facilities in their Day 1 estimate, or only those facilities currently approved and scheduled for cycle service? Based on our review of the Government-provided inventory, the Day 1 total of 2,865,857 square feet appears to include both scheduled service area (2,315,317 SF) and unscheduled service area (550,540 SF). Please confirm the square footage and facilities that should be included in offerors' Basis of Estimate	All buildings listed in Technical Exhibit A are part of the requirement and must be priced. The terms 'scheduled' and 'unscheduled' in this context are internal Government identifiers and do not affect the contractor's pricing or service delivery responsibility. Offerors must base their proposal on providing the required service frequency to all facilities listed under each CLIN, based on the total 'Maintainable Square Footage' in Column C.

	and pricing for Day 1 Basic Services. This requirement addresses 56 buildings that are not maintenance to be performed.	
Q-335	Can the Government clarify the estimating requirements for 5-Day Basic Services? Specifically, should offerors include both scheduled and unscheduled facilities in their 5-Day estimate, or only those facilities currently approved and scheduled for cycle service? Based on our review of the Government-provided inventory, the 5-Day total of 2,263 SF across 19 buildings appears to include both scheduled and unscheduled facilities. Please confirm the square footage and facilities that should be included in offerors' Basis of Estimate and pricing for 5-Day Basic Services. This requirement addresses 1 building that is not maintenance to be performed.	See Q-334 Answer