



**183d Wing**

**Abraham Lincoln Capital Airport**

**Contract Lodging**

**Statement of Work (SOW)**

**January 2023**

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## Statement of Work

### I. DESCRIPTION OF SERVICES

**1. Scope Of Work.** The contractor shall, except as specified in this Statement of Work (SOW) as government furnished property or services, provide all personnel, supervision, and any property, items, and services necessary to provide contract lodging for the members of the 183d Wing and tenant units as defined in this SOW. The contractor shall perform and provide the requirements in this SOW and conform to the professional standards identified in this contract, and shall follow all applicable instructions and directives as identified by this SOW. Contractor tasks include, but are not limited to, the following: Providing rooms, and related services for the Illinois Air National Guard personnel and other such personnel as designated, participating in or supporting weekend Regularly Scheduled Drills (RSDs) and Alternate Scheduled Drills (ASDs).

**2. Program Site.** The 183d Wing (WG) at Abraham Lincoln Capital Airport.

**3. Operational Requirements And Specific Tasks.** This list is comprehensive but not all inclusive. Provide clean and sanitary rooms, and quality customer service.

**a. Reservations.** Vendor shall accept reservations 24 hours a day, 7 days a week, on a first-come, first-served basis. ALL reservations must come directly from the 183d Mission Support Contracting Office (MSC). Individual members will not be authorized to enter a rental agreement without authorized call list from a 183d Contracting Officer. All reservations will be made as guaranteed 6:00pm arrival rooms. The 183 MSC will forward a list identifying each person authorized lodging. Vendor may designate single rooms in lieu of double rooms at no additional cost, if no doubles are available.

**b. Room Assignments.** Male and female guests will not share rooms Married couples will not automatically be roomed together; this request is desired but not mandatory.

**c. Parking.** Hotel must have adequate, secure, and lighted designated parking facilities available onsite with a separate area for passenger and baggage unloading/loading area. All facility parking areas must be well marked, cleaned, swept, free of debris, and adequately lighted at night.

**d. Room Check-in Procedures.** The front desk must be staffed 24 hours a day. This individual will be available in the reception area(s) on training weekends to assist with peak check-in (and check-out) periods for unit-assigned members, and to facilitate resolution of RSD lodging issues. Check-in must be completed as promptly as possible. Normal check-in time should be 4:00pm. However, if guest rooms are available earlier check-in should be allowed. Front desk clerks should ask to see a military identification card to verify eligibility. All lodging guests may be required to provide a credit card at check-in to cover incidental charges. All guests must be reminded that contract lodging is authorized to apply any unpaid incidental charges to their credit card. Payment for personal charges, e.g. telephone, in-room resale items, late check out fees, etc. is the responsibility of the member. At check-in,

confirm the departure date mentioning check-out time. If needed, contract lodging should attempt to provide secure luggage storage service for those guests that arrive before the normal check-in time. Verify guest identification is on each luggage item stored. Provide the guest with a receipt for each item stored. Luggage carts should be provided where feasible. Pets are not authorized to stay with members.

**e. No Shows.** The military will be responsible for, and guarantee payment of quarters reserved but not used. Contract lodging office will check-in all no-show personnel after the 6:00pm hold time period. The hotel must provide a list of no-shows to the 183d Services and 183 MSC by 10:00am the day after the occurrence. The military lodging office will notify the contract hotel by check out time the same day, if the person will occupy contract quarters any additional nights. The military lodging office will be responsible for enforcing policy concerning no-shows.

**f. Room Cleaning:** Every effort should be made to ensure guests have a clean, comfortable room that affords them a good night's rest. All lodging employees have a significant role in this effort. All housekeepers must provide guests with friendly, prompt, professional service that reinforces customer service. Guest requests for towels or other housekeeping supplies must be fulfilled as soon as possible, but no later than 30 minutes after the request during normal working hours; after normal duty hours, towels, spare light bulbs, toilet paper, etc., will at least be made available at the front desk. Rooms under this contract will be provided with daily maid service, to include but not limited to replenishing soiled towels with clean, vacuuming carpet, cleaning/sanitizing toilets, replenishing soap, and one clean drinking glass per occupant. Bed linens will be made up on a daily basis. Bed linens will be changed out completely at a minimum of once weekly per stay, or anytime persons check-out of the room. In addition to full room and common area cleaning, accomplish deep cleaning and preventative maintenance checks not less than quarterly.

**g. Room Descriptions:** Rooms shall be cooled by air conditioning, and adequately heated with individual temperature controls in each room. All rooms must be clean and free of rodents, insects, mold, and other unreasonable allergens. All rooms must be in good repair and without fire and health hazards. Each room will contain a minimum of one 20-inch color television in good working order, dresser space with no less than two drawers per occupant, and one alarm clock. Double rooms shall consist of a minimum of two double (preferably queen) sized beds equipped with inner spring mattresses and box springs and all necessary linens, blankets, and pillows. Single rooms shall consist of a minimum of one queen sized bed equipped with inner spring mattress, box spring, and all necessary linens, blankets, and pillows. Private bathroom. The bathroom shall have a fully functioning tub and/or shower, toilet and sink in good, operational condition. The tub and/or shower shall have a door or curtain. The tub and/or shower shall have a non-slip surface or a rubber mat shall be provided for use on any non-skid resistant surface. Hooks or racks shall be provided for robes or clothing. Adequate shelf space shall be provided for toiletries on or near the sink. A large mirror (minimum 18" x 30") with ample light for shaving/make-up shall be provided over the sink. There shall be a GFI electrical outlet convenient to the mirror. All fixtures shall be in good repair. Fixtures that control the flow of water shall not be cracked or leaking and shall operate properly to maintain a constant and adequate flow of water without sudden

surges or temperature changes. The quantity of hot water provided by the facility shall be adequate for the maximum number of guests. The bathroom shall have proper ventilation by an exhaust fan, a window or a vent. The window shall be of frosted glass, or a curtain shall be provided for privacy. The bathroom floor shall be in good condition. Grout, tile, and linoleum shall be in good condition, maintained properly, and be free of major tears or excessive staining. Toiletries such as bath soap, toilet tissue, facial tissue, bath towels, hand towels, washcloths, shall be provided.

**h. Lost and Found:** The contract lodging must have efficient procedures and operating instructions for the effective handling and return of lost-and-found items to their rightful owners. Store all items in a secure area. The housekeeping staff must maintain a log annotating all found property by building, room, date found, by whom, and disposition of the property. This log should be transferred to the front desk when housekeeping is not open. Every attempt should be made to contact departed guests as soon as possible regarding their forgotten belongings. Vendor may also contact Contracting Office at (217) 757-1265 or 217-757-1251.

**i. Room Check-out Procedures:** Check-out must be completed as promptly as possible. Normal check-out time posted by the hotel should be no earlier than 11:00am. Payment for personal charges, e.g. telephone, in-room resale items, late check out fees, etc. is the responsibility of the member. Military members MUST come to the front desk to perform all check-out procedures. "Express" check-out options will not be authorized for military members reserved under this agreement. This ensures the contract hotel has contact with the military member before departure to collect any personal charges and ensure all hotel keys, invoices and signatures are collected.

**j. Billing Procedures:** Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports @ <https://wawf.eb.mil/>.

**k. Non-smoking Policy:** ALL rooms will be reserved as non-smoking. Contract lodging front desk personnel will inform guests of this policy when checking-in. When smoking does occur in a non-smoking guest room, an efficient ionizer or deodorizer will be used to clean the room and rid it of as much smoke residue as possible. Contract lodging operations are authorized to charge the guest (one time per stay) for cleaning services if the guest is informed of this policy at check-in. Guests may request smoking rooms at the time of check-in as long as the request does NOT incur further cost to the government and the hotel can accommodate this request without changing the original reservations (e.g. Two parties are roomed together, but one party requests smoking room. The adjoining parties will remain in the originally reserved non-smoking room).

#### **4. Normal Hours of Operation.**

Contracted Lodging must operate 24 hours a day.

## 5. Sanitation Requirements.

Contract lodging must comply with Federal, State, and Local sanitation requirements and/or ordinances.

## 6. Contractor Personnel.

**a. Management:** The vendor shall provide a full-time contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, who shall act for the vendor when the manager is absent, shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the vendor on all contract matters relating to daily operation of this contract. The contract manager and alternate or alternates must be able to read, write, speak, and understand English. The positions shall at no time be vacant. The vendor shall also supply the 183d Contracting Officer email(s) and telephone number(s) of the Contract Manager and alternate to be used in case of an emergency.

**b. Front Desk Personnel:** At least one front desk staff member must be in the immediate vicinity of the front desk at all times. The vendor shall not employ off-duty quality assurance personnel nor any person who is an employee of the U.S. Government if the employment of that person would create a conflict of interest, nor shall the vendor employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval in accordance with [Joint Ethics DOD 5500.7-R](#). The vendor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies in [AFI 64-106](#).

**c. Third Party Contracts:** No third-party contracts shall be utilized. The government intends to work directly with each Blanket Purchase Agreement (BPA) holder to ensure timely communication between the vendor and Government.

**II. GOVERNMENT FURNISHED ITEMS AND SERVICES** The government shall provide the facilities, fixtures, equipment, materials and services listed here:

1. The US Government shall not provide any equipment, facilities, labor or services for this requirement.
2. The US Government will provide the following in support of this BPA:
  - a. If established, a copy of the Blanket Purchase Agreement.
  - b. If a BPA is established, a copy of Appointment Letter identifying all designated Contracting Officers who are authorized to purchase/issue calls against the BPA. This will be updated and provided to the contractor on an as-needed basis.
  - c. If a BPA is established and pricing accepted, a Price List identifying a priority listing of properties based off of predetermined rates for single and double rooms for a predetermined period of time shall be provided to the contractor. This will be updated and provided to the contractor on an annual or “as needed” basis.

- d. If a BPA is established, a listing of known required dates of lodging for RSD/ASD Training periods for a time period in length not to exceed 1 year from the time of BPA establishment.
- e. If a BPA is established, Call Sheets (rosters) to the property shall be provided by the Contracting Officer's Designated Government Representative as "Calls" are issued.
- f. Rooms will be booked from the lowest to highest price in that order until all members have been assigned rooms/hotels.

**3. Reservations/Cancellations.** All reservations will only be made through the 183 MSC. Rooms reservations will be booked from least expensive to most expensive until the requirement has been fulfilled. Reservations may be cancelled by the Contracting Officer by giving the lodging facility 24-48 hours notice before check-in. Reservations cancelled within this specified time will not be charged to the Government.

**III. CONTRACTOR FURNISHED ITEMS AND SERVICES.** Except for those items or services specifically stated as government-furnished, the contractor shall furnish everything required to perform this contract, to include:

**1. Property.** The contractor must provide all applicable facilities, equipment, and properties necessary to fully satisfy this contract. All property provided must meet all fire protection, safety, and sanitation requirements of the local and state government. In addition, properties must be available for inspection by military personnel coordinated with the Base Lodging Office within 24 hours notice.

**2. Materials.** The military Lodging Office will forward a list of authorization identifying each person authorized lodging and their reserved dates of stay.

#### **IV. GENERAL INFORMATION**

**1. 183d Policies.** The installation commander reserves the right to refuse service to any guest for cause. (This responsibility may be delegated to the lodging office).

**2. U.S. Department of Labor Information.** "Equal Opportunity is the Law", "Notice to Employees Working on Government Contracts", "Employment of the Handicapped" and all other applicable information posters must be displayed in a conspicuous place available to all employees and applicants for employment.

**3. Training.** The contractor shall provide necessary training to employees and maintain records of all training on-site and have them available for government review. Additional training may become necessary during the contract period.

All contract personnel must receive training within the first 4 days of work. Initial training shall be conducted on safety, security, and emergency procedures (first two days of work). All employees should have a lodging operation overview, to include reservations, front desk

operations, housekeeping, and maintenance and customer service. In addition, all front desk employees shall be fully trained on the issues and policies of this contract.

#### **4. Security Requirements.**

**a. Guest Security.** Guest safety and security is of the utmost importance. Accordingly, the front desk staff must not give a guest's room number or personal information to others over the phone or in person unless authorized person is authorized to acquire information i.e. 183 MSC or 183d Services.

1. Key control procedures will be implemented to ensure security. Do not print room numbers on the key, key chain, or electronic door openers. If room numbers are already placed on keys or key chains, place the key in a small envelope to conceal the room number until replaced.
2. Do not issue replacement keys to guests when another key is requested without positive identification confirming that the guest is assigned to the particular room.
3. Award of the contract will require compliance with local and state regulations concerning Fire, Safety, Public Health and Security requirements and Occupational Safety and Health Administration (OSHA) Standards. Inspections will be conducted by 183 WG personnel prior to award, and will be conducted periodically throughout the term of the contract to determine compliance with applicable requirements. Non-compliance with any inspection item will require correction prior to booking further room reservations. General inspection categories are listed below.

Fire Prevention  
Occupational Safety and Health  
Public Health  
Security

**b. Removal Of Employees.** The use of alcoholic beverages or illegal drugs by vendor personnel while on duty is strictly forbidden. The vendor will immediately remove any employee who is under the influence of alcohol or illegal substance. Any vendor employee under the influence or caught in possession of illegal narcotics, paraphernalia, or weapons will be immediately turned over to the local police. This action does not relieve the vendor from total performance of the contract tasks specified herein.

**5. Hotel Location.** Contracted hotels must be no more than 13 miles from the 183d Wing, Abraham Lincoln Capital Airport, 3101 J. David Jones Pkwy. Springfield, IL 62707.

**6. Hotel Inspection.** Contracted hotels/motels understand and consent that the 183d WG Services, Medical Health, Safety, Fire and Contracting offices may inspect the contracted hotel at any time during the agreement period.

**7. Room Rates.** Room rates will be based on a per room basis to include applicable Hotel Taxes. Agreed room rates should be billed as per agreement. Initial rates shall be valid for 1 year



from the issuance of the BPA. At the expiration of this time period the Government may contact the contractor to renew a price list for the follow-on year of the agreement period. Contractor shall not terminate the reservation in order to place private customers in rooms in order to receive a higher rental fee. Such practice may result in termination of BPA.

**8. Acts Of Nature.** The contractor shall use reasonable diligence to provide a regular and uninterrupted supply of service, but shall not be liable for damages, breach of contract or otherwise, to the government for failure, suspension, diminution, or other variations of service occasioned by or consequence of any cause beyond the control of the vendor, including but not limited to acts of nature or of the public enemy, fires, floods, earthquakes, or other catastrophes strikes of failure or breakdown of transmission or other facilities. If any such failure, suspension, diminution, or other variation of service shall aggregate more than 48 hours during any billing period hereunder, an equitable adjustment shall be made in the monthly billing specified in this contract (including the minimum monthly charge). Vendor shall notify the 183d Contracting Officer immediately of any such occurrence. Vendor will also provide information concerning the impact on availability of services.

**9. SYSTEM FOR AWARD MANAGEMENT (SAM).** In order for a contractor to be eligible to conduct business with the Government, the contractor must be registered on the System for Award Management website (<https://www.sam.gov/portal/SAM/>) and keep their registration current by renewing the registration annually. Vendor shall provide their CAGE code, DUNS Number, and Federal Tax ID Number with their quote.

## **V. Definitions**

- 1. Contracting Officer (KO)-** A person who can bind the Federal Government of the United States to a contract. Contracting Officers hold a warrant that allows them to negotiate on behalf of the United States Government. As the Government's agent, only KOs may execute, modify, or terminate a contract.
- 2. Contract Lodging Office-** Office responsible for hotel where military members are staying.

**EXHIBIT 1 PRICING SHEET**  
**Blanket Purchase Agreement**  
**183d Wing-Off Site Lodging**

<b>ITEM</b>	<b>Description</b>	<b>Unit</b>	<b>Rooms Available Per weekend</b>	<b>Price</b>
<b>0001</b>	<b>Single Occupancy Hotel Room</b>	<b>Each</b>		
<b>0002</b>	<b>Double Occupancy Hotel</b>	<b>Each</b>		

\*The rooms are US Government Tax Exempt. State Tax and Bed/Occupancy Room Tax will be added to the room rate after award. A tax exemption certificate will be provided upon request.

Company Name: \_\_\_\_\_

Point of Contact: \_\_\_\_\_

\_\_\_\_\_  
Company Representative Signature

\_\_\_\_\_  
Title