PERFORMANCE WORK

STATEMENT (PWS)

FOR

Wright-Patterson AFB, OH

LOCAL

TELECOMMUNICATIONS

SERVICE II (LTS II)

12 May 2026

Performance Work Statement (PWS): Managed IP-Based Voice Services

1.0. Scope

This PWS outlines the requirements for Wright Patterson AFB Public Telephone Network Interconnect Service, utilizing IP-based voice transport solution. The vendor shall provide all necessary transmission facilities, equipment, materials, maintenance, and engineering required to deliver a voice interconnection service, enabling access to bi-directional and worldwide phone networks.

The vendor shall deliver the service to two distinct physical sites on the installation to ensure redundancy and continuity of operations. All services must be routed through a vendor-managed private VPN and delivered via an Ethernet hand-off. At the Government's demarcation points, the vendor is required to provide and install all necessary equipment to convert the service to a T1/Primary Rate Interface (PRI) presentation.

The solution must include, but is not limited to: Direct Inward Dialing, Direct Outward Dialing, Caller-ID Delivery of Name and Number, emergency 911/E911 alternate routing, Government Emergency Telecommunications Service (GETS) access, and national/international dialing capabilities. The vendor is responsible for all aspects of the service up to and including the physical hand-off at the T1/PRI equipment demarcation points.

All services, equipment, and performance must comply with the security requirements of the Department of War (DoW), as well as all applicable Federal Communications Commission (FCC), Public Utility Commission (PUC), and industry standards. The Internet Telephony Service Provider (ITSP) shall deliver a SIP trunk that terminates on a media gateway. This gateway will convert the service to provide TDM trunks or POTS lines for connection to legacy, non-VoIP equipment, such as a PBX, key system, or analog end instrument.

This PWS and its appendices define the current service requirements and may be modified to incorporate future requirements as they arise. These services are for Government use only and shall not extend to non-Government entities or contractors. **Note:** Government data networks and end equipment will not be available for contractor use.

2.0. Installation, Cutover, and Demarcation (CDRL A0002)

2.1. General Installation Requirements

The vendor shall provide and install all necessary transmission equipment, cabling, and hardware within the Government-provided space at the base demarcation locations. The installation must deliver the services as outlined in this PWS and adhere to all requirements specified in Appendix 10.

- **Coordination:** The vendor shall coordinate with the Communications Systems Officer

(CSO) to ensure compliance with all local procedures for equipment and cable installation. The CSO is the Government representative responsible for telecommunications activities and will be identified in Appendix 10. After services are authorized by the AFLCMC/PZ Contracting Officer, the Contractor shall coordinate with the CSO prior to the installation, removal, expansion, and/or change out of equipment. Organizational office symbol for the CSO and technical representative will be identified in Appendix 10.

- **Installation Standards:** All work must be performed in accordance with national and local safety codes. All new cable installations shall be underground or direct buried; aerial installations are not permitted for new runs. The CSO may approve aerial replacement of existing aerial cable at their discretion.
- **Utilities:** Government will provide power Alternating Current (AC) power to rack locations, the vendor is responsible for all wiring and connections to Government-provided power connection points, master ground connections, and termination frames.

2.2. Installation, Cutover and Decommission Plans

The vendor shall perform a comprehensive site survey for both redundant locations after contract award. The vendor shall develop a detailed Installation, Cutover and Decommission Plan for submittal to the Government no later than (NLT) 15 calendar days after award. The Government requires 15 working days to review and provide comments or acceptance. The vendor shall provide final plans, NLT 10 working days, after receipt of the Government comments. The vendor shall not commence on-site installation, cutover or decommission until the vendor receives Government acceptance of the plans. Any deviations from the final plans will be coordinated with the Government prior to any work being accomplished in the affected area. Any omissions or a discrepancy in the installation, cutover and decommission plan do not relieve the vendor's responsibility to install, cutover and perform all services as identified in this requirement. It is the vendor's responsibility to resolve any problems associated with these efforts.

Cutover for Primary and Secondary sites is requested to be completed NLT 12 Nov 2026

- **Installation Plan**. The Installation Plan shall, at a minimum, contain the following site-specific information:
    - Description of new equipment to be installed (including any site support required to support this installation).
    - Detailed location of equipment to be installed.
    - Floor Plan Layout.
    - Installation schedule.
- **Cutover Plan** The cutover plans shall, at minimum, contain the following specific information.
    - Conditions/Support required being in place prior to the start of cutover.
    - A detailed listing of actions/events that must occur for successful cutover of all items identified in the Appendix 10.
    - A listing of the awarded contractor responsibilities.
    - A listing of the incumbent contractor responsibilities.

    - A listing of Government responsibilities
    - A dialing test plan to validate ported numbers work correctly.
    - A dialing test to access the Government Emergency Telecommunications Services (GETS).

- **Decommissioning Plan:** The plan must include a detailed process for disconnecting and removing all equipment and circuits from the incumbent provider (CenturyLink Communications – DBA LUMEN) upon successful cutover.
    - Communications Service request to incumbent provider, to ensure disconnection of existing services.

2.3. Demarcation and Physical Termination

The demarcation points shall be specified in Appendix 10.

- **Circuit Termination:** The vendor shall terminate all circuits to vendor-provided hardware (terminal blocks, patch panels). All circuits must be clearly and permanently tagged with the circuit ID, DISA CCSD or telephone number, and the authorizing work order number. *
- **Physical Protection:** All outside plant copper cables entering a demarcation facility must be electrically protected (grounded, terminated on protector modules) in accordance with NFPA 70 (National Electrical Code) requirements.
- **Hardware:** Digital circuits shall be terminated to the appropriate DSX-1, DSX-3, Cat 6, or fiber optic patch panel. Analog and low-rate data circuits shall be terminated to vendor-provided terminal blocks on the Main Distribution Frame (MDF).

3.0. Managed IP Voice Services and Features (CDRL A0001)

3.1. Core Service Requirements

- **Platform:** The vendor shall provide a resilient Public Switched Telephone Network (PSTN) access solution via a vendor-hosted IP-based platform.
- **Redundancy:** The service must be delivered to two geographically separate demarcation points identified in Appendix 10. The vendor's design must provide for redundant paths (diversity) to avoid single points of failure between demarcation points.
- **Secure Transport:** All IP voice traffic must be routed over a private, vendor-managed VPN between the installation and the commercial voice platform.
- **Service Hand-off:** All services must be terminated at the Government's demarcation points as T1/PRI circuits.
- **Number Portability:** The vendor shall provide full telephone number portability for all existing commercial subscriber lines and DID directory numbers, as identified in Appendix 10. Actions shall be in compliance with all FCC and state PUC mandates.

- **Outbound Caller-ID:** The vendor shall sanitize all Caller-ID Names prior to transmission on the PSTN, all transmitted names shall be replaced with Wright-Patterson AFB or US Government.

3.2. Standard Service Features
The service shall include, at a minimum:

- Direct Inward Dialing (DID) and Direct Outward Dialing (DOD)
- Call blocking for the 900 NPA and third-party billing.
- Toll-free access
- Automatic trunk group routing and alternate route selection

3.3. Emergency Services

- **911/E911 Services:** Wright Patterson AFB operates a dedicated PSAP utilizing the Vesta platform with internal ALI data. The vendor shall provide access for alternate routing to 911/E911 services through the local emergency services organization for overflow routing. The vendor must maintain public 911/E911 ALI database with minimal information set identifying numbers as Wright Patterson AFB, without granular building/address identifiers. Vendor will maintain responsibility for PUCO/FCC required carrier identification entries.
- **Government Emergency Telecommunications Service (GETS):** The vendor's switch must support the 710 NPA to allow authorized users access to GETS by dialing 0/1+710-NXX-XXXX. This service is critical for National Security and Emergency Preparedness (NS/EP) missions and provides priority processing on the PSTN during emergencies. The vendor shall not provide or permit "10-10 dial-around" services.

3.4. Billing and Call Rating

- All domestic calls originating from and terminating within the United States shall be provided on a flat-rate basis, with no additional per-minute or long-distance charges. No additional charges or bundles shall be charged based on usage basis. This applies to all lines and trunks.

3.5. Ancillary Transport Services
As specified in Appendix 10, the vendor shall provide local exchange transport channel services. These may include, but are not limited to, alarm circuits, analog lines, and data circuits.

4.0. Service Levels, Maintenance, and Reporting

4.1. Service Restoration and Maintenance (CDRL A0003)
The contractor shall respond to and restore all service outages based on the priority level assigned by the CSO.

- **Priority Restoration:** For mission-essential functions, the vendor shall prioritize restoration in accordance with the Telecommunications Services Priority (TSP) program and the base Restoration Priority List (RPL).
- **Response Time:** The vendor must respond to the Government within one (1) hour of any outage notification to coordinate restoral of services according to the following service restoral timelines.
    - **Catastrophic**: A widespread disaster where infrastructure is destroyed. Determined by TSP/RPL; vendor must provide a catastrophic restoration plan.
    - **Emergency** - An outage that severely hampers the mission. Within **4 hours** of response.
    - **Serious**: An outage that significantly affects the mission. Within **24 hours** of response.
    - **Routine**: An outage that hampers day-to-day operations. Within **2 calendar days** of response.
- **Scheduled Outage:** The vendor must notify the CSO 30 days in advance of any scheduled maintenance that will affect telecommunication services, providing a detailed explanation and expected downtime.

4.2. Service Orders (CDRL A0004)
The vendor shall complete service orders within the following timeframes, as determined by the CSO:

Emergency: Within **3 calendar days**

Priority: Within **7 calendar days**

Routine: Within **14 calendar days**

4.3. Testing and Analysis (CDRL A0005)

- **Circuit Testing:** The vendor shall test all new circuits and provide the test results to the CSO upon activation. All circuit parameters must be documented in the Customer Service Records.
- **Traffic Analysis:** Upon request from the CSO, the vendor shall perform traffic analysis and provide a detailed report within 15 calendar days. The report shall include usage data (CCS or Erlangs), grade of service, and recommendations for expansion or reduction of trunks or transport circuits.

4.4. Customer Service Records (CSR) and Reporting (CDRL A0006)

- **CSR and Billing Accuracy:** The vendor shall generate itemized billing statements for all services. All associated CSRs must be accurately updated within ten (10) business days of service activation.

- **CSR Content Requirements:** Records must contain detailed information, including user/circuit details, service types, costs, and activation dates.
- **CSR Delivery Schedule:** The vendor shall provide a complete and accurate CSR compilation to the CSO and CO no later than 60 days after the initial cutover, and on an annual basis thereafter.
- **Online Customer Portal:** The vendor shall provide a secure online portal for authorized Government personnel. This portal must provide, at a minimum, the ability to view, search, and download monthly billing current and historical monthly billing statements and CSR data on demand. The Customer Portal shall also provide capability to submit, view, and comment on site outage reports.
- **Technical Support & Outage Reporting:** The vendor shall provide a 24x7x365 support telephone phone number and a documented procedure for reporting and escalating all service degradation issues or outages.
- **Law Enforcement & Compliance:** The vendor shall provide and maintain a formal, documented procedure to process and respond to official law enforcement requests for call tracing and other legal inquiries.

5.0. Contract Management and Security

5.1. Contract Management

- **Project Manager:** The vendor's project manager shall be available during standard business hours (0700-1700 local) to meet with the CSO for technical discussions.
- **Contractor Identification:** All vendor employees shall identify themselves as contractor personnel in all communications and wear visible identification when on-site.

5.2. Health, Safety, and Environmental

The vendor shall comply with all base regulations and federal/state/local laws regarding security, safety, and the environment. This includes having a comprehensive safety and health plan, coordinating with base safety personnel regarding hazardous materials, and following all accident reporting procedures. The use of ozone-depleting chemicals is prohibited.

5.3. Security Requirements

- **Employee Lists & Access:** The vendor shall maintain a current list of all employees and provide it to the CSO and Security Manager. The vendor is responsible for obtaining all necessary passes and identification for employees and vehicles and for retrieving them upon employee departure.
- **Key Control:** The vendor shall be responsible for all Government-issued keys and may be held liable for the cost of re-keying locks if keys are lost or duplicated.
- **Controlled Information:** The vendor shall comply with all DoD regulations for handling For Official Use Only (FOUO) information.

- **Prohibited Items:** Weapons, firearms, and ammunition are strictly prohibited on the installation.

6.0. Site-Specific and Special Requirements

Site-specific requirements, special services, and any further details will be identified in Appendix 10 and the contract schedule. No work on special requirements shall be authorized until a formal contract modification has been issued.