PERFORMANCE WORK STATEMENT (PWS)
Unaccompanied Housing Broadband Internet Infrastructure and Service

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Table of Contents

1.0 Introduction and Background 3

- 1.1 Purpose 3
- 1.2 Background 3
- 1.3 Scope of Work 3

2.0 Contractor Requirements 3

- 2.1 Technical Requirements 3
- 2.2 Installation and Implementation 5
- 2.3 Maintenance and Support 6

3.0 Performance Standards and Metrics (Service Level Agreement - SLA) 6

- 3.1 Uptime Guarantee 6
- 3.2 Latency and Packet Loss 6
- 3.3 Reporting 6
- 3.4 Quarterly Multi-Functional Team Reviews 6

4.0 Security Requirements 6

- 4.1 Network Security 6
- 4.2 Data and Device Policy 6

5.0 General Information 7

- 5.1 Period of Performance 7
- 5.2 Travel and Transportation 7
- 5.3 Hours of Service 7
- 5.4 Federal Holidays 7
- 5.5 Inclement Weather, Exercise, or Alerts 7
- 5.6 Installation Security 7
- 5.7 Traffic Laws 8

6.0 Deliverables 8

7.0 DAF Contracting Regulations 8

TECHNICAL EXHIBIT 1 11

PERFORMANCE WORK STATEMENT (PWS)

Unaccompanied Housing Broadband Internet Infrastructure and Service
Whiteman AFB, MO
18 March 2026

1.0 Introduction and Background

- 1.1 Purpose: This Performance Work Statement (PWS) outlines the requirements for a contractor to provide reliable, high-speed broadband internet service to residents of military unaccompanied housing (dormitories). The service is intended to improve the quality of life, support professional and educational development, and ensure connectivity for residents.
- 1.2 Background: Section 651 of the National Defense Authorization Act (NDAA) for FY25, amended title 10, U.S. Code adding § 2265, access to broadband internet access service for certain members of the armed forces. In accordance with policy directives from the Department of War (DoW), the Secretary of the Air Force for Installations and Environment (SAF/IEI), and the Air Force Civil Engineer Center (AFCEC), broadband internet is to be provided at no cost to Airmen, Guardians, and other service members residing in permanent party unaccompanied housing. This initiative is a quality-of-life enhancement and a critical component of modernizing base infrastructure.
- 1.3 Scope of Work: The contractor shall provide all necessary personnel, equipment, materials, and supervision to engineer, install, operate, and maintain a comprehensive, turnkey broadband internet service for the designated dormitory facilities; bldgs. 1551, 1552, 1556, 1559, 1560, and 1561. This includes providing the network infrastructure, managing the service, and providing technical support to all residents.

2.0 Contractor Requirements

- 2.1 Technical Requirements:
    - 2.1.1 Bandwidth and Speed: The internet service shall meet or exceed the speed benchmarks for fixed broadband established by the Federal Communications Commission (FCC) under Section 706 of the Telecommunications Act. As of March 2025, this benchmark is a minimum of 100 Mbps download and 20 Mbps upload speed per user. The contractor must adhere to the latest FCC benchmark throughout the contract period.
    - 2.1.2 Network Coverage: The contractor shall ensure reliable, high-speed wireless internet coverage is available throughout all individual residential rooms and common areas within the designated unaccompanied housing facilities.

Resident room counts per dormitory (counts include hospitality rooms):

	Building		Number of Rooms
	1551		126
	1552		128
	1556		126
	1559		128
	1560		125
	1561		123
Total Bldgs	**6**	**Total Rooms**	**756**

- 2.1.3 Equipment: The contractor shall provide, install, and maintain all necessary networking equipment, including but not limited to routers, modems, switches, and wireless access points (WAPs), to meet the performance standards of this PWS. Any costs associated with the replacement of contractor-provided equipment will be the responsibility of the contractor. As required by the 2 June 2025 memorandum from the Assistant Secretary of Defense, installations should utilize existing infrastructure already in place in unaccompanied housing to the greatest extent practicable.

- 2.1.4 Network Access: A service login landing page (i.e., captive portal) must be presented to each user prior to accessing the service. This page must clearly describe the terms and conditions of use.

  2.1.4.1 Automatic Redirection: Any device attempting to access an external website prior to authentication shall be automatically redirected via HTTP/HTTPS intercept to a secure, government-approved web portal (splash page).

  2.1.4.2 Branded Portal: The portal shall be customized with approved Department of War (DoW) and/or Whiteman AFB branding and shall serve as the single point of entry for network access.

  2.1.4.3 Terms of Service Acceptance: The primary function of the portal shall be to present the user with the most current Terms of Service (ToS) and Acceptable Use Policy (AUP). The user must actively accept these terms via a clickable button (e.g., "Connect to Internet") before the device's MAC address is authorized for network access.

  2.1.4.4 Session Management: Once authenticated, a user's session shall remain active for a minimum of 24 hours without requiring re-authentication, unless the device disconnects from the network for an extended period.

2.1.4.5 Device Compatibility: The captive portal solution must be compatible with a wide range of personal electronic devices, including but not limited to laptops (Windows, macOS), smartphones/tablets (iOS, Android), and gaming consoles.2.1.4.6 Content Filtering: Appropriate web content filters shall be applied, and content will be filtered for inappropriate material in accordance with respective facility or Component-level policy.

- 2.1.5 Dedicated IP Addresses: Shall provide unique, dedicated IP addresses to each room to provide enhanced security, precise bandwidth management, network performance, and increased troubleshooting capabilities.

- 2.2 Installation and Implementation:
  - 2.2.1 Installation Plan: The contractor shall provide a detailed installation plan and implementation timeline. Infrastructure shall be in place and service provided IAW this PWS prior to 30 September 2026.
  - 2.2.2 Contractor shall be responsible for protection of grounds, buildings, and equipment therein from loss or damage.
  - 2.2.3. Contractor shall keep the work site free from accumulation of waste material. Prior to leaving the work site each day, the contractor shall do an inspection of the immediate and adjacent work areas to ensure that all waste has been removed, and the area maintains a safe and tidy appearance. All waste shall be handled, transported, stored, and disposed of off the installation at the expense of the contractor in accordance with the applicable federal, state, and local laws.
  - 2.2.4. Contractor is responsible for receiving and unloading any/all receivables delivered to the work site and shall be responsible for any necessary storage.
  - 2.2.5. A minimum of a forty-eight-hour estimated lead time is requested for the delivery/installation of broadband equipment.
  - 2.2.6 System Testing: Upon installation, the contractor must conduct comprehensive testing to verify that the network meets all requirements of this PWS, especially the speed and coverage standards, and provide testing documentation.
  - 2.2.7 Periodic Installation Progress Meetings: Throughout the installation and testing phase, the Contractor shall schedule and conduct bi-weekly progress meetings with the Contracting Officer's Representative (COR) and other relevant Government personnel. The purpose of these meetings is to provide a detailed review of installation progress against the Government-approved timeline. During these meetings, the Contractor shall report on completed tasks, upcoming activities, and identify any current or anticipated risks, impediments, or delays.

The Contractor is responsible for proposing and discussing mitigation strategies to ensure the project remains on schedule. The Contractor shall also provide meeting minutes and an updated action item tracker to the Government within two (2) business days following each meeting.

- 2.3 Maintenance and Support:
    - 2.3.1 Technical Support: The contractor must provide 24/7/365 technical support to residents and government staff via a toll-free number and online portal. The contractor shall propose and adhere to defined response and resolution times based on issue severity.
    - 2.3.2 Proactive Monitoring: The contractor shall continuously monitor the network to proactively identify and resolve issues before they impact users.

3.0 Performance Standards and Metrics (Service Level Agreement - SLA)

- 3.1 Uptime Guarantee: The network must be available at a minimum of 99.9% of the time, measured monthly, excluding scheduled maintenance.
- 3.2 Latency and Packet Loss: The contractor shall maintain network latency below 75ms and packet loss below 1% for all connections within the continental United States.
- 3.3 Reporting: The contractor shall provide monthly performance reports detailing network up time, average bandwidth usage, speed test results, support ticket volume, and any service disruptions.
- 3.4 Quarterly Multi-Functional Team Reviews: The Contractor shall participate in quarterly multi-functional team reviews with Government personnel to ensure open communication, review overall program status, and proactively address any issues or concerns.

4.0 Security Requirements

- 4.1 Network Security: The contractor is responsible for implementing robust security measures to protect the network from unauthorized access, cyber threats, and malicious activity.
- 4.2 Data and Device Policy: The contractor must comply with all relevant data privacy regulations. While personal devices are not subject to DoW device policies, any use of a DoW-issued portable electronic device on the network must comply with DoW Instruction 8420.01.

5.0 General Information

- 5.1 Period of Performance. The contract will have a base period of one year, with four (4) one-year option periods for extension, contingent upon satisfactory performance. Extensions up to six months at the end of the period of performance may be determined to be in the best interest of the Government.

- 5.2 Travel and Transportation. The Contractor is responsible for mobilization of personnel and equipment to and from all individual facilities including all shipping, delivery of materials, loading and offloading of materials, tools, and necessary equipment, including storage, to perform the required activities to accomplish the PWS.

- 5.3 Hours of Service. The Government shall provide access to facilities (including mechanical rooms) during the infrastructure install phase between the hours of 0700-1600, M-F (excluding federal holidays and family days).

- 5.4 Federal Holidays. Normal workdays are Monday through Friday except US Federal Holidays as stated below.

    - New Year's Day – January 1
    - Birthday of Martin Luther King, Jr. – Third Monday in January
    - Washington's Birthday (Presidents' Day) – Third Monday in February
    - Memorial Day – Last Monday in May
    - Juneteenth National Independence Day – June 19
    - Independence Day – July 4
    - Labor Day – First Monday in September
    - Columbus Day – Second Monday in October
    - Veterans Day – November 11
    - Thanksgiving Day – Fourth Thursday in November
    - Christmas Day – December 25

- 5.5 Inclement Weather, Exercise, or Alerts. Work scheduled not accomplished because of base closure due to weather, exercise, or actual alert will be accomplished as soon as possible after reopening of the base. Occasionally, it is necessary to require early release of Whiteman AFB personnel, late reporting, or a total base closure when weather conditions make normal travel unsafe. When weather conditions cause one of the above situations, Contractor personnel will be denied access to the base, unless they have been notified that their contract service has been determined essential. Occasionally, real world situations or exercises may prohibit base access or ability to remain on base. Information pertaining to Whiteman AFB operating status can be accessed at the following website: https://www.whiteman.af.mil.

- 5.6 Installation Security. The Contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the COR. The Contractor and all associated Sub-Contractor employees shall provide all information required for background checks to meet installation access

requirements to be accomplished by installation Security Office. The Contractor shall ensure compliance with all personal identity verification requirements as directed by Department of War (DOW), Headquarters Department of the Air Force, and local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in Contractor security matters or processes.

All personnel accessing Whiteman AFB must possess a valid REAL ID State or Government picture identification card. Individuals presenting identification cards from a state that is non-compliant with the REAL ID Act will require additional documentation to gain unescorted base access. Additional documentation includes a valid U.S. or foreign government issued passport, an employment authorization document that contains a photograph, or identification cards issued by federal state or local government agencies that include a photo and biographic information. A full list of REAL ID Act compliant and non-complaint states can be found at https://www.dhs.gov/real-id. Personnel requesting vehicle access to Whiteman Air Force Base must provide a valid driver's license, current vehicle registration, and valid vehicle insurance. Foreign Nationals will not be authorized access to Whiteman AFB, MO.

- 5.7 Traffic Laws. The Contractor and its employees shall comply with base traffic regulations and driving policies in accordance with the provisions of **AFMAN 31-116**. Currently, ONLY hands free cell devices may be used while operating a motor vehicle. Failure to adhere to the base cell phone use policy may result in suspension of base driving privileges. Security Forces may change base traffic regulations at any time.

6.0 Deliverables

- The contractor shall provide the following deliverables:
    - Installation Plan and Timeline
    - System Acceptance Test Plan and Report
    - Monthly Performance and Outage Reports
    - Quarterly Multi-Functional Team Reviews

7.0 DAF Contracting Regulations

The regulations below apply to this contract per the Department of the Air Force Contracting Compass.

HEALTH AND SAFETY ON GOVERNMENT INSTALLATIONS

In performing work under this contract on a Government installation, the contractor shall:

1. Take all reasonable steps and precautions to prevent accidents and preserve the health and safety of contractor and Government personnel performing or in any way coming in contact with the performance of this contract; and

a. Take such additional immediate precautions as the contracting officer may reasonably require for health and safety purposes.

2. The contracting officer may, by written order, direct Department of the Air Force Occupational Safety and Health (AFOSH) Standards and/or health/safety standards as may be required in the performance of this contract and any adjustments resulting from such direction will be in accordance with the Changes clause of this contract.

3. Any violation of these health and safety rules and requirements, unless promptly corrected as directed by the contracting officer, shall be grounds for termination of this contract in accordance with the Default clause of this contract.

ELIMINATION OF USE OF CLASS I OZONE DEPLETING SUBSTANCES (ODS)

Contractors shall not:

1. Provide any service or product with any specification, standard, drawing, or other document that requires the use of a Class I ODS in the test, operation, or maintenance of any system, subsystem, item, component, or process; or

    a. Provide any specification, standard, drawing, or other document that establishes a test, operation, or maintenance requirement that can only be met by use of a Class I ODS as part of this contract/order.

2. For the purposes of Department of the Air Force policy, the following products that are pure (i.e., they meet the relevant product specification identified in AFI 32-7086[AR2]) are Class I ODSs:

    a. Halons: 1011, 1202, 1211, 1301, and 2402;

3. Chlorofluorocarbons (CFCs): CFC-11, CFC-12, CFC-13, CFC-111, CFC-112, CFC-113, CFC-114, CFC-115, CFC-211, CFC-212, CFC-213, CFC-214, CFC-215, CFC-216, and CFC-217, and the blends R-500, R-501, R-502, and R-503; and

    a. Carbon Tetrachloride, Methyl Chloroform, and Methyl Bromide.

CONTRACTOR ACCESS TO DEPARTMENT OF THE AIR FORCE INSTALLATIONS

- The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Department of the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.
- The contractor shall submit a written request on company letterhead to the contracting officer representative listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to

the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer representative will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, and valid vehicle insurance certificate to obtain a vehicle pass.

- During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.
- When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with DAFI 31-101, Integrated Defense, and DODMAN5200.02_DAFMAN 16-1405, Air Force Personnel Security Program citing the appropriate paragraphs as applicable.
- Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.
- The contractor shall provide an after-hours contact number or after-hours email in the Emergency Mass Notification System (EMNS) for each of their personnel, whose normal place of duty is on a DoW installation or within a DoW facility. The contractor shall comply with any additional requirements in DAFMAN 10-206, Emergency Mass Notification System (EMNS) for emergency operational reporting. Foreign Nationals may participate and may remove themselves from the Emergency Mass Notification System at any time. To update information, personnel can access the globe icon on their system desktop screens and choose the "Access Self-Service" option.
- Failure to comply with these requirements may result in withholding of final payment.

TECHNICAL EXHIBIT 1 Services Summary (SS)

This Services Summary (SS) includes performance objectives the Government will use to determine Contractor performance and will compare Contractor performance to the Acceptable Quality Level (AQL). For those tasks listed on the SS the COR or evaluators will follow the methods of surveillance specified in this contract. Government surveillance of tasks not listed in the SS, or by methods other than those listed in the SS, or as prescribed by regulation may occur during the performance period of this contract. All surveillance will be done according to standard inspection procedures or other contract clauses. Government personnel will record all surveillance operations and will maintain a file of all inspection results. Successive months of unacceptable performance for any Performance Objective (PO) item may result in appropriate action by the CO IAW regulations and contract clauses.

COR/GSME Surveillance with Quality Assurance Surveillance Plan (QASP). The Government, through the COR, shall periodically evaluate the Contractor's work performance in accordance with the specific contract performance requirements. The Government will evaluate the Contractor's performance under this contract in accordance with the Services Summary. The Services Summary is primarily focused on what the Government will do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s). The COR and/or GSME is the primary contact for surveillance and contract performance. The COR and/or GSME does not have the authority to make any contract changes or authorize additional work only a Government appointed Contracting Officer has the authority to do so.

PWS Paragraph	Performance Objective	Performance Standard & Acceptable Quality Level	Method of Assessment
2.2.1	SS-1 Installation Plan and Timeline	The contractor's comprehensive installation plan shall be provided as part of the proposal. Infrastructure must be fully installed and operational by 30 September 2026.	Physical inspection and verification of installation completion.
2.2.6	SS-2 System Acceptance Test Plan and Report	A detailed test plan must be submitted 14 days prior to the planned test date. The final report, verifying that all PWS requirements are met, must be submitted within 7 days of test completion. AQL: 100% of tested locations must meet the speed and coverage standards. If the system fails testing, the contractor must submit a corrective action plan within 5 business days and re-test at their own expense.	COR and CA/CO review and approval of the test plan and report. The Government may witness any or all testing.

2.2.7	SS-5 Periodic Installation Progress Meetings	Contractor shall conduct bi-weekly progress meetings during the installation and testing phase. Agendas must be provided at least 2 business days prior to the meeting, and minutes must be distributed within 2 business days after. AQL: 95% of meetings must be held on schedule with timely submission of all required documentation.	Adherence to the meeting schedule. Government acceptance and review of attendance logs and date of receipt for all agendas and minutes.
3.3	SS-3 Monthly Performance and Outage Reports	Reports are due by the 5th business day of the following month. Reports must be 100% complete and accurate, detailing all metrics required by PWS 3.3. Late or inaccurate reports may require resubmission.	Receipt and review of reports by COR and CA/CO.
3.4	SS-4 Quarterly Multi-Functional Team Reviews	Quarterly multi-functional team reviews shall be held with Government personnel to ensure open communication, review overall program status, and proactively address any issues or concerns. Reviews shall be held within the first 15 days of each quarter either in-person, via Microsoft Teams, or via email.	Review of meeting minutes and action items. Government assessment of contractor preparedness and participation.
3.1	Uptime Guarantee	The network must be available 99.9% of the time each month, excluding scheduled maintenance. This equates to no more than ~43 minutes of unscheduled downtime per month.	COR and CA/CO review of contractor's monthly uptime reports.
2.1.1	Bandwidth and Speed	95% of all speed tests performed must meet or exceed the FCC benchmark of 100 Mbps download and 20 Mbps upload per user.	Analysis of contractor's monthly speed test results. Independent speed tests conducted by Government personnel at random locations and times.
3.2	Latency and Packet Loss	Network latency shall not exceed 75ms and packet loss shall not exceed 1% on 98% of measurements within the continental US.	COR and CA/CO review of contractor's monthly performance reports. Government-owned network monitoring tools to conduct periodic spot checks may be used.

2.1.2	Network Coverage	Reliable wireless signal must be available in 100% of individual residential rooms and common areas specified in the PWS. "Reliable" is defined as a signal strength sufficient to achieve the required bandwidth.	Physical site surveys with Wi-Fi analysis tools upon initial installation and in response to user complaints.
2.3.1	Technical Support	Tier 1 (user-facing) issues acknowledged within 1 hour, resolved within 24 hours. Tier 2 (network/infrastructure) issues acknowledged within 30 minutes, resolved within 4 hours. AQL: 95% of tickets must meet these resolution times.	COR and CA/CO review of monthly help desk reports (ticket volume, response times, resolution times).

End Technical Exhibit 1

END PWS