STATEMENT OF WORK

High-Speed Internet Services for Campus Dormitories

13 May 2026

DRAFT

1. Scope of Work:

The contractor shall provide all labor, parts, materials, tools, supplies, transportation, and equipment to install, operate, and maintain a high-speed internet network for the campus dormitories. This network must provide full coverage for seventeen (17) buildings, servicing a total of 1,212 rooms.

2. Description of Service:

The contractor shall perform the following tasks:

2.1. Installation: Unload, uncrate, inspect, and properly install all specified networking equipment (routers, switches, wireless access points, etc.) to provide service as outlined in the technical requirements. Any damaged material or equipment will not be accepted and shall be replaced by the contractor at no expense to the Government.

2.2. Network Activation: Ensure a fully functional high-speed internet network meeting all technical specifications is operational by the agreed-upon Go-Live Date.

2.3. Support & Maintenance: Provide ongoing 24/7 technical support for all residents and perform routine maintenance to ensure network stability and performance.

2.4. Security: Implement and maintain robust security measures to protect the network and its users from unauthorized access and cyber threats.

3. Technical Requirements & Description of Items:

The internet service and all provided equipment must meet the following minimum standards:

3.1. Requirement Specification

3.1.1. Coverage: Highspeed internet access in all 1,212 dormitory rooms and associated common areas within the 17 designated buildings.

3.1.2. Download Speed: A minimum of 100 Mbps per room.

3.1.3. Upload Speed: A minimum of 20 Mbps per room.

3.1.4. Network Type: A fiber-optic backbone is mandatory to ensure reliability and speed.

3.1.5. Equipment: All necessary networking equipment, including but not limited to commercial-grade routers, switches, and wireless access points capable of supporting the specified speeds and user density.

3.1.6. The Contractor shall add more access points or Wi-Fi devices to cover the entire dormitory campus where needed.

3.1.6.1. Buildings 1331 and 1332 are newly renovated dormitory buildings that were finalized in 2026. These buildings will need cable pathways installed.

4. Warranty & Service Level Agreement (SLA):

The contractor shall provide a minimum one-year warranty on all equipment provided against defects in materials and manufacturing.

4.1. Service Metrics: The contractor shall provide the Government network performance metrics in order for the Government to monitor connection health, speed, and reliability which can be in the form of a central monitoring page.

4.2. Support Response: In the event of a service disruption, the contractor must be able to respond within 24 hours for resolution during the duty week (Monday through Friday, 7:30 AM PT to 4:30 PM PT). If the service disruption happened on the weekend and/or outside of the normal duty time as previously stated, the contractor must be able to provide resolution the next duty day/time.

5. Period of Performance & Deliverables:

5.1. Contract Term: Annual, with renewal option at the end of every year, commencing on 1 November and ending on 31 October

5.2. Go-Live Date: All services must be fully installed, tested, and operational by 1 November 2026.

5.3. Monthly Reporting: The contractor shall provide monthly performance reports detailing network up time, average speed test results, data usage, service disruptions, and any security incidents.

6. Delivery & Installation:

All equipment shall be delivered to 694 A St, Travis AFB CA 94535. The contractor shall coordinate aninstallation schedule with the Government to minimize disruption to dorm residents. As built drawings can be made available to the offeror upon request.

DRAFT

7. **Hours of Operation:**

All installation and major maintenance services shall be performed during campus normal business hours: Monday through Friday, 0800-1700. Closed during Federally Observed Holidays and 60 AMW approved Down Days. Emergency support and maintenance will be available 24/7.

8. **Special Considerations:**

A high percentage of the dormitory rooms will be occupied during the installation period. Contractors will need to be escorted by campus staff at all times while in resident-occupied areas. The campus does not have a loading dock at the dormitory buildings. The contractor must make accommodations for unloading equipment at no additional expense to the Government.

DRAFT