PERFORMANCE WORK STATEMENT
(PWS)

COMMERCIAL INTERNET SERVICES

AT

KEESLER AFB, MS

30 June 2026

1.1. GENERAL: This is a non-personal services contract to provide commercial internet services with voice over internet protocol (VOIP) capability to Keesler Air Force Base (KAFB), Mississippi (MS). The Contractor shall establish one point of presence for KAFB commercial internet to with VOIP capability delivered to the Base Communications building 2801, at an initial 10 Gb bandwidth that is expandable to 50Gb. VOIP capability shall be for 3 seats.

1.2. SCOPE OF WORK: Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and non-personal services (except those identified as Government provided) necessary to perform commercial wireless internet services with VOIP capability delivered to the Base Communications building 2801, at an initial 10 Gb bandwidth that is expandable to 50Gb. as defined in this PWS. VOIP capability shall be for 3 seats.

1.3. HOURS OF OPERATION: The Contractor shall be responsible for conducting business between the hours of 7:00 a.m. and 7:00 p.m., Monday through Friday, except Federal recognized holidays Contractor shall maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS.

1.3.1. Contractor shall staff a business office to respond to all complaints and requests for repairs during the stated business hours (7:00 a.m. and 7:00 p.m. Central Standard Time (CST), Monday through Friday except recognized Federal holidays). After Normal Duty Hours, the contractor shall be available to receive complaints and requests for repairs, with an expected response the following business day. A 24-Hour contact number shall be provided to the 81 Communications Squadron and Contracting Officer (CO).

1.4. PHYSICAL SECURITY AND NETWORK SECURITY: Contractor shall be responsible for safeguarding all Government property provided for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured. Contractor shall respond to all requests from the 81 Communications Squadron or Contracting Officer (CO) to verify network security settings that are required for commercial internet services with VOIP capability.

1.5. PERSONNEL INFORMATION ROSTER: Contractor shall provide a primary and alternate personnel to manage and oversee PWS. Names of primary and alternate (who shall act for primary personnel in his/her absence) shall be designated in writing to the Contracting Officer. Contractor shall provide telephone numbers for primary and alternate personnel where these persons may be contacted before, during, or after normal work hours. The Contractor shall provide the personnel information roster (CDRL A002) no later than five (5) business days after contract award. If there are any changes to the personnel, the contractor shall submit the updated information no later than 24 hours after the change. Contract personnel shall be able to read, write, speak, and understand English fluently. Contract personnel shall have full authority to act for the Contractor on the installation and possess full contractual signatory authority. Contractor shall meet with the 81 Communications Squadron and CO when requested. Contractor may request a meeting with 81 Communications Squadron and CO as necessary.

1.6. CONTRACTOR EMPLOYEES: Contractor personnel shall present a clean, neat, and professional appearance and be easily recognized as contractor personnel. This may be accomplished by wearing distinctive clothing showing the name of the company or by wearing appropriate badges that contain the company name and employee name. No item of military clothing shall be worn by a contractor as an outer garment.

1.7. QUALITY ASSURANCE: The Contractor shall provide a Quality Control Plan (QCP) (CDRL A003) covering the services outlined herein to allow for the inspection and acceptance of services rendered no later than ten (10) days after contract award.

1.8. SAFETY PROGRAM: Contractor shall be responsible for ensuring their employees and managers have a comprehensive understanding of safety as well as full compliance with Occupational Safety and Health Administration (OSHA) requirements. Detailed information on safety is available on the OSHA website at https://www.osha.gov/.

1.8.1. Contractor shall submit a Safety and Health Plan (CDRL A004) and corresponding site safety checklist to the CO and 81 Communications Squadron not later than ten (10) calendar days after contract award. Contractor's safety and health plan shall include appropriate measures to ensure the contractor reacts promptly to investigate, correct, and track alleged safety and health violations and/or uncontrolled hazards in contractor work areas. The plan shall:

1.8.1.1. Identify the roles and responsibilities of the following individuals with respect to safety: Management, Supervisors, Employees, and Safety Coordinator;

1.8.1.2. Identify applicable safety rules and regulations;

1.8.1.3. Include a worksite hazard analysis to include base-line hazard identification and required control measures;

1.8.1.4. Include a job site analysis to include hazards of tasks required to control measures;

1.8.1.5. Identify employee safety and health training requirements and the documentation process;

1.8.1.6. Include a workplace inspection frequency, to include identifying the individual conducting the inspections;

1.8.1.7. Include employee hazard reporting procedures;

1.8.1.8. Identify individual(s) responsible for corrective action of hazards;

1.8.1.9. Identify first aid/injury procedures;

1.8.1.10. Identify procedures for accident investigation and reporting;

1.8.1.11. Identify emergency response procedures; and

1.8.1.12. Identify the process for tracking controlled hazards in contractor work areas.

1.8.2. Contractor's QCP shall identify the processes and procedures the contractor will use to track compliance with the Safety and Health Plan, and the process and procedures that will be used to correct violations.

1.8.3. Contractor shall establish these safety requirements for all subcontractors who qualify as applicable contractors under the resulting contract.

1.9. <u>SECURITY REQUIREMENTS:</u> All Contractor Personnel employed by the Contractor in the performance of this contract, or any representative of the Contractor entering the Government installation, shall abide by all security regulations of the installation (i.e. DAFMAN 31-101V1*, Base Defense Planning,* 16 October 2024). The Contractor shall sign an agreement stipulating the security requirements of this contract.

1.9.1. Base Access. The 81 Communications Squadron will arrange access to the Government Installations with the contractor.

1.10. <u>RECORDS:</u>

1.10.1. Freedom of Information Act (FOIA) Program. The Contractor shall comply with the requirements of DoDM 5400.07_AFMAN 33-302*, Freedom of Information Act Program,* 27 April 2018. If the Contractor receives a FOIA request, the Contractor shall ensure it is delivered immediately to the base

FOIA manager (81 CS/SCOK) for processing. The FOIA manager will task a Government official who, as the authorized official, will make the decision on releasing Government records.

1.10.2. Privacy Act Program. The Contractor shall create, maintain, and destroy Privacy Act data IAW AFI 33-332*, The Air Force Privacy and Civil Liberties Program*, 9 March 2020, and Privacy Act systems of records notice(s) (http://dpcld.defense.gov/Privacy/SORNs.aspx). The Contractor shall not create or maintain a Privacy Act system of records prior to public notice. If the Contractor receives a Privacy Act request, the Contractor shall be responsible for searching for the records and providing those records to a Government official who, as the authorized official, will make the decision on releasing the Government records.

1.10.3. For Controlled Unclassified Information (CUI). When creating paper documents containing sensitive information, add "Controlled Unclassified Information" at the top of the document and the following statement at the bottom: The information herein is Controlled Unclassified Information (CUI) which must be protected under the *Freedom of Information Act of 1966 and Privacy Act of 1974*, as amended. Unauthorized disclosure or misuse of the PERSONAL INFORMATION may result in criminal and/or civil penalties. Shred documents containing sensitive information when the disposition has been met.

1.11. PHYSICAL SECURITY: The Contractor shall safeguard all Government property, including controlled forms provided for Contractor use. At the close of each work period, Government equipment, facilities, and other valuable materials shall be secured.

1.12. OPERATIONAL SECURITY (OPSEC):

1.12.1. Critical Information. The contractor shall safeguard critical information identified by the 81 Communications Squadron and assist in identifying any specific data, systems, and processes that, if compromised, could significantly harm the organization. This includes but not limited to:

1.12.1.1. Network Infrastructure.

1.12.1.1.1. Network Diagrams. Detailed layouts of network architecture, including servers, routers, switches, and connections. This reveals vulnerabilities and potential attack vectors.

1.12.1.1.2. IP Addresses. Public and private IP addresses used within the network can be used for targeting attacks or mapping the network.

1.12.1.1.3. System Configurations. Details about operating systems, software versions, security settings, and configurations can expose vulnerabilities.

1.12.1.1.4. Bandwidth Capabilities. Information about the capacity and usage of network bandwidth could be used to plan disruptions or identify periods of high traffic for exploitation.

1.12.1.2. User Data.

1.12.1.2.1. Usernames and Passwords. Access credentials are highly sensitive and should be protected at all costs.

1.12.1.2.2. Traffic Data. Information about user activity, including websites visited, files accessed, and communication content, can reveal sensitive operations or personal information.

1.12.1.2.3. Location Data. If applicable, data about user locations derived from wireless connections could be used for tracking or targeting.

1.12.1.3. Physical Security.

1.12.1.3.1. Facility Locations. Specific addresses or detailed descriptions of buildings housing critical infrastructure can make them targets.

1.12.1.3.2. Security Procedures. Information about access control measures, guard schedules, or surveillance systems can be used to bypass security.

1.12.1.4. Operational Information.

1.12.1.4.1. Maintenance Schedules. Knowledge of when systems are offline for maintenance could be exploited to cause disruptions or gain unauthorized access.

1.12.1.4.2. Incident Response Plans. Details about how the organization responds to security incidents could be used to hinder mitigation efforts.

1.12.1.4.3. Contract Details. Sensitive information within the PWS itself, such as specific technologies used, costs, or timelines, could be valuable to competitors or adversaries.

1.12.1.5. Personal Information.

1.12.1.5.1. Employee Rosters. Lists of names, contact information, or roles within the organization could be used for social engineering attacks or to target individuals with specific knowledge.

1.12.1.5.2. Security Clearances. Information about the security clearances held by personnel could be used to assess the sensitivity of the information they have access to.

1.12.2. Threat Analysis: 81 CS shall provide a brief analysis of potential adversaries and their capabilities.

1.12.3. OPSEC Measures: 81 CS will detail specific countermeasures the contractor must implement beyond basic training, such as:

1.12.3.1. Information Handling Procedures. Secure storage, transmission, and disposal of sensitive information

1.12.3.2. Incident Reporting. Clear processes for reporting suspected or actual OPSEC breaches.

1.12.3.3. Social Engineering Awareness. Training to recognize and resist social engineering attempts.

1.12.4. OPSEC Training.

1.12.4.1. Contractor personnel shall complete unit specific OPSEC in-processing training provided by the 81 CS Unit OPSEC Coordinator within 30 calendar days of reporting for duty. Training must be documented on the DD Form 254 - Contract Security Classification Specification for classified contracts.

1.12.4.2. All Contractor personnel shall complete annual refresher OPSEC awareness training provided by the 81 CS OPSEC Coordinator.

1.12.5. Disclosure of Information.

1.12.5.1. The Contractor shall not release to anyone outside the Contractor's organization any unclassified information, regardless of medium (e.g., film, tape, document, etc.), pertaining to or execution of any part of this contract or any program related to this contract, unless:

1.12.5.1.1. The Communication Squadron, CO, 81 MSG/CC, or 81 CS Unit OPSEC Coordinator has given prior written approval; or

1.12.5.1.2. The information is otherwise in the public domain before the date of release.

1.12.5.2. Requests for approval shall identify the specific information to be released, the medium to be used, and the purpose for the release. The Contractor shall submit the request to the CO, 81 MSG/CC, or 81 CS Unit OPSEC Coordinator at least 45 days before the proposed date for release.

1.12.5.3. Subcontractor OPSEC Requirements. The Contractor shall ensure that all OPSEC requirements specified in this PWS, including but not limited to those outlined in prior sections are flowed down to all subcontracts at every tier. This includes the requirement for subcontractors to submit requests for authorization to release information through the prime Contractor to the Communication Squadron, CO, the 81 MSG/CC, or 81 CS Unit OPSEC Coordinator, as specified in Section 1.13.3.2.

1.13. SMOKING IN AETC FACILITIES: Contractors are advised that the Commander has placed restrictions on the smoking of tobacco products in AETC facilities. AFI 48-104*, Tobacco Free Living,* 10 Jul 2019, outlines the procedures used by the commander to control smoking in our facilities. Contractors and visitors are subject to the same restrictions as Government personnel. Smoking is permitted only in designated smoking areas.

1.14. HAZARDOUS MATERIALS: If hazardous materials will be used in the execution of this contract, the Contractor shall be required to obtain authorization from the Installation Hazardous Materials Management Program before ordering or purchasing the hazardous product, IAW AFMAN 32-7002*, Environmental Compliance and Pollution Prevention,* 3 Feb 20. This authorization process may take up to two weeks, which should be considered in the performance period of this contract.

1.15. SAFETY:

1.15.1. Obligations. Contractors shall comply with the Occupational Safety and Health Act (OSHA, Public Law 91-596) and the resulting standards, OSHA Standards 29 CFR 1910 and 1926. The detailed provisions of the act for accident prevention are directly applicable to all Contractor operations. Contractors shall comply with applicable DAFMAN 91-203*, Air Force Occupational Safety, Fire, and Health Standards,* 24 March 2022. Prime Contractors are also responsible for ensuring any sub-contractors also adhere to OSHA Guidance. OSHA compliance officers visit Contractor worksites on the installation.

1.15.2. Responsibilities. Following is a list of responsibilities for Contracting, Contractor, and Wing Safety personnel.

a. Contractor Responsibilities.

(1) Contractors are responsible for ensuring OSHA and Air Force safety requirements are followed.

(2) Contractors must report all accidents involving Air Force people, property, or equipment damage, and any Contractor personnel injured in the performance of the Air Force contract to the CO and 81 Communications Squadron.

(3) Take immediate corrective action to comply with safety regulations if informed of a violation by the CO or 81 Communications Squadron.

b. Contracting Officer (CO) Responsibilities.

(1) Inform Contractor of non-compliance with safety regulations, which may cause injury to Air Force personnel or property.

(2) Notify Wing Safety of any injuries or damage to AF property reported by the Contractor, in performance of an Air Force contract.

c. Wing Safety Responsibilities.

(1) 81st Training Wing Safety Personnel will periodically monitor Contractor operations to ensure safety regulation compliance as it applies to Air Force personnel and equipment.

(2) Wing Safety personnel are available to the 81 Communications Squadron for technical assistance on matters pertaining to accident prevention.

(3) Notify the 81 Communications Squadron if a safety procedure or condition exists which requires correction by the Contractor.

1.15.3. Safety Rules. Contractors shall pay particular attention to the following safety rules and ensure strict compliance while on the installation.

a. General Safety Rules While on the Installation.

(1) Traffic Rules While on the Installation. All drivers, mobile equipment, and vehicles must comply with applicable federal, state, and local laws.

(a) Seat belts are mandatory for all passengers as well as drivers.

(b) An approved bicycle helmet is required to be properly worn while riding bicycles on the installation.

(c) Drive the speed limit:

i. Base proper speed limit is 25 mph or as otherwise posted.

ii. Housing area speed limit is 15 mph.

iii. Parking lot speed limit is 5 mph.

(d) Distracted driving. Vehicle operators on Keesler Air Force Base and operators of government-owned vehicles whether on or off the installation will not use cell phones or other portable electronic devices or any device function unless the vehicle is safely parked or unless the driver uses a hands-free device that does not require touching the cell phone or other portable electronic device. Note that using the speakerphone function of a cell phone while holding the device is not considered "hands-free".

(2) Park in designated areas and IAW Keesler AFB Instruction (KAFBI) 31-218, *Installation Traffic Code*.

(3) Upon encountering troop formations on the installation:

(a) Vehicles must stop when approaching an active marching formation or closer than 50 feet.

(b) It is unlawful to pass a marching formation.

COMMERCIAL WIRELESS INTERNET SERVICES:

2.1. DESCRIPTION OF SERVICES: Contractor shall provide broadband internet service with VOIP capability at an initial 10 Gb bandwidth that is expandable to 50Gb with 99% uptime per month. Expansion will be delivered by request only per paragraph 2.4 of the PWS. VOIP will be delivered by request only for 3 seats.

- Commercial Internet Service 10Gb Bandwidth
- Option to Activate Commercial VOIP Telephone Service
- Option to Increase Bandwidth to 20Gb
- Option to Increase Bandwidth to 30Gb
- Option to Increase Bandwidth to 40Gb
- Option to Increase Bandwidth to 50Gb

2.2. INTERRUPTION OF SERVICE: The Contractor shall at all times maintain the system in good condition and repair to provide uninterrupted service in conformance with all standards and requirements. Contractor shall limit to the shortest time possible any interruption of service for the purpose of maintaining, repairing, or upgrading the system. Preplanned interruptions shall be preceded by written notice to the 81 Communications Squadron and shall occur during periods of lower usage times (after normal duty hours if allowable). The 81 Communications Squadron shall be notified five (5) working days in advance of expected interruption of service. Said period shall begin when the contractor receives notice from a user that service has been interrupted or when the contractor has actual or constructive notice of said interruption, whichever is earlier, and shall cease when the service has been restored to the user.

2.2.1. OUTAGES: Outage response must be within four (4) hours of notification and resolution, correction, and return to service within eight (8) hours of response.

2.2.2. MAINTENANCE: The Contractor shall maintain their equipment installed on KAFB and repair equipment to uphold good working conditions.

2.3. COMPLAINTS: Contractor shall respond to user complaints within five (5) working days. The Contractor shall maintain written records of all complaints received during the performance of the contract. Written records shall include the date of complaint, identity of the user, the nature of the complaint, and the contractor's response.

2.4. BANDWIDTH DETERMINATION: The contractor shall make a recommendation of the service bandwidth based on Government intended usage. The 81 Communications Squadron has final determination of the service bandwidth.

2.5. POINT OF PRESENCE: The Contractor shall establish a point of presence to include the cable routing required to do so. The Contractor's point of presence shall be in the main distribution building 2801. There will be a full server rack available for use. Contractor shall be expected to utilize any existing racks prior to expansion. In the event no space is available in existing racks, floor space will be provided for additional contractor-provided racks to be installed at contractor expense.

2.5.1. DISTRIBUTION: The Contractor shall establish a point of presence and provide bandwidth to building 2801. The 81 Communications Squadron will be responsible for distributing commercial internet services on KAFB.

2.6. SERVICE SUMMARY: Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success. The performance objectives will be measured based on customer feedback, Government surveillance, and Corrective Actions Reports (CAR).

SS	Performance Objective	PWS Section	Performance Threshold	Method of Assessment
1.	Deliver Commercial Internet Services at specified speeds.	2.1.	Available at specified speeds with 99% uptime per month. (Unless the outage is caused by an act of God or Nature).	Customer Complaint
3.	81 Communications Squadron shall be notified in advance of an interruption of service within a specified timeframe.	2.2.	Specified timeframe is five (5) working days.	Customer Complaint
6.	Respond to user trouble tickets within a specified timeframe.	2.3.	Specified timeframe is five (5) working days.	Customer Complaint

GOVERNMENT PROVIDED PROPERTY:

3.1. GOVERNMENT PROVIDED PROPERTY: The Government will provide power, air conditioning and adequate space for service and distribution equipment, and other necessary equipment not to exceed 90 square feet. Prior coordination with building custodian and 81 Communications Squadron (if for joint use of a communications closet) and approval of 81 Communications Squadron is required.

3.2. FACILITIES: Any facilities the contractor shall request for use during the performance of this PWS shall be requested through the 81 Communications Squadron. This PWS makes no provision for facilities located on KAFB.

DEFINITIONS & ACRONYMS:

4.1. DEFINITIONS:

4.1.1. CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

4.1.2. CONTRACTING OFFICER (CO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government.

4.1.3. KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

4.1.4. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

4.1.5. QUALITY ASSURANCE. The Government procedures to verify that services being performed by the contractor are performed according to acceptable standards.

4.1.6. QUALITY CONTROL PLAN (QCP). All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

4.1.7. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

4.1.8. UPTIME. Uptime is a measure of an application or website availability to its end users.

4.1.9. WORK-DAY. The number of hours per day the contractor provides services in accordance with the contract.

4.1.10. WORK WEEK. Monday through Friday, unless specified otherwise.

CONTRACT DATA REQUIREMENTS LIST (CDRL) DELIVERABLES:

5.1. STATUS REPORT (CDRL A001): Contractor shall submit a monthly status report of commercial internet service to the 81 Communications Squadron and CO. The status report shall include all service requests, service failures, and maintenance services for the month to include (1) the date and time of service requests and the date and time of response to the service requests, and (2) the date, approximate time, and duration, type, and probable cause of all service failures due to causes other than routine testing or maintenance. The contractor shall provide log no later than the first Friday of the first full work week of each month by 1:00 p.m. Central Standard Time (CTS).

5.2. PERSONNEL INFORMATION ROSTER (CDRL A002): Contractor shall provide a primary and alternate personnel to manage and oversee PWS. Names of primary and alternate (who shall act for primary personnel in his/her absence) and telephone numbers where these persons may be contacted before, during, or after normal work hours. The Contractor shall provide the personnel information roster in accordance with paragraph 1.5 no later than five (5) business days after contract award.

5.3. QUALITY CONTROL PLAN (CDRL A003): Contractor shall submit a QCP to the 81 Communications Squadron and CO in accordance with paragraph 1.7. Contractor shall provide the QCP no later than ten (10) business days after contract award.

5.4. SAFETY & HEALTH PLAN (CDRL A004): Contractor shall submit a Safety and Health Plan to the 81 Communications Squadron and CO in accordance with paragraph 1.8.1. Contractor shall provide the Safety and Health Plan no later than ten (10) business days after contract award.

CDRL	**Description**	**Frequency**
A001	Status Report	Monthly
A002	Personnel Information Roster	Initial, as needed
A003	Quality Control Plan	Once
A004	Safety & Health Plan	Once