Keesler Air Force Base Commercial Internet Services (FA301026Q0011) Q&A
Version 3
18 May 2026

Question #	Date Received	Question	Response
1	5 May 26	Commercial VoIP Telephone Service IAW Performance of Work Statement (PWS): What's confusing about this is that voice over internet protocol (VOIP) capability is only listed in section 1.1 (General) and 2.1 (Description). Yet, there are no further requirements related to the VOIP capability listed anywhere else throughout the PWS. Is this an oversight? Or, can the PWS be updated to include exactly what the requested VOIP Capability is supposed to include?	**This is not an oversight. The VoIP capability should be the same as available to a commercial/residential service over IP. The intent is to provide first responders with the ability to have a secondary communication path to off-base services in the event the base VoIP system should become unavailable. There is currently no VoIP service requests other than the capability to subscribe to VoIP service be available as part of the commercial internet service.**
2	5 May 26	Sections 2.1.1, 2.1.1.1., and 2.1.1.2 mention Wi-Fi, and the Contractor being responsible for guest account management, content filters, and Wi-Fi user agreement for users on the provided commercial internet service: Yet, besides those mentions, there is no mention of the requirements of the Wi-Fi coverage. Section 2.5 seems to clearly indicate the fiber cable delivery shall be in the main distribution building (2801), and 2.5.1 indicates the 81 Communications Squadron will be responsible for distributing commercial internet services on KAFB. Yet, on Page 7 of the Solicitation document (under Description/Specifications/Statement of Work), it states under Requirements: "Dragon Net-Commercial Wi-Fi Base-Wide (Non-Training)"	**The intent is to establish a commercial internet feed that will be connected to a Wi-Fi distribution system that will be implemented and maintained by the Air Force Base. There is no request for the vendor to establish any Wi-Fi distribution system to include B2801. The request is for establishment of a commercial internet feed only.**

		If Wi-Fi is supposed to be included, is it only for Building 2801, or is it Base-wide? If Base-Wide, are there specific distribution nodes on the Base where the Wi-Fi nodes/access points are required at? Is there an existing Wi-Fi system that will be tied into the main Commercial Internet service being requested, or is this a NEW request?	
3	12 May 26	Can the Government confirm whether this acquisition is unrestricted or set aside for small business?	**This acquisition is full and open competition – unrestricted. It is not a small business set-aside.**
4	12 May 26	If a small business submits as prime contractor, may the prime use a qualified commercial internet service provider or telecommunications carrier as a subcontractor or teaming partner to provide the technical service?	**Yes**
5	12 May 26	May the offeror rely on a named subcontractor's carrier infrastructure, technical capability, and relevant experience to support the technical capability portion of the quote?	**Yes**
6	12 May 26	Is attendance at the May 14, 2026 site visit mandatory for quote submission, or may an offeror still submit a quote if it does not attend the site visit?	**The site visit is not mandatory. An interested offeror may still submit a quote without attending the site visit.**
7	12 May 26	Can the Government confirm that the contractor is responsible for providing the commercial internet service feed and required point-of-presence work, and that base-wide Wi-Fi distribution, access points, controllers, and end-user device support are not included unless specifically ordered?	**See updated PWS.**

8	12 May 26	For the VoIP requirement, should offerors price active VoIP service at award, or only demonstrate that VoIP capability is available if requested during performance?	**Demonstrate that VoIP capability is available if requested during performance. While VOIP isn't required at this time, pricing is being requested for future need.**
9	12 May 26	Should all formal clarification questions be submitted by email before the May 18, 2026 question deadline?	**Yes, all questions must be submitted in writing no later than Monday, 18 May 2026 at 1000 a.m. Central Standard Time (CST).**
10	12 May 26	Request for RFQ Response Due Date Extension - Based on the scope and technical requirements outlined in Attachment 1 – Performance Work Statement (PWS), we respectfully request consideration of a 30-day extension. An extension would allow sufficient time to finalize a complete, accurate, and fully compliant technical response that aligns with Government expectations. Granting an extension would allow us to finalize technical, operational, and pricing elements in a manner that best supports the Government's mission and results.	**An extension is being granted to 26 May 2026 at 1000 a.m. Central Standard Time (CST).**
11	12 May 26	Request for Alternate Site Visit Date or Approved Alternative – We understand the scheduled site visit is set for 14 May 2026 at 9:30 a.m. CST. Due to scheduling constraints, we respectfully request consideration for either an alternate site visit date or confirmation of an approved alternative approach to satisfy site-specific understanding in lieu of in-person attendance.	**No alternate site visit date is being offered.**
12	13 May 26	We request an extension to the quote due date by two weeks from the final release of questions & answers to provide sufficient time for offerors to provide a complete, compelling, and compliant offer.	**An extension is being granted to 26 May 2026 at 1000 a.m. Central Standard Time (CST).**
13	13 May 26	Is there an incumbent contractor, and if so, who?	**There is no incumbent.**

14	13 May 26	The section states "If the Offeror does not demonstrate prior experience nor adequate resources and/or does not provide a written statement that no exceptions are taken to Attachment 1 - PWS it will be deemed "Unacceptable." To be deemed "Acceptable" the Offeror shall demonstrate prior experience and adequate resources to provide commercial internet services with voice over internet protocol (VOIP), as outlined in Attachment 1 - Performance Work Statement (PWS).Part II - Technical Evaluation." What information is requested/required to demonstrate prior experience?	**The performance work statement (PWS) defines the technical scope, please provide information that would support you having prior experience meeting the technical scope. An example but not limited to: prior experience may be demonstrated by exhibiting recent past performance of similar size, scope, and complexity.**
15	13 May 26	The section states "If the Offeror does not demonstrate prior experience nor adequate resources and/or does not provide a written statement that no exceptions are taken to Attachment 1 - PWS it will be deemed "Unacceptable." To be deemed "Acceptable" the Offeror shall demonstrate prior experience and adequate resources to provide commercial internet services with voice over internet protocol (VOIP), as outlined in Attachment 1 - Performance Work Statement (PWS).Part II - Technical Evaluation." What information is requested/required to demonstrate adequate resources?	**The performance work statement (PWS) defines the technical scope, please provide information that would support you having adequate resources to meet the technical scope. Examples of adequate resources may be included in the technical volume as details on but not limited to personnel and staffing, technical infrastructure, support services, etc.**
16	13 May 26	PWS 1.3.1 states Past Performance "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). " Is there an expectation that the contractor will have a physical presence on the base during working hours?	**No. PWS 1.3.1. is regarding hours of operation, not past performance. The contractor will not have a business office/physical presence on base.**

17	13 May 26	Section 3.2 directs offerors to provide a methodology for accomplishing all of the requirements of the PWS and "include a technical capability statement addressing each of the sub-factors below." For readability purposes can the subfactors be integrated and called out in narrative for meeting all of the requirements or is the Government's desire to have the subfactors addressed by themselves in a separate section?	**The technical capability subfactors need to be addressed clearly within the technical volume.**
18	13 May 26	Does the Government require symmetrical or asymmetrical upload and download speeds?	**Asymmetrical.**
19	15 May 26	CLINs X001 ask offerors to quote "Commercial VOIP Telephone Services". Question/Answer 8 asked if "should offerors price active VoIP service at award, or only demonstrate that VoIP capability is available if requested during performance?" The response was "Only demonstrate that VoIP capability is available if requested during performance." Should offerors enter the unit price for the X001 CLINs as "$0".	**While VOIP isn't required at this time, pricing is being requested for future needs. In accordance with the Instructions, Conditions, and Notices to Offerors or Quoters, paragraph 3.1. Price. <u>Complete the unit price and amount for all individual Contract Line-Item Numbers (CLINs)</u> on the solicitation SF 1449 sign and return. Pricing is requested for VOIP services.**
20	15 May 26	Can the government clarify what it means when it references "content filter and splash page" for commercial internet service? Content filter and splash page solutions are a mixture of hardware, software, subscriptions, and configuration for the unique specified environment. Those components required to provide "content filter and splash page" are almost never included in a commercial internet service delivery. Requesting the government clarify the scope of work specifically defining differences between commercial internet service (usually WAN port connected to internal hardware/software/subscription solutions)	**See updated PWS.**

		and the actual delivery output of "content filter and splash page".	
21	15 May 26	Section 3.2 directs offerors to provide a methodology for accomplishing all of the requirements of the PWS . Question and Answer 2 appears to indicate that offerors are not required to provide the services detailed in PWS 2.1.1, 2.1.1.1 and 2.1.1.2. Request the Government confirm that offerors are not required to address PWS 2.1.1, 2.1.1.1 and 2.1.1.2 requirements in their proposals.	**See updated PWS.**
22	15 May 26	Regarding Sections 2.1.1 through 2.1.1.2 related to guest account management, Wi-Fi user agreements and splash pages: These functions are typically implemented and enforced at the wireless access layer through the Wi-Fi access point and/or wireless controller platform. Since the PWS indicates the Government will be responsible for distribution of commercial internet services on KAFB and does not appear to require contractor-provided wireless infrastructure or Wi-Fi access points, please clarify whether the contractor is expected to provide and manage the splash page, acceptable use policy (AUP) and guest onboarding. If contractor-provided Wi-Fi infrastructure is not required as part of this effort, will these requirements be removed from the PWS, or is the Government expecting these functions to integrate with existing Government-owned wireless infrastructure?	**See updated PWS.**
23	15 May 26	Regarding the pricing requests for 10G – 50G with managed routing (needed for content filtering). If the contractor maximum throughput is 10G per managed router, would the Government accept	**See updated PWS.**

		multiple 10G handoffs (each with their own router) as a solution. The Government would be responsible for distribution of each 10G circuit to segments of the base at their discretion. As an alternative solution, would the Government accept a bid for just the internet bandwidth between 10G and 50G without any management and the Government be responsible for all management beyond the contractor handoff to include content filtering and splash pages?	
24	15 May 26	In light of the discoveries at the on-site meeting, will there be any consideration given to provide an extension for the response?	**An extension is being granted to 26 May 2026 at 1000 a.m. Central Standard Time (CST).**
25	18 May 26	Will the contractor be responsible for implementing/operating the splash page (captive portal) that presents the user agreement, or will the Government's Wi-Fi system present the splash page with the contractor only providing upstream connectivity/filtering?	**See updated PWS.**
26	18 May 26	Are user agreement acknowledgements required to be logged and retained (e.g., timestamp, device identifier, IP/MAC), and if so, what retention period and reporting/audit requirements apply?	**See updated PWS.**
27	18 May 26	What specific content filtering policy must be implemented (required categories/standards, custom allow/deny lists, mandatory exceptions), and what is the Government's process/timeline for changes?	**See updated PWS.**
28	18 May 26	Is TLS/SSL inspection expected, optional, or prohibited in order to meet the content filtering requirement?	**See updated PWS.**
29	18 May 26	Will the Government provide the required Wi-Fi user agreement text/terms, or should	**See updated PWS.**

		the contractor draft proposed language for Government review/approval?	
30	18 May 26	What are the specific expectations for "guest account management" (e.g., credential issuance, self-registration, vouchers, or enabling a Government-managed mechanism)?	**See updated PWS.**
31	18 May 26	For the bandwidth tiers (10G–50G), should offerors assume only one tier is active at a time (initial 10G with later upgrades), or could tiers be exercised concurrently (additive/aggregated)?	**Government request only one tier will be active at a time with only one point of presence.**
32	18 May 26	How will the Government evaluate pricing across the bandwidth tiers (e.g., initial tier only, Government-defined scenario, or total across tiers)?	**See page 46 of solicitation.**
33	18 May 26	Are higher bandwidth tiers intended to be upgrade options ordered later, with billing only for the tier in use?	**Correct.**
34	18 May 26	Does the Government expect day-one infrastructure to be physically capable of supporting 50 Gbps and 100Gbps immediately, or is it acceptable to deliver 10 Gbps initially and augment capacity when higher tiers are ordered?	**Augment as expansion is requested.**
35	18 May 26	Beyond uptime/outage restoration requirements, does the Government require redundancy/diversity (secondary path/circuit, failover, diverse entrances), or is a single path acceptable?	**Single path is acceptable.**
36	18 May 26	Please confirm whether the contractor should assume contractor-furnished hardware for POP/handoff unless explicitly stated otherwise (e.g., router/CPE, optics/transceivers, patch cords).	**Yes**
37	18 May 26	Will the Government provide any interface materials at Building 2801 (e.g., patch panels, cross-connects, in-building fiber jumpers), or should the contractor furnish all components required to establish the POP and handoff?	**No, contractor will furnish all components required to establish the POP and handoff.**

38	18 May 26	Please clarify what Government-provided property includes beyond power/AC/space (e.g., rack PDUs, grounding/bonding provisions), and what the contractor must provide to complete installation and handoff.	**Government will not provide anything beyond power/AC/space (e.g., rack PDUs, grounding/bonding provisions).**
39	18 May 26	Beyond uptime/outage restoration requirements, does the Government require redundancy (diverse entrances, secondary path/circuit, failover), or is a single path acceptable provided restoration requirements are met?	**Single path is acceptable.**
40	18 May 26	Please confirm whether the contractor should include all required POP/handoff hardware as contractor-furnished items unless expressly listed as Government-provided (e.g., router/CPE, optics/transceivers, patch cords, patch panels/cross-connect components).	**Contractor should include all required POP/handoff hardware as contractor-furnished items unless expressly listed as Government-provided.**
41	18 May 26	Will the Government provide any existing rack components/interface materials at Building 2801 (e.g., patch panels, cross-connects, in-building fiber jumpers), or should the contractor furnish all interface components needed to establish the POP and handoff?	**Contractor will furnish all interface components needed to establish the POP and handoff.**
42	18 May 26	Please confirm what "Government provided property" includes beyond power/AC/space (e.g., rack PDUs, grounding/bonding provisions), and what the contractor must furnish to complete installation and handoff.	**Government will not provide anything beyond power/AC/space (e.g., rack PDUs, grounding/bonding provisions).**
43	18 May 26	If contractor-managed router/CPE is required, does the Government require 24x7 monitoring and proactive alerting, or is it acceptable to provide after-hours issue intake with next-business-day response unless the service is down?	**No, Government does not require 24x7 monitoring and proactive alerting.**
44	18 May 26	Please clarify the router/CPE model for this requirement: (1) will the router/CPE be Government-furnished/purchased or	**(1) The CPE will be contractor-furnished and managed.** **(2) The contractor will be responsible for CPE configuration, monitoring, and troubleshooting**

		contractor-furnished; (2) who is responsible for router/CPE configuration, monitoring, and troubleshooting (Government-managed vs contractor-managed); and (3) how outage response/restoration responsibilities are divided when router/CPE actions are required to restore service.	**(3) Government personnel will be available to assist in basic on-site troubleshooting during normal business hours (0700-1600). Excluding federal holidays, and military non-duty days.**