STATEMENT OF WORK
12 May 2026

UNACCOMPANIED HOUSING INTERNET
AT DYESS AFB, TEXAS

1.0 GENERAL INFORMATION

1.1. Objective: The United States Air Force has a requirement to plan and implement government-provided broadband internet access for permanent party unaccompanied housing at Dyess Air Force Base. This initiative supports the Department of the Air Force's directive to enhance the quality of life for Airmen by ensuring consistent personal connectivity and access to online resources.

This project encompasses the delivery of broadband internet service to approximately 750 individual rooms and 36 common areas across 12 permanent party unaccompanied housing facilities, listed in Appendix 1. This SOW specifically seeks a solution that leverages existing, government-owned coaxial cable infrastructure to the greatest extent practicable, minimizing the need for new construction or installation of new cabling.

The service must meet or exceed Federal Communications Commission (FCC) speed benchmarks (currently 100 Mbps download and 20 Mbps upload), include content filtering, and utilize a captive portal to outline acceptable use policies for residents.

1.2. Period of Performance: The period of performance shall consist of a base year (12 months) for installation and service activation, followed by four (4) twelve months one-year option periods for continued service and maintenance.

2.0. SERVICE REQUIREMENTS

2.1. SERVICE DELIVERY:
The contractor shall provide, deliver, and manage a comprehensive solution to provide internet access to individual rooms and facility common areas in each facility listed in Appendix 1. The contractor's proposed solution shall describe the end-to-end infrastructure (whether existing, upgraded, or new) required to deliver the service. Internet service capability shall meet or exceed a minimum service level of 100 Mbps download and 20 Mbps upload per individual room. For common areas, the service must support simultaneous connectivity for a minimum of 10 users per area without service degradation.

2.2 Internet Service Features
The contractor shall ensure the installed internet service includes the following features:

- Content Filtering: The service shall employ a configurable content-filtering system to restrict access to inappropriate or prohibited websites (e.g., adult/pornographic material) as defined by federal and Department of Defense (DoD) guidelines.

- Captive Portal: A user-friendly captive portal shall be presented to each user upon first connection that clearly describes the terms and conditions of use prior to the user accessing the service.

2.3 Coexistence with Private Internet Services
The Government-provided internet service shall operate independently from any private internet service operating within the facilities. The contractor's service shall not physically, technically, or contractually preclude a resident from procuring internet service from any other commercial Internet Service Provider (ISP).

2.4 Contractor-Owned Equipment Management
The contractor shall provide, configure, operate, and maintain all necessary equipment (e.g., modems, routers, access points, headend systems) to deliver the required service. This equipment shall remain the property of the contractor and must be removed upon contract termination. The contractor is responsible for ensuring all provided equipment is compatible with the facility's existing power and space constraints.

2.5 Testing, Commissioning, and Acceptance
After installation, the contractor shall conduct system-level performance tests to verify compliance with all technical requirements. Acceptance testing shall include, at a minimum:

- Verification of minimum speed requirements in a representative sample of individual rooms and common areas.
- Validation of content filtering and captive portal functionality.
- Confirmation that the service does not interfere with a resident's ability to activate a separate, private internet service.
- Test results shall be submitted to the Contracting Officer for review and approval before final service acceptance.

2.6 Service Maintenance and Support
The contractor shall provide ongoing system maintenance and 24/7 technical support for residents throughout the contract period. The contractor shall proactively monitor the network infrastructure for service disruptions and performance degradation. The contractor shall define a clear process for residents to report service issues.

2.6.1 The contractor shall provide on call technician availability to ensure timely, reliable access to data and information services for authorized users. The contractor shall be available to the COR 100% of the time. The contractor shall respond in case of emergencies, outages, alerts, exercises, 24-hours a day, 7-days a week. The contractor shall conduct remote operations or report on- site and provide services as necessary until the emergency, alert or exercise is completed.

2.6.2 Scheduled Outages. Contractor shall identify, coordinate, and schedule service outages with the COR, with a minimum of two weeks lead time to outage. The Contractor shall schedule such outages to minimize inconvenience to users.

2.6.3 Outage/Trouble Cause Identification. The Contractor shall immediately notify the COR if the malfunction is determined to be due to other causes (outside the Contractor-maintained system/equipment). The Contractor shall be liable for the cost of any third-party service calls or charges necessary to isolate and repair the problem.

2.7 Period of Performance
The contractor shall complete all system design, installation, setup, and service activation within 120 calendar days from the date of Notice to Proceed (NTP)

2.8 Service Level Agreement (SLA)
The contractor shall provide a defined response plan for service restoration. The following timelines are required:

- Initial Response Time: The contractor must acknowledge reported major service disruptions (e.g., a full building outage) and initiate a response within 2 hours of notification.

- Service Restoration Requirement: For major disruptions, internet service shall be restored for 90% of impacted users within 18 hours from the initial report.

3.0 GOVERNMENT FURNISHED PROPERTY (GFP)

3.1 The Government has existing coaxial telecommunications infrastructure installed in the specified dormitory facilities. This property, including in-wall cabling, room faceplates, and distribution hubs, is available for offeror use should it align with their proposed technical solution.

3.2 Offerors may propose to use this existing infrastructure as-is, upgrade it, or install completely new infrastructure. If an offeror's proposal includes the use of existing GFP, the offeror is responsible for validating its suitability for delivering the required performance levels.

3.3 The Government will provide access to facilities identified in Appendix 1 for contractor use in support of the requirements of this contract. The facilities are provided "as is." Obtain CO approval in advance of making any changes to the facilities. Such changes will be at no cost to the Government unless otherwise approved by the CO. The contractor shall ensure facilities where contractors equipment is maintained are in a neat, clean, and professional manner. Upon completion or termination of this Contract facilities shall be return to the government in the same condition as received, fair wear and tear and approved modification.

3.4 Utilities. The Government will furnish electricity, water, sewage, heating and air conditioning.

3.5 Space: Access to electrical rooms within each facility.

4.0 NETWORK SECURITY

4.1 Network Security and Data Protection
The contractor shall be responsible for the security of the provided network. The contractor's

systems and practices must comply with the principles of R-DFARS 252.204-7012 (Safeguarding Covered Defense Information and Cyber Incident Reporting) and NIST Special Publication 800-171, where applicable to the protection of any resident data collected.

4.2 System Security Plan (SSP)
Prior to service activation, the contractor shall submit a System Security Plan (SSP) for Government review. The SSP must detail the security architecture of the proposed system, including content filtering, captive portal data protection, network isolation measures, and an incident response plan.

4.3 Authority to Operate (ATO)
The contractor shall coordinate with the Dyess Air Force Base, 7th Communications Squadron, to provide all necessary documentation and support required to obtain a formal Authority to Operate (ATO) for the network before the service is made available to residents. No service shall go live without a current ATO.

5.0 GOVERNMENT PROVIDED SERVICES:

5.1 Base Security: The Government will provide general on base security forces service. The Security Forces extension 911 will be used for all emergency calls.

5.1.1 Base Access. The Contractor shall process a SFS Contractor/Vendor/DV Pass Request Spreadsheet and provide to 7 CES within 5 calendar days after contract award. This spreadsheet shall identify the names (as shown on the driver's license), driver's license numbers and state of issue, SSN and birth date of the personnel who will be performing work under this PWS, company name, address, phone number and contract number, start date and end date. This information is required to grant access to the base. If required by the base, the Contractor shall provide identification badges for their employees. All Contractor personnel shall wear these badges while on duty on the Government site. The badges shall identify the individual, company name, and be clearly and distinctly marked as Contractor and be in accordance with the base regulations.

5.2 Fire Protection. The Government will provide fire prevention and protection and maintenance of government-furnished fire extinguishers and systems. The contractor shall make all assigned facilities, area, and equipment available for inspection, surveys, and accomplishment of fire protection services. Fire Department telephone extension is 911 for emergency calls.

5.3 Emergency Medical Services. The Government will provide emergency medical transportation and treatment on a cost reimbursement basis.

6.0 General Information. The contractor shall exercise management and operational control over, and retain full responsibility for, performance requirements set forth in this Statement of Work.

6.1 Contractor Employees. The contractor shall maintain a current listing of employees working this contract. The list shall be provided to the Contracting Officer Representative and Contracting Officer. An updated listing shall be provided when an employee's status or information changes. Information may be used for 100% accountability real-world and exercise situations.

6.1.1 Certifications. Contractor employees shall have current and valid professional certifications and licenses required to perform the work in this PWS, prior to contract award. All certification and licensing requirements by Federal, State, and local agencies shall be complied with at the contractor's expense.

6.1.2 Contractor Qualifications. The contractor shall utilize employees possessing adequate training, skills, and knowledge to perform the requirements of this contract.

6.1.3 English Language. Employees who deal directly with customers will be required to communicate clearly and concisely with the customers in English. This requirement is strictly for the purpose of efficiently performing the contract tasks.

6.1.4 Use of Government Employees. The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. In addition, the contractor shall not employ any person who is an employee of the Department of the Defense if such employment would be contrary to the policies contained in AFI 64-106, Chapter 1, *Industrial Labor Relations Activities*.

6.1.5 Off-duty Military Personnel. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to reorder to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform. However, their absence at any time shall not constitute an excuse for nonperformance under this contract.

6.1.6 Identification of Contractor Employees. All contract personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. When working in the Command Post contractors will be required to where escort badges.

6.2 Traffic Laws. The contractor and its employees shall comply with base traffic regulations.

6.2.1 Privately Owned Vehicles. Each contractor employee driving a privately owned vehicle on the installation must carry minimum liability insurance as required by the state. Contractor employees shall adhere to all posted speed limits and shall not use hand-held cellular telephones while driving on the installation for phone calls or texting. Use of seatbelts is mandatory. Any contractor employee cited for driving under the influence will have their driving privileges immediately revoked for a period to be determined.

6.3 Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor-owned vehicle or privately owned vehicle while on government installation.

6.4 Reporting Requirements. Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware may pose a threat to the security of DOD personnel, contractor personnel, resources and classified or unclassified defense information.

6.5 Physical Security. The contractor shall be responsible for safeguarding all Government property.

6.6. Key Control. The contractor shall establish and implement methods of making sure all keys (if issued) to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the Government.

6.6.1 The contractor shall immediately report to COR and CO any occurrences of lost or duplicated keys. In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the contracting officer, to re-key or replace the affected lock or locks without cost to the Government

6.6.2 The Government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. In the event a master key is lost or duplicated, the Government shall replace all locks and keys for that system and the total cost deducted from the monthly payment due the contractor.

6.6.3 The contractor shall prohibit the use of keys, issued by the Government, by any persons other than the contractor's employees and the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of contract work requirements in those areas.

6.7 Hours of Operation: Normal duty hours under this contract are: 0800-1600 local time Monday thru Friday except closed due to local or national emergencies, or similar government directed facility closings. Any other work schedule outside of normal duty hours requires 7 CES COR and/or Contracting Officer (CO) coordination. Contractor shall accomplish the installation/services with minimum disruption of daily customer activities. If performance of work outside normal duty hours will be required to meet the scheduled dates stated above, include desired working hours in the Proposal.

6.8 Recognized Holidays:

New Year's Day	1 January
Martin Luther King Day	3rd Monday in January
Washington's Birthday	3rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veterans' Day	11 November
Thanksgiving Day	4th Thursday in November
Christmas Day	25 December

*If the holiday falls on a Saturday, it will be observed on the preceding Friday. If the holiday falls on Sunday, it will be observed on the following Monday.

Work scheduled but not accomplished because of base closure due to weather, exercises, or actual alert, shall be accomplished as soon as possible after reopening the base.

6.9 Environmental Protection. The contractor shall comply with all applicable federal, state and local laws, regulations and standards that are or may become applicable to contractor's activities in performance of this PWS. The Contractor shall comply with the most stringent environmental, Dyess AFB TX local laws and regulations, and Air Force policies, instructions, plans, and directives. The Contractor shall maintain an awareness of changing environmental regulatory requirements to avoid environmental deficiencies for activities on Dyess AFB, TX. The Prime Contractor shall ensure their sub-contractors comply with these specifications.

6.10 Permits. The contractor shall be solely responsible for obtaining at its cost and expense any environmental permits required for its operations under the contract, independent of any existing permits held by the government. The contractor acknowledges that the government will not consent to being named a secondary discharger or co-permittee for any operations or activities of the contractor under the contract. In the event the government is named as a secondary discharger or co-permittee for any activity or operation of the contract, the government shall have the right to take reasonable actions necessary to prevent, suspend, or terminate such activity or operations, including terminating this contract, without liability or penalty.

6.10.1 Permits. The Contractor shall be responsible for coordination with Base Civil Engineers (CE) on completion of AF Form 103 Digging Permit before any digging is accomplished. The form(s) shall be submitted at the minimum of 14 calendar days after the award. The contractor shall complete, and process all permits, the AF 332, and AF813 Environmental Study forms to 23 Communications Squadron Plans Flight (7 CS/SCXP) approximately six (6) weeks prior to work commencement.

6.11.1 Right to Inspect. The government's rights under this contract specifically include the right for government officials to inspect upon reasonable notice the work site for compliance with environmental, safety and occupational health laws and regulations, whether or not governmental is responsible for enforcing them. Such inspections are without prejudice to the right of duly constituted enforcement

officials to make sure inspections. The government normally will give the contractor 24 hours prior notice of its intention to inspect, unless it determines the entry is required for safety, environmental, operations or security purposes.

6.12 Post Award Conference. The contractor agrees to attend any post award conference convened by the CO IAW FAR Part 42.5. These meetings shall be at no additional cost to the government.

6.13 Contractor Access To Air Force Installations. All contractor employees will be subject to a criminal history background check IAW Air Force Manual (AFMAN) 31-113, Installation Perimeter Access Control, as stipulated in the Installation Commander's memorandum to the 7th Security Forces Office dated 23 Apr 2015 (the AFMAN and memorandum are both limited access documents but more details on the requirements/process in terms of background checks can be provided by the CO upon request). Vehicle registration, proof of insurance, and a valid driver's license must be presented for vehicles. Installation Commanders may deny access and credentials based on information obtained during identity vetting that indicates the individual may present a threat to the good order, discipline, and morale of the installation.

6.13.1 Base Access. For contractor personnel who wish to obtain long-term Base access via an Air Force Materiel Command (AFMC) Form 496, Application for AFMC Identification Card, IAW Air Force Federal Acquisition Regulation Supplement (AFFARS) Clause 5352.242-9000, Contractor Access to Air Force Installations, the prime contractor shall submit a written request on company letterhead to the CO with the following information (prior to submitting a request for Base access via an AFMC Form 496): 1) contract number, 2) location of work, 3) expiration date (must be on or before contract's expiration date), and 4) names of employees/ subcontractor employees needing access to the base, to include each employee's company name.

It is recommended that the prime contractor provide a copy of the request letter to each employee for verification purposes when the employee comes to the Dyess Vistor Center to get their AFMC Form 496 signed. Employees for which no request letter can be found or provided will result in the employee being asked to return on another date/time so verification can be made.

Base passes will be limited to the length of the contract not to exceed 3 years from the date the AFMC Form 496 is submitted to the 7 CONS for signature.

The AFMC Form 496 will be reviewed/approved by the CO, then taken by the contractor employee to the Dyess AFB Pass & Registration Office in for the security portion and issuance of the Base pass.
Only employees who will be working on the contract consistently/frequently should be submitted for a long term base pass.

Visitors/contractors with driver's licenses from ME, MN, MO, MT, and WA (exceptions are EDL-Enhanced driver's licenses from MN & WA) will not be able to obtain base access without another form of identification as an identity proofing document. The list of authorized IDs can be found in the REAL ID Act of 2005. Please visit the Department of Homeland Security's (DHS) website to get the latest information, https://www.dhs.gov/current-status-states-territories.

During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel.

The contractor shall be responsible for prompt return of credentials and vehicle passes for: 1) any employee who no longer requires access to the work site; 2) upon request by a CO; and 3) upon

completion or termination of the contract. The prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office. Failure to comply with these requirements may result in withholding of payment.

6.14 Safety

It is the contractor's responsibility to ensure its employees and managers have a comprehensive understanding of and full compliance with OSHA requirements. Detailed information is available on the OSHA website at http://www.osha.gov. It is the contractor's sole responsibility for compliance with OSHA, Public Law 91-596. The contractor shall comply with all federal, state and local laws, and Air Force Instructions for the protection of their employees while working on an Air Force Installation or property. The protection of contractor employees is exclusively the obligation of the contractor. Contractor shall manage all work areas to ensure the safety of building occupants, base personnel, or visitors in or near the areas.

The contractor shall submit a Safety and Health Plan that describes the capabilities and processes to ensure compliance with safety and health requirements during the performance of the work described in the solicitation. The contractor's 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. Contractor must ensure that personnel are properly trained on the equipment they are tasked to operate. The contractor shall develop site specific mishap reporting procedures which result in damage to government property or injury to Air Force personnel. These procedures are to be included in the safety and health plan for review. In accordance with AFI 91-202, AFMC Supplement, Safety Program, the contractor shall submit a Safety and Health Plan to the CO for review and acceptance by the safety office prior to contract award.

6.14.1 Safety Equipment. The contractor shall furnish personal safety equipment for its employees in performance of this contract. Safety equipment includes shoes or boots, eyewear, respirators, and gloves.

6.14.2 Safety Threats. The government reserves the right to restrict the employment, under this contract, of any contractor employee, or prospective contractor employee who is identified as a potential threat to health, safety, security, general wellbeing, or the operational mission of the installation and its population. Contractor shall perform background checks, at contractor's expense, to ensure that said employee has not been convicted of any sexual crime or any crime against children.

6.14.3 Appearance. Contractor personnel shall present a clean and neat appearance. Contractor’s uniform must be easily recognized. This shall be accomplished by wearing distinctive clothing bearing the name of the company and/or by wearing badges that contain the company name and employee name.

6.14.4 Accident/Incident Reporting and Investigation. The Contractor shall record and report all available facts relating to each instance of injury to either Contractor or Government personnel to the Base Safety Office unless otherwise stated in the PWS. The Contractor shall secure the scene of any accident and wreckage until released by the accident investigative authority through the Base 7 CS/SCXP. If the Government elects to conduct an investigation of the incident, the Contractor shall cooperate fully and assist the Government personnel until the investigation is completed.

6.14.5 Confined Space. The Contractor and their subcontractors entering confined spaces on Dyess AFB, TX are responsible for the Safety of their personnel and for their own confined permit space program as outlined in OSHA 1910.146. All confined space operations must be coordinated with the Wing Safety office and 7 CS/SCX, prior to start of work. The primary contractor is responsible for all subcontractors’ confined space operations.

APPENDIX 1

Location #	Facility #	Facility Name	Address	# of rooms
1	6112	Airey Hall	442 4th Avenue	64
2	6113	Harlow Hall	434 4th Avenue	74
3	6114	Kisling Hall	426 4th Avenue	74
4	6125	Barnes Hall	410 Avenue B	64
5	6126	Gaylor Hall	418 Avenue B	57
6	6127	McCoy Hall	426 Avenue B	57
7	6136	Andrews Hall	317 3rd Avenue	52
8	6137	Parish Hall	325 3rd Avenue	52
9	6138	Binnicker Hall	333 3rd Avenue	64
10	7219	Pfingston Hall	410 Avenue D	64
11	7220	Campanale Hall	418 Avenue D	64
12	7221	Benken Hall	426 Avenue D	64