STATEMENT OF WORK (SOW)

COMMERCIAL INTERNET AND MANAGED WI-FI SERVICES

FOR

JBSA LOGISTICS READINESS SQUADRON MAINTENANCE FACILITIES

1. GENERAL INFORMATION

The Contractor shall furnish, install, configure, test, maintain, and provide commercial internet and managed wireless network services for Joint Base San Antonio (JBSA) Logistics Readiness Squadron maintenance facilities located at:

- 2130 Gary Ave Bldg 5008, Lackland AFB, TX 78236

- 2130 Gary Ave Bldg 5015, Lackland AFB, TX 78236

- 2566 Wilson Way, Fort Sam Houston, TX 78234

- 555 A St E, Randolph AFB, TX 78150.

The Contractor shall provide all labor, supervision, equipment, materials, cabling, mounting hardware, wireless access points, managed network devices, configuration services, testing, and support necessary to provide fully operational commercial internet and managed Wi-Fi services.

1.1 DESCRIPTION OF SERVICES

This requirement is for a recurring commercial internet and managed network services contract consisting of one (1) Base Year and four (4) one-year option periods. The Contractor shall provide Enterprise Internet circuits, managed network edge services, managed switches, managed Wi-Fi access points, outdoor wireless access points, and static IP services to support JBSA Logistics Readiness Squadron maintenance operations.

1.1.1 COMMERCIAL INTERNET SERVICES

The Contractor shall engineer, furnish, install, configure, test, activate, and maintain commercial internet services at all designated JBSA service locations. Services shall include 500 Mbps x 35 Mbps Enterprise Internet connectivity, managed network edge devices, managed 24-port and 8-port switches, managed indoor and outdoor wireless access points, and static IP addressing. The Contractor shall provide all CAT6 cabling, connectors, terminations, and associated infrastructure necessary to support operations.

1.1.2 INSTALLATION

The Contractor shall coordinate installation activities with the Government Point of Contact (POC) and designated facility representatives. Installation activities shall include equipment mounting, structured cabling installation, switch and wireless access point configuration, network testing, internet service activation, wireless validation testing, and final operational verification. Contractor-provided commercial internet infrastructure shall remain physically and logically separated from Government networks.

1.1.3 MAINTENANCE

The Contractor shall monitor contractor-provided network equipment and connectivity 24 hours per day, 7 days per week, 365 days per year. The Contractor shall provide outage notification within four (4) hours during normal duty hours, provide advance notice of scheduled maintenance at least fourteen (14) calendar days in advance, dispatch maintenance personnel for critical outages within one (1) business day, and maintain all managed network equipment under active operational support throughout the contract period.

1.1.4 USER SUPPORT

The Contractor shall provide technical support services for all installed commercial internet, managed network, wireless access point, and associated network infrastructure components throughout the duration of the contract. Support shall include remote troubleshooting, connectivity diagnostics, wireless performance troubleshooting, escalation management, coordination of repairs, and service outage response support.

1.1.5 COMMERCIAL INTERNET SERVICE REQUIREMENTS

Commercial internet service shall be available 24 hours per day, 7 days per week, provide reliable broadband connectivity, support simultaneous wired and wireless users, and support operational mission requirements.

1.1.6 PROJECT MANAGEMENT

The Contractor shall designate a Project Manager responsible for coordination, scheduling, implementation oversight, quality assurance, and contract performance management throughout the period of performance. The Project Manager shall serve as the primary interface between the Contractor and Government.

1.1.7 STORAGE OF PRODUCTS DURING TEAR DOWN AND INSTALLATION

This is an occupied Government facility. Materials, tools, equipment, and supplies shall be stored in a manner that does not interfere with Government operations, emergency access routes, or mission activities. Storage practices shall comply with applicable OSHA standards and JBSA safety regulations. OSHA29 CFR1910.22(a)1 and OSHA29 CFR1910.22(d)2.

1.1.8 ACCESSORIES AND INCIDENTALS

The Contractor shall provide all accessories, incidental hardware, mounting brackets, connectors, cable management components, patch panels, labeling materials, and other ancillary items necessary for a complete and operational installation.

1.1.9 PROTECTION

The Contractor shall take all necessary precautions to prevent damage to Government facilities, equipment, utilities, furnishings, and property during performance of work. Any damage caused by Contractor personnel shall be repaired or replaced at no additional cost to the Government.

1.1.10 SITE MAINTENANCE

Work areas shall be maintained in a clean, safe, and orderly condition at all times. The Contractor shall remove all trash, packaging materials, debris, and unused materials generated during performance.

1.1.11 COMPLETION OF WORK

Upon completion of installation activities, the Government will conduct inspection and acceptance verification. The Contractor shall provide as-built documentation, network diagrams, equipment inventories, wireless coverage validation results, configuration documentation, and applicable warranty information.

1.1.12 HOURS OF PERFORMANCE

Normal installation and maintenance activities shall be performed Monday through Friday from 7:30 a.m. to 3:00 p.m., excluding Federal holidays, unless otherwise approved by the Contracting Officer.

1.1.13 URGENT/EMERGENCY WORK AFTER NORMAL DUTY HOURS, WEEKENDS, AND HOLIDAYS

The Contractor may be required to perform urgent or emergency maintenance, repair, restoration, or troubleshooting services outside normal duty hours when mission operations are impacted. Any work outside standard operating hours shall require approval from the Contracting Officer.

1.1.14 FEDERAL HOLIDAYS (2026)

New Year's Day – January 1, 2026; Martin Luther King Jr. Day – January 19, 2026; Presidents' Day – February 16, 2026; Memorial Day – May 25, 2026; Juneteenth National Independence Day – June 19, 2026; Independence Day (Observed) – July 3, 2026; Labor Day – September 7, 2026; Columbus Day – October 12, 2026; Veterans Day – November 11, 2026; Thanksgiving Day – November 26, 2026; Christmas Day – December 25, 2026.

1.1.15 CONTRACTOR LIABILITY

The Contractor shall be responsible for all acts and omissions of its employees, subcontractors, and agents during contract performance and shall hold harmless the

Government from claims or damages arising from Contractor negligence to the extent permitted by applicable law.

1.1.16 DISPUTE PROCESS

The Parties shall attempt to resolve disputes at the lowest operational level possible. Contractual disputes shall be elevated to the Contracting Officer in accordance with the Contract Disputes Act and applicable FAR procedures.

1.1.17 CONFLICT OF INTEREST

The Contractor shall comply with all applicable Federal ethics regulations and conflict-of-interest requirements and shall not knowingly employ any individual whose employment would create an actual or apparent conflict of interest with Government operations.

1.1.18 REGULATIONS AND COMPLIANCE

The Contractor shall comply with all applicable Federal laws, State laws, local regulations, Department of Defense policies, Air Force Instructions, JBSA installation regulations, OSHA standards, UFC standards, ANSI/TIA telecommunications standards, and BICSI installation practices.

1.1.19 MEETINGS

The Contractor may be required to attend post-award conferences, project status meetings, technical coordination meetings, safety meetings, outage review meetings, and contract performance discussions as directed by the Government.

1.1.20 SECURITY, FIRE, AND MEDICAL SERVICES

The Government will provide emergency police, fire, and emergency response services for Contractor personnel while on Government installations. Contractor personnel shall dial 911 and provide the installation name and exact facility location during emergencies.

1.1.21 SMOKING IN AIR FORCE FACILITIES

Smoking and tobacco use shall comply with Department of the Air Force tobacco control policies and installation-specific smoking restrictions. Smoking is permitted only in designated smoking areas. AFI 48-104, Tobacco Free Living,

1.1.22 JBSA TRAFFIC CODE

The Contractor shall comply with all applicable JBSA traffic regulations and Air Force traffic management requirements. Contractor personnel operating vehicles on JBSA installations shall possess valid driver's licenses and maintain current vehicle insurance. AFMAN 24-306

1.1.23 CELL PHONE USAGE

Contractor personnel shall comply with all Department of Defense and JBSA restrictions regarding mobile device usage while operating vehicles on Government installations. DoD Instruction (DoDI) 6055.04

1.1.24 BASE FIRE PREVENTION PROGRAM

The Contractor shall comply with all applicable JBSA fire prevention requirements and UFC 3-600-01 standards. UFC 3-600-01.

1.1.25 SECURITY REQUIREMENTS

The Contractor shall maintain complete separation from DoD networks, implement secure administrative access controls, utilize Multi-Factor Authentication (MFA), utilize encrypted management sessions, and secure wireless networks using WPA3-Enterprise or equivalent encryption standards.

1.1.26 INSTALLATION ACCESS

Contractor personnel requiring installation access shall comply with all JBSA credentialing, identity verification, vetting, escort, and installation access procedures. The Government CO will be responsible for coordinating access for all Contractor designated employees. The Contractor is required to ensure all personnel maintain a valid and non-expired pass for JBSA installations. A criminal history check will be conducted on all Contractors requiring base access. The Contractor shall provide the Government POC a current list of employees needing access within 5 working days after receiving award or notice of award. The list shall include employees' full name, date of birth, state driver's license/state ID number with state of issue and country born in. Notification of the Contractor's additions and deletions shall be provided with the same information listed above and within five (5) working days. Within ten (10) business days after receipt of the list, the Government will notify the Contractor that installation access passes are available for those employees clearing the criminal history check. Contractor shall return all issued installation badges and passes when the contract is completed or when a Contractor employee no longer requires access to the installation.

1.1.27 PHYSICAL SECURITY

The Contractor shall safeguard all Contractor-owned and Government-furnished equipment during performance of work and secure all tools, ladders, materials, and network equipment when unattended. The Contractor shall comply with Force Protection Condition (FPCON) procedures, Random Antiterrorism Measures (RAMS) and local search/identification requirements. The Contractor shall safeguard all Government property utilized or accessed in the performance of this contract. At the close of each work period, the Contractor shall coordinate with the Government representative to validate the worksite is secure.

1.1.28 WEAPONS, FIREARMS, AND AMMUNITION

Contractor personnel are prohibited from bringing privately owned weapons, firearms, ammunition, explosives, or prohibited items onto Government installations unless specifically authorized in writing by installation authorities.

1.1.29 REPORTING REQUIREMENTS

The Contractor shall comply with DAFI 71-101, Volume 1, Criminal Investigations Program (Chapter 2, paragraph 2.7) and Volume-2, Protective Service Matters, (Paragraph 1.2). Contractors shall report to Security Forces any information or circumstances which may pose a threat to DoD or Contractor resources, or DoD information. The Contractor shall establish and maintain a comprehensive safety program that is designed to prevent mishaps involving Contractor and Government personnel, facilities, and equipment. The Contractor shall comply with all safety regulations and guidance to include 29 CFR 1910, Occupational Safety and Health Administration. The Government may issue a stop work order to the Contractor to stop all or part of work until all safety violations are corrected. The Contractor shall notify the Government's POC immediately and maintain an accurate record of any safety violations, personnel, and vehicle accidents or other mishaps resulting in injury or death, or in damage to Government property, supplies, and/or equipment. A full written report of the facts and the extent of such contractor accidents and/or damage shall be provided to the Facility Manager and CO within one (1) business day

~~APPENDICES~~

~~Appendix A – FACILITY LAYOUTS~~