Performance Work Statement (PWS)

Unaccompanied Housing (UH) Broadband Internet Services

Shaw Air Force Base (AFB), South Carolina

20th Fighter Wing (20 FW)

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V4

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1. DESCRIPTION OF SERVICES

1.1 General

The Headquarters United States Air Force and the 20th Fighter Wing (20 FW) are committed to providing quality of life enhancements to service members stationed at Shaw Air Force Base (AFB). This Performance Work Statement (PWS) defines the requirements for commercial-grade broadband internet services to be delivered directly to unaccompanied housing residents.

1.2 Scope

The Contractor shall provide, install, and manage fixed broadband internet access for nine (9) Unaccompanied Housing (UH) facilities supporting 728 Service members at the 20th Fighter Wing (20 FW). The 9 applicable dormitory buildings are: Bldgs 402, 406, 407, 418, 419, 421, 903, 904, and 905. The Contractor shall install a complete new independent network infrastructure in accordance with section 2.3.1 and is strictly prohibited from utilizing any and all existing on-site coaxial or copper lines.

1.3 Background and Guiding Policies

In accordance with recent Department of Defense mandates and Department of the Air Force (DAF) quality of life initiatives, high-speed, no-cost internet access must be provided to unaccompanied service members living in military dormitories. This service supports professional development, online education, communication with family, and recreational needs. The execution of this contract shall comply with the following source policies:

- Assistant Secretary of Defense for Energy, Installations, and Environment, "Increasing Access to Broadband Internet in Department of Defense Unaccompanied Housing in the United States" dated June 2, 2025.
- Air Force Civil Engineer Center (AFCEC) Guidance Policy on Broadband Internet Access for Unaccompanied Housing.
- National Defense Authorization Act (NDAA) for Fiscal Year 2025.

2. TASK DESCRIPTIONS

2.1 General Performance Requirement

The Contractor shall provide all personnel, equipment, tools, materials, cabling, hardware, software, transport, supervision, and other items necessary to perform commercial broadband internet services as defined in this PWS.

2.2 Task 1: Fixed Commercial Broadband Services

The Contractor shall provide fixed broadband internet access meeting or exceeding the FCC minimum benchmark of 100 Megabits per second (Mbps) download and 20 Megabits per second (Mbps) upload speeds for all designated UH rooms.

2.3 Task 2: Physical Infrastructure & Site Conditions

2.3.1 Mandatory New Infrastructure & Legacy Cabling "No-Go" Status

The existing campus coaxial and copper cabling infrastructure is obsolete, degraded, and lacks clear agency ownership. The Contractor must provide, install, and maintain a completely new, independent network infrastructure (e.g., dedicated fiber-optic backhaul to each building's Main Distribution Frame [MDF] and a managed Wi-Fi distribution system throughout the facilities).

2.3.2 New Cabling, Boundary Safeguards, and SLA Liability

The Contractor is solely responsible for installing and maintaining all new physical cabling, conduits, hardware, and wireless access points from their external network to the individual resident rooms. The Contractor assumes full end-to-end Operations and Maintenance (O&M) responsibility for this newly installed infrastructure and remains fully responsible for maintaining the 95.0% network uptime SLA at all times. Because this internet service is designated strictly for recreational and common-area use (such as dorm Wi-Fi), a 95% monthly uptime standard successfully meets resident needs while preventing unnecessary cost/price drivers. To prevent boundary and property disputes, the Contractor is strictly prohibited from altering, splicing, moving, or removing any existing communications lines (government or third-party) without explicit, prior coordination and written authorization from 20 CS/SCXI and 20 CES.

2.3.3 Building-Specific Structural Challenges

The nine (9) dormitory facilities feature varying construction materials that impact wireless signal strength and require specific safety protocols:

- **Thick-Wall & Asbestos-Positive Structures (Bldgs 402, 406, 407, 418, 903, 904, and 905):** Constructed in the 1950s, 1971 (Bldg 418), and the 1980s, these buildings feature interior and exterior walls built with reinforced concrete block and cinderblock. Additionally, **Buildings 402, 406, 407, 418, 903, 904, and 905 have been identified as positive for asbestos-containing materials (ACM)**. The contractor shall ensure that all drilling, conduit installation, and infrastructure work within these specified facilities strictly adhere to federal, state, Air Force, and OSHA asbestos safety and compliance standards.
- **Modern Structures (Bldgs 419 and 421):** Constructed circa 2016, these facilities feature modern drywall and metal-stud construction with highly accessible drop ceilings and maintenance chases, facilitating straightforward cable routing and wireless signal propagation.

2.3.4 Mandatory Vendor Site Visit & Survey

Due to the significant structural variations and the unknown physical condition of the existing on-site wiring, a physical site survey is mandatory for all prospective vendors prior to submitting a proposal. Bidders must inspect each building's communications room and room layouts to ensure their technical proposal is accurate. Post-Award Requirement: The Contractor shall submit a detailed Site Survey and Wireless Propagation Map to the CO and COR for approval within thirty (30) calendar days of contract award.

2.3.5 Fixed Wireless Access (FWA)

Fixed Wireless Access (e.g., 5G or Non-Terrestrial Network routers) may only be proposed if physical fiber or cable routing is proven physically or cost-prohibitive for specific locations, subject to a government cost-benefit analysis. Any proposed wireless alternative must still fully guarantee the 100/20 Mbps speed standard and the 95.0% monthly network uptime SLA.

2.3.6 Installation Sequence and Timeline

The installation sequence must begin at **Building 418** to formalize the sequence requirement. All installation work for all nine buildings must be completed within the specified timeframe (current year) to prevent timeline overruns.

2.4 Task 3: Access Control, Web Filtering, and Policy Compliance

Captive Portal: In compliance with DoDI 8550.01 (DoD Internet Services) and DoDI 8500.01 (Cybersecurity), the Contractor shall implement a customized captive portal (landing page) that requires residents to actively accept a government-approved Acceptable Use Policy (AUP) prior to receiving network access.

Web Content Filtering: In accordance with the June 2, 2025, DoD Policy Memorandum and DAFMAN 17-1301 (Computer Security), the Contractor shall enforce robust commercial-grade web content filters to block inappropriate, illegal, or malicious material. The Contractor shall strictly adhere to the guidelines and restrictions established in the official DAF Policy Letter, which is incorporated as an attachment to this PWS.

2.5 Task 4: DoD Device Compatibility and VPN Traffic

The network must permit the use of DoD Wireless Local Area Network (WLAN) enabled portable electronic devices (e.g., government-issued laptops and tablets) in compliance with DoDI 8420.01, Section 3.4. The network shall not block, throttle, or degrade official Virtual Private Network (VPN) traffic, enabling residents to access official military portals and conduct remote duty-related tasks.

2.6 Task 5: User Administration and Opt-Out Mechanism

Resident Opt-Out: Service members must be allowed to opt out of the commercial service if they prefer to purchase their own personal commercial internet from an outside provider. The Contractor shall provide a simple digital mechanism (via the captive portal or customer portal) for residents to submit and process opt-out requests. Processing Timeline: Validated resident opt-out requests must be processed and completed within exactly five (5) business days of submission.

2.7 Task 6: Operations, Direct Support, and Outage Restoration

24/7 Direct Resident Hotline: The Contractor shall establish and maintain a 24/7 direct-to-resident technical support hotline, web portal, and/or mobile application. Residents must be able to contact the provider directly to report outages, slow speeds, or account issues.

Dorm Management Bypass: Support must bypass local Dorm Management and 20th Civil Engineer Squadron (20 CES) staff, who operate only on standard day shifts (0730-1630) and are not technical network administrators.

Outage Restoration SLA: The Contractor shall guarantee restoration of major network outages (defined as an outage affecting more than 10% of residents in any single building, or a complete building outage) within six (6) hours of notification.

COR Responsibilities: The Contracting Officer's Representative (COR) is responsible for quality assurance and contract oversight. The COR is not the first point of contact for resident technical support or complaints. The COR's role is strictly surveillance, verification of contract compliance, and escalation of unresolved issues to the CO.

2.7.1 Invoicing and Resident Billing Restrictions
The contractor will submit a single, consolidated monthly itemized (by building) invoice after installation for Wi-Fi to the Government. To protect service members and prevent duplicate billing to the Government, the contractor is **strictly prohibited from billing residents directly** for the baseline service.

Furthermore, the contractor is **strictly prohibited from offering or selling premium speed or bandwidth upgrades directly to residents.** Like a standard lodging or hotel model, the government-funded Wi-Fi must serve as the universal baseline of service. Residents always retain the option to opt out of the base Wi-Fi and purchase their own independent commercial internet plans, but they must not be able to upgrade or purchase add-ons through the base-provided system.

3. SERVICE SUMMARY (SS)

The Contractor's performance will be assessed against the following Service Summary standards:

Performance Objective	PWS Para	Performance Threshold	Method of Surveillance
SS-1: Broadband Speeds	2.2	At least 95% of all random speed tests conducted each month must meet or exceed 100 Mbps download and 20 Mbps upload.	Random Sampling: The COR will conduct at least three (3) random speed tests across different dorms weekly. The contractor must also provide a monthly speed review report to the COR.

SS-2: Network Availability	2.3, 2.7	Monthly network uptime must be 95.0% or greater. Major outages must be fully restored within 24 to 48 hours of notification. (Excludes Scheduled Maintenance: restricted to 0100-0500 local time, capped at 4 hours max per month, and requires 72 hours advance notice to the COR).	Independent Verification: COR cross-references contractor uptime logs with automated ping tests from government devices.
SS-3: Access & Security Control	2.4, 2.5	Captive portal and content filtering are 100% operational with zero instances of bypassed content filters and zero blocked official VPN traffic.	100% Inspection: Daily verification checks by the COR using government devices.
SS-4: User Administration (Opt-Out)	2.6	Validated resident opt-out requests are processed and completed within five (5) business days.	Customer Complaints: Monthly audit of written complaints submitted by residents to Dorm Management.

4. DELIVERABLES

DELIVERABLE	PWS PARA	DUE DATE	DELIVERY METHOD

Site Survey & Wireless Propagation Map	2.3.4	NLT 30 calendar days after contract award	Email to CO and COR in PDF/Word format
Monthly Status & Performance Report	2.2, 2.3, 2.7	10th business day of each month	Email to COR in MS Word/Excel format
Kickoff Meeting Agenda	6.2	NLT 3 calendar days after contract award	Email to COR in MS Word format
Quality Control Plan (QCP)	6.3	Submitted at Kickoff; annual revisions 15 days after Option Year award	Email to COR in MS Word format
Employee Access List	6.4	Upon Request	Email to COR in MS Excel format

5. GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

5.1 Government Furnished Property & Services

The Government will provide access to equipment space, commercial power, pathways, and exterior access at no cost to the contractor to reduce pricing risk. Beyond this, the Government will not furnish property, personnel, equipment, tools, materials, or services for this contract.

5.1.1 Allocation Matrix

Contractor must refer to the following allocation matrix regarding equipment space, power, pathways, and structural access:

INFRASTRUCTURE/ SERVICE ITEM	GOVERNMENT FURNISHED	CONTRACTOR FURNISHED	STRICT PWS REQUIRMENTS & NOTES
Equipment Space (Physical Rooms)	YES	NO	Physical space within the 9 dormitories will be designated, but

			exact dimensions must be verified.
Equipment Racks & Cabinets	NO	YES	The Contractor must supply and install all dedicated equipment racks and cabinets.
Existing Cabling (Coax, Copper, Fiber)	NO	PROHIBITED	Strictly Prohibited. You cannot use existing Government-owned cabling; a net-new network is required.
Conduits, Pathways & Backhaul	NO	YES	The Contractor must engineer, supply, and install all pathways, conduits, and fiber backhaul.
Commercial Power Utility	YES	NO	Standard electrical utility access is provided at the designated space, but connection interfaces are Contractor-furnished.
Roof & Exterior Wall Access	YES (Subject to Approval)	YES (Engineering & Labor)	Access is permitted for installation, but the Contractor must perform and fund all penetration and sealing work.

5.2 Contractor Site Housekeeping

The Contractor is responsible for the prompt removal of all work-related trash, debris, and packaging materials. The Contractor shall provide their own dumpsters or roll-offs; use of government-owned dumpsters is strictly prohibited.

6. GENERAL INFORMATION

6.1 Scheduling & Duty Hours

Standard construction and installation work hours shall be Monday through Friday, 0730–1530 local time, excluding federal holidays, unless otherwise approved by the Contracting Officer.

6.2 Project Kickoff Meeting

The Contractor shall schedule and coordinate a Project Kickoff Meeting no later than (NLT) five (5) calendar days after contract award at a location approved by the Government.

6.3 Quality Control Plan (QCP)

The Contractor shall develop, implement, and maintain a QCP that details their internal quality assurance system to ensure all PWS standards, performance thresholds, and commercial best practices are met.

6.4 Security Requirements

The Contractor shall safeguard all Government property, documents, and controlled forms provided for Contractor use and comply with base security/access regulations.

7. APPENDIX 1 - DEFINITIONS & ACRONYMS

7.1 Definitions

Contracting Officer (CO): The only Government official authorized to award, administer, modify, or terminate contracts.
Contracting Officer's Representative (COR): A government official appointed by the CO to perform technical oversight, conduct surveillance, and verify contractor performance compliance.
Major Outage: Any service disruption affecting more than 10% of residents in any single building, or a complete building outage.

7.2 Acronyms

AFB: Air Force Base
AQL: Acceptable Quality Level
CAR: Corrective Action Request
CE: Civil Engineering
COR: Contracting Officer's Representative
CS: Communications Squadron
DAF: Department of the Air Force
FCC: Federal Communications Commission
FWA: Fixed Wireless Access
MDF: Main Distribution Frame
NDAA: National Defense Authorization Act
PWS: Performance Work Statement
QASP: Quality Assurance Surveillance Plan
SLA: Service Level Agreement
UH: Unaccompanied Housing

VPN: Virtual Private Network
WLAN: Wireless Local Area Network