PERFORMANCE WORK STATEMENT

MANAGED WIFI FOR DORMITORY CAMPUS

Misawa Air Base, Japan

26 Jun 2026

1.0 SCOPE

1.1 TITLE: Managed WIFI System for MAB Dormitory Campus

1.2 GENERAL DESCRIPTION OF WORK:

The contractor shall deliver and install a Managed Wi-Fi system for dormitory buildings located at: 539, 542, 660, 661, 664, 665, 667, 668, 671, 672, 673 and 5 designated outdoor grill/patio areas at Misawa Force Base, Japan.

The Managed Wi-Fi system shall provide reliable wireless internet coverage throughout all dormitory rooms, common areas, the Dorm Management Office, and designated outdoor recreational areas.

1.3 OBJECTIVES OF REQUIREMENTS: The contractor shall install a Managed Wi-Fi system supporting approximately 1,031 dormitory rooms, the Dorm Management Office (Building 671), 5 outdoor grill/patio areas, and 26 common areas across 11 dormitory buildings.

All equipment shall be new and include a minimum two (2) year manufacturer warranty.

The contractor shall provide all labor, materials, fiber, conduit, cables, software, hardware, installation, configuration, testing, and system training required to deliver a fully operational Managed Wi-Fi system.

2.0 REQUIREMENTS: Contractor shall install all WIFI equipment in all Dorm building, Dorm management office and outdoor grill/patio areas.

2.1 TASKS AND INSTALLATION REQUIREMENTS

The contractor shall design, furnish, install, configure, and test a fully operational Managed Wi-Fi system supporting all dormitory rooms, common areas, outdoor recreational areas, and the Dormitory Management Office located within the Misawa Air Base dormitory campus.

The contractor shall provide all required infrastructure, materials, equipment, and labor necessary to deliver a fully operational broadband wireless network.

Existing telecommunications infrastructure such as coaxial cabling, communication rooms, and existing conduit pathways shall be utilized where practical; however, the contractor shall verify the suitability of existing infrastructure and provide additional infrastructure where necessary to meet system performance requirements.

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WIRELESS ACCESS POINT REQUIREMENTS

The contractor shall perform a professional RF site survey and wireless design analysis to determine the optimal number and placement of wireless access points required to provide reliable coverage throughout the dormitory campus.

At a minimum, the wireless design shall support the following density requirements:

• Dormitory rooms: Minimum one (1) wireless access point per four (4) to six (6) dormitory rooms

• Common areas: Minimum one (1) wireless access point per common area

• Outdoor areas: Minimum one (1) outdoor-rated wireless access point per outdoor recreational area

• Dorm Management Office: Minimum one (1) wireless access point

Based on the dormitory campus configuration of approximately 1,031 rooms and 38 common areas, the expected deployment may require approximately:

• 120–180 indoor wireless access points

• 2–4 outdoor wireless access points

Final quantities shall be determined by the contractor's RF design and approved by the Government prior to installation.

Building 539 Freedom Dr.:

Install Wi-Fi system for 132 Rooms, 4 Common Areas, 4 Laundry Areas, 1 Recreation Patio.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 542 Freedom Dr.:

Install Wi-Fi system for 132 Rooms and 4 Common Areas, 4 Laundry Rooms

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 671 Fleming St.:

Install Wi-Fi system for 132 Rooms and 4 Common Areas, 4 Laundry Rooms, 1 Dorm Management Office.

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Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 672 Fleming St.:

Install Wi-Fi system for 196 Rooms and 4 Common Areas, 4 Laundry Rooms, 1 Recreation Patio.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 673 Fleming St.:

Install Wi-Fi system for 196 Rooms and 4 Common Areas, 4 Laundry Rooms, 1 Recreation Patio.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 660 Independence Dr.:

Install Wi-Fi system for 54 rooms and 1 Common Area, 1 Laundry Room.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 661 Freedom Cir.:

Install Wi-Fi system for 40 rooms and 1 Common Area, 1 Laundry Room.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 664 Freedom Cir.:

Install Wi-Fi system for 40 Rooms and 1 Common Area, 1 Laundry Room, 1 Recreation Patio.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 665 Fleming St.:

Install Wi-Fi system for 48 Rooms and 1 Common Area, 1 Laundry Room, 1 Recreation Patio.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

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Building 667 Fleming St.:

Install Wi-Fi system for 40 Rooms and 1 Common Area, 1 Laundry Room.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Building 668 Fleming St.:

Install Wi-Fi coverage for 44 Rooms, 1 Common Area, 1 Laundry Room.

Provide fiber, conduit, cables, hardware and software.

Setup network equipment and training.

Outdoor Grill/Patio Areas: The contractor shall provide Wi-Fi for five (5) designated outdoor grill/patio common areas located within the dormitory campus. The contractor shall install outdoor-rated wireless access points and associated infrastructure necessary to provide reliable wireless coverage throughout the designated outdoor areas. The contractor shall furnish and install all required equipment, mounting hardware, weather-resistant enclosures, conduit, and cabling necessary to support system installation and operation. All installed equipment shall be suitable for outdoor environmental conditions and installed in accordance with applicable codes and manufacturer specifications.

The contractor shall configure, integrate, test, and validate the wireless system to ensure proper operation and continuous connectivity within the designated outdoor common areas. Coverage shall be optimized to provide consistent and reliable wireless service compatible with the overall dormitory Managed WiFi system.

2.4 DELIVERY: All deliveries will enter and be inspected at the Misawa Air Base at Apple Gate as no other gate will accept deliveries. All equipment will be delivered to buildings, as each building has different addresses. The delivery vehicle must have hydraulic lift gate capabilities as no loading dock is available. Each building has parking lot adjacent to all buildings for offloading and staging. In lieu of delivery the contractor can deliver their supplies and equipment.

2.5 BASE ACCESS: Contractor will ensure to the maximum extent that all employees (to include subcontractors) will carpool to minimize the number of vehicles requiring a pass. There are areas surrounding the base that can be used as a meeting point to consolidate workers into as few vehicles as possible. Vehicles will have adequate and current insurance and registration; drivers of the vehicles will have current valid driver's licenses. All employees will be able to clear a background check and meet requirements for base access (to include Real ID or Passport). To expedite work, contractors should consider bringing all workers at least 1 day prior to work start to be issued passes.

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2.6 HOUSEKEEPING

The contractor shall remove and properly dispose of all packaging materials including wiring, plastics, Styrofoam and cardboard after each workday.

2.7 HOURS OF OPERATION

All services shall be performed during government's normal working hours which are: Monday thru Friday 0800-1600 with modified hours on military down days and US Holidays. The government will not compensate costs for overtime unless otherwise authorized herein. Contractor will coordinate with the COR a specific schedule to install all WIFI items

2.8 PERIOD OF PERFORMANCE

The contractor shall complete installation, configuration, testing, and activation of the Managed Wi-Fi system within ninety (90) calendar days after Notice to Proceed (NTP).

Work shall be performed using a phased installation approach by building to minimize disruption to dormitory residents and allow for efficient system validation and acceptance.

The contractor shall coordinate installation activities with the COR to ensure minimal disruption to dormitory operations.

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3.0 PERFORMANCE REQUIREMENTS

3.1 Broadband Service Requirements: In accordance with Title 10 USC Section 2265, broadband internet access provided under this contract shall meet or exceed speed benchmarks established by the Federal Communications Commission (FCC) under Section 706 of the Telecommunications Act.

At a minimum, the Managed Wi-Fi system shall support broadband internet service capable of providing not less than 100 Megabits per second (Mbps) download speeds and 20 Mbps upload speeds to the dormitory campus network.

3.2 User Access Requirements: The Managed Wi-Fi system shall include a service login landing page (captive portal) presented to each user prior to accessing the network.

The captive portal shall:

Clearly identify the service as Dormitory Managed Wi-Fi

Present terms and conditions of use

Require user acknowledgement prior to granting network access

3.3 Content Filtering Requirements: The Managed Wi-Fi system shall include web content filtering capabilities to restrict access to inappropriate or unauthorized content.

Content filtering across all tiers of service shall be implemented in accordance with Department of the Air Force and installation-level policy requirements.

The contractor shall configure filtering controls to ensure the network is used in a manner consistent with acceptable use and good order and discipline within unaccompanied housing.

The Managed Wi-Fi system shall include web content filtering capabilities to restrict access to inappropriate or unauthorized content while allowing reasonable personal use by dormitory residents.

Content filtering shall be implemented in accordance with applicable Department of Defense and Department of the Air Force policy guidance including:

DoDI 8420.01 – Commercial Wireless Local Area Network Devices, Systems, and Technologies

DoDI 8550.01 – DoD Internet Services and Internet-Based Capabilities

DAFI 17-210 – Department of the Air Force Cybersecurity Program Management

At a minimum, the contractor shall configure filtering controls to block access to:

- Known malicious websites and malware domains
- Phishing and Fraudulent websites
- Illegal content
- Explicit adult content or pornographic material

Filtering controls shall be centrally managed through the network management platform. Content filtering shall apply to all users accessing the Government-funded base tier service. Premium user-paid service tiers may allow reduced content filtering restrictions compared to the Government-funded base tier, provided that access to illegal content, malicious websites, and known cybersecurity threats remains blocked.

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3.4 Individual User-Paid Service Upgrades

3.4.1 General Authorization
The contractor is authorized to offer and provide enhanced tiers of Wi-Fi service directly to individual dormitory residents on a voluntary, user-paid basis. The provision, management, billing, and support of these premium services are the sole responsibility of the contractor and shall be provided at no additional cost to the Government.

3.4.2 Tiered Service Model
The Wi-Fi system shall be designed to support a multi-tiered service model:

- Base Tier (Government-Funded): This is the standard service provided to all users as defined in Section 3.1 (100 Mbps download / 20 Mbps upload). This service shall be provided to all residents at no charge.
- Premium Tiers (User-Paid): The contractor may define and offer one or more premium tiers with increased performance (e.g., higher download/upload speeds, lower latency). The contractor shall determine the pricing and features of these tiers.

3.4.3 Non-Interference and Performance
The provision of Premium Tier services must not, under any circumstances, degrade the performance, speed, or availability of the Base Tier service. The contractor shall ensure the installed infrastructure (backhaul, access points, and core equipment) has sufficient capacity to deliver the required speeds for all service tiers simultaneously without contention. The Base Tier service level defined in Section 3.1 is a minimum requirement that must always be available to all non-paying users.

3.4.4 Contractor Responsibilities for Premium Services
The contractor shall be solely responsible for all aspects of the user-paid services, including but not limited to:

- Billing and Payment: A secure, online system for users to purchase, manage, and pay for service upgrades. The Government shall not be involved in any financial transactions.
- Customer Support: Dedicated technical and billing support for users of the Premium Tiers.
- Marketing: All marketing and communication to residents regarding the availability of premium services must be approved by the Contracting Officer's Representative (COR) prior to distribution.
- Terms of Service: A clear and distinct Terms of Service for the user-paid tiers, separate from the general network use policy.

Summary of Key Roles & Responsibilities

This table summarizes the division of responsibilities under this model:

Responsibility	Government	Contractor	Individual User
Funding Base Tier (100/20 Mbps)	✔		

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Funding Premium Tiers			✔
Installing & Maintaining Infrastructure		✔	
Billing & Collecting for Premium Tiers		✔	
Providing Tech Support for Base Tier		✔	
Providing Tech Support for Premium Tiers		✔	
Ensuring Base Tier Performance	✔ (Oversight)	✔ (Execution)	

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***4.0 ONGOING MANAGED SERVICES & SUSTAINMENT (APPLICABLE TO FUNDED OPTION YEARS ONLY)**

This section defines the requirements for the ongoing sustainment of the managed Wi-Fi system. These requirements shall apply only when the Government exercises an option year for managed services as defined by the corresponding Contract Line Item Number (CLIN).

4.1 General Requirement

The contractor shall provide all necessary management, administration, and support services to ensure the Managed Wi-Fi system remains fully operational, secure, and performant throughout the option period. The objective is to provide reliable, hotel-grade internet experience for all dormitory residents.

4.2 Sustainment Tasks & Responsibilities

The contractor's responsibilities shall include, at a minimum, the following:

Category	Requirement Details
Network Management & System Upkeep	The contractor shall provide continuous, proactive management of the entire network infrastructure.- System Monitoring: 24/7/365 proactive monitoring of all network components (access points, switches, controllers, firewalls).- Software & Firmware Maintenance: Application of all necessary software updates, firmware upgrades, and security patches within 30 days of manufacturer release to mitigate vulnerabilities and ensure optimal performance.- Configuration Management: Maintain secure, backed-up

	copies of all system configurations. Contractor shall be capable of restoring system configurations in the event of a catastrophic failure.
Performance & Service Level Agreements (SLAs)	The contractor shall meet or exceed the following performance standards:- Network Availability: 99.8% uptime for the core network infrastructure, measured monthly.- Base Tier Performance: The Government-funded Base Tier service (100 Mbps download / 20 Mbps upload) shall be consistently available to all users not subscribed to a premium plan.- Latency: Network latency from the user device to the internet point-of-presence shall not exceed 100ms under normal conditions.- Monthly Reporting: The contractor shall provide a Monthly Performance Report to the COR detailing network uptime, bandwidth utilization, help desk statistics, and compliance with all SLAs.
User Support & Help Desk	The contractor shall provide comprehensive technical support directly to all dormitory residents.- Hours of Operation: Provide a 24/7/365 help desk accessible via a toll-free telephone number and an online portal.- Scope of Support: Support shall cover all user-facing issues, including connectivity problems, account assistance, login issues (captive portal), and billing inquiries for Premium Tier users.- Response Times: Acknowledge all user support requests within one (1) hour. Provide a plan for resolving critical and routine issues.
Equipment Lifecycle & Replacement	The contractor shall manage the lifecycle of all installed equipment.- Warranty Management: Act as the single point of contact for all manufacturer warranty claims.- Failed Equipment Replacement: In the event of equipment failure outside of the manufacturer's warranty during an active option year, the contractor shall replace the failed component within five (5) business days to restore service. The Government shall not be responsible for the cost of replacement hardware or labor during a paid sustainment period.

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4.3 Service Level Agreement (SLA) Non-Compliance and Remedies

4.3.1 Purpose

This section defines the remedies available to the Government in the event the contractor fails to meet the Service Level Agreements (SLAs) outlined in Section 4.2. These remedies are not exclusive and do not prejudice any other rights or remedies available to the Government under this contract or by law. The primary mechanism for remediation will be a percentage credit applied against the contractor's monthly invoice for managed services.

4.3.2 Network Availability Service Credit

The most critical SLA is Network Availability. The contractor shall be subject to a service credit for any month in which Network Availability falls below the 99.8% uptime threshold.

- Definition of Downtime: Downtime is defined as any period during which the core network infrastructure is unavailable, preventing 50% or more of the users in a single building from accessing the internet. Downtime does not include periods of scheduled maintenance approved in advance by the Contracting Officer's Representative (COR).

- Credit Calculation: The service credit will be calculated based on the "Monthly Availability Percentage," which is verified in the contractor's Monthly Performance Report. The credit shall be applied to the invoice for the month *following* the month in which the service failure occurred.

The following credit structure shall apply:

Monthly Availability Percentage	**Monthly Invoice Credit**
>= 99.8%	0% (Meets SLA)
99.0% to 99.79%	5% Credit
98.0% to 98.99%	10% Credit
< 98.0%	20% Credit and a mandatory Corrective Action Report

4.3.3 Corrective Action Report (CAR)
If the Monthly Availability Percentage falls below 98.0% in any given month, or if the contractor fails to meet the same non-availability SLA for two consecutive months, the contractor shall, in addition to any invoice credits, submit a formal Corrective Action Report to the COR within ten (10) business days. This report must detail:

1. The root cause of the failure.
2. The immediate steps taken to resolve the issue.
3. The long-term preventative measures that will be implemented to prevent recurrence.

4.3.4 Chronic Failure
Consistent failure to meet SLAs will be considered a serious performance deficiency. If the contractor is subject to service credits for any three (3) months within a rolling twelve (12) month period, the Government may, at its discretion, issue a Cure Notice and may pursue further contractual remedies, up to and including Termination for Cause.

4.3.5 Other SLA Failures
Failure to meet other SLAs, such as help desk response times or timely report submission, will be addressed through formal communication from the COR. If deficiencies are not corrected within 30 days of notification, the Government may require the contractor to develop a formal improvement plan or may pursue other contractual remedies.

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