

STATEMENT OF WORK

Defense Security Cooperation Agency (DSCA) Ted Stevens Center (TSC) Wireless Internet Services 13 November 2023

1. **GENERAL:** This is a non-personal services contract to provide the Ted Stevens Center for Arctic Security Studies with wireless internet services.

1.2 **Background:** The TSC was established in June 2021. The TSC mission is to enhance stability and security in the Arctic Region and the impact of climate change by providing an academic environment where strategic issues can be addressed, understanding deepened, partnerships fostered, defense-related decision-making improved, and cooperation strengthened between military and civilian leaders from the region and the United States.

1.3 **Objectives:**

- Contractor/Vendor shall:
 - Furnish all parts, tools, materials, and labor to provide the TSC wireless internet service, customer support, cabling, and pertinent hardware.
 - Provide reliable WIFI to the building located at 8414 McGuire Avenue, Joint Base Elmendorf-Richardson (JBER), Alaska 99506. The contractor shall provide a comprehensive service ensuring wireless internet is accessed throughout the space, estimated to comprise 35,000 square feet, for the minimum bandwidth of 1 Gigabit per second (Gbps) provided by the internet service provider (ISP). There will be no procurement as all required hardware will be leased combined with all relevant services (e.g., implementation and maintenance).

1.4 **Scope:** The Contractor is required to provide:

1.4.1 **Monitoring - Remote Monitoring Tool (RMT)** – Provide access of the RMT to the TSC IT Operations Staff combined with metrics of performance to be accepted by the TSC IT Operations Staff. Regular Status Updates: Coordinate meetings on a regular cadence with the TSC IT Operations Staff during and after the onboarding process to assure that any issues are addressed proactively.

1.4.2 **Hardware / Software** – Identify, implement, maintain, and troubleshoot all hardware / software required for optimized performance. All will be leased and included in the proposal. The contractor will work in coordination with the ISP to ensure best service to the user. An inventory of all assets (e.g., wireless access points) installed in the building will be provided to the TSC IT Project Management Team and the TSC IT Operations in an excel workbook outlining asset description, model, and serial number. All equipment will be coordinated to support the designated bandwidth provided by the ISP. The contractor shall provide input to the network topology as it is refined.

1.4.3 **Account Access** – To optimize communication, it is imperative that stakeholders united in bringing internet to the TSC will coordinate directly, keeping the TSC IT Operations Staff informed.

1.4.4 **Implementation** – Coordinated implementation of the wireless network, firewall, zero-trust compliance (in accordance with Federal Information Processing Standards (FIPS), SD-WAN, ensure maximum coverage throughout the building.

1.4.5 **All specifications of the contractor** to be shared as appropriate with the ISP to optimize the interface with WIFI. This includes but is not limited to the network interface device (NID) from the fiber optic strands to the WIFI.

1.4.6 **Maintenance** – This includes all actions preventative of possible events and incidents to sustain the Requirements and all aspects implemented. The ISP will provide a minimum of 2-week prior notice for planned maintenance events where the internet will be unavailable.

1.4.7 Notifications and coordination for maintenance and mitigation planning will be to TSC IT Operations Staff. An inventory of all assets installed in the building will be provided to this staff in an excel workbook outlining asset description, model, and serial number.

1.4.8 TSC Deputy Associate Director of Mission Support shall be kept informed of any impact to the building (e.g., planned outages).

1.4.9 Any maintenance pertaining to the fiber optic bundles coming into the building will be overseen by the ISP in coordination with the appropriate JBER personnel within the 673rd Communications Squadron.

1.4.10 Troubleshooting – Monitor and support all internet aspects experienced by the user designated at implementation. Provide 24/7/365(6) After Hours Support. Contact information needs to be provided for the Network Operations Center (NOC) and Escalation to the TSC PM Staff, TSC IT Operations, and ISP NOC. During troubleshooting (e.g., outages, performance), the contractor NOC will coordinate directly with the ISP NOC as appropriate. TSC IT Staff is expected to be kept in the information loop and provide input during the incident management process and prioritization of incidents.

1.5 Type of Contract: The government will award this requirement as a Firm Fixed Price (FFP) contract.

1.6 Period of Performance: The contractor shall deliver/provide the services in this Statement of Work within 5 days after award.

The period of performance is for one (1) Base year of 12 months and four option years.

1.6.1 Place of Performance: 8414 McGuire Avenue Joint Base Elmendorf-Richardson (JBER), AK 99506

1.7 Security: All work associated with this SOW is UNCLASSIFIED Sensitivity – No access is required for non-U.S. citizen government and contractor personnel.

1.7.1 Contractor Identification Badges: The Contractor shall complete all necessary documents for all contractor personnel requiring access to DSCA and its subcomponents. The contractor shall ensure contractor personnel who require access to government facilities comply with the security procedures of the facility.

1.7.2 During the performance of the contract, the Contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site. In addition, in the event of a completion or termination of the contract or expiration of the identification passes, the contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

1.8 Points of Contacts:

- Technical Point of Contact: **Ms. Linda Denning**
 - Organization: Ted Stevens Center for Arctic Security Studies
 - 8414 McGuire Ave
 - Anchorage AK 99605
 - Ph: (775) 315-3070
 - E-mail: linda.denning@us.af.mil
- Contracting Officer Representative: **Ms. Bianca Bostic**
 - Defense Security Cooperation Agency
 - 201 12th Street South, Suite 203
 - Arlington, VA 22202
 - Ph: (703) 697-2640
 - E-mail: bianca.d.bostic.civ@mail.mil

- Contracting Office:
Washington Headquarters Services
(703) 545-3578
whs.ncr.ad.mbx.dsca-group@mail.mil

1.9 Payment Information: Invoices shall be submitted electronically via Wide Area Workflow (WAWF) to:
Name: **Ms. Bianca Bostic**
Organization: DSCA
201 12th Street South, Suite 203
Arlington, VA 22202
E-mail: bianca.d.bostic.civ@mail.mil
Email: Org Box - dsca.ncr.obo.mbx.cor-acq-support@mail.mil

To access WAWF for invoice submission goes to <http://wawf.eb.mil/>. Also, in order for WAWF to send the proper notification to the COR that there is an invoice that needs his or her attentions, please be sure to add the COR's email address during your WAWF invoice submission process.

1.10 Section 508 Requirements: This award should comply with Section 508 as outlined in www.section508.gov.

1.11 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post-award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. These meetings shall be at no additional cost to the Government.