

**STATEMENT OF WORK  
FOR  
LACKLAND & RANDOLPH MILITARY AND FAMILY READINESS CENTER  
(802 FSS/FSFR)  
COMMERCIAL WI-FI INTERNET  
JBSA-LACKLAND AFB/JBSA-RANDOLPH AFB**

**1. DESCRIPTION OF SERVICES / GENERAL INFORMATION.** The Contractor shall provide all management, tools, supplies, equipment, and labor necessary for the assembly, installation, and monthly service of wireless and landline commercial internet services at JBSA-Lackland Military and Family Readiness Center (M&FRC), 2160 Kenly Avenue, Building 1249, Lackland AFB, TX 78236 (LOCATION 1), and JBSA-Lackland Military and Family Readiness Center Detachment, 1215 Patrick Street, Building 5616/Room 106, Lackland AFB, TX 78236 (LOCATION 2), and JBSA-Randolph Military and Family Readiness Center, 555 F Street West, Building 693, Randolph AFB, TX 78150 (LOCATION 3). Services provided at LOCATION 1 and LOCATION 2 will require transfer to Bldg. 5725 on JBSA-Lackland once construction is complete. This includes placing required wiring and any other equipment deemed necessary. The total square footage for the new location is 10,135. Once services are provided at this location they will no longer be required at LOCATION 1 and LOCATION 2.

**1.1. DESCRIPTION OF SERVICES.** This is an annual service contract with a base year and four optional renewal years. The Contractor shall provide expeditious delivery, assembly and continued service on a monthly basis. The contractor will take all necessary steps to provide all locations with internet service so there is no delay or downtime from current service expiration. Additionally, the contractor shall provide drawings/illustrations, specifications, product details, manuals, labor, tools, equipment, supplies, transportation, materials and supervision necessary to accomplish this project. The contractor will use current Ethernet cables, routers, and Wi-Fi access points in place. If the contractor is unable to use the current system they will provide the reasoning to the government point of contact and provide the cost to install new wiring and system prior to installation. The contractor will provide installation, specifications, and illustrations of layout and products to contract administrator within 15 calendar days after contract award.

**1.2. SITE VISIT:** Site visit will be held at JBSA-Lackland Military and Family Readiness Center (M&FRC), 2160 Kenly Avenue, Building 1249, Lackland AFB, TX 78236 (LOCATION 1), and JBSA-Lackland Military and Family Readiness Center Detachment, 1215 Patrick Street, Building 5616/Room 106, Lackland AFB, TX 78236 (LOCATION 2), and JBSA-Randolph Military and Family Readiness Center, 555 F Street West, Building 693, Randolph AFB, TX 78150 (LOCATION 3).

**1.3. PROJECT MANAGEMENT.** The Government's Point of Contact (POC), (or an alternate) will be available during the performance of work to coordinate the placement of all items. Contractor shall provide and designate a responsible employee (the supervisor) to supervise work and to coordinate with the Government's POC throughout all phases of work to

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be performed. The Contractor's supervisor shall be on site during the time any work is being done by the Contractor's employees.

### **1.3.1. SPECIFICATION.** Contractor must comply with installation specification:

**1.3.1.1. COMMERCIAL INTERNET, LOCATION 1, BLDG. 1249.** The Contractor shall engineer, install, furnish and test commercial internet services in building 1249 located at 2160 Kenly Avenue, Building 1249, Lackland AFB, TX 78236 (LOCATION 1).

- a) 500MB Circuit
- b) The contractor is responsible for hardware and materials which will be reviewed at the required site visit. The current set up utilizes CAT4 cable. The Contractor may use existing hardware and materials (drops and service is currently in place and in service) but shall provide all other requirements for this project necessary for network connectivity. Contractor shall ensure all Government provided PCs are fully operational with commercial internet service to fulfill this contract. Four access points are currently used at this location. The Contractor will use a Heat Map to determine how many access points are required for desired coverage.
- c) The facility will require wireless access coverage for the area depicted on the layout in Appendix C.

SPECIFICATIONS	STANDARD
<b>WIRELESS STANDARD</b>	802.11ac Access Point or Higher
<b>DUAL FREQUENCY</b>	Access Points both 2.4 and 5 GHz bands
<b>UPLOAD</b>	500Mb Desired
<b>DOWNLOAD</b>	500 Mb Desired
<b>HARD DATA LINES</b>	0

**1.3.1.2. COMMERCIAL INTERNET, LOCATION 2, BLDG. 5616/RM. 106.** The Contractor shall engineer, install, furnish and test commercial internet services located at 1215 Patrick Street in Building 5616/Rm 106, Lackland AFB, TX 78236 (LOCATION 2). The Contractor will provide a proposed project schedule reflecting a timeline to complete all activities needed to provide the internet services.

- a) 500MB Circuit
- b) The contractor is responsible for hardware and materials which will be reviewed at the required site visit. The current set up utilizes CAT4 cable. The Contractor may use existing hardware and materials (drops and service is currently in place and in service) but shall provide all other requirements for this project necessary for network connectivity. Contractor shall ensure all Government provided PCs are fully operational with commercial internet service to fulfill this contract. One access point is currently used at this location. The Contractor will use a Heat Map to determine how many access points are required for desired coverage to allow for a minimum of 15 wireless users at any time.
- c) The facility will require wireless access coverage for the area depicted on the layout in Appendix C.

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SPECIFICATIONS	STANDARD
WIRELESS STANDARD	802.11ac Access Point or Higher
DUAL FREQUENCY	Access Points both 2.4 and 5 GHz bands
UPLOAD	500Mb Desired
DOWNLOAD	500 Mb Desired
HARD DATA LINES	0

**1.3.1.3. COMMERCIAL INTERNET, LOCATION 3, BLDG. 693.** The Contractor shall engineer, install, furnish and test commercial internet services in located at 555 F Street West, Building 693, Randolph AFB, TX 78150 (LOCATION 3). The Contractor will provide a proposed project schedule reflecting a timeline to complete all activities needed to provide the internet services which will be fully operational.

a) 500MB Circuit

b) The contractor is responsible for hardware and materials which will be reviewed at the required site visit. The current set up utilizes CAT4 cable. The Contractor may use existing hardware and materials (drops and service is currently in place and in service) but shall provide all other requirements for this project necessary for network connectivity. Contractor shall ensure all Government provided PCs are fully operational with commercial internet service to fulfill this contract. 15-wired and three wireless access points are currently used at this location. The Contractor will use a Heat Map to determine how many access points are required for desired coverage.

c) The facility will require wireless access coverage for the area depicted on the layout in Appendix C.

SPECIFICATIONS	STANDARD
WIRELESS STANDARD	802.11ac Access Point or Higher
DUAL FREQUENCY	Access Points both 2.4 and 5 GHz bands
UPLOAD	500Mb Desired
DOWNLOAD	500 Mb Desired
HARD DATA LINES	0

**1.4. INSTALLATION.** The commercial internet services are currently being provided in all facilities through a provider. The services must be operational NLT 30 days after the contract is awarded. Communication infrastructure designs and installation of all hardware, software and infrastructure will follow: American National Standards Institute (ANSI) /Electronic Industry Alliance (EIA) /Telecommunications Industry Association (TIA) guidelines. All communications "Installation Practices" will conform to the -Unified Facilities Criteria (UFC), and BICSI Information Transport Systems Installation Methods Manual (ITSIMM). All installations will comply with the National Fire Protection Association Codes (NFPA-101) and the American Disabilities Act.

**1.4.1. STORAGE OF PRODUCTS DURING TEAR DOWN AND INSTALLATION.** This is an occupied building. Materials may be stored on site in such a manner that the continuing working operation of all three locations listed above is not impaired. Aisles must remain open and marked in compliance with OSHA29 CFR1910.22(a)1 and OSHA29 CFR1910.22(b)2.

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**1.4.2. ACCESSORIES AND INCIDENTALS.** The contractor shall provide all incidentals necessary and all incidental hardware shall be installed in accordance with manufacturer's recommendations. Adhesives, fasteners, nails, etc. shall be furnished by the Contractor. The contractor shall take precautions to prevent damage to Government property. The Contractor shall repair or replace damaged items or damages incurred by the contractor at no additional cost to the Government.

**1.4.3. SITE MAINTENANCE.** Work areas shall be maintained in a neat, clean, safe condition and all trash, debris, and garbage which Contractor generates is to be removed from the facility and properly disposed of at the end of each work day. And this must be completely removed from the base at the completion of the project at the Contractor's expense.

**1.4.4. COMPLETION OF WORK:** Upon completion, the Government will conduct an inspection of all products installed. The Contractor shall ensure that work for this project is performed in accordance with the criteria herein, and that all equipment, and systems shall be fully operational at the completion of work for this project. All surfaces and floor surfaces around the work site shall be cleaned. Illustrations / drawings shall be delivered and accepted by Government POC prior to final payment.

**1.5. MAINTENANCE.** At a minimum, the contractor shall: Monitor on premise equipment, connectivity, signal quality, and capacity 24/7/365 and notify the government within 4 hours during normal duty hours if there is a degradation of services being provided; Provide the Government web-based access to a dashboard monitoring capability; Provide the Government at a minimum a 2-weeks' notice of maintenance actions that could impact the end-users; Dispatch maintenance personnel to repair on premise breaks within 1 business day (Monday – Friday); Provide a customer support phone number for service related issues. The contractor shall provide support for installation and connectivity service for the hardwired and wireless points for the duration of the contract. The contractor will provide helpdesk support to include remote troubleshooting during normal business hours and capability for content filtering/security controls.

**1.6. HOURS OF OPERATION.** All three locations listed above are staffed Monday-Friday with the exception of federal holiday's from 0730 hours – 1630 hours. All three locations listed above are closed for federal holidays.

**1.7. SECURITY REQUIREMENTS.** The Department of Defense requires all installations to appropriately proof and vet all contractors and vendors providing service to Joint Base San Antonio Lackland prior to granting access. Contractor and vendor companies requiring access to Joint Base San Antonio Lackland must request credentials for their employees. Credentials may be issued for up to one year. All personnel will be proofed, vetted for fitness prior to approval. Vetting is an evaluation of an applicant's or a card holder's character and conduct for approval, acceptance or denial for the issuance of an access control credential or physical access Identity proofing is the process of providing or reviewing federally authorized acceptable documentation (INS Form I-9) for authenticity. Refer to Appendix A for installation access procedures for JB-SA-Lackland. Refer to Appendix F for installation access procedures for JB-SA-Randolph

**1.8. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT**

**COMMANDER.** Contractor's services are not essential. In the event of an emergency the contractor will comply with emergency and shelter-in-place procedures as directed by Military and Family Readiness Center staff.

**2. APPENDICES.**

- A. JBSA – Lackland Installation Access**
- B. M&FRC (Bldg. 1249)/Location 1**
- C. JBSA – Lackland M&FRC (Bldg. 1249) Floorplan**
- D. M&FRC Detachment (Bldg. 5616)/Location 2**
- E. JBSA – Lackland M&FRC (Bldg. 5616) Floorplan**
- F. JBSA – Randolph Installation Access**
- G. JBSA – Randolph M&FRC (Bldg. 693) Floorplan**

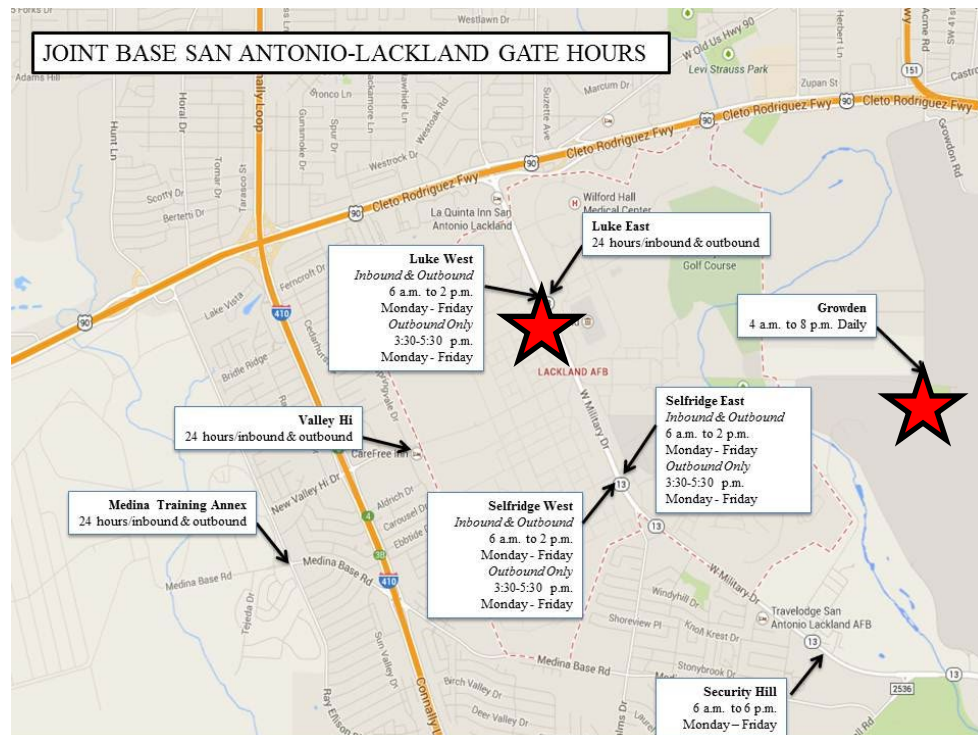
## APPENDIX A

### JBSA Lackland Installation Access

**JBSA LACKLAND ACCESS:**

**INITIAL INSTALLATION:** Contractor and vendor companies must submit written requests through their respective authorizing official (sponsor) on company letter head. Authorizing officials will verify, sign, and forward list to the Security Forces Visitor Center, no later than ten working days prior to start date. Upon notification from the Visitor Center, authorizing officials will contact the respective company and have approved employees report to building 2196 for credential issuance. Employees already in possession of a valid DoD ID card will not be issued another access credential. For application requests, please contact your authorizing official. Authorizing officials should contact the SFS Visitor Center at (210) 671-6174, email [Lackland.vrc@us.af.mil](mailto:Lackland.vrc@us.af.mil).

**PERFORMANCE OF CONTINUED MAINTENANCE:** Contractors are required to enter JBSA - Lackland through the commercial gate entrance located at 1213 Growdon Road, San Antonio, TX 78237 when operating a vehicle with 3 or more axles. If operating a smaller vehicle, the contractor may enter through the Luke West gate after obtaining a pass from the Visitor Control Center. Contractors must have a current/valid Driver's License or State ID and current insurance to enter the facility as well as a bill of lading stating where work is to be performed. Hours listed below are operating hours under normal operating conditions. Gate hours are routinely updated due to maintenance and security posture. For the most up to date guidance on gate access visit <https://www.jbsa.mil/Gate-Hours/>.



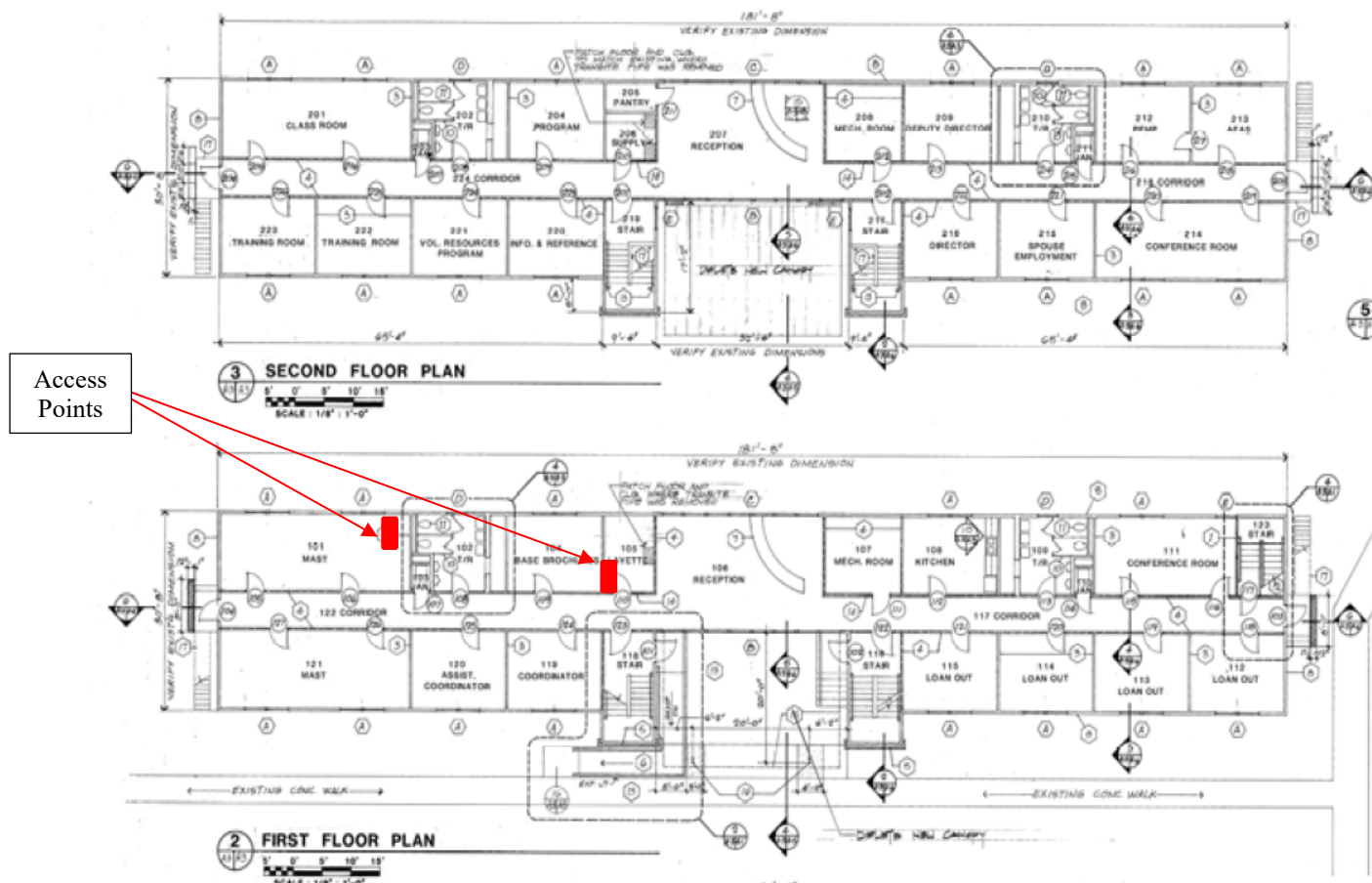




## APPENDIX C

**JBSA – Lackland M&FRC (Bldg. 1249)  
Floorplan**

**JBSA LACKLAND LOCATION 1 FLOORPLAN:** Bldg. 1249 requires wireless internet throughout the entire building. Below are the identified current access points. Current access points utilize CAT 4 wiring.





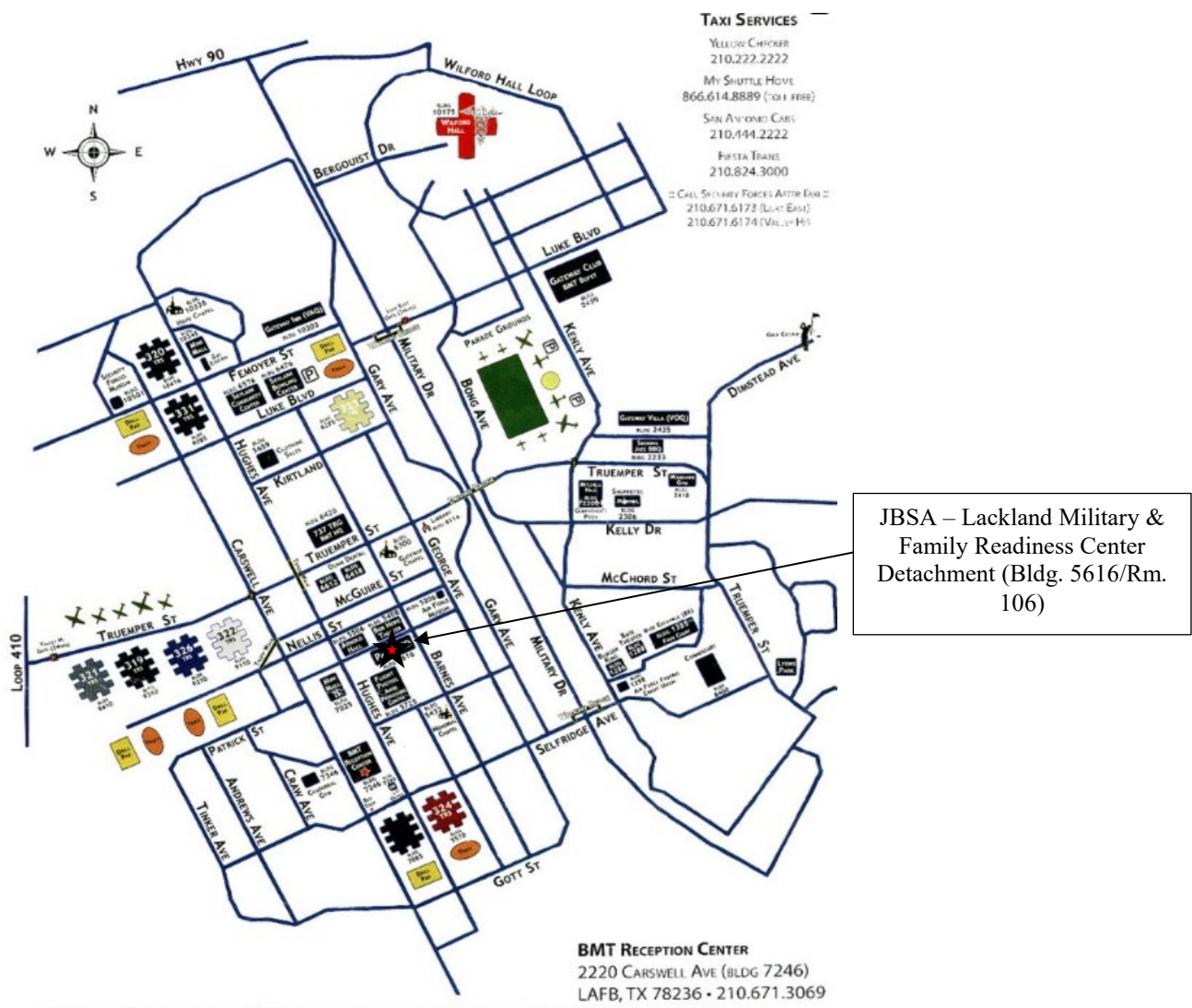
## APPENDIX D

### M&FRC Detachment (Bldg. 5616)/Location 2

**JBSA LACKLAND LOCATION 2 INFORMATION:** Routine hours of operation at the JBSA - Lackland M&FRC Detachment (Bldg. 5616/Rm. 106) are Monday – Friday from 0730 hours until 1630 hours. Coordination should be made with the facility manager if access to the interior of the facility is required after these hours. This location is closed on all federal holidays. Increased security postures may also result in this building not being occupied for prolonged time periods.

Point 1: 1213 Growdon Road, San Antonio, TX, 78237

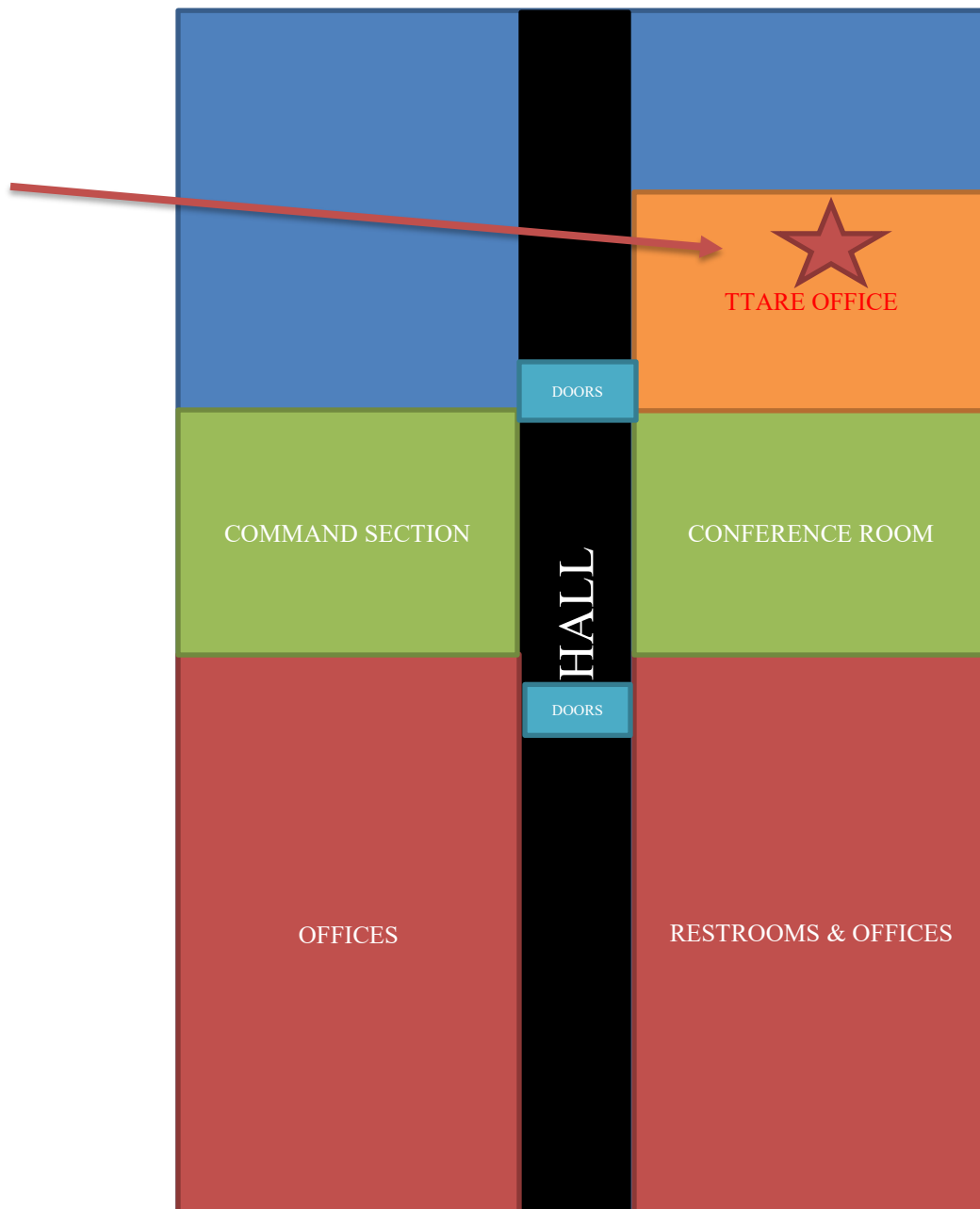
Point 2: 1215 Patrick Street, Building 5616/Room 106, Lackland AFB, TX 78236



**APPENDIX E**

**JBSA – Lackland M&FRC Detachment (Bldg. 5616)  
Floorplan**

**JBSA LACKLAND LOCATION 2 FLOORPLAN:** The areas highlighted below require the ability to gain access to wireless internet.



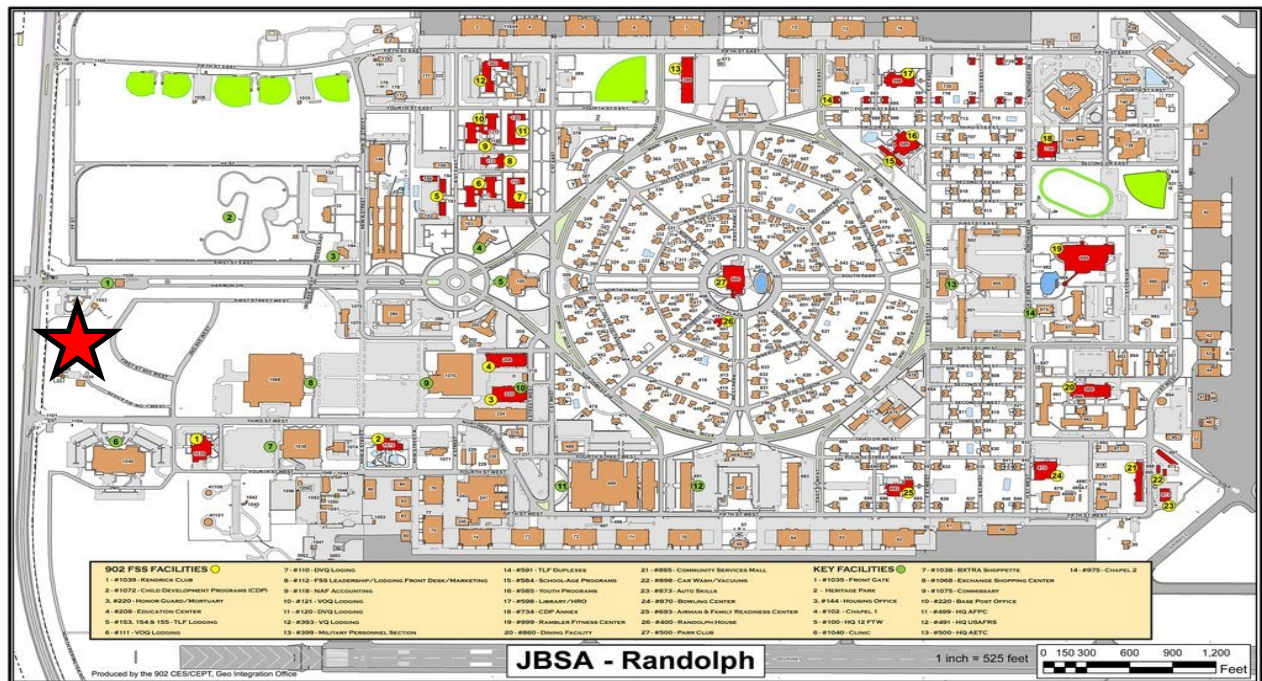
## APPENDIX F

## JBSA RANDOLPH Installation Access

**JBSA RANDOLPH ACCESS:**

**INITIAL INSTALLATION:** Contractor and vendor companies must submit written requests through their respective authorizing official (sponsor) on company letter head. Authorizing officials will verify, sign, and forward list to the Security Forces Visitor Center, no later than ten working days prior to start date. Upon notification from the Visitor Center, authorizing officials will contact the respective company and have approved employees report to for credential issuance. Employees already in possession of a valid DoD ID card will not be issued another access credential. For application requests, please contact your authorizing official. Authorizing officials should contact the SFS Visitor Center at (210) 652-2838, email [902sfs.vrc@us.af.mil](mailto:902sfs.vrc@us.af.mil). Large commercial vehicles (3 axles or more) are required to process through the commercial vehicle inspection point located on Lower Seguin Road.

**PERFORMANCE OF CONTINUED MAINTENANCE:** Contractors are required to enter JBSA - Randolph through the commercial gate located on Lower Seguin Road when operating a vehicle with 3 or more axles. Contractors must have a current/valid Driver's License or State ID and current insurance to enter the facility as well as a bill of lading stating where work is to be performed. Hours listed below are operating hours under normal operating conditions. Gate hours are routinely updated due to maintenance and security posture. For the most up to date guidance on gate access visit <https://www.jbsa.mil/Gate-Hours/>.



## APPENDIX G

**JBSA – Lackland M&FRC (Bldg. 693)  
Floorplan**

**JBSA RANDOLPH LOCATION 3 FLOORPLAN:** Bldg. 693 requires wireless internet throughout the shaded red areas and areas identified with red font on the below floorplan. Below are the identified current access points. There are 15-wired connections and 3 wireless access points currently used at this location.

