

PERFORMANCE WORK STATEMENT (PWS)

FOR

Local Telecommunication Services Conversion from TDM to SIP Services

1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Local Telecommunication Services Conversion from LSTDM to SIP Services, as defined in this PWS.

1.1 Objectives: This requirement will re-home existing Local Telecommunication Services (LTS) that are currently provided on a low-speed time-division multiplexed (LSTDM) circuit with one provided using session initiation protocol (SIP) trunks. All connectivity requirements and features currently transported over the existing LSTDM must be migrated over so that transition can occur without any loss of capability. This PWS is for unmanaged SIP trunks. Truax Field ANGB has on-premise session border controllers (SBCs) and private branch exchange (PBX), so managed SBCs and managed PBX are out of scope. The government Avaya SBCs running v8.1 and an Avaya PBX running CM8.1 will be used. This LTS will support the installation 24 hours a day/seven days a week/365 days a year (24/7/365).

1.2 Background: The Department of Defense (DoD) Chief Information Officer (CIO) has mandated all LSTDM transport technologies used for mission-related tasks be retired and replaced with IP based technologies. This is due to commercial support and hardware for LSTDM equipment being more difficult to find or phased out entirely. ~~LTS does not include long distance or Defense Switching Network (DSN) services, which are beyond the scope of this action.~~ Due to changes in technology, equipment, and processes, it has become evident that the Government should acquire these services in a performance-based manner, consistent with the principles contained in Air Force Instruction (AFI) 63-138 "Acquisition of Services." These services are considered Information Technology (IT) In Accordance With (IAW) Defense Federal Acquisition Regulation Supplement (DFARS) 239.74 "Telecommunications Services." The requirement herein represents the site's performance-based requirements for local "dial-tone" and ancillary services as defined herein. As a part of the new process, the Air Force (AF) encourages the Contractor to identify or suggest improvements to existing LTS processes, operating procedures, systems, or applications to the Contracting Officer (KO).

1.3 Period of Performance (PoP): The Period of Performance shall be 1 Base Year of 12 months and 4 12-month option years.

1.4 General Information:

1.4.1 Place and Performance of Services: The contractor shall provide services between the hours of 0600-1630 on Monday through Thursday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at 3110 Mitchell St. Building 505 Madison, WI 53704. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. Teleworking is authorized.

1.4.1.1 Telework: The Government will permit the contractor to telework in support of this requirement. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency or incidents of national significance. Telework shall be at no additional cost to the Government.

1.4.1.2 Unscheduled gate closures by the Security Police may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.4.1.3 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times, and shall be subject to such checks as may be deemed necessary. The contractor shall ensure compliance with all regulations and orders of the installation, which may affect performance. The Government reserves the right to direct the removal of an employee from Government property or revoke access to Government systems for misconduct, security reasons, or any overt evidence of communicable disease. Removal of contractor employees for reasons stated above does not relieve the Contractor from responsibility for total performance of this contract.

1.4.2 Recognized Holidays: The following are recognized United States (US) holidays. The contractor shall not perform services on these days:

1.4.2.1 New Year's Day: January 1st

1.4.2.2 Martin Luther King, Jr.'s Birthday

1.4.2.3 President's Day

1.4.2.4 Memorial Day

1.4.2.5 Juneteenth National Independence Day: June 19th

1.4.2.6 Independence Day: July 4th

- 1.4.2.7 Labor Day
- 1.4.2.8 Columbus Day
- 1.4.2.9 Veteran's Day: November 11th
- 1.4.2.10 Thanksgiving Day
- 1.4.2.11 Christmas Day: December 25th

1.4.3 Reserved

1.4.4 Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Performance Requirements Summary (PRS). It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5 Access and General Protection/Security Policy and Procedures. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer.. The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the local installation's Security Forces, Director of Emergency Services or local Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoD, Headquarters Air Force (HAF) and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1. The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

2. The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, and valid vehicle insurance certificate to obtain a vehicle pass.

3. During 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.

4. When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with AFI 31-101, Integrated Defense, and

DODMAN5200.02_AFMAN 16-1405, Air Force Personnel Security Program, citing the appropriate paragraphs as applicable).

5. Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

6. Failure to comply with these requirements may result in withholding of final payment.

1.4.5.1. Reserved

1.4.5.2 For Contractors that do not require CAC, but require access to a DoD Facility and/or Installation. Contractor and all associated sub-contractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (TSDB) (Air Force Instruction (AFI) 10-245, AFI 31-101 and Air Force Manual (AFMAN) 31-113), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by Government representative)

1.4.5.3 Reserved

1.4.5.4 Reserved.

1.4.5.5 Communications Security/Information Technology (COMSEC/IT) Security. All communications with DoD organizations are subject to COMSEC review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DoD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DoD organizations. Therefore, the contractor is advised that any time contractor personnel place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DoD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.6 Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.7 Reserved

1.4.8 Reserved

1.4.9 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the 115th Communications Flight to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on e-mail) and dealings with Government or non-Government entities. Contractor personnel shall wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed.

1.4.11. Combating Trafficking in Persons: The United States Government has adopted a zero tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.12 Reserved

1.4.13 Reserved

1.4.14 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in

any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

2.0 Definitions and Acronyms:

2.1 Definitions:

2.1.1 Contractor: A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.2 Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.3 Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.5 Physical Security: Actions that prevent the loss or damage of Government property.

2.1.6 Quality Assurance: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.8 Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.9 Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.2 Acronyms:

| | |
|----------|---|
| AFI | Air Force Instruction |
| ANGB | Air National Guard Base |
| AT/OPSEC | Antiterrorism/Operational Security |
| CAIRS | Configuration Accounting Information Retrieval System |
| CFP/M/E | Contractor Furnished Property, Materials, and Equipment |
| CIO | Chief Information Officer |
| COMSEC | Communications Security |
| COOP | Continuity of Operations Planning |
| CM | Contract Manager |
| CSR | Customer Service Record |
| DFARS | Defense Federal Acquisition Regulation Supplement |
| DID | Direct Inward Dial |

| | |
|-----------|---|
| DoD | Department of Defense |
| DSN | Defense Switching Network |
| FAR | Federal Acquisition Regulation |
| FPCON | Force Protection Condition |
| GETS | Government Emergency Telecommunications Service |
| GFP/M/E/S | Government Furnished Property/Material/Equipment/Services |
| HAF | Headquarters Air Force |
| IA | Information Assurance |
| IS | Information System(s) |
| IT | Information Technology |
| ISDN | Integrated Services Digital Network |
| KO | Contracting Officer |
| LTS | Local Telecommunication Service |
| LSTDM | Low Speed Time Division Multiplexing |
| NLT | Not Later Than |
| NPA | Numbering Plan Area |
| OCI | Organizational Conflict of Interest |
| PBX | Private Branch Exchange |
| POC | Point of Contact |
| PoP | Period of Performance |
| PRI | Primary Rate Interface |
| PRS | Performance Requirements Summary |
| PSTN | Public Switched Telephone Network |
| PWS | Performance Work Statement |
| QA | Quality Assurance |
| SBC | Session Border Controller |
| SIP | Session Initiation Protocol |
| TDM | Time Division Multiplexing |
| TE | Technical Exhibit |
| USOC | Universal Service Ordering Code |

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S):
The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of under this contract:

3.1 Property: The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment.

3.2 Materials: The Government will provide upon award a copy of a bill and the CSR for the Verizon Business service currently being provided to allow for coordination.

3.3 Equipment: The Government will allow the Contractor to use 3U of standard 19” rack space and 30 square feet of wall space for the installation of the Contractor’s provided transmission equipment. The components of the telephone system, rack

space, and wall space are all located at Building 505, 3110 Mitchell St. Madison, WI 53704

3.4 Services: The Government will provide sufficient environmental controls to maintain humidity and temperature within the Contractor's equipment operating specifications. In addition, the Government will provide primary and emergency conditioned power sources to operate the Contractor's equipment within manufacturer's specifications.

3.5 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract. The contractor shall instruct employees in utilities conservation practices. The contractor shall operate under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E):

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

5.0 Requirements: The contractor shall:

5.1 Install and Service

5.1.1 The Contractor shall replace existing 24-channel TDM circuit providing ISDN PRI to the installation with a SIP trunked telephony service restoring the same features and functionality where appropriate.

5.1.2 Migrate 500 DID directory numbers from current TDM service to new SIP service ranging from 608-245-4300 to 608-245-4799.

5.1.3 Provide at least 48 SIP trunks to replace 24-channel ISDN PRI.

5.1.4 Service and outages will be monitored through the use of Unique Software's CAIRS product.

5.2 GETS Capability. GETS will be used in an emergency or crisis situation when the Public Switched Telephone Network (PSTN) is congested and the probability of completing a call over normal telecommunication means has significantly decreased. The Contractor must have NPA (710) in the switch to allow access to the GETS line assigned to a specific site. Authorized users are provided access to an emergency service by dialing 0/1+710-NXX-XXXX. The 710 NPA provides access to a tariffed service of the GETS interexchange carriers and the call is billed to the United States Government.

5.3 Outage Priority, Restoration of Service, and Maintenance. The Contractor shall respond and restore service outages. From the time of receipt of the notification, the Contractor shall respond and coordinate with the Government POC within the time limits indicated below. For mission-essential functions, the Government POC shall identify and prioritize the essential contractor services. In the event that the Contractor anticipates not being able to perform any of the essential contractor services (i.e. beyond the Contractor's control) during a crisis situation, the Contractor shall notify the Government POC as expeditiously as possible and use its best efforts to cooperate with the Government in the Government's efforts to maintain the continuity of operations. If the Government POC determines that the outage restoration time frames cannot be met for other non-mission essential functions, the Government POC can declare any outage restoration priority level as catastrophic to emergency to serious to routine if the outage significantly affects the mission of the Government.

5.3.1 Catastrophic Outage. A catastrophic outage demands immediate attention, such as a total loss of service, loss of network control, and loss of call processing capability to 95% or more of equipped lines and/or trunks. The Government POC can declare any outage as a catastrophic outage if the outage significantly affects the mission of the Government. A catastrophic outage is normally a sudden and widespread disaster stemming from the result of a man made or natural disaster in which property and site network infrastructure are completely destroyed. Restore service time will be determined from the time the Contractor responds to the Government's notification requirements. The Contractor must advise the Government POC of their restoration procedures for the base in a catastrophic situation. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC and advise the Government POC of its restoration procedures for a catastrophic situation. The Contractor shall provide the Government POC with updates NLT every four hours on the status of restoration actions.

5.3.2 Emergency Outage. An emergency outage demands rapid action. The Government POC can declare any outage as an emergency outage if an outage significantly affects the mission of the Government. Emergency is defined by the Government as any outage that severely hampers the Air Force mission and can be restored within the restoration parameters. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT eight hours from the time the Contractor responds to the Government notification.

5.3.3 Serious Outage. A serious outage demands timely action, as such as degraded service or a fault condition that makes the system perform at a level less than that for which it is designed; condition discovered in automatic routing which has not shown in the operation of the equipment, but requires attention. The Government POC can declare any outage as a serious outage if an outage significantly affects the mission of the Government. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT 24 hours from the time the Contractor responds to the Government notification.

5.3.4 Routine Outage. A routine outage minimally disrupts service to property, equipment, and site infrastructure. The Government POC can declare any outage as a routine outage if an outage does not seriously affect the mission, but does hamper day-to-day operation of the Government installation. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT two calendar days from the time the Contractor responds to the Government’s notification.

5.4 Customer Service Record

5.4.1 The Contractor shall provide, within 30 days of award, and upon request by the designated 115th Communications Flight POC, an electronic copy of the detailed CSR for the period of performance of the contract. CSR refers to the records a telecommunications carrier provides the DoD installation with pertinent information regarding a customer’s detailed account of telecommunication services.

5.4.2 CSR shall provide the USOC or a commercial contractor’s code in reference to specific services or equipment. CSR shall be in a format compatible with basic word processors.

5.4.3 Contractor shall provide a web link to access USOC or commercial codes for validation of services by the designated 115th Communications Flight POC.

5.5 Contractor shall include a description of how 911 calls are routed through their telephone system to ensure we remain compliant with 911 telecommunications laws such as Kari’s Law.

6.0 Applicable Publications: Publications applicable to this PWS are listed below:

| Publication (Chapter/Page) | Date of Publication | Mandatory or Advisory | Website |
|---|---------------------|-----------------------|--|
| Federal Acquisition Regulation | 03/16/2023 | Mandatory | https://www.acquisition.gov/?q=browsefar |
| Defense Federal Acquisition Regulation Supplement | 04/27/2023 | Mandatory | http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars |
| Federal Information Processing Standards (FIPS) Publication 201-2 Personal Identity Verification (PIV) of Federal Employees and Contractors (paragraph 9) | August 2013 | Advisory | http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf |
| DoDM 5200.2 Procedures for the DoD Personnel Security Program (PSP) | 04/03/2017 | Advisory | https://www.esd.whs.mil/Directives/issuances/dodm/ |
| DoDI 5400.11 Department of Defense Privacy and Civil Liberties Programs | 01/29/2019 | Advisory | https://www.esd.whs.mil/Directives/issuances/dodi/ |
| DoD 5400.11-R Department of Defense Privacy Program | 05/14/2007 | Advisory | https://www.esd.whs.mil/Directives/issuances/dodm/ |

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| DoDD 8140.01 Cyberspace Workforce Management | 10/05/2020 | Advisory | https://www.esd.whs.mil/Directives/issuances/dodd/ |
| AFPD 17-1 Information Dominance Governance and Management | 04/12/2016 | Advisory | https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131 |
| AFMAN 17-1301 Computer Security (COMPUSEC) | 02/12/2020 | Advisory | https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131 |
| AFI 10-701 Operations Security | 7/24/2019 (Change 1: 06/09/2020) | Advisory | https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131 |

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

This PRS includes performance objectives the Government will use to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

| Performance Objective | Performance Standard | Acceptable Quality Levels (AQL) | Surveillance Method / By Whom |
|---|---|---|---|
| 5.1 Install and Service | Perform and provide telecommunication access over SIP at the designated circuit demarcation point. Provide 48 SIP trunks and migrate 500 DIDs from current TDM service. | Continuous operation local phone service 24/7/365 with 99.9% availability | Unique Communications Solutions CAIRS |
| 5.3 Outage Priority, Restoration of Service, and Maintenance | Inform the Government POC NLT 30 days in advance of scheduled outage providing a detailed explanation for the outage. | Timely and detailed notification provided 100% of time | Random monitoring / 115th Communications Flight POC reporting to KO |

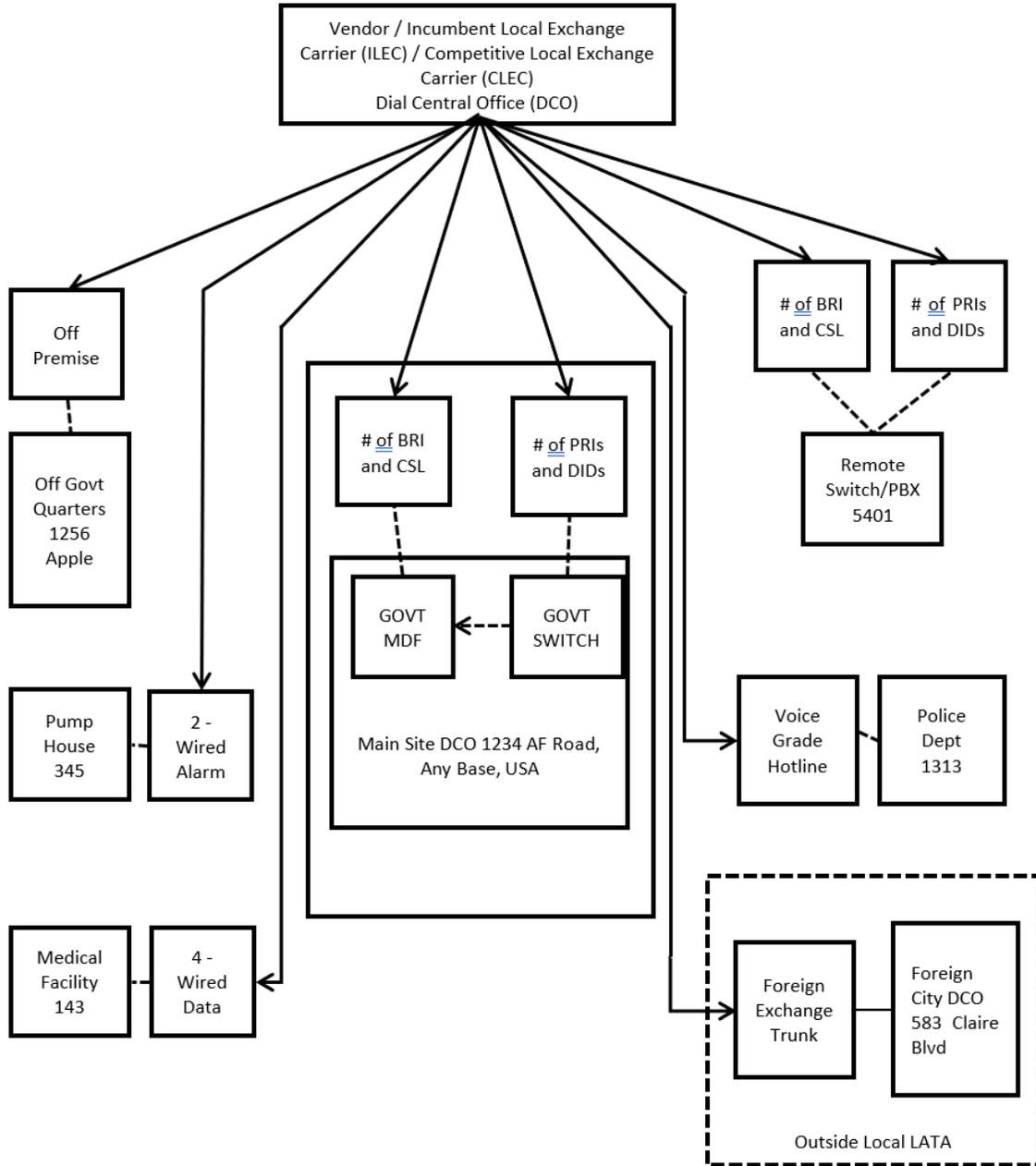
TECHNICAL EXHIBIT 2

Deliverables Schedule

| PWS Reference / Deliverable Title | Frequency | Number of Copies | Medium/Format | Submit To |
|-----------------------------------|------------------------------------|------------------|---|--|
| 5.4 Customer Service Record (CSR) | Within 30 days of service delivery | 1 | Digital text document, Microsoft Word file, or Microsoft Excel file | Designated 115th Communications Flight POC |

TECHNICAL EXHIBIT 3

Traditional Legacy



TECHNICAL EXHIBIT 4

Utilizing SIP Trunking

