

STATEMENT OF WORK (SOW)

C5I KEARNEYSVILLE COMMERCIAL INTERNET SERVICE

1. PURPOSE

The purpose of this statement of work (SOW) is to maintain the existing commercial internet service connection at the United States Coast Guard (USCG) Command, Control, Communications, Computers, Cyber, and Intelligence (C5I) location in Kearneysville, West Virginia.

Sustainment of this requirement ensures dedicated high-speed internet transport to support local personnel, developers, and command employees. The service provides a reliable means to access external, non-Coast Guard One Network (non-CGONE) internet resources. Uninterrupted connectivity is essential for conducting everyday operational and administrative tasks, development operations, and external collaborative efforts.

2. BACKGROUND

C5I requires the continuation of reliable and efficient telecommunications services to support its operational footprint. The C5I facility currently utilizes existing infrastructure, including active circuits already present and operating in the building. The selected service provider shall possess the technical expertise and resources necessary to ensure C5I continues to operate at maximum efficiency with a track record of delivering high-quality telecommunications services.

3. SCOPE OF WORK

In-Scope Work:

The Contractor shall provide all labor, materials, and equipment necessary to deliver and maintain a dedicated, commercial-grade internet access circuit. The scope of work includes:

- 1. Symmetric Transport Service:** Provision and maintenance of a commercial internet circuit delivering a symmetric speed of 1 Gbps (defined as 1,000 Mbps download and 1,000 Mbps upload).
- 2. IP Allocation:** Provision of exactly one (1) usable static public IPv4 address from the service provider's block.
- 3. Physical Maintenance:** Support, repair, and replacement of any Contractor-owned termination hardware (e.g., optical network terminal, modem, or router) up to the physical handoff/demarcation point within the facility.
- 4. Service Monitoring & Support:** 24/7/365 monitoring of circuit availability and access to technical customer support for reporting outages or service degradation.

Out-of-Scope Work

To ensure clear administrative boundaries and to protect the Government, the following elements are explicitly Out-of-Scope:

- 1. USCG Network Infrastructure:** The commercial internet service provided under this contract must remain completely separate, physically and logically, from any official USCG network infrastructure.
- 2. Internal LAN/Wi-Fi Management:** Configuration, maintenance, troubleshooting, and security monitoring of the local wireless (Wi-Fi) network, routers, firewalls, and access points. All wireless network management is handled exclusively by internal USCG IT support.
- 3. Internal Network Access:** The Contractor is not responsible for providing access to the internal USCG (CGONE) network. Any access to internal CGONE resources by personnel

utilizing this commercial circuit must be accomplished via standard government-managed Virtual Private Network (VPN) client software.

4. **End-User Support:** Troubleshooting individual government laptops, mobile devices, or client network cards.

Assumptions and Dependencies

1. **Facilities Environment:** The Government will maintain the standard power utilities, backup generator circuits, and HVAC environment in the MTR necessary to support Contractor termination hardware.
2. **Local Infrastructure Compatibility:** The local USCG IT support team is responsible for ensuring that all downstream network equipment (firewalls, routers, switches, and wireless access points) is compatible with, and capable of routing, (1" Gbps") symmetric traffic.
3. **No Brand Reliance:** This solicitation is brand-agnostic. While the facility currently houses operating hardware from a legacy provider, any qualified service provider is capable of meeting the performance baselines.

4. TECHNICAL SPEIFICATIONS & LINE ITEMS

Interface and Handoff:

1. **Physical Demarcation:** The physical handoff shall be located in the Main Telecommunications Room (MTR) at C5I Kearneysville, WV (408 Coast Guard Drive).
2. **Physical Interface:** The connection must terminate on a single-mode fiber LC connector, as designated by the Technical Point of Contact (TPOC).

Monthly Service Criteria

The Government will determine acceptability of monthly services based on the following:

1. **Service Availability:** The commercial internet service must maintain a high level of performance and availability throughout each billing cycle.
2. **Unimpeded Transport:** Delivery of continuous □(1" Gbps") symmetric speeds to the demarcation point without bandwidth throttling or data limits.
3. **Documentation:** The Contractor shall provide a direct billing invoice monthly in arrears, which will be reconciled and certified by the TPOC.

Line Items

LINE ITEM	QTY	UNIT	DESCRIPTION
0001	1	EA	BASE YEAR Twelve months (12) of 1Gb speed commercial internet services for USCG C5I Kearneysville in Kearneysville, West Virigina.
0002	1	EA	OPTION YEAR ONE Twelve months (12) of 1Gb speed commercial internet services for USCG C5I Kearneysville in Kearneysville, West Virigina.
0003	1	EA	OPTION YEAR TWO Twelve months (12) of 1Gb speed commercial internet services for USCG C5I Kearneysville in Kearneysville, West Virigina.
0004	1	EA	OPTION YEAR THREE Twelve months (12) of 1Gb speed commercial internet services for USCG C5I Kearneysville in Kearneysville, West Virigina.
0005	1	EA	OPTION YEAR FOUR Twelve months (12) of 1Gb speed commercial internet services for USCG C5I Kearneysville in Kearneysville, West Virigina.

5. PERIOD OF PERFORMANCE

The period of performance for this requirement is one (1) base year plus four (4) option years:

Base Year: 9/18/2026-9/17/2027
Option Year 1 9/18/2027-9/17/2028
Option Year 2 9/18/2028-9/17/2029
Option Year 3 9/18/2029-9/17/2030
Option Year 4 9/18/2030-9/17/2031

6. PLACE OF PERFORMANCE

The place of performance will be at C5I Kearneysville, WV. Physical address: 408 Coast Guard Drive, Kearneysville, West Virginia, 25430.

7. OPERATIONS, MAINTENANCE, & SECURITY

Scheduled Maintenance Windows

To minimize operational impacts, scheduled maintenance that may cause service degradation or total circuit downtime must be performed outside of core operational hours.

- 4. Standard Window:** Scheduled maintenance must occur between the hours of 02:00 AM and 05:00 AM Eastern Time.
- 5. Notification:** The Contractor must provide written email notification to the USCG TPOC at least five (5) business days prior to any scheduled maintenance.

Security Requirements

1. Contractor personnel working on-site at government facilities shall comply with all installation security requirements and all security regulations and directives for this contract (e.g., security and safety, visit request, badging, escorted/unescorted, training, day-to-day requirements, etc.).
2. Contractor shall submit a Visit Authorization Request (VAR) / Visit Authorization Letter (VAL) in accordance with “COMDTINST 5532.1, Physical Access Control” reflecting adjudicated investigation data populated from the Defense Information System for Security (DISS).
3. Contractor personnel not requiring access to classified spaces or classified material working under this contract, at a minimum, must have a favorably adjudicated Tier 1 investigation (or higher), to obtain a Department of Defense (DoD) Common Access Card (CAC) in accordance with “COMDTINST 5500.18, MP ICAM.” The list of contractors who require privileged access to information technology systems must be provided to the government no later than 30 days after contract award.
4. All hardware, software, and services provided must be compliant in accordance with “140-01 Information Technology Systems Security and the DHS Sensitive Systems Handbooks 4300A for Sensitive but Unclassified (SBU).”

Physical Access

1. If a CAC is not required per “COMDTINST 5500.18, MP ICAM” then the provisions of “COMDTINST 5532.1, Physical Access Control” will be adhered to including a NCIC-III criminal history inquiry, favorable unescorted access determination, and locally produced access credential issuance (e.g., visitor’s pass, temporary badge, etc.) must be followed. Contact the local security office for more information.
2. Personnel who are granted physical access, without determination of a favorable fitness, must be accompanied by an “Authorized Escort Authority” as outlined in “COMDTINST 5532.1, Physical Access Control” Chapter 9.D. The escort requirement is mandated for the duration of the individual’s visitation.

3. Contractor shall adhere to the access control requirements of the installation for site visits. Contractor's employees may be exposed to For Official Use Only (FOUO) information while visiting the Government sites, which require the contractor's employees to sign the DHS NDA, Form 11000-6. The following clauses applies: HSAR 3052.204-71, Technology Security Awareness Training (HSAR Class Deviation 15-01, Revision 1) (July 2023).

Protection of Information

1. Contractor access to information protected under the Privacy Act is required under this contract. Contractor employees must safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

8. SECTION 508 COMPLIANCE

Standard Requirements for Procurement of Commercial Services

In accordance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d), all Information and Communication Technology (ICT) procured, maintained, or used under this contract must be accessible to federal employees and members of the public with disabilities.

Because this acquisition is classified as a standard utility transport service where no custom software, web, or hardware development is required, the Section 508 requirements apply strictly to the Contractor's administrative, support, and billing interfaces provided to the Government.

Specific Accessibility Standards

The Contractor shall ensure that all user-facing electronic interfaces, documents, and customer support channels conform to the following standards:

1. **Web-Based Interfaces & Portals:** Any customer portals, billing accounts, or monitoring dashboards provided under this contract must conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance standards.
2. **Electronic Documentation:** All electronic deliverables (such as billing invoices, SLA performance reports, or outage notifications) delivered in Microsoft Office or Adobe PDF formats must comply with standard PDF/UA accessibility guidelines and be readable by standard screen-reading technologies.
3. **Support Services:** Any technical helpdesk or phone support services provided by the Contractor must accommodate alternative communication methods for individuals with hearing or speech impairments (e.g., compatibility with Telecommunications Relay Services).

Technical Conformance & Maintenance

1. **Original Conformance Integrity:** When performing scheduled service upgrades, software updates, or equipment swaps, the Contractor must not reduce the baseline Section 508 accessibility levels of any customer-facing portals or reports.
2. **Accessibility Conformance Reports (ACR):** Upon request by the Government, the Contractor shall provide an ACR (completed using the Voluntary Product Accessibility Template - VPAT Version 2.2 508 or its successor) validating the compliance of their customer portals and billing platforms. The standard template is available on the Information Technology Industry Council's website: <https://www.itic.org/policy/accessibility/vpat>.