

FA524027Q0001 Q&A:

1. Q: PWS 1.3 (minimum sustained bandwidth): Should the 100 Mbps download / 10 Mbps upload minimum be measured per connected device at any point in the designated rooms, or as the total internet capacity delivered to the designated rooms?

1. A: The minimum sustained bandwidth (MSB) of 100 Mbps download and 10 Mbps upload represents the total internet capacity delivered to the designated rooms listed in Section 1.2, to be shared among concurrent users. It is not required to be measured as a guaranteed 100 Mbps/10 Mbps per individual connected device.

However, the contractor is responsible for ensuring uniform, seamless wireless coverage across all designated rooms so that the total available bandwidth is distributed efficiently and concurrently across the coverage areas

2.Q: Is commercial fiber internet service currently available at Building 22026, and where is the building's telecommunications entrance / demarcation point?

2. A: Yes, commercial fiber internet service is currently available at Building 22026.

The primary telecommunications entrance / demarcation (demarc) point is located inside the main telecom closet.

The contractor is responsible for all cabling and equipment required to extend the service from this demarcation point to the designated spaces listed in PWS Section 1.2

3. Q: Will the Government provide space (for example, a telecom closet or wall location) and standard 120V power for the contractor's gateway, switch, and battery backup?

3. A: Yes. The Government will provide a designated, shared telecommunications space (either a wall-mount location or shared closet space within the facility) and access to a standard, existing 120V AC commercial power outlet for contractor-owned equipment.

The contractor is responsible for providing all mounting hardware, patch panels, power strips, and their own Uninterruptible Power Supply (UPS) / battery backup systems.

The contractor must coordinate the physical footprint and power load requirements of their proposed equipment with the Contracting Officer (CO) prior to installation

4. Q: PWS 1.3.2: Would ceiling- or wall-mounting access points and routing low-voltage cable through existing ceiling space or pathways be considered a physical alteration requiring written Contracting Officer concurrence?

4. A: In accordance with PWS Section 1.3.2, any physical penetrations of fire-rated walls, drilling through concrete/masonry structures, or modifications to existing facility infrastructure do require prior written concurrence from the Contracting Officer.

5. Q: Approximately how many users and devices are expected to connect at the same time, and should the network provide separate networks (SSIDs) for staff and visitors?

5. A: The number of users may vary; please refer to PWS Section 1.2 for the designated locations. Additionally, this network will not support visitors.

6. Q: Must the Wi-Fi network remain completely separate from all Government networks (commercial internet access only)?

6. A: Yes. The commercial Wi-Fi network must remain completely separate, both physically and logically, from all Government networks. The service is intended for standalone, commercial internet access only. The contractor shall not attempt to interface or connect with any Government network infrastructure.

7. Q: Can the Government provide a floor plan for Building 22026 showing the 17 required rooms, telecom closets, available power, and cable pathways?

7. A: To protect facility information, detailed floor plans will not be publicly released as part of this solicitation.

To ensure contractors have the necessary layout, structural, and pathway information to formulate their proposals, the Government offered and held a site visit on 6 Oct 2026.

8.Q: How many floors are in Building 22026, and on which floor is each of the 17 listed rooms located?

8. A: Building 22026 is a single-story facility. All seventeen (17) designated rooms listed in PWS Section 1.2 are located on the ground floor.

9. Q: Does the Government have an expected number of access points and PoE switches for the 17 rooms, or should offerors determine the quantities based on their proposed design?

9. A: The Government does not mandate a specific quantity of access points or Power over Ethernet (PoE) switches. This is a performance-based requirement. In accordance with PWS Sections 1.2 and 1.3, the contractor is solely responsible for determining, procuring, and installing the appropriate quantity of hardware necessary to deliver uniform, seamless coverage and meet the minimum sustained bandwidth requirements across all designated rooms.

10. Q: Are there minimum requirements for the access point model, mounting hardware, network switches, or wireless management platform?

10. A: The Government does not mandate specific manufacturer makes, models, or brand names for the hardware. However, all proposed access points, switches, gateways, and management platforms must be commercial, enterprise-grade equipment capable of satisfying the performance, coverage, reliability, and security requirements of the PWS. Additionally, in accordance with PWS Section 1.3.4, the wireless management platform must support remote troubleshooting and monitoring to ensure the contractor can resolve issues within the contractually required timeframes.

11. Q: Must hardware support and wireless management licensing cover the full five-year potential contract term, including all option years?

11. A: Yes. The contractor is responsible for ensuring that all hardware warranties, software maintenance, and wireless management platform licensing remain fully active and supported across the entire period of performance, to include the Base Year and all exercised Option Years. All licensing and support costs must be factored into the offeror's pricing proposal; the Government will not pay separate or additional licensing fees during the contract term.

12. Q: Are there existing conduits, cable pathways, network cabling, or Wi-Fi equipment that the contractor may reuse? If so, can the Government provide their locations, cable types, condition, and any test records?

12. A: No. The Government will not provide any existing conduits, cable pathways, network cabling, or Wi-Fi equipment for contractor reuse.

In accordance with PWS Section 1.1, the contractor is solely responsible for providing and installing all tools, equipment, cabling, and pathways necessary to deliver the required services.

13. Q: Does the minimum sustained 100 Mbps download and 10 Mbps upload requirement apply to each room, each connected user, or the entire service?

13. A: Consistent with the response to Question 1, the minimum sustained bandwidth of 100 Mbps download and 10 Mbps upload applies to the entire service (the total internet capacity delivered to the designated rooms listed in PWS Section 1.2 as a whole).

14. Q: Must the specified bandwidth be available concurrently in all 17 rooms? Is there an expected number of concurrent users or devices per room?

14. A: Yes, the total minimum sustained bandwidth must be available concurrently across all seventeen (17) designated rooms listed in PWS Section 1.2.

As stated in the response to Question 5, the number of users may vary, and the Government will not provide specific user or device counts per room. The contractor is responsible for designing the wireless infrastructure to ensure that the total available bandwidth is distributed efficiently and concurrently across all listed spaces.

15. Q: Is there a minimum required bandwidth for the commercial ISP circuit? Must the contractor procure a new, independent circuit, or is an existing ISP handoff available in Building 22026?

15. A: The minimum required bandwidth for the commercial ISP circuit must support at least the 100 Mbps download and 10 Mbps upload minimum sustained bandwidth (MSB) as specified in PWS Section 1.3.

The contractor is solely responsible for procuring, establishing, and maintaining a new, independent commercial ISP circuit for this requirement. There is no pre-existing active commercial ISP handoff or active circuit available for contractor reuse in Building 22026.

16. Q: Is there a required service uptime percentage or maximum allowable downtime? How will uptime and the sustained bandwidth be measured?

16. A: PWS Section 1.3: Explicitly mandates service availability 24 hours a day, 7 days a week (24/7) with a minimum sustained bandwidth (MSB) of 100 Mbps download / 10 Mbps upload.

PWS Section 1.3.3: Outages are only permitted if scheduled and coordinated in writing at least seven (7) calendar days in advance.

PWS Section 1.3.4: If service ceases or degrades below the contractual standard, the Government will notify the contractor. The contractor must be available between 0800 and 1630 daily for on-site resolution and provide an after-hours POC.

17. Q: What are the required response and restoration times for outages or degraded service, including outside the stated on-site support hours?

17. A: On-Site Support Hours: PWS Section 1.3.4 states the contractor must be available between 0800hrs and 1630hrs, 7 days a week to resolve any on-site hardware, software, and service issues that cannot be resolved remotely.

After-Hours Support: PWS Section 1.3.4 states the contractor must provide an after-hours POC for technical assistance.

Notification: 36 CONS will notify the contractor if service ceases or degrades below the contractual standard.

18. Q: Are there restrictions on ISP service technology, equipment location, cabling, or AP mounting?

18. A: There are no specific restrictions on the commercial ISP technology (e.g., fiber, copper, etc.) provided it meets the performance and minimum sustained bandwidth requirements of the PWS.

In accordance with PWS Section 1.3.2, no physical alterations to existing facility infrastructure (including drilling through concrete/structural walls or penetrating fire barriers) shall be made without the express written concurrence of the Contracting Officer.

19. Q: Can approvals for physical alterations and installation access be completed in time for the 27 October 2026 service start?

19. A: Yes

20. Q: The pricing table contains only monthly service CLINs. Should one-time travel and installation costs be included in the base-year monthly price, or will the Government add a separate installation CLIN?

20. A: The monthly cost should be fully burdened to include: travel, installation, maintenance, and service. The Government will not add a separate installation or travel CLIN.

21. Q: Will the awarded carrier have permission to utilize the existing cabling, racks, and power facilities currently in place?

21. A: No regarding cabling; Yes regarding power and physical space. Consistent with the responses to Question 3 and Question 12: (1) Cabling: The contractor is not permitted to utilize any existing cabling, conduits, or pathways. All cabling must be newly provided and installed by the contractor.

22.Q: If no, will permission be granted to instead use existing conduit and raceways for the installation of new cabling?

22.A: No. The contractor is not permitted to use existing, closed government conduits or dedicated base network raceways to pull new commercial cabling. However, consistent with the responses to Question 4 and Question 18, the contractor is permitted to utilize

open ceiling spaces (plenum spaces) and established, open commercial pathways to route their new low-voltage cabling, provided all installations are properly suspended and do not interfere with or modify existing government infrastructure (PWS Section 1.3.2).

23. Q: Will 36CONS/CPTS grant permission for the awarded carrier to install an external fixed wireless antenna to the building?

23. A: No, PWS Section 1.3.2: Explicitly prohibits any physical alterations to the facility infrastructure without written Contracting Officer concurrence. Installing an exterior antenna is a significant alteration.

24. Q: Will the mission partner be able to provide the floor plan for all areas in need of Wi-Fi coverage?

24. A: Consistent with the response to Question 7, detailed floor plans will not be publicly released.

25. Q: If yes, please also identify all areas to be excluded from Wi-Fi coverage.

25. A: All designated areas listed in PWS Section 1.2 (specifically rooms 107, 117A, 117B, 130, 167, 168, 169, 170, 171, 173, 174, 175, 177, 178, 180, 181, and 197) require full, seamless Wi-Fi coverage.

26. Q: In the spirit of time, will the awarded carrier be able to put in place an interim Wi-Fi solution to meet the period of performance date until all installation is completed?

26. A: Yes, an interim Wi-Fi solution may be proposed to meet the period of performance start date, subject to prior written approval from the Contracting Officer. However, any proposed interim solution must: (1) Fully satisfy all PWS requirements, including the minimum sustained bandwidth (100 Mbps down / 10 Mbps upload) and coverage across all seventeen (17) rooms listed in PWS Section 1.2. (2) Be provided at no additional cost to the Government. (3) Comply with all base safety, security, and network separation requirements. (4) Include a clearly defined transition schedule outlining when the permanent installation will be completed.

27. Q: To ensure an accurate technical assessment and proposal, would the Government consider allowing an additional site walkthrough for offerors who were unable to attend the original site visit, particularly for the extended coverage areas identified in the requirements?

27. A: The Government offered a single, scheduled site visit as part of this solicitation. The Government will not conduct additional or individual site visits.

28.Q: Furthermore, may the contractor utilize existing internal wiring and pathways if they connect directly to contractor-provided equipment?

28. A: No. The contractor is strictly prohibited from utilizing any existing internal government wiring, copper lines, or fiber strands, regardless of whether they connect directly to contractor-owned equipment. All network cabling must be newly furnished, installed, and dedicated solely to this commercial service (PWS Section 1.1).

29.Q: How would future expansion requirements identify in Section 3.7 of the PWS be incorporated into the contract?

29. A: Any future requests for additional wireless coverage or service expansion under PWS Section 3.7 will be executed through a formal, bilateral contract modification.

30.Q: Additionally, we respectfully request consideration of an extension to the proposal due date to allow sufficient time for any additional site review and incorporation of the Government's responses into our quotation.

30. A: Yes. The Government will extend the solicitation proposal submission due date to 14 October 2026 at 11:00 AM (ChST / Guam Time).

31. Q: Is there a Layer 2 Connection from the Building to Camp Blaz?

31.A: No. The Government don't have or will provide a Layer 2 or any other network connection from Building 22026 to Camp Blaz. Consistent with the responses to Question 6 and Question 15, the commercial Wi-Fi service must be a completely standalone, independent commercial internet circuit procured and maintained entirely by the contractor. No transit, routing, or backhaul over government-owned network infrastructure is permitted.

32. Q: Would we able to mount an antenna on the roof to provide a connection?

32. A: No. The contractor is not permitted to mount antennas or any other equipment on the roof of Building 22026.

All commercial ISP connections and hardware installations must be routed and installed internally, as outlined in the PWS and previous responses.

33. Q: What is the current bandwidth/internet speed you have from the existing provider?

33. A: 100 Mbps download / 10 Mbps upload

34. Q: Will fiber cross connects be provided should the vendor not have any facilities to the location?

34. A: No. The Government will not provide fiber cross-connects or allow the contractor to utilize existing government-owned fiber distribution panels or infrastructure.

Consistent with the responses to Questions 6, 12, 21, and 22, the contractor is solely responsible for establishing an independent, dedicated, end-to-end commercial path from their commercial service provider directly to the demarcation point inside Building 22026

35. Q: Please provide a floor plan of the building and mark the areas requiring WiFi. To include the dimensions of one of the rooms, floors, identify internal walls that are concrete, if any.

35. A: As stated in response to questions 7, to protect facility information, detailed floor plans will not be publicly released as part of this solicitation.

To ensure contractors have the necessary layout, structural, and pathway information to formulate their proposals, the Government offered and held a site visit on 6 Oct 2026.

36. Q: Do you require a Wi-Fi access point in every room, or do you allow the provider to decide what is suitable for Wi-Fi coverage?

36. A: This is a performance-based requirement. In accordance with PWS Sections 1.2 and 1.3, the contractor is solely responsible for determining, procuring, and installing the appropriate quantity of hardware necessary to deliver uniform, seamless coverage and meet the minimum sustained bandwidth requirements across all designated rooms.

37. Q: Can access points be mounted on ceilings or walls?

37. A: No. In accordance with PWS Section 1.3.2, no physical alterations to existing facility infrastructure (including drilling through concrete/structural walls or penetrating fire barriers) shall be made without the express written concurrence of the Contracting Officer.

38. Q: If cable or conduits are needed, will the agency arrange installation?

38. A: No. The Government will not arrange, coordinate, or perform any installation of cables or conduits. In accordance with PWS Section 1.1, the contractor is solely responsible for providing all tools, equipment, materials, labor, and supervision necessary to deliver the required services, which includes the physical installation of any necessary cabling or conduits

39. Q: Please advise if the Wi-Fi access points need to be hidden.

39. A: All Wi-Fi access points must be physically installed and contained within the designated Communication Closet.

40. Q: How many SSIDs are required? Are any SSIDs needed to be hidden?

40. A: It is the contractor's responsibility to determine the appropriate number of SSIDs and whether they should be hidden, based on their proposed network design.

41.Q: Are there bandwidth limits, session time limits, or scheduled access hours required for individual users or groups?

41. A: PWS Section 1.3: Explicitly mandates service availability 24 hours a day, 7 days a week (24/7) with a minimum sustained bandwidth (MSB) of 100 Mbps download / 10 Mbps upload.

42. Q: Is Wi-Fi for public internet, government staff, or both?

42. A: 36 CONS and 36 CPTS Staff

43. Q: How should users sign in: shared passwords, individual accounts, certificates, or guest portal?

43. A: Shared passwords

44. Q: Will any groups/devices require separate VLANs (staff, guests, cameras, etc.)?

44. A: No

45. Q: Should guests have internet-only access and isolation from one another?

45. A: No

46. Q: Is a splash/landing page required and HSIA high speed internet access log in?

46. A: No. A public splash/landing page or individual High-Speed Internet Access (HSIA) user log-in portal is not required.

47. Q: Where will the network equipment be located?

47. A: All central network equipment—including the gateway, switches, and battery backup systems—shall be located in the Room 195 Communication Closet inside Building 22026

48. Q: Is there a secure rack space available for vendors to utilize?

48 A: All central network equipment—including the gateway, switches, and battery backup systems—shall be located in the Room 195 Communication Closet inside Building 22026

49.Q: Are suitable power, PoE switch capacity, and/or backup power available?

49.A: Standard commercial 120V AC power outlets are available in the Room 195 Communication Closet.

However, consistent with the responses to Questions 3, 10, 21, and 48, the Government will not provide PoE switches, PoE capacity, network hardware, or backup power (UPS/battery backup) systems.

50. Q: Specify permitted work hours, escorted access, building approvals, drilling restrictions, and acceptable service interruption windows.

1. **50. A:** Work Hours: PWS Section 1.3.4 states that standard on-site hours are 0800hrs to 1630hrs, 7 days a week.
2. Escorted Access & Security: PWS Section 2.1, 2.2, and 2.2.1 detail the employee listing, pass/identification items, and the mandatory Visit Access Request (VAR) form submission NLT 7 duty days in advance (14 duty days for foreign nationals).
3. Building Approvals & Drilling Restrictions: PWS Section 1.3.2 and Question 4/18 state that no physical alterations or drilling through concrete/firewalls can occur without the express written concurrence of the Contracting Officer.
4. Acceptable Service Interruption Windows: PWS Section 1.3.3 states that planned maintenance and service outages must be submitted in writing and coordinated with 36 CONS at least seven (7) calendar days in advance.

51. Q: What is the expected timeline for the install completion after it's been awarded?

51. A: The contractor must provide active, compliant interim Wi-Fi service within seven (7) calendar days of contract award (consistent with the response to Question 26)

52. Q: Who is the current provider?

52. A: DOCOMO

53. Q: Please provide the current contract number?

53. A: FA5240 21P0019

54. Q: Will the current patch panels be the same for installation?

54. A: No. The contractor is not permitted to utilize or patch into any existing government-owned patch panels.

Consistent with the responses to Questions 12, 21, 22, and 28, the contractor is solely responsible for providing, installing, and maintaining all of their own dedicated termination hardware, patch panels, and cabling required to deliver the commercial Wi-Fi service.

55. Q: We noticed that plenum cables are currently installed. Will this cabling be the same?

55. A: All Cabling is the sole responsibility of the contractor.

56. Q: Can the current UPs system be used?

56. A: No. The contractor is not permitted to utilize any existing, government-owned Uninterruptible Power Supply (UPS) systems in the facility.

Consistent with the responses to Questions 3, 21, and 49, the contractor must provide and maintain their own dedicated UPS/battery backup systems to support their commercial hardware.

57. Q: Is there a current heat map of the existing system and will one be required after installation and certification?

57.A: No

58. Q: Will the existing system have to be removed after cutover?

58. A: Yes

59. Q: Is there a current drawing with the Wi-Fi system and location?

59. A: No

60. Q: Please advise if the vendor can utilize existing CAT6 inside wiring to each proposed access point location.

60. A: No. The contractor is strictly prohibited from utilizing any existing CAT6 inside wiring or cabling.

Consistent with the responses to Questions 12, 21, 22, 28, 54, and 55, the contractor is solely responsible for procuring, routing, and installing all new, dedicated low-voltage cabling (which must be plenum-rated) to support their proposed hardware.

61. Q: Where is the current electrical room, service room located?

61. A: Outside the Building 22026

62. Q: Are there existing conduits extending from the electrical room to an exterior manhole or handhole (external) and are there existing conduits from electrical room to IT room (Internal) for vendors to utilize?

62. A: No. The Government will not provide or guarantee any existing internal or external conduits, pathways, or raceways for contractor use.

Consistent with the responses to Questions 12, 21, 22, and 28, the contractor is solely responsible for determining, routing, providing, and installing all necessary internal and

external conduits and pathways required to extend their commercial service from the exterior connection point to the designated Room 195 Communication Closet.

63. Q: Requesting for an extension to allow sufficient time for the vendors to prepare their proposal once the RFI Responses are received.

63. A: Yes. The Government will extend the solicitation proposal submission due date to 14 October 2026 at 11:00 AM (ChST / Guam Time).