STATEMENT OF WORK (SOW)
as of 17 June 2026

1. Contract or Task Order Title: Video Teleconferencing (VTC) Modernization

2. Background: The Alexander T. Augusta Military Medical Center (ATAMMC) ATAMMC has existing Video Teleconferencing (VTC) systems that require technological modernization to increase overall collaboration efficiencies, and to reduce room downtime. The hospital is interested in implementing standards-based collaboration VTC systems that can be deployed throughout the hospital, taking into consideration the unique requirements of any given collaboration space. Building standards will promote quicker user adoption and lessen the burden on administrative staff who are required to maintain and support these spaces. Contractor shall provide warranty/maintenance for the ATAMMC throughout the period of 36 months. Contractor shall also make the best effort to minimize wall penetrations necessary for cable installation.

3. Scope: A.T. Augusta Military Medical Center (ATAMMC), Information Management/Information Technology (IM/IT) Department has a requirement for modernizing the VTC Systems throughout the hospital.

VTC Technology modernization is required to increase overall collaboration efficiencies, and to reduce room downtime. The hospital is interested in implementing standards-based collaboration VTC systems that can be deployed throughout the hospital, taking into consideration the unique requirements of any given collaboration space. Building standards will promote quicker user adoption and lessen the burden on administrative staff who are required to maintain and support these spaces. Contractor shall provide warranty/maintenance for the ATAMMC throughout the period of 36 months. Contractor shall make every reasonable effort to minimize modifications to existing walls—especially creating wall openings—and building surfaces.

The vendor shall provide new VTC system materials listed in SOW for ATAMMC that includes the standard equipment warranty for 36 months. All maintenance shall include technical support, patches, updates, and upgrades on all work products.

4. Specific Tasks: The vendor shall provide new VTC system materials listed in SOW for ATAMMC that includes the standard (12-month) and extended (24-month) equipment warranty for combined total of 36 months. All maintenance shall include technical support, patches, updates, and upgrades on all work products.

4.1 Project shall include the following:

4.1.1. New Equipment Requirement: The refreshed VTC systems shall be based on new AV/VTC equipment. Existing AV/VTC equipment shall not be reused as part of the final installed solution unless specifically approved by the Government in writing. Existing pathways, mounting locations, conduit, or infrastructure may be evaluated for reuse only where suitable and approved by the Government. (*See Attachments 1 and 2)*

4.1.1.1. The proposed equipment shall be equal to or better than the specified equipment in terms of performance, quality, functionality, durability, and compatibility.

4.1.1.2. Provide appropriately sized commercial-grade display, field-verified by the contractor and approved by the Government prior to installation. Anticipated display sizes may vary by room and are for planning purposes only. Final sizing shall be determined by the contractor based on field verification and Government approval.

4.1.2 Microsoft Teams / Government PC and Laptop Workflow: Each room shall support Microsoft Teams collaboration through a Government-furnished or Government-authorized PC or laptop. Users shall authenticate using CAC credentials, launch Microsoft Teams from the in-room Government PC or Government laptop, and share documents or presentation content to the room display system.

Once connected to Microsoft Teams, the room-installed camera, microphones, speakers, and displays shall be available as the active meeting devices instead of the laptop or PC's built-in camera, microphone, speakers, or display.

4.1.3 Codec / VTC Endpoint Requirement: Each room shall include a listed codec, VTC endpoint, or approved room conferencing interface appropriate for the room type. See attached material sheet/ BOM for identified codec or endpoint requirement per room type.

The solution shall support standard VTC functionality and Microsoft Teams collaboration in accordance with Government-approved network and tenant requirements**.**

4.1.4 User Connection and Content Sharing: Each room shall allow users to share content from either the in-room Government PC or a Government laptop. The contractor shall provide a simple, clearly labeled user connection point for laptop-based content sharing and room AV integration.

Solution shall ensure that users are not required and/or able to access the back of displays, AV equipment, racks, codecs, or other hardware to connect a laptop or start a meeting.

4.1.5 Source Codes: The Contractor shall deliver all source code, documentation, and related artifacts for software developed specifically under this contract to the Government. Any third-party or commercially licensed software incorporated into the solution shall be identified separately along with the applicable license terms and data rights restrictions.

4.1.6 Port Security and Restricted User Access: The installed solution shall prevent casual or unauthorized access to display inputs, exposed HDMI ports, codec ports, USB ports, AV hardware ports, and other connection points not intended for normal user operation.

Solution shall ensure that users only have access to Government-approved connection points intended for laptop use, content sharing, or meeting operation. All other AV/VTC

hardware connections shall be secured, concealed, locked, or otherwise protected from routine user access.

***4.1.7 Secured Equipment*:** AV/VTC equipment shall be installed in lockable racks, lockable cabinets, secured enclosures, behind-display secured mounting locations, or other Government-approved secured equipment locations.

Equipment shall be protected from tampering, accidental disconnection, unauthorized device connection, and unnecessary user access. Rack-mounted or behind-display equipment shall have adequate ventilation, service access, power conditioning, and cable management.

4.1.8. Slim-Form / Low-Profile Installation: The contractor shall use slim-form, low-profile, professionally finished equipment and mounting methods wherever possible. The final installation shall maintain a clean, professional appearance suitable for hospital, executive, command, training, and conference room environments.

Equipment should not protrude unnecessarily into the room, obstruct room use, or create visible clutter.

4.1.9 Cabling and Wiring Cleanliness: The contractor shall conceal cabling to the maximum extent practicable using approved behind-wall pathways, conduit, raceway, furniture pathways, rack pathways, behind-display pathways, or other Government-approved cable management methods.

Where exposed cabling cannot be avoided, cabling shall be dressed, secured, labeled, strain-relieved, and routed in a clean and professional manner. Loose, dangling, exposed, or user-accessible cabling shall not be considered acceptable unless specifically approved by the Government.

4.1.10 Trash and Existing Equipment Management: The contractor will remove all trash from the site daily. The use of ATAMMC dumpsters is not authorized. Stage all uninstalled equipment in designated space determined by the government.

4.2. Safety and Accident Prevention*:* The contractor shall provide an Accident Prevention Plan (APP). This APP shall address the following areas at a minimum. If other areas of the EM 385-1-1 are pertinent to the contract, the contractor must assure these areas are addressed as well.

4.2.1 Title, signature, and phone number of the plan preparer.

4.2.2 Background Information to include: Contractor; Contract number; Project name; Brief project description, description of work to be performed, and location (map); The project description shall provide a means to evaluate the work being done (see AHA requirements in 01.A.13) and associated hazards involved. Contractor's APP shall address the identified hazards involved and the control measures to be taken.

4.2.3 Statement of Safety and Health Policy detailing their commitment to providing a safe and healthy workplace for all employees.

4.2.4 Responsibilities and Lines of Authorities – to include a statement of the employer's ultimate responsibility for the implementation of his SOH program; Identification and accountability of personnel responsible for safety at all levels to include designated site safety and health officer (SSHO) and associated qualifications.

4.2.5 Training - new hire SOH orientation training at the time of initial hire of each new employee and any periodic retraining/recertification requirements. Procedures for job site inspections - assignment of responsibilities and frequency.

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4.2.6 Procedures for reporting man-hours worked and reporting and investigating any accidents as soon as possible but not more than 24 hours afterwards to the Contracting Officer/Representative (CO/COR). An accident that results in a fatal injury, permanent partial or permanent total disability shall be immediately reported to the Contracting Officer.

4.2.7 Emergency Planning. Employees working alone shall be provided an effective means of emergency communication. This may be cellular phone, two-way radio, or other acceptable means. The selected means of communication must be readily available and must be in working condition.

4.2.8 Personal Protective Equipment.

- WORK CLOTHING - Minimum Requirements. Employees shall wear clothing suitable for the weather however minimum requirements for work shall be short-sleeve shirt, long pants EM 385-1-1 05 Jul 11 A-10 (excessively long or baggy pants are prohibited) and leather work shoes. If analysis determines that safety-toed (or other protective) footwear is necessary, they shall be worn.

- Eye and Face Protection. Eye and face protection shall be worn as determined by an analysis of the operations being performed.

- Head Protection. Hard hats shall comply with ANSI Z89.1 and shall be worn by all workers when a head hazard exists.

- High Visibility Apparel shall comply with ANSI/ISEA 107, Class 2 requirements at a minimum and shall be worn by all workers exposed to vehicular or equipment traffic.

- Gloves of the proper type shall be worn by persons involved in activities that expose the hands to cuts, abrasions, punctures, burns and chemical irritants.

5. Performance Standards: N/A

6. Place of Performance: The work shall be performed at (minimum):

A.T. Augusta Military Medical Center (ATAMMC)
IM/IT Department, OL.430
9300 DeWitt Loop
Fort Belvoir, VA 22193

7.1.1 Recognized Federal holidays Monday – Friday 7:00 AM—4:00 PM EST, except Federal Holidays.

New Year's Day
Martin Luther King Jr.'s Birthday
President's Day
Memorial Day
Juneteenth Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

7.1.2 Hours of operation: The contractor is responsible for conducting business Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this SOW when the Government facility is not closed for the above reasons.

8. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI): N/A.

12. Other Pertinent Information or Special Considerations:

a. Identification of Possible Follow-on Work:

(1) Operations and Maintenance (O&M): Possible follow-on work may exist for break/fix support, firmware and software updates, device health monitoring, and license renewals.

(2) Performance monitoring and optimization: after deployment, latent issues—such as camera framing or lighting issues, user workflow inefficiencies, and poor audio—may arise with the systems. In that case, it is possible that ATAMMC may require performance monitoring and optimization.

(3) Training and Adoption: To ensure that the rooms are being utilized at maximum capacity, ATAMMC may require training and adoption programs to include refresher training sessions, quick start guides and/or cheat sheets, and/or executive/VIP coaching.

(4) Expansion Work: ATAMMC may require additional work to add more rooms at existing sites, expand to new locations, add overflow or hybrid collaboration spaces, and/or upgrade small rooms to larger configurations.

b. Identification of Potential Conflicts of Interest (COI):

(1) Data usage and ownership: Contractor shall not use or analyze customer data for internal purposes, such as product improvement or commercial gain, without expressed written consent from the Government.

(2) Security and compliance tradeoffs: Contractor shall not prioritize cost efficiency over implementing stronger security measures beyond the minimum compliance requirements.

(3) Incident disclosure: Contractor shall promptly disclose system failures or security incidents.

c. Identification of Non-Disclosure Requirements.

d. Packaging, Packing and Shipping Instructions: Items will be shipped to:

A.T. Augusta Military Medical Center (ATAMMC)
ATTN: Donna Swan
IM/IT Department, OL.430
9300 DeWitt Loop
Fort Belvoir, VA 22193

e. Inspection and Acceptance Criteria.

13. Section 508 Accessibility Standards: Section 508 of the Rehabilitation Act mandates that federal agencies ensure their information and communication technology (ICT) is accessible to individuals with disabilities, promoting equal access and usability. The following Section 508 Accessibility Standard(s) (Technical Standards and Functional Performance Criteria) are applicable (if box is checked) to this acquisition.

Technical Standards

- ☐ 1194.21 - Software Applications and Operating Systems
- ☐ 1194.22 - Web Based Intranet and Internet Information and Applications
- ☐ 1194.23 - Telecommunications Products
- ☐ 1194.24 - Video and Multimedia Products
- ☐ 1194.25 - Self-Contained, Closed Products
- ☐ 1194.26 - Desktop and Portable Computers
- ☐ 1194.41 - Information, Documentation and Support

The Technical Standards above facilitate the assurance that the maximum technical standards are provided to the Offerors. Functional Performance Criteria is the minimally acceptable standards to ensure Section 508 compliance. This block is checked to ensure that the minimally acceptable electronic and information technology (E&IT) products are proposed.

Functional Performance Criteria

☐ 1194.31 - Functional Performance Criteria