25 ATKW Video Teleconferencing System Statement of Work (SOW)

Video Teleconferencing (VTC) Maintenance and Operations Support
Customer

25th Attack Wing (25 ATKW), Shaw AFB, SC

Date: 09 July 2026

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1.0 Project Title & Background

1.1 The 25th Attack Wing (25 ATKW), located at Shaw AFB, SC, requires continuous, uninterrupted Tier II/III maintenance, operations, and programming support for its specialized Video Teleconferencing (VTC) systems. Because the 25 ATKW conducts real-time, remote combat and intelligence operations globally, these VTC suites serve as primary Command and Control (C2) and intelligence-sharing conduits. Unscheduled downtime directly impacts active military operations and national security mandates.

1.2 The system design relies on a Crestron JITC-approved Audio/Video over IP (AVoIP) NVX core system utilizing 1G LAN connectivity via POE+ LAN switches. This system routes latency-free 4K video through an isolated and secure AV core LAN network that is intentionally separated from the primary client data networks. This architecture requires specialized expertise to maintain without losing system functionality, network isolation, or JITC compliance.

2.0 Scope of Work

2.1 The Contractor shall provide all management, labor, tools, equipment, materials, programming capabilities, and specialized technical expertise necessary to perform preventative maintenance, troubleshooting, corrective repair, and firmware upgrades provided by parent companies or COR for the VTC systems listed in Appendix A.

2.1.1 Contractor Scope (Internal): The Contractor is fully responsible for diagnosing and resolving all system faults originating from the VTC room endpoints (codecs, touch panels, displays, peripherals) through the isolated Crestron NVX network, up to and including the physical patch cable connecting to the base enterprise network in the server room.

2.1.2 Government / Enterprise Scope (External): Any packet loss, routing failures, firewall blocks, or physical infrastructure issues (e.g., dark fiber, base power loss) existing beyond this server room hand-off point are outside the scope of this contract. If the Contractor isolates a fault to the base network, they shall immediately document the findings and hand off the ticket to the COR or the local Communications Squadron for resolution.

2.2 The scope includes maintaining operational availability IAW **5.0 Service Level Agreements (SLAs)** for the designated systems and ensuring that no software updates or hardware replacements degrade the current operational capabilities.

3.0 Place of Performance & Specific Rooms

3.1 All on-site services shall be performed at Shaw AFB, SC in the following designated secure locations:

Building	Covered Rooms / Suites

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Building 1996	Rooms 1207, 1209, 1212, 1307, 1308, 1309, 1312, and 1343
Building 2002	Rooms 105, 110, 114, 119, 125, 128, 129, 206, 207, 224, and 227

4.0 Specific Tasks & Technical Requirements

Requirement Area	Technical Execution Details
4.1 Preventative Maintenance (PM)	Perform quarterly PM inspections on all Appendix A systems. Testing must include hardware diagnostics, audio/video calibration, cable integrity checks, and Cisco codec loopback tests. Document findings, firmware levels, and preemptive actions in a Quarterly Report.
4.2 Custom Software & Programming	Maintain, troubleshoot, and modify existing custom Crestron 4-Series control programs and touch panels. Critical: Firmware updates or patches must cause zero loss to existing system macro functions, routing configurations, or layouts.
4.3 AF GEMMS Warranty Integration	All Cisco Webex Codecs are covered under the Air Force GEMMS contract. The Contractor shall not price or procure Cisco hardware warranties. The Contractor shall diagnose failures, coordinate replacements via GEMMS/COR, install Government-provided units, and restore programming.
4.4 Corrective Emergency Repair	Dispatch qualified technicians to troubleshoot and repair failed components. If hardware is replaced, the Contractor must source non-GEMMS parts, install them, and compile existing GFI code to ensure seamless integration.

5.0 Service Level Agreements (SLAs)

5.1 Due to the combat-support mission of the 25 ATKW, response times are strictly enforced:

Priority Level	Technical Description	Required Response	Required Resolution

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Priority 1 (Critical)	Any failure rendering a VTC room completely inoperable for scheduled or active mission-critical briefings.	Within 24 Business Hours (Remote/On-site)	Within 7 Business Days
Priority 2 (Routine)	Partial degradation of a system where VTC capabilities remain operational (e.g., failed secondary display).	Within 72 Business Hours	Within 14 Business Days

5.2 If parts are unavailable due to back order or unavailability due to real-world logistics, the contractor will provide weekly updates to the COR via email until resolved.

6.0 Contractor Qualifications & Security

6.1 To successfully execute this contract without degrading 25 ATKW capabilities, bidding contractors must meet the following mandatory thresholds:

Qualification Area	Mandatory Contractor Requirement
Manufacturer Certifications	Personnel must hold active Crestron Certified Programmer (CCP), Biamp Tesira, and Cisco Certified Field Technician (CCT) certifications, or equivalent.
AVoIP & NVX Expertise	Demonstrable expertise in configuring, troubleshooting, and maintaining Crestron NVX AVoIP systems on isolated LANs.
Code Ownership Transfer	The Government holds unlimited rights to the existing code and will provide the complete, uncompiled source code as GFI upon award.
DoD Experience & Security	Minimum three (3) years supporting secure DoD VTC platforms. All on-site personnel must possess an active Top Secret/Sensitive Compartmented Information security clearance and coordinate with the 25 ATKW Security Manager.

7.0 Deliverables

7.1 The Contractor shall provide the following deliverables to the Contracting Officer's Representative (COR) and the designated 25 ATKW Technical Lead to ensure full accountability, SLA compliance, and Government ownership of all system configurations.

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Deliverable Reference	Title	Submission Frequency	Recipient
DEL-01	Quarterly PM & System Health Report	Within 5 business days post-PM	COR / 25 ATKW Tech Lead
DEL-02	Monthly Incident/Trouble Ticket Log	Monthly (by the 5th business day)	COR
DEL-03	Compiled & Uncompiled Code Backup	Within 5 days of any programming change	COR (via Secure Media)

8.0 Period of Performance (PoP)

8.1 The contract will consist of a Base Year with four (4) Option Years, subject to the availability of funds (FAR 52.232-18).

Contract Phase	Estimated Start Date	Estimated End Date
Base Year	01 November 2026	31 October 2027
Option Year 1	01 November 2027	31 October 2028
Option Year 2	01 November 2028	31 October 2029
Option Year 3	01 November 2029	31 October 2030
Option Year 4	01 November 2030	31 October 2031

9.0 Appendix A: Covered Equipment Inventory

9.1 Appendix A provides the consolidated baseline inventory of mission-critical VTC, Audio/Visual, networking equipment and system layout to be maintained and supported under this contract, inclusive of all associated auxiliary hardware, raceways, and cabling.

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