Statement of work
Cable Services

1. Description of Requirements

Requirement 001:

The 30th Naval Construction Regiment (**30th NCR)** has a requirement for Basic Digital Cable services that includes a minimum of 25 channels of popular News and Sports Networks. We require **five** (5) drops in the below listed locations:

Naval Base Guam, Bldg. 101 Rm 105
Naval Base Guam, Bldg. 101 Rm 118
Naval Base Guam, Bldg. 101 Rm 249
Naval Base Guam, Bldg. 101 Rm 205
Camp Covington, Bldg. 519 Rm 108

Requirement 002:

Naval Mobile Construction Battalion (NMCB) Camp Covington has a requirement for Basic Digital Cable services that includes a minimum of 25 channels of popular News and Sports Networks. We require **seven** (7) drops in the below listed locations:

Camp Covington, Ward Room, Bldg. 529
Camp Covington, CPO Mess, Bldg. 503
Camp Covington, Galley, Bldg. 586 (2 drops RM 102) (1 drop RM102A)
Camp Covington, 1st Class Lounge, Bldg. 520 (1 drop main lounge) (1 drop tv lounge)

Period of Performance:

Base Year- 24 Aug 2026 – 23 Aug 2027
Option Year 1- 24 Aug 2027- 23 Aug 2028
Option Year 2- 24 Aug 2028- 23 Aug 2029
Option Year 3- 24 Aug 2029- 23 Aug 2030
Option Year 4- 24 Aug 2030- 23 Aug 2031

2. Services

2.1 The contractor shall bear all costs for installing and activating all units at the designated locations identified by Technical Point of Contact (TPOC).
2.2 The contractor shall maintain their system and end-user equipment to the standards established in the company's quality assurance program. The contractor will train users to manipulate equipment and features to their fullest extent without incurring additional expense to the Government.

2.3 Service provider will notify the Technical Point of Contact (TPOC and the Officer of all planned service outages two business days prior to scheduled outage. Reports shall include affected areas, estimated timelines, and Provider POC specific to outage.

3. Service Availability

3.1 The contractor shall maintain service availability of not less than 99% during each billing month, excluding Government-caused outages, force majeure events and scheduled maintenance for which advance notice has been provided in accordance with the Statement of Work.

4. Equipment & Device Accessories

3.1 The contractor shall provide a description of the device's capabilities and instructions on its use.

3.2 The contractor shall provide at no cost to the Government a Technical Refresh for devices that become outdated.

5. Customer Service

5.1 The contractor shall designate a POC and an alternate who are experienced in the handling of US Government accounts. The POC and alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract based on this SOW.

4.2 The contractor shall provide 24/7 customer service to respond to trouble calls. Response to trouble calls must be in real time (i.e. no automated message services) and assistance must be provided by a person in a decision-making capacity. Response to trouble calls may require emergency processing of delivery orders, issuing wireless communication devices, providing replacement units, and resolving user connection and service problems. Trouble calls shall have a response within 12 hours, with a fix and/or replacement within 24 hours for domestic and international service.

4.3 The contractor shall provide standard, commercially available warranties for the devices.

6. Charges

6.1 Throughout the life of the contract, the Contracting Officer may add new plans or delete plans in accordance with current market trends, technology changes, Government Policy changes, and usage changes. Changes shall be issued via bilateral modification to include additional funds if required or movement of funds from one CLIN to another. Billing shall be prorated for the billing period and the Government

shall only be responsible and billed for the remaining units. The contractor shall not charge the Government to establish or restore service, and/or to change or activate/deactivate service features.

5.2 Termination of one or more access lines/features shall be made at the end of a billing period. In cases of misuse, command withdrawal/relocation, or other mission-related situations, termination may be prior to the end of the billing period as determined by the Contracting Officer.

7. Invoices/Billing

6.1 The Government shall require a separate statement for each ordering activity (account). This statement shall be a record of service and equipment used. Method of payment shall be **via Wide Area Workflow (WAWF)**. The Contractor in coordination with the TPOC shall determine the method of delivering statements to the ordering activity for services provided (such as electronic, paper or secure website).

6.2 Invoices or billing statements are to indicate usage/costs by Contract Line Item Number (CLIN) and device ID.

8. Delivery Address:

Supply Officer
30th Naval Construction Regiment
PSC 455, Box 181
FPO AP 96540-0002

9. The Technical Point of Contact(s):

[redacted]