VIDEO TELECONFERENCE (VTC) HARDWARE MAINTENANCE (HWM) STATEMENT OF WORK (SOW)

1.0 BACKGROUND

The Naval Surface Warfare Center Dahlgren Division, Dam Neck Activity (NSWCDD DNA) currently utilizes Video Teleconferencing networks to perform secure mission essential communication and collaboration opportunities. The NSWCDD DNA requires additional hardware maintenance to ensure all equipment is operational.

2.0 APPLICABLE DOCUMENTS

2.1 Original Equipment Manufacturer (OEM) Specifications.

2.2 Materials List (attached).

3.0 REQUIREMENTS

3.1 The Contractor shall provide onsite and remote help desk Video Teleconferencing hardware maintenance for the equipment identified in the attached materials list.

3.1.1 The Government will provide the Contractor with an updated material list as additional equipment is installed and equipment is replaced within the facility.

3.2 Video Teleconference Hardware Maintenance shall include:

3.2.1 The Contractor shall receive remote support requests twenty-four hours a day.

3.2.2 The Contractor shall respond to support requests during core hours of 0900-1700, excluding weekends and holidays.

3.2.2 The Contractor shall conduct software and firmware updates remotely for covered assets listed in the Materials List.

3.2.3 The Contractor shall facilitate OEM repair or replacement programs for equipment in the Materials List.

3.2.4 The Contractor shall provide a two-business day onsite response following the help desk's determination that an onsite dispatch is required. Next-day or same-day onsite response may be requested for urgent situations.

3.2.5 The Contractor shall provide all the necessary tools to perform maintenance on the identified Video Teleconferencing equipment.

3.2.6 The Contractor shall provide all maintenance in accordance with (IAW) OEM specifications.

3.2.7 The Contractor shall coordinate with the Technical Points of Contact (TPOCs) identified below to perform necessary hardware maintenance.

3.2.8 The Contractor shall provide onsite maintenance during core hours, 0900 through 1400, excluding weekends and holidays.

4.0 GOVERNMENT FURNISHED INFORMATION

4.1 The Government will provide access to the base and equipment for repair.

4.2 The Government will provide escorts for work performed in classified areas.

5.0 TRAVEL

The Contractor will be required to travel in performance of this contract. The number of trips and types of personnel traveling shall be limited to the minimum required to accomplish work requirements and shall be coordinated with the TPOC. All travel shall be conducted in accordance with the Federal Travel Regulations (FTR).

6.0 SECURITY

6.1 Work to be performed under this SOW is Unclassified with escorts being provided in classified areas.

6.2 Portable Electronic Devices (PEDS): Non-Government and/or personally owned portable electronic devices (PEDs) are prohibited with the exception of personally owned cell phones, which are authorized for use in General Office Spaces (GOS). All personnel need to be aware of the policy involving PEDs. Contractor/personnel visiting shall ensure the onsite personnel remains compliant with this PED policy. NSWCDD instruction defines PEDs as the following: any electronic device designed to be easily transported, with the capability to store, record, receive, or transmit text, images, video, or audio data in any format via any transmission medium. PED's include, but are not limited to, cell phones, smart watches, laptops, radios, compact discs, and cassette players/recorders. In addition, this includes removable storage media such as flash memory, memory sticks, multimedia cards and secure digital cards, micro-drive modules, ZIP drives, ZIP disks, CD-RWs, DVD-RWs, MP3 players, iPADs, digital picture frames, electronic book readers, kindle, nook, cameras, external hard disk drives, and floppy diskettes.

6.2.1 Personal Wearable Fitness Devices (PWFDs) marketed primarily as fitness or sleep devices are allowed in all Navy spaces, if they are compliant with NAVADMIN 216/15, where collateral non-Sensitive Compartmented Information (SCI), classified information is processed, stored, or discussed up to and including secret. The User must ensure the PWFD is compliant with all requirements in NAVADMIN 216/15, Cyber Hygiene Authorization to use Personal Wearable Fitness Devices (e.g., FitBit, Jawbone UP, etc.) in Navy Spaces, dated 14 September 2015 and register PWFD in the NSWCDD Fitness Device Tracker.

6.2.2 Personnel requiring the use of Medical Portable Electronic Devices (MPEDS) must submit Form NSWCDD 5239/1 for authorization to the classified area. For [redacted]

[redacted] authorizations, follow the guidance provided by the [redacted] Authorizations for use in SAPFs that are co-utilized within NSWCDD SCIFS require coordination between both the [redacted] and SSO. For authorizations to use MPED in Collateral Classified spaces, submit the form to the Special Programs Branch, Code [redacted]

6.2.3 PEDs belonging to an external organization shall not be connected to NSWCDD networks or infrastructure without prior approval from the NSWCDD Information Assurance and Compliance Branch. This approval will be granted using the TARIS form and action tracker process. Personally owned hardware or software shall not be connected or introduced to any NSWCDD hardware, network or information system infrastructure.

7.0 TECHNICAL POINT OF CONTACTS

[redacted]

[redacted]