Statement of Work (Revised)

AFLCMC/ES VTC and A/V System Maintenance

1.0 Purpose

The purpose of this Statement of Work (SOW) is to secure a contractor to perform comprehensive maintenance and support for the Video Teleconferencing (VTC) and Audio/Visual (A/V) system located in building 1624, conference room 203, at 5 Eglin Street, Hanscom AFB, MA 01731. The contractor shall ensure the system remains fully functional through proactive maintenance, timely hardware replacement, on-call support, and user training.

2.0 Scope of Work

- Provide maintenance for a full audio visual and URL solution for one independent conference room that is capable of both classified and unclassified video teleconferencing (VTC) connectivity.
    - Classified and unclassified VTC utilizes a single CODEC, automated periods processing hardware, and has NIPR/SIPR Teams capabilities. The purpose of CODEC is to encode and decode digital video and audio data so that it can be transmitted securely.
- Replacement parts to the VTC AV system shall comply with the established Defense Information Systems Agency (DISA) policy, Video Services Policy Security Technical Implementation Guide (STIG).
- The system will maintain GVS comparability and remain on the Defense Information Systems Agency (DISA) Approved Products List (APL) and be Joint Interoperability Test Command (JITC) approved.
- Video Teleconference equipment must be searched as both terms; VTC and Unified Capabilities Conferencing Systems (UCCS) in the following DISA APL: https://aplits.disa.mil/processAPList.action.

The contractor's responsibilities include:

- Evaluating all existing A/V equipment against current security and compliance standards.
- Replacing or upgrading components as required to meet the specifications outlined in this SOW.
- Installing, integrating, programming, and testing all new equipment.

- Providing comprehensive documentation and user training.

3.0 Technical Requirements

3.1. System Security and Compliance

Governing Standards: Cybersecurity requirements will be governed by the DISA Risk Management Executive (RME) Vendor Security Technical Implementation Guides (STIG) program. Interoperability requirements will be identified by the Unified Capabilities Requirements (UCR)-CORE document.

(*Please note: DISA APL has been sunset, so it is no longer the standard. Moving forward, cybersecurity requirements will transition to the DISA RME Vendor Security Technical Implementation Guides (STIG) program, while interoperability requirements will be identified by the Unified Capabilities Requirements (UCR)-CORE document and enforced through contractual provisions*.)

- Prohibited Technology: The system is non-radio. No components shall be enabled for Wi-Fi, Bluetooth, or any other wireless communication method.
- Secure/Non-Secure Status: The existing secure/non-secure marquee indicators, both inside and outside the room, shall remain operational.
- UPS Replacement: The rack UPS needs to be replaced to meet AF compliance. Smart Online UPS required to include Double Conversion feature, Utilizing current wall sockets and voltages in room 203.

3.2. Hardware and Equipment Upgrades

- Cameras: There are currently two cameras. A CISCO Precision 60 PTZ for SIPR & a recent QSC NC-20-60 PTZ for NIPR via Fiber.
    - The CISCO camera may need to be replaced with High definition PTZ camera that has two ports. One for SIPR GVS and one for adding SIPR TEAMS laptop app. Recommend QSC NC-20-60 so, matches current NIPR camera in looks, specifications and functionality.
    - Will consider alternate compatible business class PTZ camera's that specifications are equivalent or better.
- CODEC: The VTC CODEC for the classified and unclassified system shall be replaced with a modern, compliant equivalent that supports IP-based connections and unclassified Voice over IP (VoIP) audioconferencing.

    - All replacements must be a DISA approved product and compatible with the existing system. VTC unit can connect via Internet Protocol (IP)
    - In addition, it has the ability for Voice over Internet Protocol (VoIP) connections for unclassified audioconferencing. The audioconferencing is programmed to be disabled for classified conferences.

- Operator Display Upgrade:

  Note: Operator desk currently has one GFE furnished 32in ViewSonic computer display as that is the largest fit for console. It shall be replaced with two monitors of desktop standard viewing size or larger.

    - Upgrade operator area display hardware & program configuration so, any display output can be shown on any room display independently and simultaneously.
    - Ability to see Main desktop display presentations or communication apps and extended display separately simultaneously on front screens, that will mirror operator desk monitors.
    - The ability for operators to work on local desktop displays will not be seen by attendees so the operator can research questions or check emails.

- Credenza: If current AV cabinet cannot properly be reconfigured to house all required equipment and ensure that the temperature does not exceed the device's maximum MFR operating temperature limits then, the contractor's proposal will provide estimate for a new locking credenza on casters with built in racks. After Award of contract, the credenza design, material and color must be pre-approved by the Government ES POC prior to purchase. Shall have proper AC voltages and surge protection available where UPS is not utilized. Use existing AV racks for audio-visual equipment that can be locked in a rack system.

3.3. Control System and User Interface

- Touch Panels:

    - If touch panel replacement is required for compatibility, new screens no smaller than 10 inches shall be installed. The existing design, coloring, and icon style of the touch panel interface shall not be changed without Government consent (21.5 in at Operator desk & 10.1in at conference table.)

    - The ES logo on the touch panels must be updated, and the time display must be set to Eastern Standard Time. This feature should be user-friendly for future modifications.

- SIPR Teams Integration: The newly introduced SIPR Teams audio/video signal data will come from DoD SIPR laptop connected at operator console and shall be wired and programmed into AV rack/touch panel system.
    - May require adding a (3rd Freeport SCC unit to current periods processing system.)

- Camera Control: The control system must allow the SVTC camera to be turned on/off and have its presets utilized without interrupting active service.

- White Noise System: One white noise system with a minimum of two white noise speakers mounted on the outside of each door, wired safely in/thru wall with the ability to turn on and off from inside the room. The volume level to the white noise is adjustable from inside the room, if able to automate into AV system. No Bluetooth, wireless, or Wi-Fi system/speaker exist or are allowed.

3.4. Cabling and Installation

- The contractor shall provide all cables, connectors, power strips, power supplies, and miscellaneous materials required for a complete installation. All wiring at the A/V desk must be professionally managed and bundled.

4.0 Contractor Deliverables

- System Documentation: The contractor shall produce and develop supporting documentation, diagrams, and artifacts for all system modifications and replacements.

- Source Code: Uncompiled CRESTRON source code shall be delivered in a DISC to the Government. (It should be uncompiled so that it can be edited in the future if you ever need to get the system updated with new components or add a capability like secure VTC etc.)

- Diagrams: Signal flow diagrams (for Audio, Video, and Control) and wiring schematics shall be provided in both PDF and large-format prints. All equipment and wiring must be clearly labeled. (Signal flow diagrams should include separate sheets for 1) AUDIO 2) VIDEO 3) CONTROL Coding (raw code). Wiring Schematics-Label equipment and wiring.

- Equipment Disposal: The contractor is responsible for the removal and disposal of all broken, unserviceable, or replaced components.
- Purchase and Install: All new equipment included as needed after receiving approval from the Government representative. The government will need to be informed if any equipment is backordered or will not arrive on time for installation.
- Training: The contractor shall provide training and orientation for at least two Government individuals on the use of all new equipment and system functionalities.

6.0 Period of Performance and Warranty

- Period of Performance: The contract PoP will be 180 days, commencing promptly after award.
- System Warranty: If replacement equipment or hardware is required, the contractor shall provide a one-year warranty on all equipment and systems installed, effective from the date of installation. This warranty applies to the base year and all exercised option years.

Appendix A: Current Equipment Inventory

The following is a non-exhaustive list of equipment currently installed in the VTC/AV system. The contractor is responsible for maintaining or replacing this equipment to meet the requirements of this SOW. Equipment is not required to be brand name, but must be equal in quality, function, compatibility with the overarching system, and meet the security standards set out in Section 2.0.

Approximate room 203 specifications:19’10” by 23’8”.

Item	Item
ACE tower computer	7ft CAT6 SNAGLESS PATCH CBL BLUE
Viewsonic LCD 32inch	7ft CAT6 SNAGLESS PATCH CBL RED
Viewsonic IR REMOTE	7ft CAT6 SNAGLESS PATCH CBL ORNG
NEC class/unclass LCD	CAT5E RJ45 MOD INLINE COUPLER
NEC signal boxes	3ft CAT6 SNAGLESS PATCH CBL BLUE
TACLANE	14ft CAT6 SNAGLESS PATCH CBL BLUE
Shure MXA910WH (discontinued)	SMALL STATIC MOUNT 100X100
Video cabling (e.g., HDMI)	K1 DESK MNT SINGLE DISPLAY 2L ARM BLK
NEC C981Q LED Front LCD	XTM1/XSM1 FUSION WALL PLATE
QSC NC-20x60 PTZ cam	Micro-Adjust Tilt Wall Mount X-Large
Cisco Precision 60 PTZ	Cisco SX80 Codec, Precision 60 Cam, Touch 10
Dell laptop Latitude 5430	3-Series Control System

Crestron TP TSW1060NCBS	Tabletop Kit for TSW-1060, Black Smooth
Crestron TP TSD2220B	Digital Graphics Engine 100
Crestron AV# 3-series	21.5” HD Touch Screen Display, Black
CISCO SX80 codec	Digital Graphics Engine 200 w/PinPoint™ UX & 4K DM 8G+® Input
Freeport SCC5 Net Ext panel	10.1” Touch Screen **without Camera, Microphone, or PinPoint™**
Freeport SCC5 Network switch	MBU 125
Freeport SCC see FPMDVNS2ip	HDMI Ultra 6' (1.8 m)
Freeport SCC see FPMDVNS2ip	HDMI Ultra 12' (3.6 m)
Freeport RCI FPRCI1	DVC RGB-HD A
Secure switch fiber optic R B	MVGA-A M-M 6' (1.8 m)
QSC core 110F 24 audio channels	PS 1215 C 12VDC, 1.5A
Netgear M250 26G4XF POE+	DPM-HDF 4K PLUS
Netgear AV line M4250-10G2XF-	Custom XTP II CrossPoint 1600
Extron XTP crosspoint 1600	XTP FT HD 4K MM
Extron AC	XTP SFR HD 4K MM
Extron SMD702 70v amp	HFX 100 Transmitter

Extron power amp XPA 2002	HFX 100 Receiver
GEIST power unit	Media Player (Classified / Un Classified)
Extron HFX 100 Transmitter	XPA 2002-70V, Amplifier
Extron HFX 100 Receiver	Freeport Room Controller Isolator (RCI)
Extron XTP SFR HD 4k MM	2 Network IP MD-VNS System includes SCC5- Net Switch 2 SCC
Extron XTP SFR HD 4k MM	Media Converter Package
Extron XTP SFR HD 4k MM	Maint. Expansion Panel
Extron XTP SFR HD 4k MM	Control 26C with Transformer. For use on a 70.7V or 100V D
NEC E221N-BK 21in AH-IPS LED	1SP UM SHELF,11.5"D, KIT
NEC E221N-BK 21in AH-IPS LED	1SP UM SHELF,11.5"D
JBL control26CT w/transformer	CABINET COOL SYSTEM
Freeport FPMCG	16SP, CABINET FRAME RK,18D
Freeport FPMDVNSMEP	18"BOTTOM RUNNER SET
UPS Middle Atlantic 2200r	1SP UM SHELF,11.5"D, KIT
CFR Cabinet Frame Rack 16-18	MultiSync C981Q - 98” Slim LED LCD Public Display Monitor, 3

General Dynamics Taclane	MultiSync E221N-BK, 21.5" AH-IPS LED backlit LCD Monitor
2M VS HIGH SPEED W/ETHERNET HDMI CBL	8-Port Gigabit Switch, Managed, 4 ports PoE+, w/ one 1G SFP

QSC core 110F Unified Core with 24 local audio I/O channels, 128x128 network

Shure MXA910WH Ceiling Array Microphone (White)x2