

United States District Court
Southern District of Mississippi

STATEMENT OF WORK

for

Audio-Visual and Conferencing
Maintenance Agreement

The contractor will furnish the necessary personnel, materials, equipment, and services, to perform the Statement of Work specifications included below.

INTRODUCTION:

The United States District Court and Bankruptcy Court – Southern District Of Mississippi, are seeking proposals to provide support and maintenance services for the audio-visual and conferencing systems installed in twelve (12) courtrooms, one (1) conference room, and one (1) training room at the Jackson Federal Courthouse in Jackson, MS.

PURPOSE:

The objective of this project is to locate a contractor to provide one year of service support of the courtroom technologies systems servicing the courthouse.

Services by the Offerer are primarily intended to provide remote support expertise to Court staff as problems are diagnosed and resolved. A summary of these requirements is attached for review as proposals are developed. Proposals should anticipate the cost to provide the necessary resources to trouble-shoot the courtrooms and schedule annual maintenance visits to ensure their continuous operation. In the event that on-site services are required, a technician will be dispatched within 24 hours to the courthouse - subject to applicable labor rates included in the proposal.

SCOPE:

The systems service the United States District Court and the United States Bankruptcy Court. The contractor will therefore work closely with the both court units to identify and repair problems with the infrastructure, features, services, and endpoint devices connected to the system.

A listing of the installed equipment in use at the site is provided via the attached CD. Below is a listing of some of the manufactures equipment presently in use in the courtrooms.

- Biamp
- Extron
- QSC
- Shure
- Barix
- Cisco/Tandberg

Services provided in the courtroom consist of:

- Document presentations via document cameras
- Document annotation via monitor touch screens
- Video conferencing sessions
- Telephone conferencing sessions
- Audio streams via IP technologies to various endpoint locations on the local area network at the courthouse

Included in this request are the close-out documents for the equipment installation. Programming files are kept by the court and are available upon request. This documentation contains all product information relevant to the systems including model numbers, serial numbers, and quantities. The Offerer shall submit cost information for review itemizing each requested location and the video-conferencing farm.

REQUIREMENTS:

The contractor shall maintain a helpdesk during normal court working hours that is available by both phone and email. Troubleshooting repairs shall be performed during normal business hours, 7:30 am to 5:30 pm CST/CDT, Monday through Friday, excluding federal holidays. After hours troubleshooting and/or repair service shall also be available from the contractor. After hour repair service will be available on any day of the year at an extra fixed hourly cost. The fixed hourly rate for work performed remotely, but outside of normal business hours, will be provided in the bid. In addition, the fixed hourly rate for any needed onsite repair services performed inside of, and also outside of, normal business hours will be provided in the bid.

The contractor shall state in the bid how many certified technicians are available to support the proposed system maintenance contract.

The contractor shall submit in the bid a minimum of three (3) references for projects of similar size and scope that were completed within the last three years. The contractor shall include a brief summary of the work performed, dollar value, reference point of contact, and telephone number. References for other federal court or government agencies are preferred. Contractors are

advised to verify points of contact and telephone numbers are valid prior to submission.

DESCRIPTION OF DELIVERABLES:

The contractor will offer the following deliverables:

The Program shall provide comprehensive support coverage via remote service personnel at the Offerer's Help Desk. The following services shall be provided through the program:

- Unlimited Technical Phone Support: Help Desk personnel shall be available Monday through Friday, 7:30 AM to 5:30 PM CST/CDT, during normal business days, excluding federal holidays.
- Advanced parts replacement via Cisco Smartnet: Applies only to video-conferencing codec equipment registered for advanced parts replacement with the manufacturer (Tandberg/Cisco).
- Warranty Parts Repair/Replacement: Some equipment may be repairable or replaced under the manufacturer's original warranty policy. The Help Desk will assist the customer to arrange return of the defective equipment to the manufacturer for service/replacement.
- Software Updates and Upgrades: Customer will receive and have access to software updates and upgrades provided by the manufacturer for the equipment under contract. All software update and upgrade assistance may be coordinated through the Offerer's Help Desk if the customer requires assistance with performing the upgrades.
- Online Service Portal: Customer will be provided access to a password protected service portal which will provide information on the status of open service tickets.
- Escalation Support: Provides management of escalation for problem resolution with manufacturers of the Customer's equipment and software as well as internal escalation.
- Annual Business Review: Prior to the contract anniversary date, Offerer and Customer will schedule and review status, condition and performance of the Customer's equipment and software or needed adjustments to the service coverage prior to contract renewal.

In addition, through one yearly scheduled visit the Offerer will dispatch a service technician to check on the operational health of the equipment, perform any required maintenance tasks and remedy any problems identified. Preventative maintenance services shall include:

- On-site scheduled visit
- Test System Functionality
- Clean/Replace Filters and Screens*
- Replace Bulbs (if necessary)*
- Adjust alignments
- Check logs (if applicable)

**All consumable items such as filters and bulbs, if replaced, will be charged to Customer.*

SCHEDULE FOR PERFORMANCE AND DELIVERY:

Upon award, the contractor will immediately take steps to meet the maintenance requirements defined in the scope of this document. The contractor will notify the Court of the implementation and acquisition of the items defined in the scope of this document.

REVIEW PERIOD FOR DELIVERABLES:

Upon notification of delivery, the Court will schedule a review for compliance with contractor within one week. Contractor will provide necessary documentation of compliance.

ACCEPTANCE CRITERIA FOR DELIVERABLES:

Bids will be reviewed by the following criteria:

- Contractor's customer references
- Contractor's expertise in working with similar installations
- Contractor's staff training certifications
- Contractor's ability to timely arrive at site in emergency situations

The ultimate objective of the evaluation is to determine which bid offers the best technical value to the court. The bidders proposed pricing may also be evaluated for reasonableness.

ENVIRONMENT:

Onsite work will be carried out at the address below:

Jackson Federal Courthouse
501 East Court Street
Jackson, MS 39201