

USCG District 8 Account Management for Satellite TV Statement of Work

BACKGROUND: The United States Coast Guard (USCG) is currently utilizing a satellite TV management service to provide consolidated billing and technical support for satellite TV units aboard bases and Coast Guard Cutters (CGC) within the eighth USCG district. Consolidating satellite TV billing and technical support has reduced administrative burdens, improved payment processing time, and improved consistency.

1.0 SCOPE: In the performance of this contract, the Contractor shall provide technical support and payment management for satellite TV services for units within the eighth Coast Guard district in Texas, Louisiana, Nebraska, Florida, Mississippi, Alabama, Missouri, Tennessee, Arkansas, Pennsylvania, Kentucky, and Illinois All devices that support the current services will remain in effect unless the device is defective, requires an updated device due to manufacturer expiration date, or is requested by the Contracting Officer's Representative (COR). Unit addresses and current providers are listed in Attachment 1, and service accounts for Ashore and Afloat units are listed in Attachment 2.

2.0 TECHNICAL SUPPORT: Services include adding and/or removing satellite TV accounts, devices, and promotions. Technical support for devices consists of ordering and coordinating delivery of devices and/or receivers to bases and Coast Guard Cutters. **Technical support does not include physical access to bases and/or cutters.**

These services will be provided by the Contractor when needed as requested by the Government. The Contractor shall be experienced in and be able to provide technical support for both USCG Bases, and Cutters while underway. The Contractor shall ensure that subscriptions for Satellite TV services are limited to Basic Service and 3 Premium Channels.

3.0 PAYMENT MANAGEMENT: Payment management services require the Contractor to make payments for all accounts prior to due dates required by the satellite TV provider, then submitting invoice(s) to the United States Coast Guard (USCG) through the Invoice Processing Payment platform at ipp.gov.

4.0 PERIOD OF PERFORMANCE: Base plus Four Option Periods. *Estimated* POP Dates:

December 22, 2024 – December 21, 2025, Base Period

December 22, 2025 – December 21, 2026, Option Period One

December 22, 2026 – December 21, 2027, Option Period Two

December 22, 2027 – December 21, 2028, Option Period Three

December 22, 2028 – December 21, 2029, Option Period Four

Attachments:

Attachment 1: Unit Addresses and Current Providers

Attachment 2: Service Accounts for Ashore and Afloat Units