



KARCHERGROUP

A/V Redefined

Statement of Qualifications 2021

*A Detailed Overview of Karcher Group's Capability to Perform
Audiovisual Design-Build Solutions*

January 2021

AV Design Certifications



Software Development Certifications



Systems Engineering Certifications



Company Certifications





Table of Contents

Introduction.....	3
Company Profile.....	4
Vendor Partnerships and Affiliated Associations.....	5
KGI Location and Contacts.....	6
Clients and Projects.....	7
Our Design Process.....	14
Our Installation Process.....	15
Our Project Coordination Business Process.....	16
Maintenance and Support Services.....	17
Line Card.....	18

*Bureau of Indian Affairs Network Operations
Center AV System and Equipment Rack
sample*



*Dept. of the Army – Fort Belvoir Chapel AV System
Install and Crestron Control Module*



Introduction

Karcher Group Incorporated (KGI) is a certified Veteran-Owned, Small Business and audiovisual integrator with over 30 years of experience. Our turnkey audiovisual solutions have transformed the way organizations communicate and collaborate during that time. By working closely with our customers and employing a keen eye for custom design, we consistently exceed our client's functional and implementation guidelines.

KGI is a member of the International Communications Industries Association (ICIA) and employs Certified Technology Specialists (CTS) within its technical resources of Designers, Installers, Programmers, Project Managers, and Account Managers. In addition, our systems engineers hold engineering level Microsoft certifications such as MCSE & MCITP. Our customers know they're in good hands with highly trained staff on each project effort we execute. Our company specializes in AV system integration for small or enterprise-level solutions involving Conference Rooms, Training and Educational Facilities, Operations Centers, Open Offices, and more.



Company Profile

KGI leverages a pool of resources to ensure our end client receives a highly-skilled team to fulfill basic to the most complex audiovisual system requirements. This company profile is a general overview of the Karcher Group Inc. business, our vendor partners that can attest to our ability to deliver excellence, and affiliated associations.

General Information	
Legal Business Name:	Karcher Group Incorporated
Inception:	1987
Incorporated:	1990
Business Type:	S Corp
Operating Business Type;	Certified, Veteran-Owned Small Business
Website	www.karchergroup.com
Principal Management:	Chris Karcher, President/Owner Hong Cheng, VP of Technical Operations
License	Class A Contractors License # 2705159756, Expiration 2/28/2022
SWAM Certification:	Certification Number: 718967 SWAM Certification Expiration Date: Jan 8, 2026
Federal Tax ID:	54-1464317
Data Universal Numbering System (DUNS):	19-427-8958
Commercial and Government Entity (CAGE):	0ET80
GSA Contract(s):	47QTCA-19-D-008M, Exp: 3/25/2024
Headquarters Location	
Address:	14221-A Willard Road, Suite 1500 Chantilly, VA 20151
Phone Number:	703-631-6626
Fax Number:	703-631-3476
KGI Team:	President VP of Technical Operations Administrative Support Field Technicians Design Engineers Programmers Sales – Account Managers
Core Competencies	
<ul style="list-style-type: none"> Professional Audio-Visual Solutions, Custom Design and Fabrication, Installation, Integration, AV/IP, Control Systems, Digital Media Management, Digital Signage, Sound Privacy Solutions, Enterprise Venue Design, Maintenance/Support, Job Flow, Client-User Training, and Equipment Supplier 	

Vendor Partnerships & Affiliated Associations

Maintaining great partnerships with our AV manufacturers, suppliers, and distributors are invaluable to a design-build firm such as ours. They keep us up to date on emerging technologies and give us the technical reach back leverage their engineers with challenging AV requirements. Check out some of our key vendors below and contacts for references.



Trade References

<p>Crestron 15 Volvo Drive Rockleigh, New Jersey 07647 POC: AnTwan Jefferson Ph: 866-537-6298 Email: ajefferson@crestron.com</p>	<p>Extron 1230 South Lewis Street Anaheim, CA 92805 POC: Vernon Au'Clair Ph: 714-491-1500 Email: vaclair@extron.com</p>
<p>ScanSource 6 Logue Court, Greenville, SC 29615 POC: Kevin Troiano Ph: 703-867-4571 Email: kevin.troiano@scansource.com</p>	<p>Middle-Atlantic Product, Inc. 300 Fairfield Road Fairfield, NJ 07004 POC: Tyler Spatz Ph: 800-266-7225 Email: tspatz@middleatlantic.com</p>

Other Manufacturers/Suppliers:

HermanPro AV	NEC	Legrand
Cisco	Sigmat	Vaddio
AMX	Crestron	Middle Atlantic
CDW	Extron	Da-Lite
Planar	Polycom	AVF International
Shure	Harman Professional	Chief
B&H	JBL	Cambridge Sound Masking
Haivision	Panasonic	Synnex

KGI Location and Contacts

Virginia

Chantilly Office – KGI East/ HQ / 15 Employees

14221-A Willard Road, Suite 1500

Chantilly, VA 20151

Phone: 703-631-6626

Fax: 703-631-3476

CEO/Owner:

Chris Karcher, CTS

VP of Technical Operations:

Hong Cheng, CTS D/I
hcheng@karchergroup.com

Lead Design Engineer:

Steve Miller, CTS
smiller@karchergroup.com

Director of Programming Services

Phil Archey, CTS-P
parchey@karchergroup.com

Technical Service/Project Manager:

Brian Broderick
bbroderick@karchergroup.com

Business Development Manager:

Jessica Jenkins, CTS
jjenkins@karchergroup.com

Proposal Writer/Sales Administrator:

Cassidy Ostergren
costergren@karchergroup.com

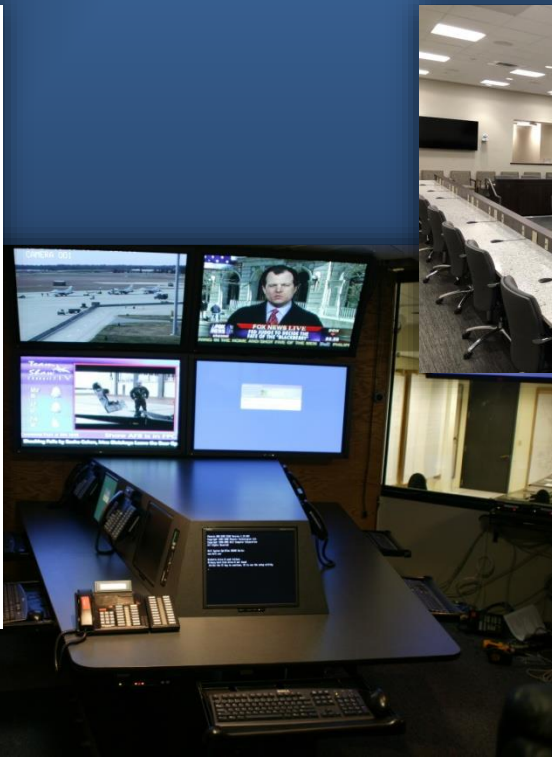
KGI Operations Manager:

Alisha Vaughan
avaughan@karchergroup.com



Clients and Projects

Karcher Group has provided turnkey audiovisual solutions for many high-profile clients over the past 30 years. With extensive work experience for both Government and Commercial clients, our past business covers widely varying industries. These include the federal government, military, municipal, non-profit, corporate, medical, worship, and education. Incorporated below are eight (8) examples of featured project KGI has successfully completed.



1. Project Name: Marine Corps University
Location: MCB Quantico, Virginia
Total Value: \$10,014,843.00

With respect to the background of the project, Marine Corps University (MCU) provides a campus-like setting to train new Marines within a group of accredited, higher-education facilities at MCB Quantico. As the proponent for professional military education, MCU focuses on the development of the new Marine's leadership, war fighting, and staff operations abilities in preparation of real-life tactical assignments and national security threats. KGI submitted a concise description and skillfully crafted proposal that ultimately earned us the award to fulfill the brand-new Marine Corps University facility-wide AV systems, subsystems, and IT infrastructure.

The massive project included 35+ classrooms, a 300 student capacity Lecture Hall, 500 person capacity Auditorium, centralized Help Desk for management/support of every room, over 200k ft of cabling for AV, and 55 equipment racks. One of the biggest features of customization within the MCU project was the design and installation of the centralized Help Desk. The Help Desk would tie all rooms together so users experiencing any issues with the system components can use their touch panels to dispatch a technician for troubleshooting assistance or have a technician remote-in and interface with the room control panel to fix an issue.

Some of the specific equipment KGI selected to build the extensive list of MCU AV systems were AMX Control modules and Enova DGX Video Switchers, Biamp Customized Digital Sound Processors, JBL and Crown Amplifiers for the MCU Audio arrays, Planar professional-grade displays for individual and video wall configurations, Cisco VTC, the Christie CP2230 projector with over 32,000 brilliant lumens for the auditorium, and Final Cut Pro integrated custom iMac Apple PC's for the AV Processing Area. Project outcomes for the Marine Corps University project included fully complete systems arrays and working turn-key solutions ready for immediate utilization. The project management that KGI provided the USMC while completing MCU included a detailed design and installation plan with the identified critical path, project tasks/milestones, and weekly status reports.





**2. Project Name: Marine Barracks
Washington Crawford Hall and
Conference Room AV Refresh
Location: Quantico, VA
Total Value: \$354,975.00**

Marine Barracks Washington (MBW) is the oldest active post in the Marine Corps and is responsible for supporting both ceremonial and security missions in our nation's capital. In 2011, MBW came to Karcher Group with its massive AV renovation project for the historical Crawford Hall and its Commanding Officer (CO) Conference Room space. Crawford Hall is a historically preserved, 20,000 sq. ft. multi-purpose space used for MBW band rehearsals, event receptions, and presentations.



Karcher Group designed and installed the new system complete with Christie projection components, a Yamaha full-range speaker system, Mackie mixing board for setting gain structure and manipulating audio sources/microphone levels as needed, and professional grade rack enclosure to house all equipment that provide control and drive the overall system. The installed AV presentation system within the CO Conference Room encourages BYOD functionality and allows meeting attendees to display a selectable SIPR/NIPR computer video source, HDTV tuners, or Blu-Ray player via a wall-mounted 85" flat panel display. Audio from the client-owned computers, microphones, player, and VTC equipment were routed to a Biamp digital sound processor for level adjustments and then routed through an amplifier connected to the new recessed ceiling speakers. For system control, a Crestron centralized control processor and touch panels were installed to facilitate the operation of the various features within the AV presentation system.



3. Project Name: ATF Headquarters EOC

Location: Washington, DC

Total Value: \$244,991.00

Appointed by the US Department of Justice, ATF (Alcohol, Tobacco, and Firearms) is a inimitable law enforcement agency charged with safeguarding our nation and communities from criminal organizations, illegal use/trafficking of firearms, illegal use/storage of explosives, acts of terrorism, acts of arson and bombings, and the illegal diversion of alcohol and tobacco products. In 2013, ATF identified several AV system upgrades required within their Washington, D.C. Headquarters location and it's Emergency Operation Command Center (EOC) and associated rooms.

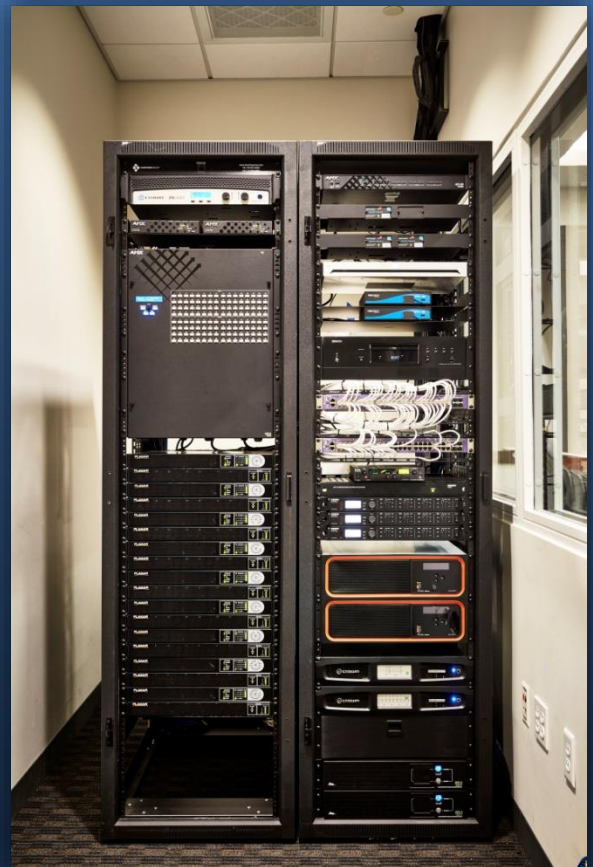
The project scope included provisions of full video, audio, VTC, and control systems for the main EOC space, overflow room, and conference room. The 120" video wall configuration and other displays in the EOC were installed with the capability to output video sources from anywhere in the system. KGI also furnished an equipment infrastructure closet with a 45RU Middle Atlantic rack and housing of Crestron DigitalMedia 32x32 matrix switching and 3-series control solutions, a Cisco VTC codec, an annotating controller for main touch screen annotation ability, four client-owned computers, five (5) client-owned satellite boxes, a Denon Universal Blu-Ray player, and a Clear One hybrid mixer and amplifier.

4. Project Name: USACE 3-Region AV Upgrades

Locations: Multiple – Fla., Md., N.C., Ca., Wa.

Total Value: \$872,638.00

Karcher Group was chosen to provide a combination of AV and IT design build services and equipment only requirements for seven (7) United States Navy locations spread across three (3) regions. US Army Corps of Engineers was tasked to manage the contracting logistics of this substantial effort. The specific project requirements included delivery and installation for Collaborative Work Spaces with 60-80" Sharp Interactive displays, TAA Compliant Dell Optiplex 9030 All-In-One PC's, and Crestron Control for 23 individual systems at the locations. The equipment only requirements included seven options that with an additional 12 systems of equipment provisions by KGI.



5. Project Name: Loudoun County EOC

Location: Leesburg, VA

Total Value: \$293,254.00

Loudoun County's Emergency Operations Center (EOC) is a critical component of Loudoun County's first responders in emergency and disaster situations. With its momentous task of reducing loss of life and property during disasters, the facilities' routine operations from Emergency Management staff must always be planning ahead and prepared for crisis with solutions for mitigation, response, recovery, and community support. The EOC facility includes an Operations Room, Communication Center with training/classrooms, functional area workspace, and break/shower/restroom facilities. The complete AV upgrade project that KGI provided for the EOC included engineered designs, de-installation of previous equipment and integration of new Display, Audio, VTC, and Control systems for 12 rooms.

6. Project Name: USACE Program Office AV Equipment Upgrade and Service

Location: Blumont, VA

Total Value: \$962,347.44

US Army Corps of Engineers identified several requirements to upgrade AV systems and provide maintenance and support for four (4) conference rooms in Building A and B of the Program Office location in Blumont, Va. Part –A of the services to be performed was the upgrade of old equipment to new, high-definition VTC equipment, cameras, TV tuners, fiber optic cabling, components, and digital signage to allow simultaneous classified and unclassified briefings within the conference rooms. KGI was also asked to reprogram the AV Control system touch panel interfaces to accommodate the changes. Part –B of the contract requirements was the on-site preventative maintenance and remedial maintenance services for all the conference room AV systems and control room AV systems in Building-A and Building-B.





7. Project Name: DHHS Audiovisual Collaboration Systems
Location: Washington, D.C.
Total Value: \$416,773.32

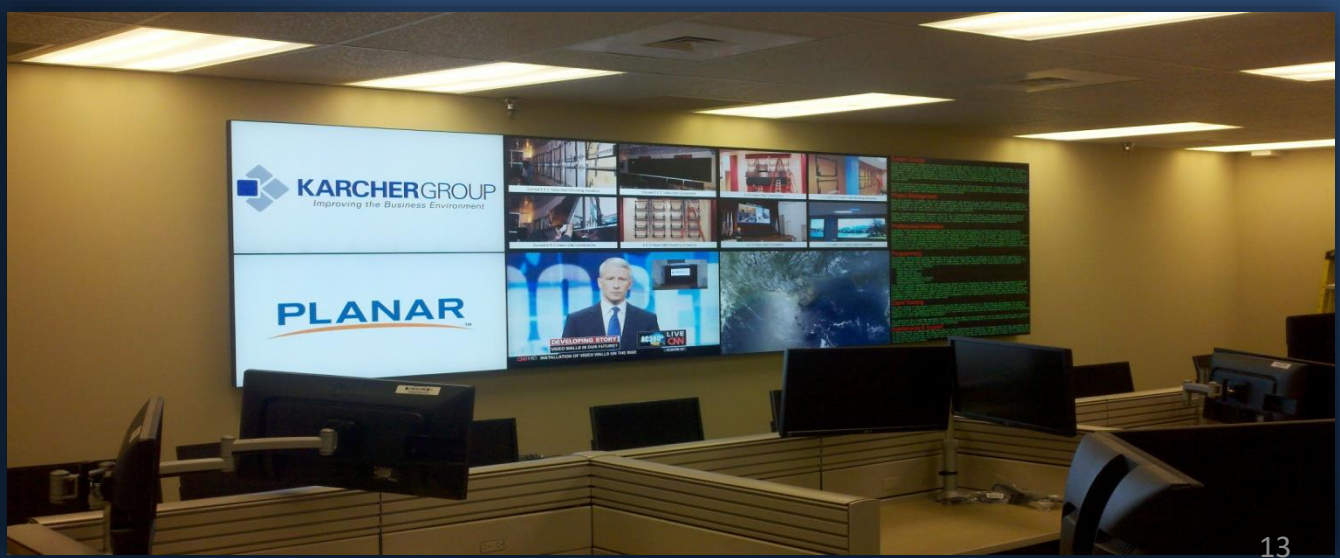
In 2010, KGI worked with the Department of Health and Human Services at its Office of the National Coordinator in Washington, DC to design, deliver, install and support of reliable AV Collaborations Systems for the HHS Executive Suite VTC Collaboration System, Large Conference Room VTC Collaboration System, Small Conference Room VTC Collaboration System, Divisible Training Room System, Enterprise Network Infrastructure and Support System, Training, and Warranty and Upgraded Support-Maintenance Agreement. The Executive Suite, Large Conference Room, and Small Conference Room AV presentation systems would allow the display of a single computer video source or a video codec via a new wall mounted display. Audio from wired microphones would be mixed and routed to a audio digital sound processor (DSP) and accompanying the DSP would be a telephone hybrid for the support of analog audio teleconference capabilities. KGI also installed flush mounted ceiling speakers for programming of the audio from each room's system. A Crestron centralized control processor was furnished to handle the operation of all components within the three rooms. The Training Room required reuse of the existing system components and integration of eight new wireless microphones, DSP, and HD video codec.

The Enterprise Network Infrastructure and Support System consisted of a Tandberg solution with a TMS Server, Codeian ISDN Gateway, 6-Port HD Multi-Conference Unit, Video Communication Server Control Appliance, and 1700 MXP Desktop VTC Appliances for Help Desk Support. Of the extensive capabilities and benefits of the Tandberg Enterprise Network Infrastructure solution were complete visibility and control for on-site and remote video systems, seamless integration between IP and ISDN networks, cost-efficiencies for HD Multipoint VTC, scalability to allow work with any H.323 or SIP devices, and superior face-to-face collaboration at any desktop.

8. Project Name: USDA CFO Video Wall
Location: New Orleans, LA and Denver, CO
Total Value: \$234,995.00

The US Department of Agriculture requested Karcher Group custom design, deliver, and install two video walls. The USDA and its National Finance Center maintains an Operations and Security Center (OSC) in New Orleans, LA to coordinate the agencies technical help desk and system monitoring activities. An extension of OSC staff works from the Primary Computing Facility (PCF) in Denver, CO. Both OSC and PCF received the same professional grade hardware, software, and component at the two locations.

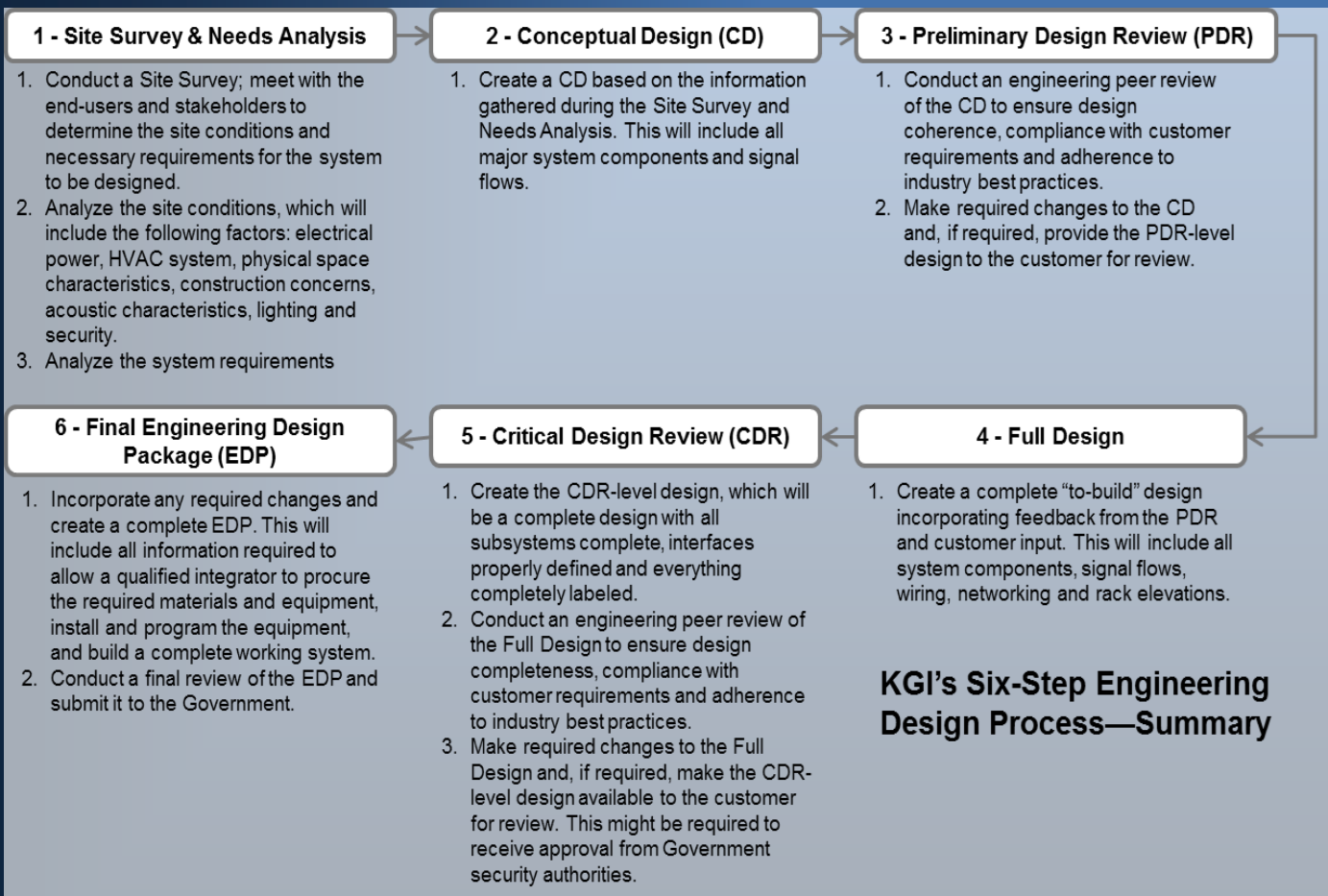
The video wall configurations in Denver was comprised of Planar 55" displays for two separate wall areas; one with 1W x 2H and the other with 3W x 2H displays. The New Orleans video wall was comprised of the same Planar 55" displays in a 4W x 2H configuration. KGI also deployed the card-based Extron Quantum Elite 615 video processor for each wall to support up to ten (10) VGA signals and allow USDA to display a single video input or any combination of inputs across all monitors. In Denver, where the walls were separate, the OSC can display duplicate images on both wall or treat the two walls as one logical wall. Project outcomes for the USDA CFO Video Wall projects were the end-user was able to simultaneously display real-time information, applications, and/or images generated on multiple, sophisticated wall-mounted displays. Also, as a value added provision for the contract requirements, KGI offered two years of maintenance and warranty support of all video wall hardware and software; of which, the first year was no charge.



Karcher Group Project Processes

Our Design Process

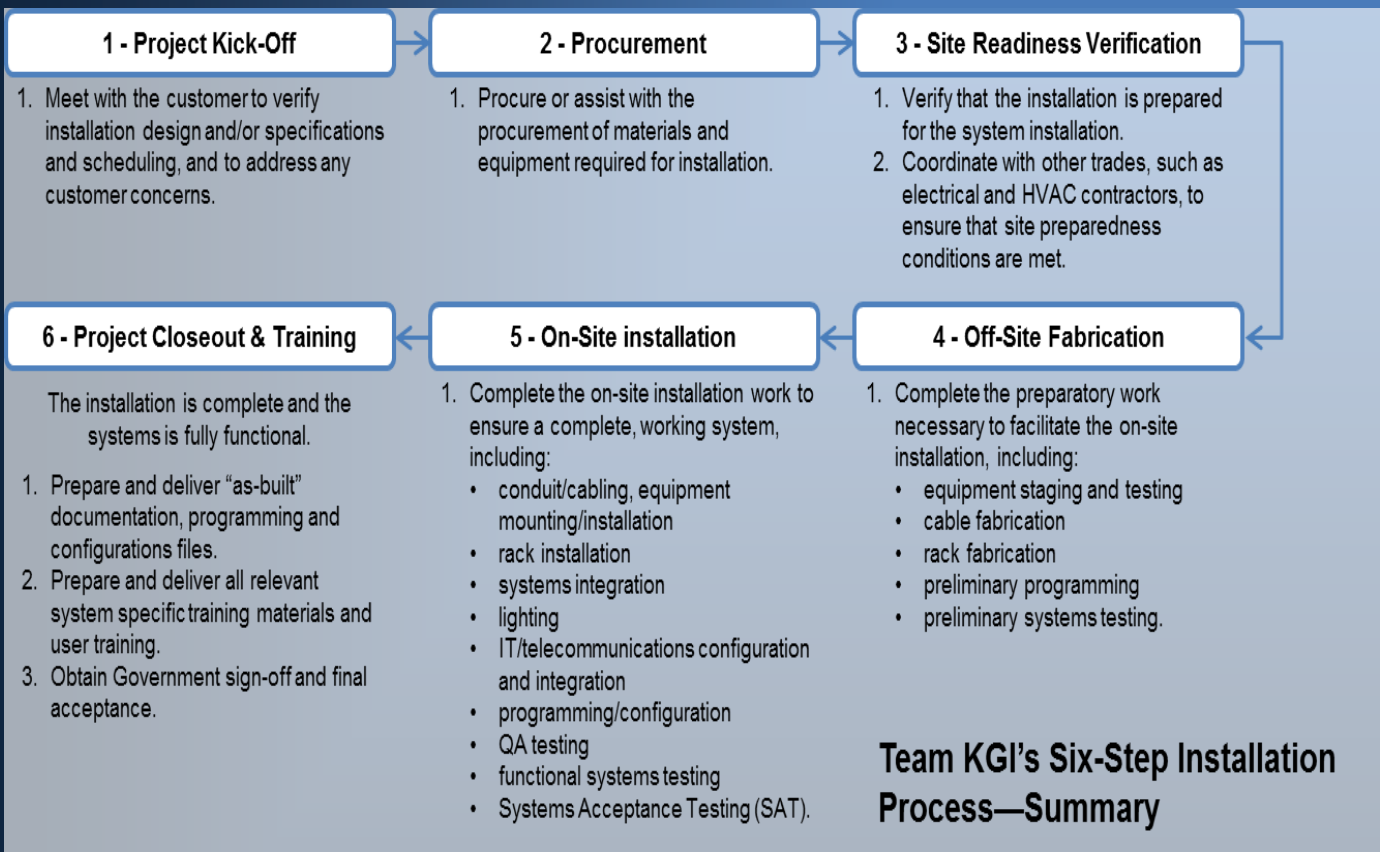
Team KGI will use a six-step design process that incorporates peer reviews and customer input and feedback throughout the process. This ensures compliance with both the customer’s needs and industry best practices. We develop designs for contracts and implement the best practices and guidelines developed by InfoComm, Building Industry Consulting Services International (BICSI) and the relevant equipment manufacturers



KGI’s Six-Step Engineering Design Process—Summary

Our Installation Process

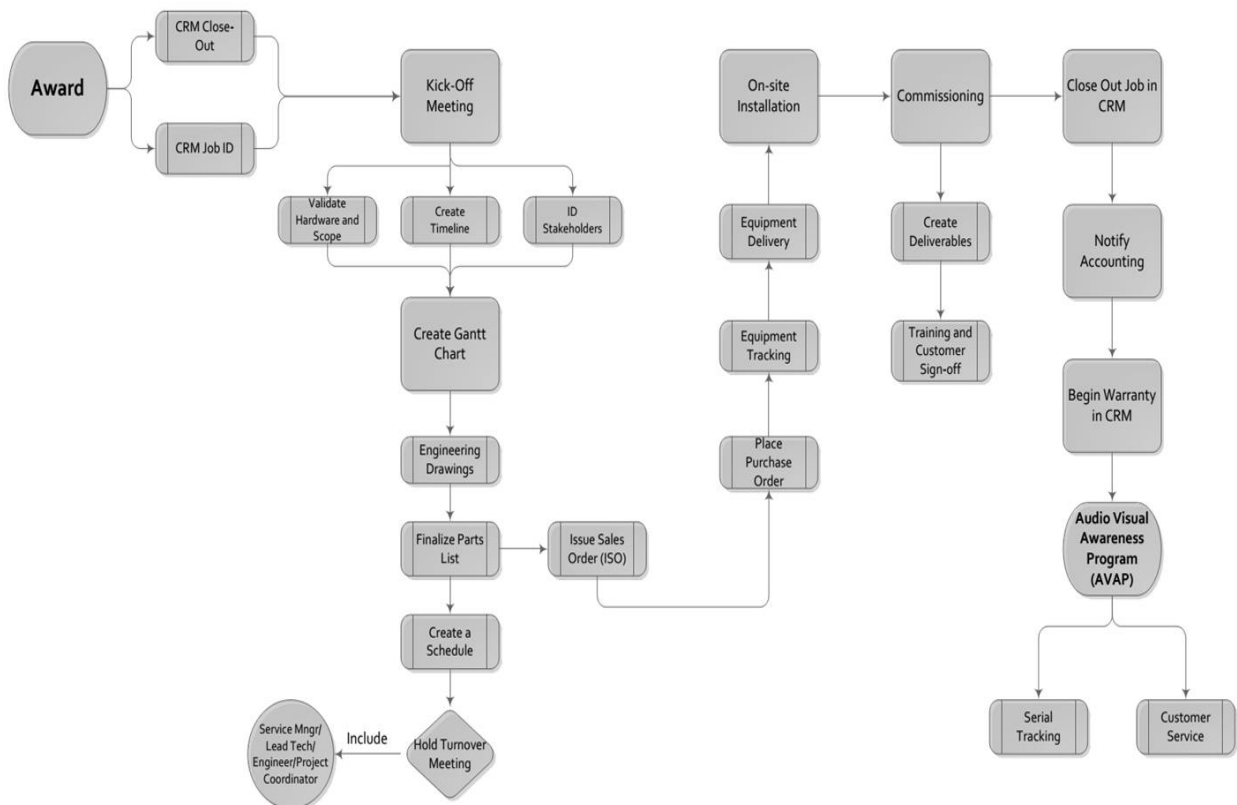
For installation services, Team KGI uses a six-step installation process that incorporates clear communication and coordination with and among the client and other trades to ensure timely and successful system installations. We will perform all installations IAW the best practices and guidelines developed by InfoComm, BICSI and the relevant equipment manufacturers.



Our Project Coordination Business Process

Project Coordination and Management is provided by KGI with the highest level of customer service in mind. We understand varying factors can affect the project progress such as trade coordination, infrastructural obstacles, and equipment issues. To mitigate these potential risks, KGI has defined the coordination business process to aid our PM and technicians in reaching milestones and remaining on-target with completion dates. KGI will always ensure clients have peace of mind during the life of the project in knowing we anticipate challenges and prepare ahead with alternative solutions to work through these challenges. Check out the Karcher Group Projection Coordination Business Process Flow Chart below.

Project Coordination Business Process Flow Chart



Maintenance and Support Services

At Karcher Group we understand that you rely on your audiovisual solutions as a business tool and that you expect them to work when you need them. We pride ourselves on the quality of our solutions, our reputation for excellence and want to be there for you during the lifecycle of your audiovisual system. We provide all of our clients with a complimentary 90-day onsite warranty that will cover the cost of all parts and repair services needed as a result of an electrical or mechanical failure or defect.

Outside of our initial complimentary warranty, we offer multiple service plans so we can ensure that we meet your needs. Each of our service plans is customized to you based on the size, scope, complexity and of your solution. What will never change is our exceptional service. Each of our service plans include an onsite response from certified audiovisual professionals who have the skills to diagnose and return your system to full operation so you can get back to what you do best.



KGI Platinum

Includes unlimited 24/7 phone support, technicians onsite within 4 hours, all parts and labor to restore your system to full operation & includes 2 preventative maintenance site visits per year.



KGI Gold

Includes unlimited business hour phone support, technicians onsite within 8 business hours (Monday through Friday 8am to 5pm), all parts and labor to restore your system to full operation & includes 2 preventative maintenance site visits per year.



KGI Silver

Includes business hour phone support, technicians onsite within 16 business hours (Monday through Friday 8am to 5pm), all parts and labor to restore your system to full operation.

Karcher Group Incorporated Line Card





KARCHERGROUP
A/V Redefined

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