

Statement of Work

Agency XXXX

Multifunctional Device (MFD) Management Services

May 1, 2014

I. BACKGROUND

The Department of XXXXX leases and purchases multifunctional devices (MFD) and associated lifecycle maintenance services to support the Agency Headquarters, annexes, and field offices across the continental U.S. Agency XXXXX currently has approximately MFDs of various makes and models, some of which are owned by the Government and some of which are leased. Agency XXXX manages approximately XXXXX MFDs that handle the needs of 80% of all the Agency XXXX bureaus and offices within the continental U.S. Currently, 90% of the Agency-managed devices are located in the Washington, DC metropolitan area (defined for purposes of this task order as the area within a 50-mile radius from the geographical center of Washington DC), with the remaining 10% of devices located in the field offices throughout the U.S.

Copy volumes for each MFD vary from 1,500 copies per month to more than 20,000 copies per month, currently using equipment manufactured by Canon, Oce, and Xerox. The age of these MFDs range from three months to five years (typical scheduled useful life), with approximately 10% reaching seven years of service before needing (typical end of lifecycle) replacement.

II. SCOPE

The contractor shall provide MFDs under operating leases with comprehensive lifecycle supplies, service, and maintenance, in support of the agency Print Management program.

The Government will manage currently owned and leased devices until the end of their lease or duty cycle, at which time the contractor will provide replacements for those devices, as directed by the Government in writing, at which time the government will specify the MFD volume band required, the device location, and other pertinent details of the new device.

High speed production “digital presses” used in dedicated production facilities are not included in this requirement.

III. GOVERNING TERMS AND CONDITIONS

The contractor shall provide services in accordance with its General Services Administration (GSA) Office Imaging and Document Solutions under Federal Supply Schedule 36.

IV. REQUIREMENTS

In accordance with the contractor's schedule contract, monthly base fee pricing shall represent total cost of ownership, including device price, service and consumables, and a calculation of the cost to operate the device. The devices shall be packaged with consumables (excluding paper) and maintenance agreements/extended warranties. Periodic preventive maintenance of machines leased and purchased under this task order and key operator training are also required.

In addition, the contractor shall deliver a method of managing comprehensive device information, including meter reads, billing, serial numbers, up-time calculations, and leasing history and replacement cycles of the devices. The method must be deployed using the Internet to allow multiple Agency XXXX offices to order supplies for machines under lease, request service, display service history and response time and have the ability to produce reports tailored to meet requirements. The company's method to manage the devices must be provided

Statement of Work –Multifunction Device (MFD) Management Services

to the Agency for operation by Agency personnel. The method must take into account the fact that most or all of the devices deployed will not be connected to an external network.

The terms of the schedule contract establish maintenance and consumable pricing contingent on established volume bands. The following are the volume bands with minimum device speeds for multifunction devices (MFD) and network printers (NP). (Color Network Printers are not awarded in volume band five.)

Multi-Function Devices			
	Monthly Capacity “A”	Monthly Capacity “B”	Minimum Copy Speed
Band 1	1 – 12,500	12,500-15,000	20 ppm
Band 2	15,001 – 25,000	25,001 - 50,000	30 ppm
Band 3	50,001 – 60,000	60,001 - 75,000	40 ppm
Band 4	75,001 – 90,000	90,001 - 100,000	50 ppm
Band 5	>100,000		60 ppm

The contractor shall deliver MFDs in the following bands, as ordered in writing by the CO or COR during the task order period of performance, within the minimum and maximum quantities specified below.

<u>Volum e Band</u>	<u>Monthly Volume Limit¹</u>	<u>No. of MFDs to be Awarded</u>	<u>Lease Term (after device placemen t)</u>	<u>Color/ Mono</u>	<u>BPA CLIN</u>	<u>Procurement Method</u>
1A	12,500	50	60 Mo.	Mono	2a	Operating Lease
1B	15,000	50	60 Mo.	Color	2a	Operating Lease
2A	25,000	25	60 Mo.	Mono	2a	Operating Lease
2B	50,000	20	60 Mo.	Color	2a	Operating Lease
3A	60,000	15	60 Mo.	Color	2a	Operating Lease
3B	75,000	15	60 Mo.	Mono	2a	Operating Lease
4A	90,000	5	60 Mo.	Mono	2a	Operating Lease
4B	100,000	5	60 Mo.	Mono	2a	Operating Lease
5	>100,000	5	60 Mo.	Mono and Color	2a	Operating Lease

Additional Deliverables

Service Report

The contractor shall provide an automated system or methodology to track and report all maintenance activities for the purpose of monitoring the contractor's ability to meet device performance and service standards. The contractor shall track, at a minimum, response time from time of customer call to identification of the problem and response time from identification of the problem to problem resolution.

Incident Report

¹ Number of copies, included in monthly price, before overage charges apply.

The contractor shall immediately report to the COR and CO all violations or suspected violations of Agency XXXX security policies and the requirements of the task order, as well as the loss or suspected loss of equipment or data including Sensitive but Unclassified (SBU) or Personally Identifiable Information (PII) information.

Meeting Availability

The contractor shall meet in person or by telephone, at the direction of the CO or COR, with reasonable frequency and logistical accommodation, during the term of the task order. The contractor may request a meeting with CO or COR when the contractor deems necessary.

V. TASK ORDER CONSTRAINTS

All Devices and accompanying software must comply with Agency XXXX security requirements. Standards may change over time; familiarity with requirements will be part of the standard project management and communications functions performed by the contractor.

In order to obtain access to each Agency XXXX Customer's Local Area Network (LAN), e-mail, or supported computing environments, the contractor must comply with the Customer's network access policy and any other applicable security policies or procedures. Prior to access, the contractor must complete and sign any applicable agreements as required by Agency XXXX and the customer. Network access will be coordinated for the Customer upon final approval by the Network Administrator.

Configurations and settings will be determined collaboratively between Agency XXXX and the contractor, on a case-by-case basis, based on mission requirements and efficiency best practices.

All devices delivered under this task order shall have the capability to track all jobs performed. These job logs shall be accessible only to authorized personnel.

The contractor is responsible for obtaining and maintaining all the documentation necessary for performance under this order in accordance with applicable Agency XXXX guidelines, including Configuration Management Standards and Practices, and local policy guidance. The contractor shall make any specific documentation requests, including applicable standards, known to the COR on an as-needed basis.

VI. PERFORMANCE STANDARDS AND QUALITY ASSURANCE

The contractor shall perform in accordance with all terms, conditions, standards, and quality levels applicable to the delivery of equipment under the GSA FAS contract and this task order.

The Government will perform quality assurance surveillance using any method it chooses as appropriate for the circumstance, including direct observation, electronic monitoring of systems using the contractor's management solution, review of official receiving reports and building access logs, periodic audit or inspection of deployed devices, Agency XXXX verification and validation of contractor invoice data, Agency XXXX key operator/customer surveys and interviews, and any other available means to assess the contractor's performance.

In the event of the contractor's failure to perform according to any applicable obligations, the Government may exercise any rights and remedies available to it under the contract, the BPA, the task order, and under law. In addition to general remedies available for non-performance,

Statement of Work –Multifunction Device (MFD) Management Services

the Agency XXXX will specifically incentivize the following performance areas under the task order:

Performance Requirement	Method of Surveillance	Acceptable Quality Level/Standard	Incentive/Disincentive
<p>Delivery and installation: The contractor shall deliver and install MFDs in the quantity and at the location ordered no later than 4 weeks ARO, at a specific time and date agreed upon in advance by the recipient.</p>	<p>COR will verify delivery and successful installation with key operators or other Agency XXXX receiving personnel.</p>	<p>Delivery and installation is completed on or before 4 weeks ARO at a time agreed upon in advance by the recipient.</p>	<p>Disincentive: The Government will assess the full cost of work interruption or other collateral costs to the contractor.</p>
<p>Up-time: The contractor shall maintain machines in a fully functional state, meeting all technical requirements of the BPA and the task order.</p>	<p>COR will monitor reports of down machines.</p>	<p>Each month, device fleets will be 95% operational. The effectiveness level for the device is computed using this formula: $1 - \frac{\text{total number of hours downtime}}{\text{total productive time in the month}}$. Total productive time shall be computed by multiplying eight hours per day by the number of working days in the month (weekends and federal holidays excluded).</p>	<p>Disincentive: Upon not meeting the standard for a single month or more, the Government will assess the full cost of work interruption or other collateral costs to the contractor.</p> <p>The Contractor shall replace any MFD that operates at less than the required up-time for two (2) consecutive months with an MFD of equal or greater capabilities at no cost to the ordering activity.</p>
<p>Consumables: Contractor shall provide all consumable supplies, excluding paper and transparencies, necessary for the continuous operation of the devices throughout the duration of the task order or consumable agreement.</p>	<p>COR will monitor consumables orders in the contractor's management solution and shall receive out-of-stock notifications from key operators.</p>	<p>Supplies shall be delivered to the destination location in the Washington DC metropolitan areas within (2) business days of receipt of the consumable request. Supplies shall be delivered to all other business locations within five (5) business days of receipt of the consumable request. Supplies shall be delivered to the designated locations listed by the ordering activity and coordinated by the key operator or designated ordering activity personnel.</p>	<p>Disincentive: The Government will assess the full cost of work interruption or other collateral costs to the contractor.</p>
<p>Noncritical Response Time: The contractor shall provide maintenance and repair service to all devices that, at a minimum, includes installation; IT and operational troubleshooting; service orders; preventive maintenance; repairs, including parts and labor; and network connectivity guidance throughout the term of each device.</p>	<p>COR will verify contractor-reported response times with key operators to verify responsiveness and effective repair/replace.</p>	<p>For service/repair orders placed by the ordering activity, the contractor shall dispatch a technician within six (6) hours to respond to all noncritical leased/purchased devices requiring onsite service. (Devices will be identified as "critical" or "non-critical" when ordered.) Response time on a service order begins when the order, if placed by phone, is received by the Contractor. Service orders received</p>	<p>Disincentive: Upon not meeting the standard by one (1) hour or more, the Government will assess the full cost of work interruption or other collateral costs to the contractor.</p> <p>After determining that an MFD cannot be repaired, the Contractor shall provide a temporary device of equal or greater capabilities within two (2) business days at no additional cost to the ordering activity. After the</p>

Statement of Work –Multifunction Device (MFD) Management Services

		after normal hours of operation shall begin the following business day at 8:00 am.	service order is completed, the service technician shall notify the key operator about whether or not service was completed satisfactory. If the original MFD is not repaired within fourteen (14) calendar days, the Contractor shall provide a permanent replacement MFD with equal or superior features and capabilities.
<p>Critical Response Time: The contractor shall provide maintenance and repair service to all devices that, at a minimum, includes installation; IT and operational troubleshooting; service orders; preventive maintenance; repairs, including parts and labor; and network connectivity guidance throughout the term of each device.</p>	<p>COR will verify contractor-reported response times with key operators to verify responsiveness and effective repair/replace.</p>	<p>For service/repair orders placed by the ordering activity, the contractor shall dispatch a technician within two (2) hours to respond to all critical leased/purchased devices requiring onsite service. (Devices will be identified as “critical” or “non-critical” when ordered.) Response time on a service order begins when the order, if placed by phone, is received by the Contractor. Devices for critical use may require maintenance availability on federal Holidays, weekends, or after hours.</p>	<p>Disincentive: Upon not meeting the standard by one (1) one or more, the Government will assess the full cost of work interruption or other collateral costs to the contractor.</p> <p>If a device for critical use cannot be restored to its fully operational state, the Contractor shall install a substitute device within one (1) business day of the service response, at no additional cost to the Government.</p>
<p>Equipment Relocation, Removal, and Disposal: The contractor shall perform relocation, removal, and disposal functions, as ordered by the COR, subject to the terms of BPA section 4.10.</p>	<p>COR will track response time and verify timely completion with key operator or other Agency XXXX personnel.</p>	<p>The contractor shall meet all timeframes and standards within BPA section 4.10.</p>	<p>Disincentive: The Government will assess the full cost of work interruption or other collateral costs to the contractor. The Government may perform the work on its own or by another contract and charge this task order contractor for those costs in the form of an enforced credit on the next invoice.</p>

(End)