

**Federal Strategic Sourcing Initiative  
Print Management Services**

**TASK ORDER TEMPLATE**

**Functional Area II: Acquisition of New MFDs and NPs Device Plus**

**TEMPLATE 4: Acquisition of Devices Plus**

Template 4 is designed for the acquisition of new devices. The first choice that the agency is required to make is what acquisition method will be used to procure new devices. The following are a list of acquisition methods.

Purchase: The purchase method of procurement gives the agency the option ~~to issue~~ to issue a purchase order for the acquisition of assets and a separate purchase order for severable services, or to issue one purchase order with a combination of assets and services. The ~~BPA Level~~ maintenance agreements are usually awarded for a total of 60 months. An agency who wishes to utilize the purchase plan maintenance agreements may award the maintenance agreement with a base plus four option years and fund the maintenance agreement with severable funds.

Leasing: The terms of the LTOP are quoted by the contractor with financing that has been negotiated for the full period of lease performance. The agency is liable for the recovery of the contractor's investment in its assets if the lease is terminated prior to the expiration of the term. Therefore, government agencies must fund a termination liability fee. The termination liability must be funded and is due the contractor unless funds are not appropriated by Congress, there is a lack of bona fide need as outlined in the GSA Schedule 36 solicitation, or the contractor's lease is terminated for cause (failure to perform).

Lease to Own: A lease to own agreement will allow the agency to retain ownership of the device at the end of the term. LTOP terms are awarded in 60 to 12 month periods of performance.

Operating Lease: Device ownership is retained by the contractor during the period of performance of an operating lease and the device is removed by the contractor at the end of the term. Operating Lease terms are awarded in 60 to 12 month periods of performance.

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Flat Rate: Flat rate plans are a form of leasing. Flat rate plan prices do not vary by the volume of print output. However, the prices and terms that have been quoted for each device are contingent on the volume bands established by the contractBlanket Purchase Agreement terms and terms and conditions.

Cost per Copy: Cost per copy plans are a form of leasing. Cost per copy plans charge an agency a fixed price unit for each single sided 8.5 by 11 inch piece of paper output from an MFD or NP.

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(Enter Ordering Activity Agency Name)

(The following is an example of a Performance Work Statement)

DATE: (Enter date)

Background: Enter a brief description of the project

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For the RFQFA II, the number of devices, specific CLINs, and corresponding procurement methods being requested by the ordering activity should be outlined here.

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Devices: MFDs are Multifunction Devices or Multifunction Printers. NPs are single function Network Printers. Identify how many of each device are being requested and the location for each device.

Volume Bands: The terms of the Blanket Purchasing Agreements for Functional Area 11 establish maintenance and consumable pricing contingent on established volume bands.

The following are the volume bands with minimum device speeds for MFDs and NPs. (Color Network Printers are not awarded in volume band five.)

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

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4		
<b>Band</b>		
5	>100,000	60 ppm

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The following table is a basic suggestion for how to clearly identify the request

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<u>Volume Band</u>	<u>Monthly Volume*</u>	<u>Quantity</u>	<u>Color vs. Mono</u>	<u>CLIN</u>	<u>Procurement Method</u>

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\*Agencies should identify exact monthly volumes that are being requested.

Default Specifications and Network Configurations:

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The default device hardware specifications and network configurations have been established by the [contractBPA](#). Minimum specifications are in Appendix B.

Agencies may customize devices according to their needs by requesting additions or subtractions

Security:

Network Security must be addressed at the Order level. Devices have been required to meet all security requirements as outlined in Appendix B of the RFQ package. Any additional software and hardware security assurance testing should be handled at the Order level.

Environmental Offerings:

Ordering Activities may choose to order from CLIN 4, Driving Environmentally Sustainable Solutions to prefer environmentally friendly devices in support of Executive Order 13423, 13514, and other environmental policies. The following are CLIN 4 BPA holders:

ABM Federal, Cannon IV, Canon USA, CTI, Lexmark, Ricoh, Sharp, Xerox

Ordering Activities must clearly designate the RFQ as directed to CLIN 4 BPA holders.

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Ordering Activity Service Level Agreements

The following sections outline the basic Service Level Agreement (SLA) requirements that have been incorporated into the contract ~~Print Management solution at the BPA level~~. Any deviations from the standard SLA must be clearly explained to the Contractor, and may or may not be subject to additional cost based on the nature of the deviation. The SLA is the metric with which contractor performance at the task order level will be measured.

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**Delivery and Installation:** The Contractor shall deliver and install MFDs and NPs within thirty (30) calendar days from the date of award of the order (or within the timeframe specified by the ordering activity). Each MFD and NP shall be permanently marked by the Contractor on the front frame with a unique identification/asset tracking label that includes, at a minimum, the model number, serial number, and a toll-free service telephone number. As a baseline, deliveries and installations shall be conducted Monday through Friday between the hours of 8:00 am and 5:00 pm (local time), excluding federal holidays (or within the hours of operation specified by the ordering activity).

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If the Contractor's proposed delivery or installation time is not acceptable to the ordering activity, both parties shall negotiate a mutually agreeable alternate time.

As a requirement at the order ~~BPA~~ level, the Contractors can offer storage services to the ordering activity for orders that may require a phased delivery, or that involve a delayed start date for the performance of the order. All storage services shall be provided at no additional cost to the ordering activity.

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At the time of the initial delivery, the Contractor shall provide one month's consumable supplies for each MFD or NP, excluding paper. The supplies will be stored by the government.

The Contractor shall provide a substitute MFD or NP of equal or superior features and capabilities if for any reason the original model is not available. The substitute shall be approved by the ordering activity prior to installation. Only those devices that have been awarded as part of this BPA can be used as substitutes.

Note: Lease times shall not restart for substitute MFDs or NPs.

If the ordering activity and facility security procedures require off-site screening of equipment and supplies prior to delivery, those requirements should be clearly explained to the contractor here. Specific ordering activity and building security screening procedures should be identified prior to award. If security procedures result in an additional cost to the Government, the Contractor shall immediately notify the task order Contracting Officer in writing.

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**Installation Report:** The Contractor shall provide an installation report to the designated personnel member within ten (10) calendar days from the date of installation for each MFD or NP (or within the timeframe specified by the ordering activity). The installation report shall include, at a minimum, the ordering activity BPA number, task order

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number, device manufacturer, model number, serial number, and placement location, including room number, building number, office name, customer's name and phone number, name and job title of the individual installing the device, and the key operator's signature of installation approval with the date and item number of the task order.

Training: At a minimum, the Contractor shall provide training to the key operator for each device provided at the order level. (The schedule for that training shall be determined by the ordering activity and ~~identified~~identified to the Contractor).

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Training shall include, at a minimum, how to operate the basic function keys of the MFD or NP; location and procedures for installing consumable parts, such as toner, staples, paper etc.; how to operate special features, including but not limited to duplexing, enlargements, and reductions; multiple job queues; diagnosis and resolution of basic device malfunctions, etc. In addition, the training shall give the key operator the necessary knowledge to sanitize the device(s) after sensitive information has been exposed (e.g., copied, faxed, e-mailed, scanned, or printed) or spilled.

The Contractor shall provide access to training materials that meet the initial ordering activity's key operator training requirements for the training of new key operators within thirty (30) business days of order award (unless otherwise identified by the ordering activity). Acceptable training methods include CD-ROM, web-based, and/or in-person training at no additional cost to the ordering activity.

Maintenance Services: For the ~~equipment use Device Plus or Customizable Solutions~~ provided with maintenance/repair agreements, the Contractor shall be responsible for maintaining the devices at a 95% monthly availability/up-time rating. The 95% rating shall apply to those devices not considered to be in remote or outside of the continental United States (OCONUS) locations. Availability/up-time ratings are based on the nine (9)-hour Government business day and industry standards.

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These service levels are minimums under the ~~contract~~Print Management solution. Ordering activities are authorized to adjust these up-time ratings, as well as official designation of required up-time ratings for remote and OCONUS locations at the task order level.

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All device components are required to ensure that the up-time requirements of this ~~order~~BPA are met shall be included in the maintenance/warranty agreement. For devices not owned by the ordering activity, the Contractor shall replace any MFD or NP that operates at less than the required up-time for two (2) consecutive months with an MFD or NP of equal or greater capabilities at no cost to the ordering activity.

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Unless otherwise specified by the ordering activity, the Contractor shall affix identification/asset tracking labels to all devices under a maintenance agreement. All labels shall clearly identify the device serial number and the toll free number that is to be ordered for service, training, supplies/consumables, and device support. This number shall not be an automated answering device. This number shall be available

during normal business hours from 8:00 am to 5:00 pm with respect to the time zone in which the device is located. The identification/asset tracking label shall be clearly visible to the end users during normal operation of the device, and shall remain so throughout the duration of the maintenance agreement. Unless otherwise specified by the ordering activity, the key operator will be the primary point of contact (POC) regarding preventive maintenance, service orders, and re-ordered consumables

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 task order.

Any additional requirements that exist must be identified to the Contractor here.

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The Contractor shall provide, at a minimum, annual service orders at no charge to the Government. The annual service orders are a preventive maintenance service for devices covered by a maintenance agreement to ensure the devices furnished are maintained in good working condition. Such preventive maintenance shall be in accordance with the manufacturer's recommendations and shall be equal to maintenance provided to commercial customers for the same MFD or NP model.

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For service orders placed by the ordering activity, the Contractor shall dispatch a technician within six (6) hours to respond to all noncritical devices requiring onsite service (this requirement may be adjusted at the order level). Exact definition of critical and noncritical devices must be identified here. Response time on a service order begins when the order, if placed by phone, is received by the Contractor. Service orders received after normal hours of operation shall begin the following business day at 8:00 am. After determining that an MFD or NP (that is not owned directly by the Government) 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 service order is completed, the service technician shall notify the key operator about whether or not service was completed satisfactory. If the original MFD or NP is not repaired within fourteen (14) calendar days, the Contractor shall provide a permanent replacement MFD or NP with equal or superior features and capabilities.

The Contractor shall dispatch a technician within two (2) hours for devices designated for "critical use" requiring onsite service, at an additional cost. 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. Devices for "critical use" may require maintenance on federal holidays. The Contractor may be required to interact with personnel that provide IT help desk support. Any adjustments to the critical devices must be identified here.

### **RFQ Considerations:**

Carefully consider whether the Task Order will be procured using a Performance Based Services approach. If the Contracting Officer intends to use Performance Based Contracting methods the Contracting Officer must consider how to implement and use a Quality Assurance Surveillance Plan. ~~A sample QASP is provided below.~~ The Ordering Activity may utilize a system of incentives and disincentives rather than a pass/fail approach given their preferences.

The Ordering Activity Contracting Officer is responsible for developing the methodology for evaluating order quotations. Some options to consider are:

- Acceptable/Unacceptable Technical Offers that are the lowest price and meet or exceed salient performance characteristics
- Other technical factors are more highly valued by the government than price