PERFORMANCE WORK STATEMENT (PWS)

Black and White Maintenance

INTRODUCTION:
The Defense Logistics Agency (DLA) seeks to enter a single award, firm fixed price, stand-alone contract for Maintenance and Repair of Black and White (B&W) Equipment. The contractor will also be responsible for:

- Maintenance and Repair of the Equipment
- Provision of Consumable Supplies (Excluding Paper) for the Operation of the Equipment
- Networking Functionality of the Equipment
- Information Technology (IT) Security Accreditation and Technical Support for the Equipment.
- Meetings, Reports, and Administration Regarding the Equipment.

The stand-alone contract will have a base year and 2 option years for a total period of 36 months.

Equipment is to be supported and associated ongoing services provided at approximately 5 DLA facilities located throughout the Continental United States, Hawaii, in accordance with Attachment 2- Device Information. The quantity per device is as follows:

B9100G	4
Nuvera157	4
Nuvera200	4
Total	12

1.0 MAINTENANCE METER READS AND REPAIRS

1.1 The contractor shall maintain at least 80% Monthly Uptime Availability (MUA) per machine which shall be calculated based upon the 21 standard Federal workdays in a month and an eight-hour day and excludes normal preventive maintenance time. MUA uses the following equation:
(Uptime + Scheduled Maintenance)/ (Unscheduled Downtime + Uptime + Scheduled Maintenance). The government reserves the right to request consideration of 1% of the total delivery order value for any device that does not maintain at least 80% MUA for more than 2 times in any 180-day period. Refer to Section 4.0 Meetings, Reports and Administration, Section 4.2 for reporting requirements.

1.2 The contractor shall provide 8:00 am-5:00 pm, local time, maintenance and repair coverage which includes six-hour service response for all devices for maintenance services including travel, parts, labor, software version upgrades (up-to the hardware capability) and retrofits for all equipment including all components. A telephone call is not an acceptable service

response. A service technician must call the primary operator within an hour of service call for all devices to discuss the service problem and schedule time of arrival as required. The technician must be able to perform all aspects of maintenance and actively engage in resolving the reported issue. Failure on the part of the contractor to provide service IAW these instructions more than two instances in a 180-calendar day window will result in failure to comply with instructions and will be reported to the contracting officer to take appropriate actions.

1.3 The contractor must ensure all service technicians are eligible for access to Department of Defense (DoD) facilities in accordance with the authority in Directive Type Memorandum (DTM 09- 012) which establishes DoD access control policy and the minimum DoD security standards for controlling entry to DoD installations and stand-alone facilities. Contractors must also check and follow installation access policies specific to each DoD installation. Technicians must be eligible 60 days after the award.

1.4 The contractor must obtain appropriate security clearances, up to "secret," for its technicians who service equipment located in restricted-access facilities. DLA Document Services Operations will assist the contractor with this requirement. DLA Document Services Operations estimates that this requirement will apply to no more than 5 of 5 locations. The process to obtain a clearance will include filing a DLA form 1728, to be submitted to DLA HQ, for each contractor technician, in order to perform background verifications.

2.0 CONSUMABLE SUPPLIES

2.1 The phrase "consumable supplies" means all supplies necessary for device operation including, but not limited to, toner, developer, fuser oil, replacement parts, and staples etc. Paper is excluded from the definition of consumable supplies.

2.1.1 The phrase "automatic replenishment system" means a process where the contractor without prompting, orders or intervention of any sort from DLA Document Services Operations personnel— continuously delivers consumable supplies for each device at each location so that the equipment it delivers under this contracting action runs properly while maintaining or exceeding the MUA set forth at paragraph 1.1. This is typically based on usage.

2.2 The contractor shall provide access to its vendor ordering system and/or a toll-free telephone number so that DLA Document Services Operations personnel can order consumable supplies without an additional fee should the automatic replenishment system fail. (Providing this information for consumable supplies thereby does not excuse failure to meet the requirements in paragraph 4.1.) A permanently affixed decal in a prominent location on each device should have this phone number and email address (if applicable)

2.3 The contractor shall reclaim expended toner cartridges, fuser modules, overflow containers and any other consumable items considered recyclable or hazardous to the environment and recycle and /or dispose of them in accordance with Executive Order 13693. Prepaid mailing labels will be supplied by the contractor for reclamation.

2.4 When the device under contract is deemed to be no longer serviceable by DLA, the contractor shall provide for a pick-up of all remaining consumable supplies and parts within 10 calendar days of notification. Failure to provide this will result in the supplies and materials to be disposed of.

2.5 The contractor will provide current and updated Material Safety Data Sheets on all consumable supplies it provides.

3.0 IT CONFIGURATION

3.1 All devices/components shall be maintained and kept current by the contractor with DLA required and approved operating systems, with the exception of those devices operating as a true Multi- function device (scanner, controller and printer combined into one unit).

3.2 All contractor-provided software (including Operating System) must be supported by the contractor and the software's original manufacturer at all times during its use by the government. If it becomes apparent that either the contractor or original manufacturer will no longer support any contractor-provided software, the contractor must provide and install other software in coordination with the delegated DLA Document Services Operations delegated POC that is still supported by the contractor and the software's original manufacturer.

3.3 Contractor solution must be capable of functioning in a common security environment, given that DLA Document Services Operations is required to add additional software that is standardized within DLA Document Services Operations including but not limited to McAfee ePolicy Orchestrator (multiple modules including Anti Virus and Host Intrusion Prevention), Arcsight Logger, Active Client Software and Axway Desktop Validator.

3.4 All hard drives that are put into service at DLA Document Services Operations must remain in the custody of DLA Document Services Operations. All hard drives, whether internal, external, or otherwise, shall not be returned to the contractor. A permanent decal, affixed in a prominent location on the device, should detail the number of hard drives in the equipment and the location of these hard drives to facilitate removal if/when needed. This applies to the print units, servers, PCs, controllers and any other applicable device.

3.5 All devices/components shall meet DoD information security specifications when interfacing with classified materials to ensure no remnants of the classified data exists after the classified process has been completed. Guidelines can be found at https://iase.disa.mil. The contractor shall indicate the specific steps needed to ensure classified data is never disclosed. Any proposed process must include the use of removable hard drives and receive DLA POC approval, which will occur during the certification and accreditation process.

3.6 The equipment shall operate and coexist on a network that can support each of the following:

- Internet Protocol Version 4 (IPv4)
- Internet Protocol Version 6 (IPv6)

- Internet Protocol Version 4/6 Hybrid (IPv4/6)

3.7 All devices/components shall have the capability of turning on and off any ports and protocols.

3.8 The use of USB flash drives is strictly prohibited at all DoD installations with all Data Production Operations locations included as well. In addition, non-government issued IT devices (e.g., phones, laptops, etc.) are prohibited from being used on DLA Document Services Operations equipment and network. In instances where classified devices are being worked on, cell phones and other such devices that can record or take pictures are prohibited.

3.9 Section 508 Accessibility Standards - The user interface shall comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The standard 1194.21 (Software applications and operating systems) has been determined to be applicable to this contract.

4.0 MEETINGS, REPORTS AND ADMINISTRATION

4.1 The contractor shall provide a single POC for administration of the contract and a single POC for service issues. The contractor shall prepare and deliver a monthly Availability Equipment Report via e-mail to the contract POC(s). At a minimum the report shall contain the following for each device placed:

- Location
- Product Name
- Serial Number
- Units Produced
- Number Monthly of Service Calls
- Monthly Total Downtime
- Available Hours
- Percentage of Up-Time/Availability

4.2 The Contractors' Administrative POC and the Contractors' Service POC shall attend, as requested by DLA Document Services, a team's meeting to discuss the report set forth in paragraph 4.1, above. The meeting discussion will be based on previous month's) machine information.

4.3 The monthly Security Vulnerability Report shall be provided by the contractor to the POC(s) on the contract. The report shall contain the location of all devices, product name, serial number, details of the security vulnerability and its status.

5.0 INVOICES

5.1 The contractor shall electronically submit "two in one invoices" in accordance with the Defense Federal Acquisition Regulations Supplement (DFARS) Clause 252.232-7003.

5.2 The Contractor shall electronically submit timely and accurate invoices in the DoD Wide Area Workflow (WAWF) system in accordance with the Defense Federal Acquisition Regulations Supplement (DFARS) clause 252.232-7006.

5.3 Delivery & Installation: Timely and accurate invoices shall be submitted in WAWF within 30 calendar days after the delivery, installation (to include connection to the Government's network) and training of the equipment has been completed.

Maintenance: Timely and accurate invoices shall be submitted in WAWF no later than the 15th of the following month for which the invoiced service is being submitted (e.g., May's monthly invoice must be submitted no later than June 15th).

5.4 Late Invoices: The Government can, at their discretion, refuse to pay any electronic invoice that is not submitted by the timeframes listed in PWS paragraphs

Excusable Delays: In accordance with FAR 52.212-4(f), Excusable Delays, the contractor shall notify the DLA Document Services POC and the delivery order's Contracting Officer of any excusable delay.

6.0 SUPPLY CHAIN RISK MANAGEMENT

6.1 As part of its proposal, the Contractor shall provide written documentation demonstrating how the integrity and security of all equipment, components thereof, repair parts and consumables it will provide and/or use in performing this contract will meet the standards set forth in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-161 Rev. 1, Cybersecurity Supply Chain Risk Management Practices for Systems and Organizations. This documentation shall clearly demonstrate how the Contractor is taking effective measures to mitigate the risks of foreign intelligence services, terrorist groups, or others from inserting unwanted functionality into the supplies and/or services DLA receives through this contract. Additionally, this documentation shall provide specific details of what—

6.1.1 Policies the Contractor has in place to prevent both (a) the use of counterfeit or altered equipment, components thereof, consumables and parts and (b) their introduction into the Contractor's supply chain;

6.1.2 Security procedures the Contractor uses to track the chain of custody of equipment, components thereof, consumables and parts, to include while this material is in storage and in transit; and

6.1.3 Steps the Contractor takes to ensure the integrity and authenticity of equipment, components thereof, repair parts and consumables to prevent tampering so they will perform according to specifications without additional unwanted functionality.

6.2 The Contractor shall continuously meet the standards of NIST Special Publication 800-161 Rev. 1 while taking effective measures to mitigate the risks of foreign intelligence services, terrorist groups, or others from inserting unwanted functionality into the supplies and/or services provided through this contract. Upon request, the Contractor shall provide written documentation meeting all requirements set forth in part A, above.