Statement of Work

Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) Information Technology (IT) Commercial Products

Office of Information & Technology (AIT)

Strategy & Performance Service (ASP)

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1. OVERVIEW

Pursuant to the Federal Information Technology Acquisition Reform Act (FITARA) and the Office of Management and Budget (OMB) for category management, the consolidation and centralization of IT equipment focuses on eliminating redundancies, increasing efficiency, and delivering more value and savings. To help achieve these goals, the Federal Aviation Administration (FAA) Lines of Business (LOB), Staff Offices (SOs), Regions, and Centers will utilize our mandatory use contract under our Acquisition Management System (AMS 3.8.6) called the Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES). SAVES contracts provide the FAA with a simplified process for obtaining commonly used products and services at prices associated with volume buying, while maintaining or improving the quality of purchases and vendors' service levels.

Additionally, in accordance with the FAA Information Security and Privacy Program & Policy (1370.121B), the FAA must consolidate procurements for commodity items such as laptops, desktops, software and licensing, and other hardware and components. In accordance with Section B, the portfolio of products available will be a combination of hardware and software which will be designated as "standard products" by the FAA's Technology Control Board (TCB), the Enterprise Software Board (ESB) and any comparably authorized group within the Department of Transportation (DOT). These products must adhere to established configuration management criteria throughout its life cycle.

2. SCOPE

This SAVES Statement of Work (SOW) for Commercial Products (Hardware (HW) and Software (SW)) is a DOT-wide strategic sourcing contract administered and managed by the FAA Offices of Acquisition and Business Services (ACQ) and Information and Technology Services (AIT). The products and services included in this SOW include, but are not limited to, software, network infrastructure components (servers, switches, storage arrays, and network devices), personal computing devices (workstations, laptops, tablets, thin clients, notebooks, and similar items), computer peripherals and accessories, audio/visual equipment, and miscellaneous equipment (large screens, touch screens, scanners, projectors, desktop printers, multi-functional devices (MFD)), software to support the above mentioned hardware, and cloud based services by various Original EquipmentManufacturers (OEM) that meet the agency's diverse business requirements. Additionally, the Contractor may provide product-based services based on the business requirement. These services must be directly related to the range of products offered under the Contract and must be performed as requested by the Contracting Officer on individual delivery orders. Lastly, the Contractor must facilitate the acquisition, deployment and maintenance of IT assets under this contract by providing services including, but not limited to, asset recovery/disposition and warehousing.

This SOW DOES NOT include: non-COTS software items, software development for COTS items, web development and web design services, software operations and maintenance (O&M) services, alterations to a physical site (e.g., wiring, electrical, plumbing, construction), level of

effort (LOE) support services including full time equivalent employees with a yearly period of performance (i.e. option years).

3. ACRONYMS

AFR	Annual Failure Rate
AMS	Acquisition Management System
ANSI	American National Standards Institute
CLIN	Contract Line Item Number
CO	Contracting Officer
CONUS	Contiguous United States
COR	Contracting Officer's Representative
DOA	Dead on Arrival Rate
DO	Delivery Order
DOT	Department of Transportation
EDI	Electronic Data Interchange
EPEAT	Electronic Product Environmental Assessment Tool
ELA	Enterprise License Agreement
EULA	Enterprise User License Agreement
FAA	Federal Aviation Administration
FEMP	Federal Energy Management Program
FIPS	Federal Information Processing Standard
IPv6	Internet Protocol Version 6
ISO	International Organization for Standardization
MTBF	Mean Time Between Failure Rate
NIST	National Institute of Standards and Technology
OCONUS	Outside the Contiguous United States
OEM	Original Equipment Manufacturer
PIV	Personal Identity Verification
SaaS	Software as a Service
SAVES	Strategic Sourcing for the Acquisition of Various Equipment and Supplies
SOW	Statement of Work
TAA	Trade Agreements Act
TLS	Transport Layer Security
TPM	Trusted Platform Module
TTY	Text telephone
VTC	Video Teleconferencing
WIM	Windows Imaging File Format

4. REFERENCES

The Contractor must comply with the requirements set forth in the most current version of the following documents, including those that supersede versions current at the time of award. The Contractor must also comply with any future related legislation, guideline, or policy upon issuance of a contract modification.

DIRECTIVE	TITLE	ACCESS
EDI ANSI X12	Electronic Data Interchange American National Standards Institute	Public Access
Energy Star	Energy Star Compliance	Public Access
Executive Order10582	Prescribing Uniform Procedures for Certain Determinations Under the Buy-American Act	Public Access
Executive Order 14028	Improving the Nation's Cybersecurity	Public Access
FAA AMS	FAA Acquisition Management System	Controlled Access
FAA IT Standards	FAA Information Technology Standards	Controlled Access
FAA Memo IPv6 Guidance	Internet Protocol Version 6 (IPv6) Guidance	Controlled Access
FAA Order 1370.121B and supporting directives	FAA Information Security and Privacy: Policy	Controlled Access
FAA Order 1720.37A	FAA Print Management	Controlled Access
FAA Order 1770.68	Selection and Use of Time and Frequency Sources for all Systems, Services, and Applications Supporting NAS Operations	Controlled Access
FAA Order 4600.27D	Personal Property Asset Lifecycle Management	Controlled Access
FIPS 201-3	Personal Identify Verification (PIV) of Federal Employees and Contractors	Public Access
ISO 9001:2015	Quality Management Systems—Requirements	Public Access
NIST SP 800-53 Rev 5	Security and Privacy Controls for Information Systems and Organizations	Public Access
NIST SP 800-73-4	Interfaces for Personal Identity Verification	Public Access
OMB M-16-12	Category Management Policy 16-1: Improving the Acquisition and Management of Common Information Technology: Software Licensing	Public Access
OMB M-21-07	Completing the Transition to Internet Protocol Version 6 (IPv6)	Public Access
OMB M-22-18	Enhancing the Security of Software Supply Chain through Secure Software Development Practices	Public Access
OMB M-23-13	No TikTok on Government Devices	Public Access
OMB M-23-16	Update to OMB M-22-18	Public Access
Section 508	Section 508 of the Rehabilitation Act of 1973	Public Access

5. IT REQUIREMENTS

In accordance with Section B.2, the Contractor must continuously demonstrate the ability to negotiate with a wide range of OEM's to obtain the FAA's portfolio of products.

The Contractor must appoint a primary representative to work with the ACQ Contracting Officer (CO) and the AIT Contracting Officer's Representative (COR) to maintain and support this contract. The CO reserves the right to require a change in the Contractor's primary representative for this contract if the assigned representative is not, based on the determination of the CO, adequately performing the responsibilities and duties included in this contract and SOW.

The primary representatives duties must include, but are not limited to:

- Attending monthly meetings
- Ensuring all Contractor staff and partners are adequately trained
- Ensuring all reports are on time and accurate
- Respond to Requests for Quotes (RFQ's) within the allotted timeframe
- Respond to customer issues in a timely manner and ensure an adequate resolution has been reached
- Sending all deliverables and quarterly payments to ACQ and AIT

5.1 CONTRACT LINE ITEM NUMBERS (CLINs)

In addition to the above, this section requires the CLIN establishment of categories/sub-categories, category descriptions and associated category indicators as shown in the table below. The category/sub-category and associated indicator represent the OEM requirement. Each category description is further defined in this SOW, Sections 6 thru 16.

Category #	Category	Sub-Category	Category/Item Description #1	Category/Item Description #2	Category Indicator
1	NEW HW/SW	Hardware equipment Software license types, software subscriptions	Personal Computing Devices, Network Infrastructure Components, Computer Peripherals, Accessories, Audio/Visual Equip, Misc. Equip/Components that directly support complete product solutions, COTS software license incl tier/qty levels, Enterprise License Agreement (ELA), Unlimited License Agreement (ULA), initial maintenance/warranty/24x7 support	Additional items that will be required for the new purchase: Hardware Asset tags, Hardware Install (incl delivery), Hardware warranty (new, extended, onsite warranty services). Non-product HW/SW items with varying price	(A)sset Tags (H)ardware (I)nstall HW (S)oftware (W)arranty (Z) Non-product item
2	ANNUAL HW/SW	HW Maintenance, 24X7 support SW Renewals, Maintenance, 24x7 support	Maintenance agreements, ELA/ULA, SW license incl. tier/qty levels, SW maintenance as a product, SW maintenance as a service	Additional items for Non-product HW/SW items with varying price	(M)aintenance (R)enewals (Z) Non-product items

3	Multi-Function Device	MFD requirements for New equipment/license, Annual Maintenance/Renewals, 24X7 support, Installation and Delivery Services	Requirements/Features included in Section C.11	Additional items that will be required for the new purchase: Hardware Asset tags, Hardware warranty (new, extended, onsite warranty services). Non-product HW/SW items with varying price	(A)sset Tags (D) Multi-function Device (M)aintenance (R)enewals (W)arranty (Z) Non-product item
4	APPROVAL: HW/SW requirements	HW/SW requirements for OEM/product not on contract, Product-based Services including: Project Management, System Configuration & Integration, Physical Site Analysis, Equipment Maintenance, Engineering Services and Training	Product-based Services included in Section C.14 and related Labor Categories: Project Manager, Solution Architect, Engineering	Additional items that will require approval for the new purchase of HW/SW: bundle for the preload/purchase of new SW required for the purchase of new HW. Non-product HW/SW items with varying price	(B)undle (L)abor Categories (N)ot on contract OEM/product (P)roduct-based services (T)raining (Z) Non-product items

Any items that are currently provided under existing DOT/FAA contracts and enterprise agreements may be included in this Contract (e.g. Microsoft ELA, Esri ELA). The Government may require the Contractor to load additional software from pre-existing enterprise agreements on hardware purchased through this Contract.

All equipment purchased on this Contract must be new, unless otherwise specifically requested by the Government. Standardized brand names, configurations and/or specifications for some

product solutions are provided in Schedule B (attachment 8) of this Contract.

In accordance with Section B, additional OEM's approved within our portfolio of products will be updated to the Contract to address changing requirements and technology improvements.

Where applicable, the products and services delivered under this Contract must be compliant with the Federal Information Technology Accessibility as required by Section 508 of the Rehabilitation Act of 1973 (http://www.section508.gov/) and AMS Policy 3.2.2.9, Section 508 of the Rehabilitation Act.

6. PERSONAL COMPUTING DEVICES – CATEGORY 1 AND 2

The requirements include portable and non-portable personal computing devices including, but not limited to: workstations, desktops, thin clients, laptops, notebooks, tablets, and similar products. These requirements may also include components that directly support complete product solutions, including, but not limited to, hard disk and optical drives, memory modules and upgrades, web cameras, video cards, computer cases, network interface cards, port replicators, docking stations, glare screens, multimedia devices, interface adapter cards, expansion bays, processor and motherboard upgrades, keyboards, mice, accessories, identification/authentication devices, portable storage devices, memory and graphics cards, speakers, expansion chassis, warranties, extended warranties, maintenance, and software licenses.

When the purchase of computers includes peripherals like a keyboard, mouse, docking station and other accessories, each computer must be packed in a box with one (1) each of the required peripherals and shipped to the FAA as a complete kit. FAA issued barcodes must be physically affixed to the top of the computer (bottom right corner of the laptop lid or top front edge of the desktop) and the last nine (9) digits of the FAA barcode must be added to the asset identification field in the bios before shipping. All computing equipment must be shipped with a tamper-evident indicator on the outside packaging.

All personal computing devices must include a warranty of not less than three (3) years unless the purchasing official (i.e., Contracting Officer or purchase card holder) specifies a variation to this requirement. The warranty for computing devices must include, but is not limited to, all of the main internal components contained within (e.g., optical drive, hard drive, memory, mother boards, batteries, and screens) and external components such as docking stations and stylus'. All Contractor provided quotes must explicitly state which personal computing device components are not covered by the three (3) year warranty. Additionally, the quotes must include what warranty is included for those items. Under no circumstances must the Government be required to ship a computing device to any contractor, OEM, or other facility for the purpose of warranty repair. If a computing device is to be replaced under warranty, the Contractor must provide, at no cost to the Government, an advance replacement, and a shipping label for the return of the defective item. The Government will return the defective item to the Contractor within 30 days of receiving the advance replacement, using the packaging materials from the advance replacement and the shipping label. The Government must retain all nonvolatile memory

devices, including but not limited to hard disk drives and solid-state drives, even if the non-volatile memory device is the defective part.

For Hardware Support Services/Tag Transfer of Dell Products, the Contractor must transfer title of Dell Products and the asset/service identification number (e.g. the Service Tag or Asset Number) to the End-User that is associated with the Dell Products the Contractor have purchased for resale in accordance with Dell. The process to complete such transfer may be found at www.support.dell.com, which process Dell may change from time to time. It is Contractor's responsibility to ensure compliance with the latest version of the posted process. The Contractor acknowledges that their failure to properly transfer the asset/service identification number of the Dell Products will result in the End-User's inability to receive hardware support services from Dell for such Dell Products, and Dell will not be liable to the Contractor or to any End-User for any such failure. In the event a designated end-user seeks warranty or other service from Dell that requires evidence of ownership, and the Contractor has not yet accomplished such ownership transfer, the Contractor hereby expressly authorizes Dell to immediately affect ownership transfer. The parts used in repairing or servicing Products and spare parts may be new, equivalent-to-new, or reconditioned.

7. SERVERS, STORAGE SYSTEMS, NETWORK DEVICES – CATEGORY 1 AND 2

The Contractor must provide servers such as file, network, and database servers with any operating system. The Contractor must provide components that directly support complete product solutions, including, but not limited to: Automated Performance Monitoring and Artificial Intelligence (AI) components and software, internal storage devices, memory modules and upgrades, video cards, network interface cards, expansion bays, multimedia devices, interface adapter cards, cables, processor and motherboard upgrades, mounting racks, cabinets, power adaptors, warranties, extended warranties, maintenance and software licenses. The Contractor must provide storage systems such as storage arrays, network attached storage, snap servers, tape libraries, and storage area networks. The Contractor must provide components that directly support complete product solutions, which may include, but is not limited to, cables, adapters, expansion cabinets, network bridge devices, firmware, backup devices, racks, tape and optical media, warranties, extended warranties, and maintenance.

The Contractor must provide network equipment such as managed and unmanaged switches, hubs, gateways, routers, telecommunications equipment, network appliances, wireless devices, network security monitoring hardware, network access control and voice-over-IP. The Contractor must provide components that directly support complete product solutions, including, but not limited to: cables, adapters, firmware, memory upgrades, interface cards, power adaptors, expansion bays, service packs, warranties and extended warranties, and maintenance, software license and maintenance. These supporting components must only be provided in support of devices offered under this Contract. When available, electronic versions of documentation and software are required product deliverables.

8. TELECOMMUNICATIONS, VIDEO, AUDIO/VISUAL EQUIPMENT – CATEGORY 1 AND 2

The Contractor must provide support and maintain audio/visual solutions/equipment at the DO level. The Contractor is prohibited from providing "covered telecommunications equipment or services" and/or telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a foreign country.

9. SOFTWARE LICENSE, SUBSCRIPTIONS, AND MAINTENANCE AGREEMENTS – CATEGORY 1 AND 2

Software licenses, subscriptions and maintenance agreements must be in support of the OEM(s) products offered under this contract. License and maintenance agreements not purchased under the contract that have expired within six (6) months prior to execution of this contract may be reinstated or renewed under the contract provided that all "back" maintenance or reinstatement fee is paid, if required by the OEM. License and maintenance agreements not purchased under this contract that expire within the term of this contract may be reinstated or renewed under this contract.

The Contractor must offer OEM extended maintenance for products on this contract, where applicable and available.

When available, electronic versions of software and documentation are a requirement under this contract. Any associated media, printed materials, on-line or electronic documentation must be provided to the FAA technical POC identified on the delivery order. Where applicable, customers must be provided the license agreement and/or key code upon validation and receipt of the software.

The Contractor must make available any information and provide assistance on obtaining enterprise, open, or volume licensing for software products. Any licensing options that are available through the OEM must be provided to the Government under this contract.

Prior to providing software under this Contract, all SAVES vendors must be able to access the Repository for Software Attestations and Artifacts (RSAA), which is managed by the Cybersecurity & Infrastructure Security Agency (CISA). At time of award, all SAVES vendors must have an account at the RSAA website Login | RSAA. The CISA self-attestation common form and related details can be found at https://www.cisa.gov/secure-software-attestation-form. The common form will be utilized by all SAVES vendors. Once signed and completed by the software manufacturer, it can be uploaded to the RSAA and provided to the FAA as part of any software purchase.

Under no circumstance will the Government accept OEM automatic renewal clauses to auto-bill the Government for annual subscription/maintenance renewals.

9.1 ENTERPRISE LICENSE AGREEMENTS

In an effort to maintain consistency and timely updates, the Government will rely on the use of an Enterprise License Agreement (ELA), through a reseller, to fulfill the software purchase needs for license and subscription services, software assurance on both new and existing licenses, and new products.

The ELA's must allow for the purchase of software assurance for currently licensed products and for new licenses purchased during the term of the ELA; new products as they become available; and additional license quantity for products currently owned. Additionally, the ELA must allow the Government to purchase software assurance on already licensed products in the current baseline count of products as well as software assurance on new licenses purchased during the term of the ELA.

10. NON-CELLULAR MOBILE DEVICES – CATEGORY 1

The Contractor must only purchase mobile devices (i.e., tablets) without cellular service (i.e., SIM card). Mobile devices requiring the SIM card for cellular service are not included in this scope of work and should not be purchased through the contract.

All mobile devices requiring the SIM card for cellular service must be purchased through the National Wireless Program and/or other DOT operating administrations designated cellular service provider(s).

11. PRINT AND IMAGING DEVICES (PRINTERS, PLOTTERS, SCANNERS, and SIMILAR ITEMS) – CATEGORY 3

All Print and Imaging hardware, maintenance, and services must be requested by FAA authorized individuals via an official RFQ from: 9-AIT-PRINT@FAA.GOV and the Contractor must respond back and submit quote back to email box. Additionally, the Contractor must forward all non-authorized requests to 9-AIT-PRINT@FAA.GOV. A member of the aforementioned group mailbox will submit the RFQ on behalf of the customer if the request follows the appropriate internal policy and guidance. The Contractor should not modify the original subject line but may include additional information at the end of the subject line.

The Contractor must include all Print related purchases on the Asset ID Report.

The Contractor must provide documentation for extended maintenance purchased for any print and imaging device (printers, plotters, scanners, and similar items) within five (5) business days upon receipt of the AIT/ASP Hardware Asset Management Branch spreadsheet that is sent periodically (e.g., biweekly). Documentation may be referred to as a Service Agreement, Certificate of Registration, etc. Documentation must contain the product, serial number, and start/end dates of extended maintenance. The Contractor must e-mail the documentation (to include the make/model and serial number in the subject line) to: 9-AIT-PRINT@FAA.GOV.

All Print and Imaging hardware, maintenance, and support services requested must comply with the following:

- All parts and installation must be included under warranty
- O-Ship is not applicable
- Devices must be capable of operating native IPv6
- Devices must be TLS 1.3 compliant, as amended and compliant with current standards documented within FAA order 1370.121b and supporting directives and any subsequent updates
- TAA is not required
- The Contractor must contact the customer and e-mail 9-AIT-PRINT@FAA.GOV to arrange delivery and installation when the customer is available to receive non-badged persons
- No page count purchases are authorized
- Warranty begins at delivery or after the Contractor purchased installation is complete. The warranty number and start/end dates of extended maintenance must be displayed accurately on the OEM website.
- Delivery updates must be e-mailed weekly to 9-AIT-PRINT@FAA.GOV until the device is received
- The Asset ID Report must include timely information to identify where the device was shipped
- FAA Barcode Asset Tags must be on the device at delivery

Specific delivery requirements are provided periodically (e.g., biweekly) via a spreadsheet maintained by the AIT/ASP Hardware Asset Management Branch. The Contractor may be required to provide partial shipments over a number of months.

In accordance with Section 22, Standards Compliance and Configuration Management, the following are the FAA's Minimum Requirements (where applicable) for print and imaging devices. Changes are subject to FAA approval.

Minimum	Small footprint (Tabletop)	Midsize footprint	Workhorse	Workhorse 11x17
Approximate Footprint (HxWxD)	18"x19"x18"	24"x19"x21"	45"x25"x23"	48"x24"x31"
PIV reader	Optional	Yes	Yes	Yes
Finisher	No	No	Yes Two trays and 2,000-sheet or greater High-Capacity Input	Yes Four trays and 4,650-sheet input
Pages per Minute	20	50	55	At least 50, the exact device features will be specified during the RFQ process.
Print	Yes	Yes	Yes	Yes
Copy	Yes	Yes	Yes	Yes
Scan	Yes	Yes	Yes	Yes
Fax	Yes	Yes	Yes	Yes
Monochrome	Yes	Yes	Yes	Yes
Color	Optional	Optional	Optional	Optional
Wide Format 11x17	No	No, unlcess it is specified in the RFQ to provide the FAA with options to meet the operational needs.	No	Yes
5 year OEM Warranty	No	Yes	Yes	Yes
Stapling	No	No	Yes	Yes
Collating	No	No	Yes	Yes
Hole Punch	No	No	Optional	Optional
Offset Stacking	No	No	Optional	Optional

11.1 INSTALLATION AND DELIVERY REQUIREMENTS

The Contractor must perform the following:

- Appointment Scheduling: Instead of a printer being dropped off on a shipping dock, the delivery is scheduled with the assigned and provided FAA POC ahead of time, so all provided parties know when the delivery is scheduled.
- Inside delivery: The Contractor must bring the printer to the specified FAA location inside the building for installation.
- Installation Services: Installation services includes unpacking, setup, and operational check to ensure each device is in proper working order. The service also includes initial end-user training to cover the basic operational functionality of the device, instructions to replenish toner and paper, and a demonstration of device features including but not limited to print, copy, scan, fax, and other programmable features to ensure users have a clear understanding of the operation of the device.
- Remove Dunnage: All packaging will be removed from the site after the printer is delivered to the final location. This removal includes the removal of the pallet if a pallet is delivered.

11.2 RELOCATON REQUIREMENTS

In response to the FAA RFQs, the Contractor's quote for shipping costs must include:

- Volume, type of equipment, identity of equipment being moved (Serial number, FAA Barcode, etc.)
- De-installation of hardware
- Packaging of hardware
- Declared value/damage insurance for equipment being moved
- Delivery of hardware
- Installation/hookup of moved hardware at destination
- Removal of shipping packaging material

12. ASSET TAGGING – CATEGORIES 1 & 3

The Contractor must apply an Agency approved bar code label and/or other Government-approved identification mechanism to any items designated by the Government, and externally on the packing container. Instructions on the content and format for asset tagging will be provided in Section J, Attachment – Asset Id Report CDRL-DID and Attachment 7 – Asset ID Report Template.

13. WARRANTIES AND MAINTENANCE AGREEMENTS – CATEGORIES 1, 2 & 3

Standard commercial warranties must be made available to the Government. The Contractor must offer manufacturer extended warranties for products on this Contract, where applicable and available, in accordance with AMS T3.10.4.5.d, Commercial Items. If applicable, extended warranties must be made available at the time of product purchase.

Maintenance agreements that extend support beyond the warranty period may be procured through this contract with the stipulation that any payments beyond the first year of maintenance may be exercised as options on the individual delivery order by the Government.

Warranties and maintenance agreements must be in support of the products offered and ordered under this Contract. Warranties and maintenance agreements for related items not purchased under this Contract that have expired in the six months prior to execution of this Contract may be reinstated or renewed under this Contract provided that all "back" maintenance is paid, if required. Warranties, licenses, and maintenance agreements for related items not purchased under this Contract that expire within the term of this Contract may be reinstated or renewed under this Contract.

At the discretion of the Government, an item purchased under this Contract needing warranty replacement may be repaired either by a local OEM-authorized Government computer technician or by a Contractor-provided computer technician.

Parts that have been replaced, with the exception of any memory devices (e.g., hard drives containing sensitive or classified material that must be destroyed or retained by the Government), will become the property of the Contractor. Installed replacement parts will become the property of the Government. During the warranty period, in accordance with commercial standards of the OEM's provided warranty:

- The Contractor must honor all manufacturers' warranties and guarantees on all products offered through the Contract. If the manufacturer offers an onsite warranty, those warranty services will be passed on to the users of this Contract.
- The Contractor must continue to provide warranty service after Contract termination until expiration of warranties for products that have been purchased under the Contract.
- The Contractor must provide all labor, parts and travel necessary to keep the products in good operating condition and preserve its operating efficiency in accordance with its technical specifications for all CONUS and OCONUS locations.
- The Contractor must pay any necessary shipment and insurance costs.
- The Contractor must pay software and firmware maintenance costs if the FAA is required to obtain software or firmware for the replacement part.

Onsite warranty services during the warranty period will not include electrical work external to the goods, the furnishing of supplies, or adding or removing accessories, attachments, or other devices not provided under this Contract. Onsite warranty services also will not include repair of

damage resulting from transportation by the Government between Government sites or from accident, unless the accident is caused by negligent or intentionalacts or omissions of the Contractor or its agents.

The Government may designate specific locations where on-site warranty services will be performed by Contractorprovided computer technicians. A list of sites will be provided, as required, to facilitate on-site warranty services. Contract clauses 3.14-2 and 3.14-4 address Contractor security requirements and procedures for access to facilities.

14. PRODUCT-BASED SERVICES – CATEGORY 4

All product-based services must be directly related to the OEM/IT product solutions procured through this contract. All services must be performed as negotiated and as incorporated into individual delivery orders by the ordering contracting officer. Other direct expenses for items used in providing the product-based services must be priced on a firm-fixed price basis. Travel and per diem must be quoted on a firm fixed price basis and must be priced in accordance with the then current version of the FAA Travel Policy.

As stated in Section 2, the following is considered out of scope under this Contract: non-COTS software items, software development for COTS items, web development and web design services, software operations and maintenance (O&M) services, alterations to a physical site (e.g., wiring, electrical, plumbing, construction), level of effort (LOE) support services including full time equivalent employees with a yearly period of performance (i.e., option years).

All product-based services and associated ODC's REQUIRE APPROVAL from the COR and Administrating Contracting Officer (ACO) and must be performed as negotiated and agreed to by the ACO, before a delivery order is awarded.

If required, the Contractor must provide product-based services to the Government relating to the initial purchase of HW/SW. The services include the following subject areas:

- System Configuration and Integration
- Physical Site Analysis
- Installations
- Equipment Maintenance
- Training
- Engineering

Further information on these services is provided in the following sub-sections.

14.1 SYSTEM CONFIGURATION AND INTEGRATION

The Contractor must provide system configuration and integration services for product-based solutions purchased under this Contract. Integration is defined as a process in which individually separate but related items are grouped, packaged, and supplied together as one unit. Based on the requirement, the Contractor may perform the following functions:

- Surveying, analyzing, evaluating, and providing technical advice pertaining to the performance and functionality of the product
- Analyzing and evaluating software and its configuration in the non-production instance and migration and configuration of the production environment
- Providing assistance, guidance and evidence of the completion of all requirements/specifications identified by the OEM configuration and integration guidelines, on the job user/administrator training and instructions to the Government personnel
- Providing consultation and guidance to the Government pertaining to the application systems design
- Providing assistance and guidance to the Government system operators pertaining to system generation, troubleshooting, and general system operation
- Assisting in the detection and resolution of system and application program errors
- Assisting Government personnel to upload a system image for system integration. If required, the Contractor must install the image provided by the customer prior to shipment. An additional 10 business days for delivery may be added to the shipping date to allow for the installation of the image.
- Change BIOS settings, configuration changes that may include memory, drives, peripherals, and software alternatives

14.2 PHYSICAL SITE ANALYSIS

Based on a SOW at the delivery order level, the contractor must perform the analysis at proposed location(s) within 15 calendar days of contractor's acceptance of the delivery order unless specified otherwise. The Government will coordinate start dates and access with the contractor. The designated building(s) must be inspected by the contractor to determine that it meets the requirements of the proposed equipment (e.g., heating, air conditioning, lighting, floor loading, electrical power, grounding, and other installation factors). Any modifications/upgrades required for installation of the proposed solution must be noted in the Site Analysis Report. The Government reserves the right to have a representative with the analysis team. If needed, the Government, at its own expense, will be responsible for performing site alterations/modifications identified in the Site Analysis Report in accordance with terms and conditions at the delivery order level.

14.3 INSTALLATIONS

The contractor must be responsible for delivery/installation of equipment at designated facilities, based on a SOW at the delivery order level. If installation services are ordered, the contractor must assure the Government that all requirements identified by the contractor's general site installation guideline or Physical Site Analysis are complete. The contractor's installation guideline must outline the basic equipment requirements of the proposed equipment (e.g., heating, air conditioning, lighting, floor loading, electrical power, grounding, and miscellaneous installation material).

Installation of equipment must commence within 15 calendar days after delivery of equipment and Government assurance of site preparation completion unless specified otherwise. The Government will coordinate start dates and access with the contractor. The installation and relocation must include a final site drawing of the installed and/or de-installed equipment. The contractor must be responsible for all contractor-furnished equipment, to include loading, unloading, packing, unpacking, inventory, inspection, and security. Secure, dry, and clean storage areas will be provided by the Government as agreed to in the coordination details included in the SOW. After installation, the contractor must restore the storage areas to a clean condition and dispose of packing materials and installation debris.

14.4 EQUIPMENT MAINTENANCE

The contractor must be responsible for equipment maintenance, terms and level of service based on a SOW at the delivery order level.

14.5 TRAINING

The Contractor must be responsible for providing training for products purchased under the Contract based on a SOW at the delivery order level.

14.6 ENGINEERING

The contractor must be responsible for providing engineering for products purchased under this Contract, based on a SOW at the delivery order level. If engineering services are ordered, the contractor may perform the following functions:

- Analyzing, evaluating, and providing technical expertise pertaining to the performance and functionality of the product
- Providing product-based technical reviews and recommendations to the Government system administrators/operators pertaining to troubleshooting and technical operation

15. SHIPPING and SHIPPING NOTIFICATION – CATEGORY 4

Shipping is Free on Board (FOB) Destination, in accordance with Section F herein, and must not be priced separately. For circumstances that require FOB Origin, shipping costs are to be priced separately on the applicable delivery order. The Contract will provide CLINs used for FOB Origin AND must be authorized in advance by the ACO in writing.

Within twenty-four (24) hours of non-electronic shipments the Contractor must send a Shipping Notification to an email address specified by the customer. This email must include the order number, the shipping company and tracking information (where applicable). Shipping notification times must be recorded in the Vendor Status Report.

16. CONSOLIDATED PURCHASES, SCHEDULED SHIPMENTS, WAREHOUSING, AND SOFTWARE BUNDLES

The Government may require that selected devices (e.g., laptops, workstations, etc.) be set aside for consolidated purchases (bulk buys) scheduled on annual, biannual, quarterly, or within any other designated time period. Consolidated purchases are exempt from shipping time limits previously specified. These devices may be designated as part of a scheduled technical refresh process to replace outdated equipment. The FAA prefers bulk buys to obtain additional price reductions from the manufacturers or distributors. The Government will assist the Contractor by providing roll-out schedules and advanced forecasts of planned acquisitions. The Contractor must work with the Government to ensure purchases are aligned with original equipment manufacturer (OEM) fiscal or quarterly period end dates to obtain further price discounts.

Contractor assistance may be required to queue contract delivery orders until either of the following occurs:

- Queued orders have reached a pre-established minimum quantity (e.g., 4,000 workstations), or
- Specified time period has been reached (e.g., first business day of the second month of the fiscal quarter).

When either of the above criteria is met, the Contractor must provide one or more quotes to meet the requirements of the delivery orders. The Government will evaluate the quotes, negotiate as required with the Contractor to establish product pricing, insert the prices into the delivery orders and proceed to award.

Consolidated purchases may require staggered shipments spread out over several months. In some cases, the Contractor may be required to provide warehousing of purchased products for large buys and to accommodate Government deployment schedules. Any warehousing must be provided in a secure storage facility with controlled access. If warehousing is required, warehousing costs should be included in the quote.

16.1 SOFTWARE BUNDLES - CATEGORY 4

For software bundles, the Contractor must notify and obtain approval from the ACO and COR for software being purchased together with the hardware purchase in order to ensure that the software is approved within the FAA IT standards.

17. SUPPLY CHAIN RISK MANAGEMENT (SCRM)

This contract and its associated delivery/task orders are subject to the Federal SCRM policies and regulations including:
• Supply Chain Risk through application of appropriate security controls outlined and described in CNSSI 1253, Appendix D
• NIST SP 800-53
• NIST SP 800-161
• NIST SP 800-171
• Any related industry standards
Supply Chain Risk means the risk that an adversary may sabotage, maliciously introduce unwanted function, or otherwise subvert the design, integrity, manufacturing, production, distribution, installation, operation, or maintenance of a national security system so as to surveil, deny, disrupt, or otherwise degrade the function use, or operation of such system. SCRM refers to the systemic process for managing supply chain risk by: (1) identifying susceptibilities, vulnerabilities, and threats throughout the DOT/FAA's supply chain, (2) developing mitigation strategies to combat those threats.

18. OEM LIST OF BRAND NAME PRODUCTS

The FAA requires the Contractor to have partnerships and/or reseller agreements to obtain what is approved for use and identified on the OEM list. Each product approved and/or designated on the OEM list will be purchased as mandatory brand names.

Updates to the OEM list of brand name products will be added to the Contract in accordance with Technology Refreshment (Section 23).

19. SAVES IT HW/SW REBATE PROGRAM

In accordance with this SOW, the SAVES IT HW/SW established rebate program will collect a 0.5% (one-half of one percent) rebate from the Contractor on hardware and software purchases identified below and in Schedule B of this Contract. This SAVES IT HW/SW rebate program supports the DOT/FAA SAVES IT HW/SW acquisitions in cost savings and covers the administrative costs of this Contract.

The Contractor must have the established rebate cost built into their pricing and must pay DOT/FAA a quarterly rebate on all purchases executed against this Contract including: new

hardware equipment, new software license types and software subscriptions, annual hardware maintenance and software renewal/maintenance, cloud computing services, and all professional services.
The Administration Fee collected from each order must be sent by check or electronically via Pay.gov, within 30 days after the end of each Government fiscal quarter:

- Checks must be addressed to:

  DOT/FAA/ESC, AMK-322
  Attention: Accounts Receivable
  P.O. Box 25770
  Oklahoma City, OK 73125

- Electronic payments address/directions:

  Go to: https://pay.gov/public/home/makepayment

  On #2 type: "FAA Miscellaneous Payment"
  Continue to form (2x)
  On the invoice / agreement number: type "AP Payment"
  Payment description: Make note of the invoice number and/or purchase order/contract number
  Select your payment method: credit card, PayPal, Amazon account, etc.
  Continue through all the cues on Pay.gov and Submit

  Direct link to FAA Miscellaneous Payments:
  https://www.pay.gov/public/form/start/30478340

20. REQUIREMENTS FOR STANDARD COMPLIANCE AND CONFIGURATION MANAGEMENT

The Contractor must provide all hardware/software products, maintenance, and services to support product solutions described in this SOW and listed in Schedule B (attachment 8).

In accordance with Section 21, Standards Compliance and Configuration Management, the following are the FAA's Minimum Requirements (where applicable) for personal computing devices. Changes are subject to FAA approval.

Minimums	Lightweight Laptop/ 2-in-1	Standard Laptop	Desktop	Workstation - Mobile Form Factor	Workstation - Desktop Form Factor
Display	12-14" Touch Screen	15-15.6"	N/A	16.0" - 16.6"	N/A
CPU (Intel®)	Core™ i5 12th	Core™ i5 12th	Core™ i5 12th	Core™ i7 12th	Core™ i7 12th

	generation or later	generation or later	generation or later	generation or later, or Xeon	generation or later, or Xeon
Memory (RAM)	16 GB (dual channel preferred)	16 GB (dual channel preferred)	16 GB (dual channel preferred)	32 GB (dual channel preferred)	32 GB (dual channel preferred)
SSD Hard Drive	256 GB NVMe	256 GB NVMe	512 GB NVMe	512 GB NVMe	512 GB NVMe
Video	Integrated	Integrated	Integrated for Micro	Discrete/4G VRAM	Discrete/4G VRAM
Networking	RJ-45 Gigabit Ethernet Network (integrated preferred)	RJ-45 Gigabit Ethernet Network	RJ-45 Gigabit Ethernet Network	RJ-45 Gigabit Ethernet Network	RJ-45 Gigabit Ethernet Network
Integrated Wi-Fi	802.11ax or later	802.11ax or later	N/A	802.11ax or later	N/A
Form Factor	Tablet	Laptop	Micro preferred or SFF	Laptop	Desktop
Environmental	EPEAT registered system, Gold preferred				
Platform	Intel vPro®				
Operating System	Windows 11 Professional compatible				
Mouse	USB Wired				
Keyboard	USB Wired with Smart Card Reader				
Warranty	3-year onsite, next business day				
Hard Drive WarrantySupport Service	Example: Keep Your Hard Drive / Defective Media Retention Service				
TPM	2.0 or later				
Sound Card	Internal				
Speakers	Internal	Internal	N/A	Internal	N/A
Bluetooth	Integrated	Integrated	N/A	Integrated	N/A
Webcam	Integrated (720p or greater)	Integrated (720p or greater)	N/A	Integrated (720p or greater)	N/A
Smart Card Reader	Integrated preferred	Integrated	Via keyboard	Integrated	via Keyboard
Docking station with power supply	Yes	Yes	N/A	Yes	N/A
AC Power Adapter	Yes	Yes	N/A	Yes	N/A

Other Requirements (priced separately):

- Government-approved asset tag (Section J, Attachment 6 Asset ID Report CDRL-DID and Attachment 7 – Asset ID Report)
- LCD monitor, less than 30", EPEAT, FHD minimum

Notebooks only:

- Optional wireless cellular network cards ordered by FAA customers must not be activated
- Docking station with power supply
- Notebook computers must have an Intel 802.11ax Wi-Fi card. Notebooks with an optional Gobi wireless cellular network card ordered for FAA customers must not be

activated by the vendor or manufacturer. The FAA will activate the Gobi card using the correct procedure for establishing a new line of cellular service through the FAA National Wireless Program.

21. IT STANDARDS AND CONFIGURATION MANAGEMENT

It is the intent of the Government to establish standard configurations for selected information technology products to ensure a uniform deployment that is fully interoperable and easily maintainable. Configurations, brand names, or technical specifications for some products on this Contract may be mandated in the FAA IT Standards. Where applicable, the Contractor must limit purchases of standardized products to the specifications established in the FAA IT Standards. Questions on product applicability to the FAA IT Standards must be addressed to the COR.

Certain items must be delivered with an established operating system version and application image load as specified in the FAA IT Standards or as designated by the Government. No image impacting changes (either hardware or software) are allowed without CO and COR approval. The Government understands that the Contractor cannot govern specific changes to third-party products supplied by other vendors. Images with additional customer requirements may be provided by the Government customer with coordination with the COR for testing purposes or if they do not conflict with the FAA IT Standards. Any questions regarding pending purchases and their compliance to the FAA IT Standards are to be directed to the COR for further direction.

The Contractor is required to apply Government-provided standard images prior to shipment. The Contractor must perform engineering testing and receive customer acceptance of the test results for the images prior to production. The Contractor must apply Government-provided Microsoft Windows-based images of the customers' specific configurations on personal computing devices. The Contractor must apply the images in Microsoft WIM file format if requested by the Government.

All document deliverables under this Contract must be transmitted in the current version of software stipulated in the FAA IT Standards.

The Contractor must comply with the FAA IT Standards that currently require portable memory devices meet Federal Information Processing Standards FIPS 140-2.

22. REGULATORY COMPLIANCE

The following specifications, standards, policies, and procedures represent the constraints placed on this Contract. All documents listed are mandatory, as applicable to this Contract. The list is not all-inclusive. Any other documents required for this Contract will be provided by the FAA and a modification will be issued as applicable.

- To ensure compliance with Personal Identity Verification (PIV) Federal credentialing requirements, all IT systems procured after September 1, 2005, must meet the Federal

PIV identification and authentication standards contained in FIPS 201-2 and NIST SP 800-73-4 for IT systems interfaces.

- All IP hardware, software and contracted development of IP assets must be capable of operating native IPv6 (IPv6 Only).
- Certain products available for purchase on this Contract must be Energy Star®-qualified or FEMP-designated.
- In accordance with Executive Order 14028, Improving the Nation's Cybersecurity, require that software procured and used by the U.S. Government and critical infrastructures is provisioned using a supply chain that supports transparency, sufficient focus on the ability of the software to resist attack, and adequate controls to prevent tampering by malicious actors.
- Related to Executive Order 14028, Improving the Nation's Cybersecurity, to ensure compliance with NIST guidelines, such as:
    - Secure software development environments
    - Generating and when requested by a purchaser, providing artifacts that demonstrate conformance to the processes set forth for secure software development environments
    - Employing automated tools, or comparable processes, to maintain trusted source code supply chains, thereby ensuring the integrity of the code
    - Employing automated tools, or comparable processes, that check for known and potential vulnerabilities and remediate them, which must operate regularly, or at a minimum prior to product, version, or update release
    - Providing when requested by a purchaser, artifacts of the execution of the tools and processes described in subsections and above and making publicly available summary information on completion of these actions including a summary description of the risks assessed and mitigated
    - Maintaining accurate and up-to-date data regarding the provenance of software code or components and on controls on internal and third-party software components, tools, and services present in software development processes, and performing audits and enforcement of these controls on a recurring basis
    - Providing to purchasers a Software Bill of Materials (SBOM) for each product purchased, either directly or by publishing it on a public website
    - Participating in a vulnerability disclosure program that includes a reporting and disclosure process
    - Attesting to conformity with secure software development practices; and
    - Ensuring and to the extent practicable, attesting to the integrity and provenance of open-source software used within any portion of a product.

For cloud computing services including SaaS, the Contractor must support the FAA in implementing the appropriate set of controls defined within the FedRAMP Cloud Computing Security Requirements Baseline and the FedRAMP Continuous Monitoring Requirements for moderate impact systems (as defined in FedRAMP Baseline Security Controls v1.1 or successor).

Per FAA Security Policy, 1370.121B, any proposed SaaS product offering must adhere to FedRAMP compliance requirements and use of FedRAMP certified Cloud Service

Provider (CSP). The AIT Information Security and Privacy Service (AIS) must leverage the FedRAMP and perform a security assessment on the customer controls for a resultant Authority to Operate (ATO) before it can be procured. A CSP must maintain their certification throughout the Contract and adhere to continuous FAA monitoring that ensures the security posture of the CSP throughout the lifecycle of the service agreement.

23. TECHNOLOGY REFRESHMENT

The FAA will perform a Technology Refreshment process for the addition of new OEMs/products, the deletion of OEMs/products identified in Schedule OEM list, and/or adjust in the event an OEM is acquired by another OEM/provider. The process for Technology Refreshed approvals is described in Section G.4.3.

24. RETURNS AND REPLACEMENTS

The Government may return items that are found to be damaged or in unacceptable condition at the discretion of the Government within thirty (30) calendar days of receipt. Return of damaged items or items in unacceptable conditionmust be returned at the Contractor's expense. The Government may elect to return the items for replacement or for credit. Credit for returned goods must be made within thirty (30) calendar days after the Contractor receives returned goods.

25. ISO 9001 CERTIFICATION

All goods provided to the Government must be free from defects in materials and workmanship, given normal use and care, over the period of the manufacturer warranty.

The Contractor must hold a current certification under the International Standards Organization (ISO) 9001Standard via a current ISO 9001:2015, and the Contractor must maintain the certification for the duration of Contract performance. The Contractor must maintain all OEM reseller certifications.

26. CONTRACT MANAGEMENT

26.1 MONTHLY STATUS MEETINGS

The Contractor must participate in meeting with the SAVES ACO, COR, and Program Manager. The meetings will be to discuss the following:

- Discuss improvements to technical and administrative processes
- Incorporate customer feedback

- Issues and concerns
- Contract changes, warranty issues or other items

It is the Contractor's responsibility to have personnel at the meetings who have decision-making authority for the Contractor. Minutes from the meetings must be kept by the Contractor and sent to the SAVES personnel by close of business on the following business day.

26.2 VENDOR TRAINING

The contractor must attend training with the SAVES ACO, COR, and Program Manager. Training will be a virtual one (1) hour training course free of charge to the contractor. It is expected that all sales agents and other contractor staff associated with this contract will attend. Periodically, throughout the contract period of performance, training for new and/or refresher training for contractor staff will be arranged.

26.3 REPORTS

The Contractor must provide the following reports electronically to SAVES.

(a) Asset Identification (AI) Report: The contractor must provide weekly asset identification(s) to the Government for inclusion in the SAVES database. Pursuant to Section C.12, the AI report must include all products that received an asset tag including monitors, license code, type of license, and license rights. The data will be used to track assets and provide visibility into the type of asset and where these assets are physically located and tracked in the environment. The report is due to SAVES by 11:59 am Eastern Time the Monday of each week. If the Monday is a government holiday, the AI report must be due the next business day. See Appendix 1a for format, and instructions.

(b) Monthly Activity Report (MAR): The contractor must provide monthly Activity report which includes several tabs within one MS Excel Workbook. The tab sub-reports are Financial, Delivery, Performance Log, Contract Awards, Open Market, Customer Service, Service Status and Discrepancy. The MAP report is described and shown in Attachment 1a. The report is due to SAVES by 11:59 am Eastern Time on the 10th of each month but can be submitted as early as the 1st of each reporting cycle. If the 10th falls on a weekend or government holiday, the MAR report must be due the next business day immediately following the 10th. See Appendix 1a for format, and instructions.

APPENDICES

- Appendix 1a – Contract Management Deliverables