Statement of Work (SOW)

1. **Contracting Officer's Representative (COR).**

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Section:	Logistics
Address:	Alexandria Veterans Affairs Medical Center, 2495 Shreveport Hwy 71 N, Pineville, LA 71360
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2. **Contract Title:** Letter Folding and Inserting Machine

1. **Background:** The Alexandria VA Medical Center in Pineville, Louisiana requires the procurement of a commercial grade of one (1) letter folding and inserting machine to support the operational needs of the Community Care Business Center. The Community Care Business Center processes a high volume of patient correspondence, including printed patient letters and outbound mail generated as part of routine administrative and clinical communication. An automated folding and inserting system is necessary to maintain timely, accurate, and efficient processing of outgoing mail to ensure that veterans receive essential benefits and healthcare information without delay.

   The required equipment will directly support the patient letter print and mail unit and must be capable of sustaining high-volume, daily mail production. The contractor shall provide all necessary labor, equipment, and materials associated with supplying a commercial-grade mail system that meets the volume and performance requirements of the Department of Veterans Affairs. This includes the provision of a letter folding and inserting machine, a minimum 90-day warranty, and a five-year service plan to ensure sustained reliability and continued operational readiness.

   This procurement will allow the Community Care Business Center to maintain efficient outgoing mail operations and ensure that veterans continue to receive timely, accurate, and essential correspondence. The required system must be capable of processing more than 1,000 letters per day while maintaining continuous, reliable performance during routine administrative operations.

2. **Scope:**

   The Department of Veterans Affairs requires the procurement of a commercial-grade letter folding and inserting machine to support high-volume administrative correspondence within a healthcare environment. The required system must be capable of processing more than 1,000 letters per day while maintaining continuous, reliable performance during routine administrative operations.

The equipment must meet the following capability requirements:

1. **Processing Capacity**
   The system must process greater than 1,000 folded and inserted mail pieces per day without degradation in performance.

2. **Folding Capability**
   The system must support multiple fold configurations, including but not limited to:
   • C-fold
   • Z-fold
   • Half-fold
   • Double-fold
   • Custom fold settings when required for specialized correspondence.

3. **Insertion Capability**
   The system must automatically insert folded letters into standard commercial envelopes. It must support:
   • Single-page and multi-page collations
   • Inserts, notices, return envelopes, or additional materials as required
   • Automated envelope sealing.

4. **Feed and Material Handling**
   The system must include:
   • Automated document feeders capable of handling high-volume processing
   • Multi-station feeders to accommodate various insert types
   • Compatibility with standard office paper weights and envelope formats.

5. **User Interface and Controls**
   The equipment must provide a user-friendly interface with programmable job settings, allowing VA personnel to create, store, and recall commonly used processing configurations.

6. **Reliability and Duty Cycle**
   The system must be designed for continuous operation in a healthcare administrative setting and maintain consistent performance during extended periods of operation.

7. **Security and Privacy Requirements**
   The system must ensure secure handling of sensitive correspondence and must not store or transmit any patient or administrative data.

8. **Installation, Training, and Support**
   The contractor must provide installation, configuration, and operational training for end users. Maintenance support, warranty coverage, and technical assistance must also be included.

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Detailed Technical Specifications

The contractor shall provide a commercial-grade letter folding and inserting system that meets or exceeds the following minimum technical specifications:

1. **Daily Processing Capacity**

• The machine must process more than 1,000 mail pieces per day during normal operations.
• The system must support high-volume batch processing and continuous throughput without performance degradation.
• Duty cycle must support sustained use in a healthcare administrative environment.

2. **Inserting Capabilities**

• Automatic insertion of folded documents into standard commercial envelopes (No. 9, No. 10, and similar).
• Ability to insert single and multi-page document sets.
• Capability to include additional inserts such as flyers, return envelopes, or supplemental materials.
• Automated sealing of envelopes.
• Integrated envelope detection to prevent double-stuffing and misfeeds.

3. **Feed and Material Handling**

• High-capacity document feeder with minimum input tray capacity of 200 sheets.
• Multiple insert feeders (minimum two stations) to accommodate different insert types.
• Ability to handle standard office paper weights (16 to 32 lb bond or equivalent).
• Compatibility with standard envelope styles used by the VA.
• Automatic jam detection and user-clearable access points.

4. **System Interface and Controls**

• Touchscreen or digital user interface with programmable job profiles.
• Ability to store, edit, and recall multiple job definitions for repeat processing.
• Status indicators for paper levels, envelopes, inserts, jams, and machine alerts.
• Operator-accessible logs for job counts and maintenance notifications.

5. **Accuracy and Quality Control**

• Double-document detection using mechanical, optical, or ultrasonic technology.
• Envelope presence detection to prevent misfeeds.
• Error detection with automatic stop and alert to the operator.
• Consistent fold accuracy within a tolerance suitable for envelope compatibility.

6. **Performance and Reliability Requirements**

• Designed for high-volume administrative use in a healthcare setting.
• Must maintain operational reliability during extended daily periods of use.
• Mean time between failures consistent with commercial-grade mailroom equipment.
• Noise level appropriate for office environments.

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7. **Security and Privacy Features**
   • Secure handling of sensitive correspondence.
   • No data storage of printed content.
   • No capability to transmit, store, or network patient or administrative data unless approved in writing by VA IT.

8. **Size, Power, and Environmental Requirements**
   • Must operate on standard commercial electrical power (110–120V AC).
   • Physical dimensions suitable for placement in an office or mailroom work area.
   • Must meet any required environmental controls for heat output and ventilation.

9. **Installation and Training**
   • Contractor shall provide installation, configuration, and full operational testing.
   • Contractor shall provide user training for VA personnel, covering job programming, troubleshooting, and routine maintenance.

10. **Warranty and Maintenance Support**
    • Minimum two-year Basic Annual Maintenance -Extended Service agreement manufacturer warranty.
    • Technician support for preventive maintenance and repair services.
    • Availability of replacement parts and consumables.

The following Contract Line limes are being considered:

Contract Line Items	Description	Quantity
0001	BASIC 2 FOLDER INSERTER	1
0002	PERFORMANCE PACKAGE UPGRADE INCREASES THE SPEED AND MULTI-SHEET FEEDING	1
0003	BASIC 2 ANNUAL MAINTENANCE CONTRACT	1

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5. Specifications / Characteristics

The provided machine shall meet or exceed the following minimum requirements based on the technical product details provided:

- Full-color graphical touchscreen (minimum 7-inch) with at least 50 programmable jobs.
- One or more automatic sheet feeders supporting up to approximately 325 sheets each (20 lb bond).
- Multi-sheet feeding with accumulation prior to folding.
- Top-loading envelope hopper with approx. 150-envelope capacity.
- Supports folding of 4–5 sheet letters.
- Fold types: C-fold, Z-fold, V-fold, double parallel, and no-fold.
- High-capacity vertical output stacker holding approx. 500 filled envelopes.
- Operational speed approx. 2,000–2,500 pieces per hour.
- Monthly duty cycle approx. 15,000–20,000 pieces.
- Supported sheet sizes approx. 3.5–14 in. high and 5–9 in. wide.
- Supported envelope sizes approx. 3.5–6.35 in. high and 6.3–9.7 in. wide.
- Optional features: CIS barcode scanning, productivity enhancements, additional feeders, trays, and cabinetry.
- Approx. dimensions: 49 in. (L) × 36 in. (H) × 16.5 in. (W).
- Power requirement: 120V AC, 60 Hz.

6. CONTRACTOR REQUIREMENTS

The Contractor will be responsible for:

- The contractor must be responsible for all labor, materials, tools, transportation, and incidentals necessary to fulfill this requirement.

- The contractor must perform all services on the leased hardware and software such as

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installation, de-installation, maintenance, repair and/or replacement, relocations, training and responding and resolving incidents, service requests and changes transportation, service delivery management system(s), equipment, parts, and all required supplies necessary for operation of the mail hardware.

-The contractor must ensure that all delivered production equipment, mailing equipment, onsite installation, onsite maintenance, professional IT services, and associated services are free from defects in workmanship and material under normal use and maintenance conditions, for the length of the contract; as well as accepted by the Government.

Testing & Validation:

- Conduct a comprehensive functionality test to verify proper operation.
- Perform tests to ensure accurate performance.
- Address any defects, malfunctions, or calibration issues before final acceptance.
- The contractor personnel who are production personnel must have the skills, knowledge and ability to perform the services required by this contract and must be OEM factory trained and employed by the awarded contractor or subcontractor.
- The contractor must respond to service calls during normal working hours, Monday through Friday, 8am to 4:30pm (excluding Federal holidays).

The contractor must respond to verbal service calls within 30 minutes after notification of malfunction of production equipment.
- The contractor must respond to service calls for software within 2 working hours.
-The contractor must respond to service calls for mailing equipment within 24 hours.

Performance Requirements:

-The Contractor must perform all services on the leased, mail software such as installation, de-installation, maintenance, repair and/or replacement, relocations, training and responding and resolving incidents, service requests. The vendor will provide a certified Project Manager to manage the entire project and maintain the appropriate meetings and timeline to ensure timely installation and training.

GOVERNMENT REQUIREMENTS

The Government will be responsible for:

- Providing appropriate working area space with electrical outlet and LAN connection
- Provide all points of contact for project, including OI&T.
- Coordinating access for delivery and installation
- Facilitating staff availability for training and commissioning
- Provide access to delivery and installation sites
- Designate a Contracting Officer's Representative (COR)

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- Review and approve deliverables and documentation
- Conduct acceptance testing in coordination with the Contractor
- Provide timely feedback and acceptance decisions
- Ongoing operational use in accordance with manufacturer guidance

TRAINING

The contractor must provide on-site training within three (3) business days after installation of all solutions for key operators.

- User training: one (1) end user training session for up to two (2) hours for up to six (6) people.

- One (1) week of comprehensive training to review hardware, software, applications and how to incorporate new technology and workflows into the current system.

On-going training throughout the first 30, 60, 90 days.

- Software operations and workflow
- One (1) process specific users' guide will be provided in MS Word and/or PDF formats for distribution to users.

DELIVERY

The contractor shall:

- Deliver all equipment to the nominated facility within agreed timeframes
- Install and commission print/mail unit in accordance with manufacturer specifications
- Perform functional testing prior to clinical use
- Provide initial user and technical training
- Supply all required documentation, including manuals and compliance certificates

Delivery and installation (place of performance) must be coordinated to minimize disruption to clinical services.

Period of Performance: The item being requested shall be delivered 30 ARO days from the time of award. Product may be shipped sooner if available.

This is a one-time purchase; delivery should be completed within 30 ARO days from date of award. Working hours are between 8:00a.m. – 4:30p.m., Monday through Friday. All federal holidays excluded.

The VA follows all Federal holidays that are set by law (USC Title 5 Section 6103).

The Government hereby provides notice and Contractor hereby acknowledges receipt that Government personnel observe the listed days as holidays:

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Federal Holidays

New Year's Day	January 1st
Martin Luther King's Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19th
Independence Day	July 4th
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	November 11th
Thanksgiving Day	Last Thursday in November
Christmas Day	December 25th

In addition to the days designated as holidays, the Government observes the following days:

1. Any other day designated by Executive Order.
2. Any other day designated by the President's Proclamation; and
3. Any other day designated by Federal Statute.

10. Place of performance:

Alexandria VA Medical Center
Warehouse Building 136
2495 Shreveport Highway 71 North
Pineville, LA 71360
POC: Tammy Funk
Phone: 318-466-2676
Email: TammyFunk@va.gov

11. INVOICE AND PAYMENT

The invoice shall be properly prepared in accordance with FAR 52.212-4, contain sufficient details, and at a minimum, include the following details:

a. IFCAP Obligation Number

b. Contract Number

c. Description of the supply/service rendered

d. Billing period/date when the services were rendered and

e. Invoice number and date

Payments will be made in accordance with the Prompt Payment Act out of the Government annual appropriated funds obligated in an order which will be issued after the contract is awarded.

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Note: Invoices that are not in compliance with the aforementioned requirements under this paragraph will be rejected for payments and required to be resubmitted.

8. Warranty

-All repairs shall be performed by a vendor or contractor which has been certified by the vendor to perform the repairs.

(End of Statement of Work)

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