PERFORMANCE WORK STATEMENT (PWS)

Glen Canyon Field Division
Copier/Printer Preventative Maintenance and Repair Services
Base Year + Four Option Years

1.0 Purpose

The purpose of this Performance Work Statement (PWS) is to establish the requirements for quarterly inspection, preventative maintenance, and as-needed repair services for three Government-owned Xerox multifunction copier/printer devices located at the Glen Canyon Field Division facilities in Page, Arizona. The Contractor shall provide all necessary parts, labor, and Original Equipment Manufacturer (OEM) consumables (excluding paper) to ensure reliable equipment performance, sustained operational availability, and compliance with OEM standards.

2.0 Period of Performance

The anticipated period of performance is:

- **Base Year:** 12 months from date of award
- **Option Year 1:** 12 months
- **Option Year 2:** 12 months
- **Option Year 3:** 12 months
- **Option Year 4:** 12 months

Each option year may be exercised at the unilateral discretion of the Government in accordance with FAR 52.217-9.

3.0 Scope

The contractor shall furnish all personnel, tools, materials, equipment, transportation, OEM parts, OEM consumables, service reports, diagnostics, and management necessary to perform quarterly preventative maintenance and on-site repair services for all covered equipment. All service shall be performed between 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding Federal holidays.

4.0 Equipment Covered

The contractor shall provide full maintenance coverage for the following Government-owned equipment:

4.1 Xerox VersaLink 7030

Serial No. 9TX079983N
Location: Glen Canyon Field Division — Warehouse Office, 805 Bureau Street, Page, AZ 86040

4.2 Xerox VersaLink 7030

Serial No. 9TX080549N
Location: Glen Canyon Field Division — Security Office, 805 Bureau Street, Page, AZ 86040

4.3 Xerox VersaLink 7100

Serial No. QPH235195
Location: Glen Canyon Field Division — Visitor Center Admin, 10000 Highway 89, Page, AZ 86040

5.0 Performance Requirements

5.1 Quarterly On-Site Preventative Maintenance (PM)

The contractor shall perform PM once every three months for each copier. PM results must:

- Improve or maintain device performance
- Identify issues before failure
- Keep the device within OEM functional specifications
- Restore calibration and image quality
- Ensure firmware is up-to-date

PM shall include meter readings and a written service report (see Section 7.0).

5.2 Repair Services (As Needed)

The contractor shall perform repairs necessary to restore devices to full functionality. All repair work shall:

- Use OEM parts and components
- Restore performance to manufacturer specifications
- Be fully documented

- Prevent recurrence of the same issue

5.3 Response-Time Requirements

5.3.1 Acknowledgment of Service Call

Contractor shall contact the Government POC within 60 minutes of service call placement to confirm receipt and provide an ETA.

5.3.2 On-Site Arrival Requirements

For purposes of this PWS, repairs are categorized as follows:

- **Critical Repair:** A malfunction that renders the copier completely inoperable (e.g., the device will not power on, or is otherwise fully unable to produce output).
- **Routine Repair:** A malfunction that degrades performance or produces an error condition but does not render the device fully inoperable (e.g., an error code displayed on the device screen, print quality issues, paper jams).
- Critical Repairs: Technician on-site within 1 business day (24 business hours).
- Routine Repairs: Technician on-site within 3 business days.

All service must occur Monday–Friday, 8:00 a.m.–5:00 p.m., excluding Federal holidays.

5.4 Uptime Performance Standard

Each copier shall maintain a minimum 95% uptime each month, excluding:

- Scheduled PM
- Government-caused delays
- Facility power/network outages

Contractor must take corrective action when uptime falls below the threshold.

5.5 Loaner Equipment Requirement

If a copier repair is not completed within 5 business days of the initial service call, the contractor shall deliver a comparable loaner unit (equivalent in output speed and multifunction print/scan/copy capability) no later than 2 business days thereafter, at no additional cost to the

Government. The contractor is responsible for all maintenance, service, and OEM consumables for the loaner unit for the duration of its use. Upon completion of repairs to the original device, the contractor shall retrieve the loaner unit within 2 business days

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6.0 Contractor-Furnished Parts and Consumables

The contractor shall furnish **all OEM parts and supplies**, including but not limited to:

- Toner
- Imaging units
- Drums
- Transfer belts
- Fusers
- Rollers/feed assemblies
- Waste toner containers
- OEM maintenance kits
- Firmware/software updates

The Government furnishes **paper only**.

7.0 Deliverables

7.1 Service Reports

For **every** preventative maintenance or repair visit, contractor shall provide a written service report that includes:

- Device serial number and location
- Date/time of service
- Work performed
- Parts replaced
- Meter readings
- Firmware version
- Recommendations or recurring issues

7.2 Monthly PM Confirmation

Contractor shall provide a quarterly confirmation listing:

- PM completion date
- Device condition summary
- Noted risks or upcoming maintenance needs

8.0 Government Responsibilities

- Provide escorts to access all locations
- Ensure equipment is available for servicing
- Provide power, network, and workspace
- Supply paper
- Submit service calls to contractor through designated channels

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9.0 Security and Access

Contractor personnel shall be escorted at all times while inside Government facilities.
No special security access, clearance, or additional background checks are required to perform work under this PWS.

10.0 Quality Assurance

The Government will monitor contractor performance through:

- Review of service reports
- Uptime tracking
- Timeliness of response
- Compliance with PM schedule
- Contractor communication

The Government may document deficiencies and require corrective action.

11.0 Invoicing

- Contract is firm-fixed-price per year (Base + each Option Year).
- The contractor shall invoice quarterly for ¼ of the yearly amount.
- Invoices must reference:
    - Contract number
    - Billing period
    - Confirmation PM was completed
    - Summary of repairs that month