PERFORMANCE WORK STATEMENT
MANAGED PRINT SERVICES (MPS) OPERATING LEASE
LUKE AFB AZ
8 July 2026

1.0 INTRODUCTION

1.1 The 56th Communications Squadron (56 CS), Luke Air Force Base (AFB) Arizona, is responsible for providing communication services in support of the 56th Fighter Wing, Tenant units, and associated Geographically Separated Units (GSUs). As part of these services, the 56 CS requires an operating lease to provide a document management system comprised of Multi-Function Devices (MFDs) that are capable of scanning, copying, and emailing documents. The document management system lease must include all equipment, associated maintenance, and supplies (excluding paper). There are currently approximately 278 leased MFDs currently in use throughout Luke AFB to include the 56th Medical Group Hospital (241/37 respectively).

Also included will be maintenance, repair, service, and supplies for approximately 56 government owned printers in the base hospital (Appendix B).

Also included will be maintenance, repair, service, and supplies for approximately 425 government owned printers and label makers throughout the base (Appendix C)

2.0 SCOPE

2.1 The purpose of this lease is to provide the necessary level of administrative and technical support required to facilitate and maintain a document management system for Luke AFB (including the 56 Medical Group Hospital) and its GSU located Gila Bend AFAF, Gila Bend, AZ. The Contractor shall provide those services, personnel, materials, and related equipment to perform the work delineated herein. Upon lease expiration, the Contractor will afford the Government the option to purchase all or part of the contractor's MFD inventory dedicated to this lease effort. The Contractor will provide a depreciated, fair-market quote to the 56 CS POC and/or Luke AFB Base Contracting Officer for each MFD maintained under this lease no later than 90 days prior to lease expiration.

The 56th Medical Group (56 MDG) presently has approximately 56 government-owned printer devices from 2 different manufacturers and 20 different models/supplies (Appendix B) as well as 3 leased MFDs. Contractor shall provide all minor repairs and maintenance, to include, parts replacement, toner replacement, tools, supplies, and labor necessary (at a monthly "per device" rate) the "per device" rate is all inclusive for management, maintenance, repairs and toners to all government-owned printer devices listed in Appendix B. Appendix B could change +/- from time to time as printers are deleted and/or added over the course of the contract.

Outside of the 56th Medical Group, Luke AFB has approximately 425 government-owned printing devices to include label printers of various models and manufacturers. See Appendix C. This inventory will change as devices are added or removed. Suitable replacements will be identified/recommended by the contractor as needed upon removal or addition. Contractor shall provide all minor repairs and maintenance, to include, parts replacement, toner replacement, tools, supplies, and labor necessary (at a monthly "per device" rate) the "per device" rate is all inclusive for management, maintenance, repairs and toners to all government-owned printer devices listed in Appendix C. Appendix C could change +/- from time to time as printers are

deleted and/or added over the course of the contract.

3.0 OPERATIONAL STANDARDS OF PERFORMANCE

3.1 Each device must have a minimum 95% monthly availability rate based on the standard federal work month. Failure to achieve this monthly availability level for more than two consecutive months shall entitle the 56 CS POC and/or Luke AFB Base Contracting Officer to challenge the performance and functional ability of the equipment to perform for the term of this period and allow the Government to exercise its right to enforce the non-performance clause.

4.0 INSTALLATION

4.1 All equipment must be installed and operational NLT 60 days after award. The contractor will receive a signed contract from the 56th Contracting Office to include a list of installation locations no later than 30 days after award.

4.2 The contractor will provide a device installation schedule if necessary to the 56 CS POC no later than 15 days prior to device installation.

4.3 The contractor must submit initial installation reports if necessary to the 56 CS within 10 days after installation of devices under this lease. The installation reports must include the MFD/printer model, serial number, installed location, and be signed and dated by the customer.

4.4 Installation of replacement equipment will be approved before equipment is installed. Installation reports must be submitted to the 56 CS POC within 10 days after device replacement. The installation reports must include the MFD/printer model, serial number, installed location, and be signed and dated by the customer.

4.5 The vendor shall include an image of the asset tag as part of the written proposal. All devices shall be shipped with an Air Force approved asset tag. In accordance with DFAR 211.274, vendors shall include an Item Unique Identification (IUID) label for each end item which has a unique identifier such as a serial number. The IUID image may be combined with the asset tag or provided as a separate label on the end item. Vendors shall register the products in the IUID Registry. The requirements for an IUID label and IUID Registry shall apply to all serialized end items regardless of cost.

5.0 TRAINING

5.1 The contractor will provide, at no cost to the government, on-site training at time of device installation.

5.2 A training schedule will be established prior to equipment delivery and will be noted on the installation schedule. The training schedule will show training dates and times.

5.3 Upon request, the contractor will provide additional training within three days of customer request when there has been a change or turnover of trained personnel.

5.4 The vendor shall provide a list of the most frequently asked questions and a quick-reference user guide at each device.

6.0 MAINTENANCE/SUPPLIES

6.1 The contractor is responsible for all maintenance of the equipment to include installation, troubleshooting, network connectivity, configuration/reconfiguration as required, and training of key operators. All repairs also include all labor, travel, scheduled preventative maintenance, services, and consumable supplies (excluding paper) at no additional charge.

6.2 The Contractor shall provide an on-site associate to be available to key operators on the following days of the week: Monday through Friday 8:00 – 5:00 (except for federal holidays). The associate will be the initial point-of-contact to receive and troubleshoot equipment service calls. The on-site associate will provide the following services:

Provide on-site analytic service for Common Access Card (CAC) set up

Perform preventive maintenance service calls

Maintain an appropriate on-site inventory of parts and consumable supplies

When required, service as an interface to off-site technicians

Understand common machine fault codes and correct them

Replace major components in the print engine, fusing subsystem and paper handling areas of MFDs

Maintain copier service call log for machines

Clean equipment and distribute inventory items

Provide supplies management

Provide key operator support

Provide monthly uptime report

6.2.1 On-site associate will require a background and security check.

6.2.2 On-site associate will require a cell phone.

6.2.3 On-site associate will be provided office space on Luke AFB (currently, Bldg. 123). A telephone for local calls only will be provided. A computer, office furniture, and sufficient space to house a limited amount of copier machine supplies will be provided.

6.3 Contract maintenance repair times shall be clearly stated in the proposal.

6.4 The contractor will provide a toll-free telephone number as a back-up number to the on-site associate for the Luke AFB customers to place maintenance calls and order supplies. Each copy machine will have a decal/label attached in clear view with the vendor associate's contact information.

6.5 The contractor must provide back-up support technicians during any periods when the primary technician is unavailable.

6.6 There will be a standard four (4) hour response time for all equipment during business hours.

Business hours are defined as Monday-Friday from 8 am to 5 pm. A telephone call (unless it resolved the problem) shall not be deemed as acceptable service response.

6.7 The contractor will perform standard software maintenance upgrades, including version number upgrades, at no additional cost to the government. Updates must be installed within 30 days of receipt unless otherwise directed by the 56 CS POC.

6.8 The contractor will coordinate with the 56 CS POC and/or the Luke Communications Focal Point to install, configure, and troubleshoot common network protocols in use at Luke AFB, to include, but not limited to, TCP/IP.

6.9 Contractor shall provide all consumable supplies (including toner, ink, or staples) necessary for the operation of the equipment at no additional cost to the Government. Paper is excluded as a consumable supply. On-site associate will order and deliver consumables to locations on Luke AFB and order/ship to sites off-base.

6.10 Replacement of MFDs/printers that are not meeting performance requirements will be handled as follows: Specifically, three or more service calls within 30 days on a multifunction device will result in the replacement of the multifunction device with like-kind and quality with a new unit. Replacement MFD will be installed and operational not later than two calendar weeks after MFD performance determination.

7.0 PRINTER DEVICE MANAGEMENT, MAINTENANCE AND REPAIR FOR GOVERNMENT FUNISHED PROPERTY

7.1 Specific Tasks: The 56 Fighter Wing (56 FW/56 MDG combined) presently have approximately 481 government-owned printer devices from various manufacturers (See Appendix B and C). Contractor shall provide all minor repairs and maintenance, to include, parts replacement, toner replacement, tools, supplies, and labor necessary (at a monthly "per device" rate) the "per device" rate is all inclusive for management, maintenance, repairs and toners) to all government-owned printer devices listed in Appendix B and C. Appendix B and C will change from time to time as printers are deleted and/or added over the course of the contract.

7.2. Service Calls: The contractor shall respond to on-site service calls with a qualified technician in a standard eight-business-hour repair (same-day or next business day) 8 am to 5 pm, Monday through Friday, excluding federal holidays. The repair time measurement starts once the contractor provides an estimated time to repair.

7.3 Repairs: The contractor shall make all minor repairs and shall replace all parts for all devices listed in Appendix B and C. All such repairs are performed at no additional cost to the government. All services shall be in accordance with the manufacturer's recommendations. If contractor determines a managed device is beyond repair and is classified as service discontinued, or parts or supplies are no longer commercially available, the contractor will notify equipment owner to discontinue repair service and remove device from the applicable Appendix.

7.4. Maintenance: Contractor shall perform preventative maintenance and support on all devices in accordance with manufacturer's recommendations.

7.5. Supplies: Contractor will furnish toner or ink (supplies) as applicable for all devices identified in Appendix B and C in accordance with manufacturer's recommendations. These contractor furnished supplies are included in the "by-device" monthly rates as referenced in paragraph 7.1.

8.0 PERSONNEL SECURITY

8.1 All Contractor personnel that will, in any way, have access to the Government's network shall have had a favorable background check completed before they are allowed access. Contractor personnel or any representative of the Contractor, entering Luke AFB shall abide by all security regulations and policies. Subject to security regulations, the Government will provide the Contractor access to the appropriate areas to perform the tasks required under this contract.

8.2 Contractors may encounter data covered by the Privacy Act of 1974 and/or protected client information. Should this occur, Contractor personnel shall protect such information in accordance with the policies and regulations that are current at the time of such contract.

9.0 PERSONNEL QUALIFICATIONS

9.1 The Contractor shall be responsible for employing technically qualified personnel to perform the work specified in this statement of work. The Contractor shall maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the contract specifications and requirements.

9.2 The work history of each Contractor employee must contain experience directly related to the task and functions he/she is intended to perform under this contract.

9.3 The Government reserves the right, during the life of this lease, to request work histories on any contractor employee for the purposes of verifying compliance with the above requirements; additionally, the Government reserves the right to review resumes of Contractor personnel proposed to be assigned.

9.4 Personnel assigned to, or utilized by the Contractor in performance of work shall be fully capable of performing the contemplated functions of this order in an efficient, reliable, and professional manner.

10.0 REPORTS

10.1 Quarterly reports shall be required from the contractor showing copies produced per device (separated by color versus black, if applicable) on usage, detailed maintenance required during the quarter, copier serial number, model, and device location. The reports will be used to evaluate machine performance and utilization.

10.2 Reports shall be available in electronic format that is Microsoft Word or Microsoft Excel compatible.

10.3 Service history reports containing frequency of service calls, production volume between repairs, type of repairs, parts required, and equipment down time will be made available to the 56 CS POC upon request at no cost to the Government.

11.0 PREMATURE DISCONTINUE OPTIONS

11.1 No termination charges for equipment that must be removed because the using organization is abolished or disestablished, end user's official reorganization or downsizing, if the decision is outside the end user's control, or because sufficient funds have not been appropriated to continue the contract.

11.2 Provide termination penalties for convenience for any reasons not stated above.

12.0 EQUIPMENT TRADE AND UPGRADES

12.1 During the lease period of this contract, should the contractor elect to discontinue production, substitute, or upgrade equipment with technology improvements, all actions must be approved by the 56 CS POC and/or Luke AFB Contracting Officer. Under no circumstances will the government incur additional cost unless approved by the 56 CS POC and a modification is issued by the Contracting Officer.

13.0 RELOCATION OF MFDs/PRINTERS

13.1 Contractor will relocate MFDs/printers free of charge.

13.2 No devices shall be relocated without appropriate authorization from the 56 CS POC

13.3 Relocations will be coordinated and processed no later than 30 days from the date of request to the contractor. Short-fused (emergency transfers) will be coordinated and processed no later than five (5) days from the date of request to the contractor. It is anticipated that such emergency relocations will not exceed 10 per year.

14.0 EQUIPMENT AND CONFIGURATION

The required functionality is listed below. Each aspect must be clearly outlined in the Vendor's proposal.

14.1 Security Scans: Proposed MFDs/printers will undergo Security Scans prior to operations on the USAF network.

14.2 MFDs/printers must have the option to disable network connectivity and/or facsimile capability to function as a stand-alone copier. Configuration/reconfiguration of the MFD shall

be performed by the contractor in accordance with installation and maintenance guidelines at no cost to the government.

14.3 MFDs/printers must comply with Air Force Manual 17-1301, COMPUTER SECURITY (COMPSEC) and Methods and Procedures Technical Order (MPTO) 00-33B-5008, requirements for clearing/sanitizing storage media and configuration. Both are available from the 56 CS POC upon request.

14.4 Luke AFB will have the option of keeping the hard drives when the MFDs/printers leave the site at no charge to the government.

14.5 All MFDs shall be capable of handling classified materials.

15.0 MFD SECURITY:

15.1 At a minimum all MFDs will provide the following security features:

Provide a high level of security, utilizing a HSPD-12 badge swiping technology solution for user document execution.

Be compatible with HSPD-12 compliant hardware (specifically HID 3021 / 3121 USB card readers or equivalent). The authentication mechanism must support standardized, cross-platform protocols (such as PKI/PIV standards) to ensure seamless integration within current and future Air Force-approved operating systems, virtualized environments, and enterprise-standardized client architectures.

Support protocols for encrypting data including Secure Socket Layer (SSL) and Transport Layer Security (TLS).

Have the capability for immediate image overwrite (after every job), on demand image overwrite (when needed) or scheduled image overwrite.

Have remote security patch capability.

Must be FIPS 140-2 compliant.

Must be Common Criteria EAL level 2 compliant on whole device not just a subsystem.

Must meet all applicable security recommendations as set forth by the U.S. Air Force.

Must support either the NIPR or SIPR network with appropriate authorization mechanism (CAC or SIPR token).

Note: Contractor will remove all hard drives upon termination of contract or whenever a device is replaced or terminated at no charge to the government and provide the removed hard drive to the 56 CS POC.

16.0 NETWORK FUNCTIONALITY:

16.1 MFDs/printers must be able to operate in various client platforms and network environments.

16.2 For all MFDs/printers that are to be connected to the base LAN, the contractor will survey to identify network environments and ensure that correct network controllers are installed to meet customer requirements.

16.3 Upon installation, contractor agrees to provide technical and analytical support to the Government as required. Support may be requested for the physical and software interface of the device to the customer's network. Support will be provided for network configurations based on the agency's hardware and software configuration.

16.4 All MFDs will be Common Access Card enabled Federal Information Processing Standard 201, National Information Assurance Partnership, Secure Hash Algorithm-256 and Common Criteria Recognition Arrangement compliant.

17.0 PRICING

16.1 Quote contents: Provide flat rate plan pricing with no overcharges for the four multi-function device categories and estimated quantities as follows:

Class 1- Color Networked Device, 50ppm Color Minimum, 55ppm B+W Minimum

Class 2- Color Networked Device, 36ppm Color Minimum, 36ppm B+W Minimum

Class 3- Color Networked Device, 30ppm Color Minimum (desktop device)

Class 4- B+W Network Device 47ppm B+W Minimum (desktop device)

17.2 The contractor will provide a monthly billing invoice, no later than the 10th of each month, for leased items for the previous month. The government shall provide instruction and assistance in establishing this billing process. The invoice shall be in summary invoice format that includes deliver order number, summarized charges with supporting information attached indicating serial number, model. Each unit is to be billed separately to the assigned POC. Charges will be automatically billed to the assigned POC's Government Purchase Card (GPC) each month (MDG will be a Purchase Request). The customer will be responsible to provide current and accurate POC and credit card information. The government shall provide instruction and assistance in establishing this billing process.

17.3 No hidden charges: No additional charges for equipment removal at end of contract even if contract is not renewed with existing vendor. No additional charges for standard shipping of supplies or fuel charges.

17.4 The contractor will provide once per month in arrears, by the 10th of the following month, an invoice to the designated billing official(s). The invoice shall be in summary format and include summary charges with back-up information attached indicating location, model, black and white volume, color volume (if applicable), serial number, beginning meter reading, ending meter reading, total maintenance, and period of performance.

17.5 In the proposal, specify the time frame to add devices to contract at the same rate

17.6 56 MDG Invoices will be submitted monthly according to total number of devices reconciled with MDG. The number of devices being serviced monthly is subject to change

(increase or decrease) during the contract period of performance. Invoices shall be submitted based on devices inventoried monthly.

18.0 GENERAL MFD SPECIFICATIONS:

18.1 Luke AFB has sustainability initiatives to decrease the amount of waste associated with document output. Luke AFB requires the utilization of green technology to eliminate waste.

18.2 Equipment at government medical sites must also be compliant with the Health Insurance Portability and Accountability Act (HIPAA).

18.3 Must have bi-directional, vendor-certified (e.g., WHQL), and digitally signed drivers supporting standard PCL5e, PCL6, and PostScript formats. Drivers must maintain compatibility with all current and future Air Force standardized operating systems and server platforms. All print controllers and operating software must be embedded internally within the physical print device. No external controllers or external operating systems are permitted.

18.4 Must have the immediate capabilities of network printing, walk-up copying, and scanning with the following specifications as a minimum:

Must be network capable (including network controller and card).

Must be multi-tasking, not just multi-functional. Each component or subsystems should function independently. Function Independence – if one module becomes inoperative then other functions should continue to run.

Devices should have a consistent user interface across all devices regardless of speed requirements.

Must be able to be configured remotely.

Must have Clone feature – enables copying of device settings that can be exported to other machines.

Must have a self-diagnostic system.

Must have automated error reporting.

Must feature a definite indicator that the MFD/printer is energized. This may be either a special "power on" light or an appropriate indicator on the control panel.

Must be furnished with an automatic document feeder or re-circulating document handler.

Must have document feeder scan technology – scan once, print many.

Must be able to operate satisfactorily and provide acceptable copies on 30% recycled paper.

Must have offset stacking/printing capabilities.

Must have offset finishing capabilities.

All functions must be fully secured through CAC/SIPR authentication.

Must have integrated “follow me print” capability to allow user to pull all print jobs at any CAC/SIPR token authenticated MFD.

Removal and return shipping of all Contractor provided MFDs/printers at the end of the contract must be included in the submit pricing as well as removal and return of hard drives of existing fleet to AFB at no charge at end of contract.

Must be certified to handle classified materials.

Must be able to enlarge /reduce.

Must support scan types: PDF, TIFF, JPG; Legal size scanning capable.

Must be able to scan to email w/ digital signature for attachments.

Must be IPV6 and 802.1x compliant and DISA SPAN STIG, NIAP, CCRA Common Criteria certified.

FIPS 201 and SHA compliant.

Devices must be energy star compliant.

Provide users with the ability to view and monitor the print queue and job status at the MFD and at the desktop.

Print drivers shall have bi-direction communication capability. End users must be able to see at their desktop: device toner levels, print job status and equipment status (i.e., paper jam, out of paper, etc.).

Must be able to print around jobs requiring resources. MFD should not shut down if jobs requiring resources are in the queue.

Must provide the capability to hold user-initiated print jobs in a centralized queue and allow only the specified CAC user to release the print job from any networked MFD. Queued jobs must not be held on the MFDs.

Delegated Pull printing: must provide the capability to transmit documents via MFD scan (for paper documents) and browser based web service upload (for digital documents) to another CAC user’s print queue. Must support user search capabilities both at the MFD panel at the point of scan and the browser interface at the point of upload and include an email notification to the target user notifying them of the delivery document into their print queue while identifying the source user.

Must enable manual or automatic redirection of print streams for failover purposes, in the event that the selected printer is down.

Must manage print output and follow defined rules-based printing logic for maximum efficiency. Specifically, rules-based logic includes the enforcement of duplexing, printing in specific toner

mode, and printing in black & white instead of color. Rules-based logic must be systematically applied according to print source determined both by user and/or application.

Must include the ability to limit a user's permissions to print based on application (e.g. prohibit printing from internet browser), time of day, and print device.

Must be able to recognize print output from print-enabled applications to automatically convert the print stream to a digital format to a secured network location for authorized users.

Must have the ability to scan documents to user home directories (i.e. U: Drives). Must be automatically mapped based on user authentication at the MFD. The user must not be required to type in or browse for home folder.

Must have the ability to scan documents to department level network share drives.

Must support browsing network shares based on authentication at the time of scan.

Must provide user with list of "most frequently selected scan destinations" based on authentication.

Must provide users with ability to enter a password at the time of scan, such that when the document is delivered to the network share drive, it cannot be opened without the password.

Must have be ability to scan documents directly into Microsoft SharePoint. The integration must enable the user to scan a document directly into a selected SharePoint site and/or library and enter associated indexing values and metadata at the time of scan. The solution must also be able to check in/check out document and set SharePoint permissions at the time of upload.

Must have the ability to customize document scanning options at the MFD based on the authenticated user's Active Directory profile. For example, only members of the HR security group will be given access to scan to HR department network destinations.

Must have the ability to automatically OCR-convert scanned documents into user-selectable formats, including text-searchable PDF, MS Word, and MS Excel, without the need for specialized user desktop software (such as Adobe Acrobat, etc.). Scanned documents must be converted prior to delivery to a network destination, to eliminate additional post processing steps by the user.

Upon delivery of scanned documents to the network destination, the proposed solution must have the ability to provide an email notification to the user.

Must provide archival scanning workflow (Scan to Archive) with conversion to a National Archives and Records Administration (NARA) certified electronic document format.

MFDs must be capable of color scanning.

Must be capable of scanning to email, scanning to home, scan to network share.

All software solutions must have a Certificate of Networthiness (CoN) at time of award.

Must be able to auto-size sense to automatically sense paper size and output to correct size.

Must have mixed size mode to automatically sense size of mixed size documents in the document handler and output to common size paper – automatically reduce/enlarge as needed.

Must have the ability to scan ahead while other jobs are printing.

Must have a “job interrupt” feature which allows for stopping of long runs and then resuming the long run at the point of interrupt.

Must have reduce/enlarge capabilities.

Must be able to Auto center document on page.

Must have erase feature – selectively remove portions of the edge on document.

Must have the capability to manually copy pages of bound documents

19.0 SPECIFIC MFD SPECIFICATIONS

19.1 Class 1 – Color Networked Device, 50ppm color, 55 ppm B+W Minimum with the following features:

In-Line Finisher capable of stapling 50 sheets in multi position with a minimum of 2,000 sheet stacker.

Minimum memory of 2 GB RAM – 250GB Hard Drive Minimum.

Minimum paper capacity of 3,660 sheets.

Duplex document handler with 130 sheet capacity.

Minimum bypass capacity of 100 sheets.

Duty Cycle: 300,000 pages/month.

Minimum Print resolution up to 1200 x 2400 dpi.

Acceptable paper weights 16lb bond to 80lb cover from paper tray and bypass.

Support sizes 3.3 x 4.9 in. to 11 x 17 in.

Minimum Resolution: 1200 x 2400 dpi.

Minimum first print out time of 7.1 seconds color/5.9 seconds

19.2 Class 2 – BW Color Network Device 30 ppm Color Minimum:

Integrated finisher (finisher to sit within device, not beside) capable of 50 sheets stapled.

Minimum paper capacity 3,660 sheets.

Duplex document handler with 110 sheet capacity.

Minimum memory of 2 GB RAM- 250GB Hard Drive Minimum.

Bypass tray capacity of 100 sheets

Acceptable paper weights – 16lb bond to 80lb cover from paper tray and bypass

Duty Cycle: 90,000 pages/month

Support sizes 3.3 x 4.9 in. to 11 x 17 in.

Minimum Resolution: 1200 x 2400 dpi

Minimum First print out time of 9 seconds color/7.7 seconds BW

16.3.6 Class 2 – Color Networked Device 36ppm color, 36 ppm B+W Minimum, desktop

Duty Cycle: 100,000 pages / month

Minimum memory of 2 GB RAM – 250GB Hard Drive Minimum.

Minimum Print Resolution of 2400 x 600 dpi.

Minimum first-print-out Time of 11 seconds color / 11 seconds black-and-white.

Duplex document handler with 60 sheet capacity.

Minimum Paper Capacity: 1,250 sheets.

Minimum bypass capability 150 sheets.

Support sizes: 5.5 x 5.5 in. to 8.5 x 14 in.

19.3 Class 3- Color Networked Device, 30 ppm Color Minimum

Integrated finisher (finisher to sit within device, not beside) capable of 50 sheets stapled.

Minimum paper capacity 3,660 sheets.

Duplex document handler with 110 sheet capacity.

Minimum memory of 2 GB RAM- 250GB Hard Drive Minimum.

Bypass tray capacity of 100 sheets.

Acceptable paper weights – 16lb bond to 80lb cover from paper tray and bypass.

Duty Cycle: 90,000 pages/month.

Support sizes 3.3 x 4.9 in. to 11 x 17 in.

Minimum Resolution: 1200 x 2400 dpi

Minimum First print out time of 9 seconds color/7.7 seconds BW.

19.4 Class 4 – B+W Network Device 47 ppm B+W Minimum, desktop

Duty Cycle: 150,000/month.

Minimum memory of 2 GB RAM- 250 GB Hard Drive Minimum.

Minimum Print Resolution of 1200x 1200 dpi.

Minimum first print out time of 8 seconds.

Duplex Automatic Document Feeder: 60 sheets.

Minimum bypass capacity of 150 sheets.

Minimum Paper Capacity: 2,350 sheets.

Support sizes: 5.5 x 5.5 in. to 8.5 x 14.

20.0 DEVICE USAGE and TRACKING

20.1 The proposed solution must centrally track prints, scans, and copies for all users and all MFDs.

20.2 User-level tracking must be fully integrated with MFD authentication including CAC/PKI card authentication.

20.3 The proposed solution must track the following data elements for all documents printed: (1) document name, (2) document owner, (3) date time stamp, (4) total pages, (5) document size, (6) duplex vs. simplex, and (7) cost.

20.4 The proposed solution must track centrally the following meter data elements for all devices: (1) total sheets/impressions, (2) total color sheets/impressions, (3) total B&W sheets, and (4) total duplex sheets/impressions.

20.5 The proposed solution must provide detailed and summary reports on all data tracked, including: (1) history by user, (2) history by department, (3) history by date range, (4) history by billing amount, (5) alert history by device, and (6) meter history by device. Must also provide graphical summary reports including (1) most active users, (2) most active departments, and (3) usage by day & hour to identify peak usage periods.

20.6 In conjunction with the secure print release functionality, the proposed solution must provide a report on all documents sent to the queue but not released

20.7 The proposed solution must proactively monitor all MFDs for issues including (1) paper jam, (2) low supply, and (3) network problems.

21.0 CONTRACTOR PROGRAM MANAGEMENT

210.1 Contractor will provide a single point-of-contact (POC) to manage all aspects of the equipment contract. The single POC will be responsible to: schedule equipment installation and training; submit timely and accurate usage reports; address billing issues; perform supply management; resolve user complaints; collect meter reads from devices; oversee maintenance and preventative maintenance; maintain adequate parts and supplies to keep equipment operational.

22.0 BILLING

22.1 Any additional devices ordered will be subject to the Contracting Officer's approval. Vendor shall provide the additional multifunction device(s), at the specified cost per device, as well as all other maintenance and consumable supplies as stated in this document.

22.2 Billing invoices must be available in electronic format that is Microsoft Word or Microsoft Excel compatible

23.0 SERVICE DELIVERY POINTS

23.1 Luke AFB currently is projecting an initial need for 245 multi-function devices of varying levels of performance and approximately 1,089 printers to be maintained/installed at various locations on Luke AFB AZ and GSUs located on or near Gila Bend AFAF Gila Bend AZ.

24.0 PERIOD OF PERFORMANCE

24.1 The period of performance shall be for a base period determined upon the signed BPA with four option periods as follows:

Optional Period 1 for 12 months after the initial period of performance.

Optional Period 2 for 12 months after Period 1.

Optional Period 3 for 12 months after Period 2.

Optional Period 4 for 12 months after Period 3.

24.2 Installation shall take place no later than 60 days after award. The transition from the existing devices to the Contractor proposed solution equipment shall be coordinated with both parties with the intent of having copier availability with no degradation of services during this transition. Contractor shall provide a sample plan in the proposal.

24.3 Acceptance of the installed equipment will begin the actual lease agreement for the period as outlined above in the base and optional periods. If acceptance cannot be made by date above, then the lease agreement period will slip accordingly.

24.4 The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6

months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

25.0 PLACE OF PERFORMANCE

25.1 The place of performance is Luke AFB and its supported GSUs. This includes facilities on Gila Bend AFAF AZ. Building addresses and numbers can be provided.

25.2 No guarantee is given that listed quantities will be ordered. Estimated quantities are based on current number of copiers approaching contract ending term dates and projected new business as the government migrates towards a digital print management environment.

APPENDIX A – MAIN BASE MFD INVENTORY LISTING

Make	Model	S/N
Xerox	B405DNG	9HB140443, 9HB140813, 9HB138358, 9HB140714, 9HB140791, 9HB140445, 9HB140715, 9HB140795, 9HB140807, 9HB140785, 9HB140789, 9HB140790, 9HB140792, 9HB140359, 9HB140712, 9HB140815, 9HB140940, 9HB140780, 9HB140793, 9HB140809, 9HB140716, 9HB140814, 9HB138354, 9HB140779, 9HB140787, 9HB140796, 9HB140805, 9HB140794
Xerox	B415DNG	YEQ076970
Xerox	C405DNG	4HX194830, 4HX196598, 4HX198148, 4HX195539, 4HX195463, 4HX198220, 4HX195496, 4HX198215, 4HX195481, 4HX195465, 4HX195468, 4HX195523, 4HX194848, 4HX198194, 4HX195578, 4HX198138, 4HX195530, 4HX198219, 4HX195537, 4HX194844, 4HX195482, 4HX199092, 4HX195480, 4HX196612, 4HX195473, 4HX195517, 4HX194833, 4HX195577, 4HX195464
Xerox	C415DNG	YCQ047568, YCQ047527, YCQ047496, YCQ457512, YCQ161614
Xerox	C8135TG	EKZ557242, EKZ557681, EKZ557476, EKZ557223, EKZ559199, EKZ560805, EKZ559742, EKZ557572, EKZ557467, EKZ557585, EKZ557429, EKZ557710, EKZ557513, EKZ557578, EKZ557499, EKZ893579, EKZ557258, EKZ557491, EKZ557500, EKZ557617, EKZ557459, EKZ557473, EKZ557662, EKZ557593, EKZ557667, EKZ557449, EKZ557549, EKZ557615, EKZ557504, EKZ557637, EKZ557602, EKZ557529, EKZ557322, EKZ557579, EKZ557318, EKZ557356, EKZ557464, EKZ557573, EKZ557524, EKZ557224, EKZ557698, EKZ557506, EKZ557581, EKZ557531, EKZ557278, EKZ557603, EKZ557800, EKZ557362, EKZ557485, EKZ557460, EKZ557422, EKZ557703, EKZ892485, EKZ557614, EKZ557589, EKZ557512, EKZ557468, EKZ557426, EKZ557518, EKZ557486, EKZ557590, EKZ557387, EKZ557647, EKZ557317, EKZ557466, EKZ557364, EKZ557389, EKZ557430, EKZ557612, EKZ557709, EKZ557469, EKZ557640, EKZ557609, EKZ557497, EKZ557456, EKZ557498, EKZ557702, EKZ559944, EKZ560921, EKZ557628, EKZ557629, EKZ560693, EKZ557611, EKZ557312, EKZ557621, EKZ557599, EKZ557527, EKZ557594, EKZ557457, EKZ557627, EKZ557574, EKZ557470, EKZ557541, EKZ557475, EKZ557613, EKZ557494, EKZ557595, EKZ557487, EKZ557646, EKZ560811, EKZ557530, EKZ557526, EKZ557492, EKZ557357, EKZ557569, EKZ557425, EKZ557555, EKZ557484, EKZ557605, EKZ557591, EKZ557584, EKZ559976, EKZ557607, EKZ887063, EKZ557521, EKZ557624, EKZ557539, EKZ557630, EKZ557633, EKZ557239, EKZ557243, EKZ557515, EKZ557580, EKZ557201, EKZ557496, EKZ557452, EKZ557508, EKZ557478, EKZ557474, EKZ557471, EKZ557502, EKZ557523, EKZ557525, EKZ557516, EKZ557801, EKZ557465, EKZ557601, EKZ557656, EKZ557577, EKZ557092, EKZ557586, EKZ557536, EKZ557626, EKZ557490, EKZ557458, EKZ557507, EKZ557519, EKZ557505, EKZ557477, EKZ557619, EKZ557510, EKZ557514, EKZ557472, EKZ557610, EKZ557446, EKZ557342, EKZ557517, EKZ557248, EKZ557597, EKZ557532, EKZ557501, EKZ557528, EKZ557450, EKZ557540, EKZ557324, EKZ557583, EKZ557571, EKZ557645, EKZ557229, EKZ557219, EKZ557711, EKZ557520, EKZ557563, EKZ557463, EKZ557638, EKZ557576, EKZ887209, EKZ559698, EKZ557227, EKZ557428, EKZ557155, EKZ557462, EKZ557634, EKZ892488, EKZ557570, EKZ557461, EKZ557669, EKZ557592, EKZ557509, EKZ557575, EKZ557246
Xerox	C8155HG	EHQ602068, EHQ602069, EHQ602022, EHQ602042, EHQ602009, EHQ601792, EHQ602037, EHQ601757, EHQ602083, EHQ602058, EHQ601805, EHQ601760, EHQ602067, EHQ602079, EHQ602089, EHQ602026, EHQ601790, EHQ601807, EHQ601795, EHQ601791, EHQ600939, EHQ602076, EHQ602071

APPENDIX B – HOSPITAL PRINTER INVENTORY LISTING

Make	Model	S/N
HP	4250dtn	JPRFH00197
HP	4700DTN	JPTLB68125
HP	M507dn	JPCCNC529R, JPCCNC52B2
HP	M528z	MXBCNC518T, MXBCNC519Q, MXBCNC51DD, MXBCNCM1FH
HP	M553n	JPCCL871PH
HP	M577c	MXBCK6H19C, MXBCK6Q17L, MXBCK6Q1N3, MXBCK6Q1PF, MXBCK6V01K
HP	M577dn	MXBCK6V02M
HP	M680f	MXDCK6L11N, MXDCK6L12K, MXDCK6L174, MXDCK6T19P, MXDCK6T19W, MXDCK6T1FW, MXDCK6T1PG, MXDCK6T1PN
Lexmark	C792e	75623894G4CM4, 75623894G4DD8, 75623894G4DF2
Lexmark	CX522	75298421414KX
Lexmark	CX820dtfe	7563734010CG9, 75638200D0H3C
Lexmark	CX921de	7559011000009
Lexmark	MS622de	460083800DX2X
Lexmark	MX522adhe	70178360052KG, 70178360052L0
Lexmark	MX611de	70165PHH075YB, 70165PHH07610, 70165PHH0761C, 70165PHH07622, 70165PHH07647
Lexmark	MX822ade	74658190200DL, 746582602020K
Lexmark	X466de	35P9D60, 35P9D70, 35P9DDV, 35P9DG5, 35P9DH1, 35P9DH8, 35P9DHD, 35P9DHW, 35P9DXD, 35P9F9D
Lexmark	X466dte	35P9DFL
Lexmark	X748de	75260194G2213, 75264994G1YXV, 75264994G1Z23, 75264994G1Z2G
Lexmark	X792dte	75623094G5P4T

APPENDIX C – MAIN BASE PRINTER/LABELER INVENTORY LISTING

Make	Model	Locations
Brother	MFC-8710W	B2008 R12A
Brother	MFC-J5330DW	B453 R103
Canon	C2030	B2202 RManagerOffice
Canon	MF656Cdw	B1113 R20
Canon	PRO-100	s11 R1
Canon	PRO-4100	B500 R134
Canon	TX-4100	B343 REngineering
Dell	1130	B339 RCEOIA
HP	2430	B1150 R1122, B1150 R1122A, B417 R111
HP	3525	B978 RMDSCC
HP	3800	B968 RComputers
HP	4001dn	B1150 R3041
HP	4050	B660 RITComputerLab-
HP	4100	B1113 RDRC
HP	4200	B1150 RADC, B617 R115, B938 R
HP	4250	B26 R, B26 RCETeamLead2_BackOffice, B930A R1, B979 RACC
HP	4525	B917 R114-, B956 RIFTU
HP	4600	B979 RChiefsOffice
HP	4700	B11 R_IP, B1150 R1122A, B1150 REO, B123 R113, B176 R3, B417 R116, B500 R126, B617 R105, B988 R101
HP	500	B1140 R02, B460 R111
HP	5700	B500 R126, B840 R105
HP	5700DN	B908 R108
HP	586	B156 RBreakRoom, B334 R118, B334 R212, B59 R104-, B936 R101, B988 R225, B988 RTraining, B993 R22, B993 R57
HP	800PS	B334 R221
HP	8600	B291 RMainShopOffice, B291 RMaterialControl, B948 R1
HP	9015E	B1390 R1
HP	CCE	B452 R
HP	CP202X	B9002 R170
HP	CP3505	S11 R4
HP	CP3505dn	Bldg S11 RM RA OFFICE
HP	CP3525	B404 R15, B404 RSpuds, B485 R125, B485 R126-, B810S RSKIFF, B9002 R113, B905 R132-, B961 R113, B995 R3
HP	CP4005	B26 R
HP	CP4025	B422 R1-
HP	CP4025/4525	B343 RResources, B959 R121
HP	CP5220	B343 RCEN
HP	CP5525	B1150 R3136
HP	DesignJetT100	B1022 Rbreakroom

HP	E87740	B993 R32
HP	LaserJet 1	B1010 R2
HP	M3035	B618 R1016
HP	M404n	B291 RCSCTOOLROOM
HP	M454dn	B336 RFuels Maintenance
HP	M476	B908 R135
HP	M479	B1150 R331
HP	M501	B700 R137
HP	M506	B123 R234, B1390 R01, B339 RElectric, B339 RStructures, B374 RCEIEA, B635 RMDL, B660 RComputerLab, B859 R106, B9003 R107, B9003 R116, B9003 R209, B9003 R213, B9003 R224, B9003 R239, B908 R123, B914 R100, B934 R118, B934 R207, B934 R208, B934 R220, B934 R238, B934 RC-Flight, B984 R1
HP	M507	B299 R1
HP	M551	B471 R102, B471 R11, B471 R113, B471 R116, B471 R136, B485 R139, B931 R5, B995 R1
HP	M553	B103 R1stShirt, B1150 R1201, B1153 R1, B337 REntemology, B343 RCEIAI, B453 R101, B485 R124, B500 R129, B500 R143, B545 RDFAC, B810N R117, B810N R121, B897 R102, B9003 R106, B9003 R115, B9003 R137-, B9003 R202, B9003 R208 Flight Planning, B9003 R220, B9003 R221, B9003 R233, B9003 ROpsDesk, B9003 RSupport-, B908 R106, B930 RNA, B934 R105, B934 R114-, B934 R140, B934 R202CC, B934 R221, B934 R225, B934 R233, B959 R107, B959 R108, B959 R120, B959 RMXMLeadership, B976 R101, B976 R112, B976 R114, B988 R202, B997 R19, B997 R56OG_CC, B997 R7_OG_DCC, B997 R8_OG_CCE, B997 ROGSEL, S11 R1, S11 R3Vice
HP	M555	B810N R105, B810N R124
HP	M555dn	B471 R101
HP	M577	B462 R1, B843 RHAZMAT
HP	M651	B934 R106, B934 RSupport
HP	M750	B339 RCEOIU, B417 R122
HP	M751	B958 R100
HP	M775	B1390 RHeavyRpr, B338 RPwrPro, B339 RCEIEA, B547 R, B986 RMain Hallway
HP	P2055	B1150 R3136
HP	P2055dn	B156 RComp Lab
HP	P2420	B1144 REvidence
HP	P3010	B452 R109, B618 R2052, B931 R308
HP	P3011/P3015	B1010 R2, B452 R120, B618 R1003, B618 R2041, B618 R2052, B618 R2060, B908 R135, B908 R229, B931 R63rd Floor
HP	P3015	B26 R2, B26 R3, B1140 R2, B1144 R15, B1144 ROSI, B1150 R1122, B179 R27, B2008 R15, B219 R130, B219 RLibraryStaff, B339 RUtilities, B343 RCustomer Service, B404 RFMS, B417 R114, B446 RPOD, B450 RECC, B452 RA, B452 RCIT, B471 R102, B471 R107, B471 R109, B471 R125, B500 R105, B500 R116, B618 R1037, B618 R1041, B618 RSPARE ROOM, B700 R114, B908 R113, B908 R202 CSS, B908 R207, B985 RDockChief, B985 RSupport
HP	P3015dn	B11 R_IP, B908 R107
HP	P3015PS	B417 R112

HP	P4014	B979 R07
HP	P4014/P4015	B325 RCEOEM_Logistics, B325 RCEOEM_Warehouse, B931 RAgeFlightOffice
HP	P4015	B1144 R3
HP	P4515	B462 R1
HP	P4515X	B959 R121
HP	Pagewide	B999 R230
HP	Universal	B26 RCETeamLead1-, B26 RFWTeamLead1-, B113 RAF Aid, B142 RScheduler, B156 R_FLT SGT, B334 R215, B417 R113, B417 R119, B471 R129, B506 R116, B617 R200D, B618 R2014, B700 R117, B908 R118
HP	Z5400	B343 RCEN
HP	cm4549	B417 R105
HP	m4555	B9002 R154
Lexmark	730DE	B1022 R118
Lexmark	745	B452 RCIT
Lexmark	C736	B500 R143
Lexmark	C740	B3096 R3, B452 RCCC, B452 RProtocol, B453 R125, B500 R112, B617 R302, B618 R1040, B908 Rm235, B983 R1
Lexmark	C746	B291 RShopForeman, B328 R, B343 ROpsSuperintendents, B843 RCEIEA, B9002 R113, B905 R120, B908 R236, B908 RApO, B908 ROpsDesk, B908 RSARM, B931 R5, B931 RAgeAdmin, B931 RHydroEastSide, B945 R113, B961 R112, B961 ROIC, B997 R6_OG, B997 RCC, B997 ROGRA, Bldg1365 Rm1, B1365 RCEX, B1390 RHeavyRpr, B417 R119
Lexmark	C746dn	B500 R134, B908 R233
Lexmark	C790	B334 R114
Lexmark	C792de	B334 R114
Lexmark	CS521	B1150 R2015
Lexmark	CS622	B453 R120
Lexmark	CS622de	B942 R110N
Lexmark	CS632dwe	B1150 R2040
Lexmark	CS725	B339 RCEOIA, B339 RElectric, B343 RCmdSection, B452 RCC, B452 RCCC, B452 RCV, B9003 R136, B917 R101-, B934 RSupport, B958 R116, B983 RDockBox
Lexmark	CS820	B978 R126
Lexmark	CX431	B9002 R1Commander's_Office
Lexmark	CX510	B400 RATO, B945 R102, B945 RAssetManagement
Lexmark	CX625	B945 R101
Lexmark	CX625ADE	B998 R10thFloor, B998 R2ndFloor
Lexmark	CX635adwe	B452 RProtocol
Lexmark	CX725	B988 R207
Lexmark	CX730	B334 R117, B334 RKitchen, B988 R100, B988 R223, B993 R15
Lexmark	CX730de	B959 R107, B978 R119, B978 R126, B988 R103, B988 R119
Lexmark	CX820	B334 R220, B978 R, B978 R944MDS, B988 R111, B988 R115, B988 R120, B988 R212, B988 R216, B988 RMotorPool, B993 R05, B993 RCmmdStaff, B999 R106, B999 R126-, B999 R212, B999 R227-, B1031A R102, B1031A RHallway

Lexmark	CX820Series	B993 R39
Lexmark	CX860	B961 R123, B961 RTams, B993 R1, B993 R6, B993 RMXG CSS
Lexmark	CX921	B415 R100, B417 R104, B417 R122
Lexmark	CX930	B453 R139
Lexmark	MS510	B112 R123
Lexmark	MS520	B957 R0
Lexmark	MS621dn	B500 ROCC
Lexmark	MS622de	B330 RGroundTrans, B945 R104_Warehouse
Lexmark	MX510	B945 RWarehouse
Lexmark	MX511de	B945 R105
Lexmark	T644	B999 R203
Lexmark	T654	B978 R944MDS, B988 R217, B999 R230, B1150 R3301
Lexmark	T654dtn	B999 R233
Lexmark	Universal	B334 R215
Lexmark	X466de	B1130 R1632
Lexmark	X658de	B334 R117, B988 R119, B988 R201, B988 R224, B988 RCommandPost-, B993 R25, B993 R41, B999 R212, B1031 R106
Lexmark	X738de	B993 R55
Lexmark	X790	B993 R55
Lexmark	X792dte	B988 R100
Lexmark	X860de	B913 RSUPPORT
Zebra	GK420t	B417 R112, B417 R113, B417 R114, B945 RS&I
Zebra	ZT410-300dpi	B945 RCentralStorage
Zebra	ZT410-600dpi	B945 RFSC
Zebra	ZT421	B1221 R4