



U.S. General Services Administration Federal Acquisition Service

MANAGED PRINT SERVICES

Functional Areas III and IV

Request for Quotations / Statement of Work

Requested by the U.S. General Services Administration
Federal Strategic Sourcing Initiative for Print Management

FSSI Print Management
A Federal Strategic Sourcing Initiative



Functional Areas III and IV Managed Print Services

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**Federal Strategic Sourcing Initiative
Print Management Program**

Managed Print Services, Large and Small Businesses

RFQ Release: January 30, 2013

RFQ Close : June 18, 2013

RFQ Amended: January 10, 2014

Request for Quotations/
Statement of Work

1.0 Description of Functional Areas III and IV, Management of “Existing” Imaging Devices

The Program Office was established and charged with implementing strategic sourcing policy for the Office of Management and Budget (OMB) government-wide. The U.S. Department of Treasury, the U.S. General Services Administration and OMB conducted a federal government spend analysis to identify the greatest opportunities for cost savings and candidates for initial strategic sourcing acquisition vehicles. "Printing" was identified as a common, high-volume business activity with the potential to yield significant cost savings through improved efficiencies and volume-based, leveraged procurement.

This RFQ is issued as part of the Federal Strategic Sourcing Initiative (FSSI) Print Management Program Office initiated by the Office of Management and Budget, OMB's Office of Federal Procurement Policy. Information on previous Print Management Blanket Purchase Agreements (BPA) may be found at <https://strategicssourcing.gov>. Functional Area I agreements were established as a government-wide ordering vehicle for vendor-neutral, comprehensive imaging fleet assessments and optimization recommendations. Functional Area II agreements were established as a government-wide ordering vehicle for new multifunction devices (MFDs) and single-function network printers (NPs). Functional Areas III and IV will establish agreements for services to manage and control costs of MFDs and copiers.

The following categories of awards will be made (**Amended January 2014**)

1. Managed Print Services, Copier and Printer Based Assets, Large
2. Managed Print Services, Copier and Printer Based Assets, Small
3. Sustainable Management Practices Contractor in either Category 1 or 2

1.1 Description of Blanket Purchase Agreement Objectives

- Contractors will propose classes of devices for service when those devices are existing government assets, and define the *most favorable operating conditions* that that represent an awarded Schedule 36 MPS price.
- Contractors will propose comprehensive pricing for additional on-going management of a fleet for services that are not directly associated with a device.
- Contractors will perform every Order in a performance-based manner, and report a business plan for cost savings to the FSSI Program Office.

2.0 Scope of Services

Functional Areas III and IV agreements are for the placement of orders for managed services of government-owned assets as well as related services to coordinate a total service delivery solution for MFDs and NPs. The introduction of Functional Areas III and IV introduces full-scale Managed Print Services (MPS) to the federal government.

The definition of MPS for the purposes of this RFQ is the coordination of service and supply delivery directly associated with the functionality and utilization of print devices.

The objective of the FA III and IV agreements is to establish a tool for federal agencies to design solutions to holistically manage print output environments.

For the purposes of this RFQ, the term “print output environment” encompasses any device within an agency’s office, remote location, or any other duty location as authorized on their Federal Supply Schedule in which agency personnel are providing services that produce a hard copy image on a paper document up to 11”x 17” size paper. Functional Areas III and IV agreements are for service solutions for imaging devices already in service within an agency’s environment; as well as replacement of equipment through contractor-owned leasing solutions and government-owned purchasing solutions. Functional Areas III and IV may include, but are not necessarily limited to:

- Consumable supplies replenishment
- Preventative maintenance and repair services inclusive of “wear-and-tear” components and repair parts
- Automated collection of fleet inventory and utilization data
- Remote monitoring services

- Fleet summary and usage reports
- Just-in-time supply delivery
- Automated dispatching of service technicians
- On-going optimization
- Call-routing services
- Fleet assessment, fleet management and rules-based printing software

The managed services under Functional Area III and IV will apply to government-owned devices. Optional call-routing and coordination services will apply to contractor-owned devices; and may involve imaging fleets consisting of multiple manufacturer brands of equipment inclusive of both “printer-based” and “copier-based” devices. For the purposes of this RFQ, each class of device is defined as follows:

2.1 Printer-Based Design

This class of imaging device is defined as those designed to operate on a traditional printer platform. Printer-based devices are traditionally designed to operate with speeds up to 50 pages-per-minute and are sometimes referred to as A4 devices, though the inability to print 11”x 17” paper does not exclude a device from being classified as “printer-based”. Printer-based devices may utilize toner cartridges that contain the imaging unit within the cartridge itself or contain a “dual component” technology where the imaging unit is separate from the toner cartridge. Printer-based devices may be classified as “workgroup” or “departmental A4”.

2.2 Copier-Based Design

This class of imaging device is defined as those imaging devices designed to operate on a traditional copier platform. Copier-based devices are categorized as those with speeds that may exceed 100 pages-per-minute, and are usually capable of handling 11” x 17” inch size paper. Traditional copier-based devices utilize toner bottles or vessels that are separate from the photoreceptive imaging drum and are often referred to in the industry as “departmental devices”.

Devices that produce between 50 and 100 pages-per-minute may fall into either category. The contractor is responsible for identifying the components of each device platform that qualify the device as either “copier-based” or “printer-based” design.

Amended: January 2014: FA III and IV set-aside text deleted

2.4 Service Restrictions **Amended January 2014**

BPA holders must notify GSA if an RFQ is issued with an attached inventory that does not include sufficient information to provide a MPS quote under Option 1 as described in the Ordering Activity Instructions by sending an email to print.management@gsa.gov.

MPS BPA holders may not respond to a RFQ for MPS that requires an agency to terminate or otherwise alter existing leases unless a valid business justification has been prepared by the Ordering Activity Contracting Officer and termination costs have been considered.

Functional Area I BPA holders awarded a MPS BPA are prohibited from recommending specific product brands during the performance of the assessment portion of a MPS Order.

Copier-based service is restricted under MPS to the service of native devices. For the purpose of this RFQ, “native” is defined as those devices that meet one of the following criteria:

- Equipment manufactured or branded by the Original Equipment Manufacturer (OEM) providing the managed service as the prime contractor at the task order level
- Equipment which the contractor is authorized to sell/lease new, on GSA Schedule or has OEM certified authorization to provide service
- Equipment which the contractor demonstrates will be maintained effectively through other means and can positively demonstrate past effective management through detailed submittals of past performance. This will include a guarantee that the contractor can meet the Service Level Agreement standards stated in the Blanket Purchase Agreement Statement of Work for a heterogeneous fleet by submitting their customer contact information. Positive demonstration of past effective management will be evaluated for evidence that equipment management has been performed cost-effectively, and must include information regarding the maintenance of existing equipment and business decisions that precipitated the replacement of existing assets were favorable to past customers.

Services for printer-based devices may be provided to both native and non-native devices.

2.4.1 Subcontracting and Teaming Restrictions

There are no restrictions on sub-contracting under the FSSI BPA that either supplement or void existing sub-contracting restrictions established at the level of the Schedule contract.

REQUEST FOR QUOTATIONS

3.0 Request for Quotations

The U.S. General Services Administration, Federal Acquisition Service, Acquisition Operations Division is issuing a Request for Quotation (RFQ) against Multiple Award Schedule 36, Office Imaging and Document Solutions, in accordance with Federal Acquisition Regulation (FAR) Part 8.405-3, Blanket Purchase Agreements. Quotations are requested from Special Item Number 51-500, Managed Print Services. A copy of the contractor’s Schedule contract must be submitted

with an offer. The contractor is responsible for identifying where the offered supply and/or service is incorporated into their Schedule contract.

The Government intends to establish BPAs with more than one qualified contractor. Quotations will be evaluated for acceptability under the stated evaluation criteria. The Government reserves the right to limit the number of Awardees.

All Schedule 36 contract terms and conditions are hereby incorporated into any resulting BPA established in response to this RFQ.

3.1 Authority

A FAR Class Deviation was approved on January 30, 2007, by the Acting Senior Procurement Executive for GSA for the establishment of a BPA against GSA Multiple Award Schedule without prior definition of the participating agencies and their estimated quantities.

3.2 Authorization to Use

Warranted federal government contracting officers

3.3 Industrial Funding Fee

The GSA Program Funding Fee reimburses GSA for the costs of procuring and administering the Print Management BPA Program. Industrial Funding Fees for Federal Strategic Sourcing Initiatives may be eliminated or reduced in the future after carefully considering input from stakeholders.

The Contractor shall remit a GSA Program Funding Fee of 2.0% (.02) incorporated into its total unit price(s). This program funding fee is comprised of the GSA Industrial Funding Fee set at 0.75% (.0075), and an additional 1.25% (.0125) administrative service fee for these BPAs. The program management fee may be adjusted downward should program development and program management costs be recovered.

Remittance of the Industrial Funding Fee portion (.0075) of the Program Funding Fee shall be done in accordance with the underlying GSA Schedule contract.

STATEMENT OF WORK

4.0 Statement of Work

The Statement of Work is sub-divided into two sections. Section I describes Phase I, Inventory Creation and Business Plan Development, with a related tools section. Section II describes Phase

II, Managed Services for Existing Devices, and is divided into a Basic and Enhanced Ordering Activity Service Level Agreement, Sections 7.0 and 8.0.

An MPS task order establishes a contract with the FA III or IV BPA holder to assume operational and performance responsibility for a government-owned fleet of either homogeneous (single brand) or heterogeneous (mixed brand) imaging devices. Additionally, the scope of the order may include Fleet Expansion, as defined in Section 7.2. Many unknown factors may affect the complexity of the task and, as a result, contractors may require concrete information about a potential imaging fleet before they are capable of quoting a firm-fixed price.

The FSSI MPS BPAs address the need for information by requiring an agency to 1) conduct an internal, comprehensive fleet assessment with specific elements pre-defined prior to soliciting an order for managed services; 2) allow multiple contractors access to the agency’s physical site or intranet to gather a sample of fleet information prior to offering; or 3) solicit managed services under the Option 3 Ordering Instructions description which requires the contractor to assess the existing assets, deploy software, and coordinate any call-routing services with incumbent contractors.

If Option 3 is selected during the solicitation phase of the order, the contractor will quote a labor hour rate and estimated level of effort to complete the inventory phase. The contractor will quote a cost-per-image for direct maintenance costs associated with every individual imaging device in the agency fleet. The contractor may aggregate devices and apply a pooled cost-per-image when preparing a price quote for the direct costs of devices. No Order prices shall exceed the ceiling labor hour and direct device cost-per-image ceilings.

4.1 Tasks Associated with Order Phases

	Phase I: Inventory Creation	Phase II: Basic Managed Services for Existing Devices	Phase II: Enhanced Managed Services for Existing Devices
RFQ Option 1: Ordering Activity inventory conducted	Not applicable	Business plan development Cost and performance optimization Consumables supplies replenishment Maintenance and repair	Optional call-routing Optional software-based service solutions Optional sustainable management practices
RFQ Option 2: Sample inventory conducted prior to offer	Inventory creation Business plan development	Cost and performance optimization Consumables supplies replenishment	Optional call-routing Optional software-based service solutions

		Maintenance and repair	
RFQ Option 3: Inventory creation and managed service	Inventory creation Business plan development	Cost and performance optimization Consumables supplies replenishment Maintenance and repair	Optional call-routing Optional software-based service solutions Optional sustainable management practices

**STATEMENT OF WORK, SECTION I:
Inventory Creation and Business Plan Development**

5.0 Inventory Creation and Business Plan Development

5.1 Inventory Deliverable

Device discovery will include government-owned and contractor-owned devices. Inventory information will be sub-divided into “government-owned” and “contractor-owned”. The contractor will be required to discover all equipment within the premises of the Ordering Activities’ defined scope of services.

The contractor may use a combination of software discovery and physical walk-through methods to build the inventory. The contractor will develop a business plan that includes an assessment of the current costs to manage the existing environment and proposed cost reductions given the implementation of the contractor’s managed services plan.

The contractor shall compile the inventory list by manufacturer make, model, serial number and location; and will indicate networked and non-networked equipment as well as whether the devices are connected to a network for government-owned and contractor-owned equipment. The contractor shall identify its proposed data collection methods to collect, to the maximum extent practical, the following fleet assessment inventory components:

Ownership (government or contractor), existing type of contract or purchase method, and physical location
Maintenance agreement term (if applicable) and cost of fulfilling the agreement term
Equipment lease termination costs (if applicable)
Supply agreements and contracts in place and current costs

Make, model and serial number
Description of device functionalities
Historical utilization over a minimum 30-day sample period

Device functionalities will be described:

Print, Copy, Scan, Fax
A3/A4
Color/Mono
PPM Print Speed Color/Mono
Connected to the network (Y/N)
Duplex tray

5.2 Cost Assessment Associated with Contractor Inventory Creation

The contractor will be required to request and obtain spend information. This is defined as the current spend of government-owned devices within the scope of the Order RFQ over a period of time agreed upon by the Ordering Activity. The contractor also will be required to create a cost baseline that includes, at a minimum, the following cost categories:

<p>Direct Printer/MFD Asset Costs and Utilization (Government-owned inventory)</p> <ul style="list-style-type: none"> • Equipment maintenance and consumables costs • Current fleet print volume <p>Direct printer/MFD asset costs will be expressed in two figures: Total Cost of Fleet Ownership and Cost-Per-Impression</p>	<p>Indirect Printer/MFD Asset Costs (Government-owned inventory)</p> <p>The contractor will be required to obtain indirect cost baseline information that corresponds to a proposed function and labor rate in their pricing proposal (Example: costs may be related to IT help desk costs or other contractor support costs)</p>
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The contractor’s cost assessment should rely on aggregated invoice information that includes the current costs of print devices within the scope of the Order RFQ, the toner for those print devices, and existing maintenance agreements and/or repair service associated with the inventory of devices in section 1.1.

When aggregated invoice information is not available, the contractor shall supplement the existing information by estimating the operating cost of the existing fleet using reliable market sources of information. The contractor’s methodology for estimating the costs of the existing printer fleet is referred to by the FSSI Print Management Program as an assumptive analysis.

5.2.1 Assumptive Analysis

The contractor will rely on internal estimates of market information to assume the costs of the existing fleet on the basis of the following minimum variables:

Model/manufacture device lease or purchase cost since acquired	Service costs of device since acquired	Estimated toner and consumables costs over lifecycle

5.3 Business Plan Deliverable (REQUIRED FOR ALL FA III and IV ORDERS)

The contractor will develop a comprehensive performance-based business plan upon commencement of an MPS Order. The contractor will put forth a plan to develop a cost baseline and targets for cost reduction and performance. The Ordering Activity must identify the specific cost and performance metrics that the contractor will collect. FA III and IV BPA holders must demonstrate to the Ordering Activity and to the FSSI Office that costs have decreased and efficiencies have increased as a result of the contractor’s performance-based plan.

The FSSI Office will collect information related to the following fields:

- Fleet cost baseline and total direct cost of ownership
- Indirect fleet costs
- Acquisition savings achieved by the contractor
- Cost avoidance strategies employed by the contractor
- Print behaviors

5.3.1 Reporting Requirements

Functional Area III and IV contractors will be required to report the following non-sensitive information to the Print Management mailbox (print.management@gsa.gov) on a quarterly basis between the first and fifteenth days of the months of October, January, April and June. If the Order includes a time and materials component, the ceiling amount of the Order will be reported and the estimated hours and/or amount of material.

- I. Award Information:
 - a. Order number

- b. Award Category: FA III, FA IV, Copier-Based, Printer-Based
- c. Description of any “Enhanced Services” awarded
- d. Agency/Sub-Agency/Department
- e. Location
- f. Contracting Officer
- g. Period of Performance
 - i. Total base plus option years
 - ii. Inventory creation period of performance, if applicable
 - iii. Business plan deliverable due date
- h. Dollar amount of each base and option period
- i. Dollar amount of inventory
- j. Dollar amount of business plan
- k. Dollar amount of basic managed services by awarded period of performance
- l. Dollar amount of each itemized enhanced managed services
- m. Order Level New Procurement Sales as submitted in the attached Appendix A-R13_Final
- n. Number totals and dollar totals of EPEAT registered devices by bronze, silver, and gold status.

FSSI solutions are mandated by the Office of Management and Budget and require, by designation of being a federal strategic sourcing initiative solution, centralized access to transactional prices at the Order level, as well as contractor performance at the Order level. As a part of receiving a Blanket Purchase Agreement, the contractor agrees to cooperate with providing access to Order level performance and pricing for analysis by OMB and federal customer agencies. The developed process will be closely monitored for workload impact and will be designed to protect proprietary data. Data will be displayed by federal agency. Information, collection, and display processes will not be developed at the time of award.

5.4 Sample Performance Based Requirement

The following is an example of what may be requested by the Ordering Activity

Performance requirement	Acceptable standard	Incentive
Develop an optimization plan that comprehensively assesses fleet costs and targets a 30% cost reduction	The contractor creates a comprehensive optimization plan that provides the Government with transparency into current costs and identifies opportunities for cost reductions, implementation risks, and potential	Performance incentives will escalate with cost reductions if all other performance metrics are maintained on the following schedule: 30% cost reduction, 3% of net cost reduction incentive.

	organizational conditions that targets at least a 30% decrease in cost	Above and beyond 30% a 1-to-10 cost-savings ratio
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STATEMENT OF WORK, SECTION II

6.0 Fleet Management Software and Installation

The following is a description of the minimum level of service required by the contractor to meet the requirements of a Basic Managed Services agreement.

6.1 Remote Monitoring Services

For the purposes of Functional Areas III and IV, “remote monitoring” is defined as the process of utilizing an automated data collection agent (DCA) or other fleet management software-based solution to monitor the status of imaging devices within the Ordering Activity’s fleet. Each network-connected device within the Ordering Activity’s fleet may be included under the purview of the DCA. A “DCA” is defined as a software application or hardware tool designed to monitor and report imaging device data to the contractor and/or Ordering Activity. Common industry solutions to be included in the “data collection agent” definition include:

- Fleet assessment software/appliances/USB keys
- Fleet management software/appliances/USB keys
- Print behavior management software/appliances/USB keys
- Rules-based management software/appliances/USB keys

6.2 Locally Connected Device Management

For locally-connected, non-networked devices, a local collection agent (LCA) may be installed onto workstations to which local devices are connected. The LCA will provide device information to the primary collection agent.

Two options exist for the deployment of remote monitoring solutions:

- External remote monitoring: solution designed to communicate device data to an external location outside of the agency firewall
- Internal remote monitoring: solution designed to communicate device data to an internal location within the agency’s firewall

At the task order level the Ordering Activity will make the determination as to which option will be utilized.

6.3 Data Collection Agent Security and Software Acceptance

At the task order level, the Ordering Activity will be responsible for establishing specific security requirements that must be met in order to deploy the use of a DCA on the Ordering Activity's network. Each Ordering Activity will have its own iteration of the DCA software acceptance process and the contractor's DCA shall be subject to the Ordering Activity's acceptance processes at the task order level.

If a DCA fails the acceptance process, the contractor may be given the option to offer a different solution or mitigate the failed controls to fulfill this requirement. The contractor shall be available to meet with information technology (IT) and security personnel at a mutually convenient time and shall identify a mutually acceptable solution.

The contractor shall provide the necessary equipment and/or expertise to complete security testing and the integration into the existing environment.

Contractors should work with the Ordering Activity to ensure that all pertinent information regarding software security and acceptance criteria are addressed as early in the procurement process as possible.

7.0 Fleet Inventory and Utilization Monitoring

The contractor shall collect information necessary to monitor the composition and utilization of the imaging fleet.

The contractor shall provide a description of the asset by make/model, the location of the asset in the form of a floor map that contains user-level, office/cubicle-level information, the service status of the device (in use, in storage, or in disposal), the supplies and incumbent suppliers dedicated to that asset, and the presence of any existing service agreement and its terms and conditions, including how the MPS provider will interface with the incumbent service provider.

The contractor must offer a solution that combines automated data collection and physical reconciliation of the data to the physical space through communication with assigned COTRs or an on-site presence. The contractor will collect the IP address of networked assets using tools evaluated and approved in the evaluation section of the BPA RFQ.

The contractor will be responsible for updating the inventory as assets are re-assigned IP addresses, physically re-located, moved into inventory storage, or disposed during the course of executing device rationalization strategies and cost management techniques. The contractor and Ordering Activity will coordinate a plan for asset tracking with affixed labels if necessary.

The contractor will propose its plan, after the fleet has been assessed and a fluid inventory has been created, a plan to monitor the historical, current and on-going utilization of the device. The contractor may use tools approved by the Ordering Activity for the collection of utilization statistics. The contractor will collect data and report on trends in usage over time, black-and-white versus color page counts, and duplex versus simplex page counts when the information is capable of being reported by the device and monitor costs associated with printing that will include, at a minimum, device costs, consumables costs, maintenance costs, and paper costs.

As part of the ongoing monitoring services that will be performed at task order level, the contractor shall be prepared to provide monthly and/or quarterly fleet summary reports. At a minimum, the fleet summary usage reports should include the following:

- Device make, model, IP address, and location meter read to include start, finish, and delta
- Cost to the Ordering Activity per-device
- Black-and-white versus color; simplex versus duplex (where available)
- Cost summary to include total-cost-of-ownership and cost-per-image

Fleet summary and usage reports may be customized by the Ordering Activity to include additional data components.

The contractor will create a plan for maintaining, that may include, but not necessarily be limited to, the following fleet performance metrics:

- Print volume comparisons over, at a minimum, quarterly periods of performance to include bw/color volume and duplex/simple volume where reported by the device
- Printing statistics for the organization as a whole that address color versus black-and-white and simplex versus duplex printing
- Technical repair response time and results for managed devices
- Successful execution of just-in-time toner delivery
- Customer satisfaction

7.1 Cost and Performance Optimization

As part of the management services requested at the task order level, contractors shall be prepared to perform ongoing optimization services. Optimization services may include relocation, removal and disposal of existing devices in an effort to ensure maximum utilization of existing infrastructure as to achieve optimum value.

Recommendations for optimization may be presented for review by either the contractor or the Ordering Activity. Dependent upon the specific structure of the task order, contractors may be required to present formal optimization requests to the Ordering Activity prior to implementation.

Performance-based task orders may be structured at the order level. Fleet costs; performance of the fleet; efficiency of supply and service delivery; and customer satisfaction may be measured and incentivized or de-incentivized.

The contractor shall propose a plan for asset disposal as part of its optimization services in accordance with the Government's property disposal regulations. The plan for device disposal must include the delivery of a business justification for disposing the device. Final device disposal decisions will remain with the Government.

The contractor shall identify a disposal plan for their equipment including a disposal subcontracting plan if applicable, and ensure that device disposal is handled by a responsible recycling or e-steward recycler. Details may be found here:

<http://www.epa.gov/osw/conserves/materials/ecycling/certification.htm>

<http://e-stewards.org/certification-overview/program-details/>

The contractor shall propose a plan for asset rationalization, or device relocation as part of its optimization service. The plan for device rationalization must include the delivery of an analysis of the utilization of the device and expected future utilization of the device. The analysis must provide an estimate of the change in cost and productivity achieved by the rationalization action.

7.2 Fleet Expansion: Pricing Transparency

The Federal Strategic Sourcing Initiative's Functional Area II Blanket Purchase Agreements established transparency into five-year total cost of ownership pricing for new procurements. Legacy Functional Area II Blanket Purchase Agreement prices will be consolidated with prices paid under FA III and IV Orders into a prices paid repository and analyzed in comparison to requirements of similar scope and magnitude. Proprietary information will be protected.

7.2.1 Recommendation of New Equipment

A Functional Area III or IV contractor may recommend the procurement of new equipment at any time during the term of the Order while performing Managed Print Services. The Government will retain the final responsibility for the obligation of funds and all procurement decisions. If the Functional Area III or IV contractor is also a Functional Area I holder, the recommendations must be brand-neutral.

If the Government accepts the contractor's recommendation, all applicable Federal Acquisition Regulations governing purchases must be followed. The Government is responsible for following guidelines in FAR Part 8.405-6, Limiting Sources, and/or any other applicable regulations if new devices are procured non-competitively.

7.2.2 Establishment of New Procurement Ordering Agreement at FA III or IV Order Award

If an Ordering Activity anticipates a definite or indefinite number of devices will be ordered over the period of performance of the MPS Order, the Ordering Activity may indicate that a new procurement will be awarded concurrently with the MPS Order.

If the Ordering Activity anticipates an indefinite number of devices, a maximum and minimum number of devices should be identified.

Option 1 is removed as of January 2014

Option 2: The Ordering Activity may request quotations concurrently as separate open market procurement. All Federal Acquisition Regulations governing non-Schedule purchases must be followed for the concurrent order. If this option is chosen, the contractor must submit Appendix A-R13, which is attached to the FSSI solicitation.

Option 3: The Ordering Activity may request quotations for new equipment with or without concurrent management of existing assets and offer prices under legacy Functional Area II BPA pricing.

Option 4 is removed as of January 2014

If the MPS Order and the device Order or indefinite Ordering Agreement are awarded concurrently, then the device requirements shall be written with salient performance characteristics that do not restrict competition without a posted business justification.

The contractor will be responsible for reporting new sales under an FA III and IV Order to the strategic sourcing portal designed for Functional Area II with device level transparency of device costs.

7.3 Ordering Activity Payments

Contractors must accept funding and payment of invoices by purchase card in accordance with the guidance found in FAR Part 13.301(b):

(b) Agencies using the Government-wide commercial purchase card shall establish procedures for use and control of the card that comply with the Treasury Financial Manual for Guidance of Departments and Agencies (TFM 4-4500) and that are consistent with the terms and conditions of the current GSA credit card contract. Agency procedures should not limit the use of the Government-wide commercial purchase card to micro-purchases. Agency procedures should encourage use of the card in greater dollar amounts by contracting officers to place orders and to pay for purchases against contracts established under Part 8 procedures, when authorized; and to place orders and/or make payment under other contractual instruments, when agreed to by the contractor. See 32.1110(d) for instructions for use of the appropriate clause when payment under a written contract will be made through use of the card.

7.4 Sustainability Requirements at the Order Level

All new devices sold at the Order level are required to be in the EPEAT imaging registry and meet, at a minimum, the Bronze standard. Any vendor that cannot guarantee the sale of new devices that meet at least the Bronze EPEAT standard must submit a timeframe for becoming compliant with the requirement. The timeframe and circumstances will be considered in the evaluation.

BASIC ORDERING ACTIVITY SERVICE LEVEL AGREEMENT

8.0 Basic Ordering Activity Service Level Agreement

The following is a description of the basic service established by the BPA for government-owned printers and multifunction devices.

Performance-based requirements must be established at the Order level to meet the reporting requirements.

Service Requirement	Acceptable Standard	Incentive Standard
Establish a cost baseline and manage fleet costs	Manage the B&W copier-based device fleet to .01 per impression	Reduction in actual costs will result in the contractor being rewarded 10% of savings realized
Increase the percentage of shared, networked devices to meet the agency's user to printer ratio targets	Agency's policies for user-to-device ratios are within 10% of compliance	Meeting agency user-to-printer ratio policies within 6 months of task commencement will result in an incentive of X dollars

The following sections address performance requirements for management of government-owned devices. The performance requirements establish the framework for the standard SLA that is being incorporated at the BPA level for both copier-based and printer-based devices that are owned by the Government. The SLA is the metric with which contractor performance at the task order level will be measured. At the task order level, the Ordering Activity may adjust the SLA components, but the requirements outlined in the following sections shall be the standard.

8.1 Consumables Supplies Replenishment

The contractor shall provide all consumable supplies, excluding paper and transparencies, necessary for the continuous operation of the devices throughout the duration of the task order. All consumable supplies that are required in order to ensure that the monthly effectiveness levels (MEL) of the task order are met shall be included in the agreement.

Supplies shall be delivered to the designated locations listed by the Ordering Activity and coordinated by the key operator or designated Ordering Activity personnel.

At the task order level, ordering activities may request bio-based, compatible, or remanufactured toner as part of their required consumables solutions. Contractors are encouraged to provide sustainable offerings as optional consumables solutions at the BPA level where available. The contractor shall clearly identify those offerings as part of the submission package at the BPA level.

** At the task order level, ordering activities will have the option to select one of two options for consumables replenishment, or both, if required by the specific conditions of the organization.

- Just-in-time delivery
- Traditional delivery**

8.2 Just-In-Time Delivery of Consumable Supplies

Through the use of the contractor's remote monitoring software, or other automated solution, the contractor shall provide the Ordering Activity with "just-in-time" delivery of consumable supplies.

"Just-in-time delivery" constitutes an automatic notification from the device to the DCA that supplies are low. Upon receipt of notification, the contractor shall deliver the required supplies to the location designated by the Ordering Activity. The contractor shall ensure that the consumable supplies are delivered prior to the existing supply being 100% depleted.

Device toner/ink vessels are a mandatory supply to be included in the just-in-time delivery process. If other wear-and-tear consumable supplies are offered by the contractor as part of this process, it shall be clearly outlined as part of the BPA offer package. If additional supplies are to be included in the just-in-time delivery process, the contractor shall clearly outline its approach to educating the end-user to facilitate installation of those supplies.

At the task order level, ordering activities may request contractor installation of consumable supplies to include toner and additional consumable components. If additional costs are to be incurred for contractor installation of consumable supplies, it should be clearly outlined in the contractor's offer package. Contractor installation of consumable supplies included as part of the just-in-time delivery process may be considered optional, and may or may not be requested by the Ordering Activity at the task order level.

8.3 Automated Delivery of Consumable Supplies

The contractor will put forth a plan for an automated delivery schedule of consumable supplies based on communication with Order COTRs. The contractor will identify the type of information that will be required to anticipate the consumable supplies and toner delivery schedule. Supplies shall be delivered to the designated locations listed by the Ordering Activity and coordinated by the key operator or designated Ordering Activity personnel. The automated plan will assist agencies “phase-in” just-in-time delivery of consumable supplies through remote monitoring prior to software acceptance.

8.4 Maintenance and Repair Services Inclusive of “Wear-and-Tear” Components

At a minimum, the contractor shall be responsible for maintaining all individual devices included in a FA III and IV task order at an 85% monthly availability or monthly effectiveness level (MEL). The 85% MEL shall apply to those devices not considered to be in remote or outside of the continental United States (OCONUS) locations.

8.4.1 The MEL percentage shall be calculated as follows:

$$\text{MEL percent} = \left[\frac{\{\text{total monthly production period in hours}\} - \{\text{total number of device downtime hours over the monthly production period}\}}{\{\text{total monthly production period in hours}\}} \right] \times 100$$

The total monthly production period in hours shall be calculated by:

$$[\text{Eight (8) hours per day}] \times [\text{the number of working days in the month (weekend and Federal holidays excluded)}]$$

The total number of device downtime hours over the monthly production period shall be calculated by:

$$[\text{the number of minutes the equipment was down (unable to perform one or more of its specified functions) during the monthly production period}] \div 60$$

8.4.2 Credit (Monthly Effectiveness Level) Amended January 2014

Failure of any device to achieve a MEL of 85% or higher shall entitle the Government to unilaterally take credit against the monthly billing for that particular device unless otherwise agreed upon at the Order level. The credit shall be calculated as the difference between 85% and the achieved MEL percent times the equipment charge. In any month in which the MEL is less than 85%, the Government will not be responsible for paying any charge for lack of monthly volume.

Ordering activities are authorized to adjust the MEL, as well as official designation of required MEL's for remote and OCONUS locations at the task order level.

All wear-and-tear parts and supplies that are required in order to ensure that the MEL requirements of this BPA are met shall be included in the maintenance agreement. Unless otherwise specified by the Ordering Activity, the contractor shall affix identification/asset tracking labels to all devices or make labels available to be affixed to the devices being maintained by the contractor. All labels shall clearly identify the contractor's name, device serial number, and toll-free number for requesting service, training, supplies/consumables, and device support. This number shall not be an automated answering device. This number shall be available during normal business hours from 8:00 a.m. to 5:00 p.m. the time zone in which the device is located. The identification/asset tracking label shall be clearly visible to the end-users during normal operation of the device, and shall remain so throughout the duration of the maintenance agreement. Unless otherwise specified by the Ordering Activity, the key operator will be the primary point-of-contact regarding preventive maintenance, service orders and re-ordered consumables.

The contractor shall provide maintenance and repair service to all devices that, at a minimum, includes IT and operational troubleshooting; service orders; preventive maintenance; repairs, including parts and labor; and network connectivity guidance throughout the term of each task order. Additional requirements may be outlined at the task order level.

As recommended by manufacturer specifications, the contractor shall provide service orders at no charge to the Government. The service orders are a preventive maintenance service provided to ensure devices are maintained in good working condition. Such preventive maintenance shall be in accordance with the manufacturer's recommendations and shall be equal to maintenance provided to commercial customers for comparable devices.

For any repair that requires a device to be taken off-site, the hard drives must be removed and left with the Ordering Activity, if required for security purposes, unless otherwise directed at the Order level.

No hard drives will be permitted to leave the site once a device has been delivered and installed. Once a device is repaired, the hard drive shall be re-installed and restored to normal working order without additional cost.

The contractor shall repair all devices covered under an FA III and IV task order, and restore them to fully operational condition no longer than sixteen (16) working hours after receipt of request for the service call for non-critical devices. The Ordering Activity may identify critical devices that require shorter response duration.

If the original device(s) is not repaired within seven (7) calendar days, the contractor shall work with the Ordering Activity to identify an acceptable resolution unless otherwise required at the task order level.

8.5 Automated Dispatching of Service Technicians

As requested by the Ordering Activity at the task order level, the contractor may be required to implement a solution for automated dispatching of service technicians. “Automated dispatching” is defined as a process where service calls requiring on-site support will automatically be routed to the contractor through a plan.

For service notifications requiring on-site support, the contractor shall dispatch a technician and ensure on-site arrival within one business day to respond to all devices included in an FA III and FA IV task order. Response time on a service order begins when notification is provided to the contractor indication that service is required. Notifications received after normal hours of operation shall begin the following business day at 8:00 a.m. After the service order is completed, the service technician shall notify the key operator about whether or not service was satisfactory. If the original device is not repaired within seven (7) calendar days, the contractor shall work with the Ordering Activity to identify an acceptable resolution unless otherwise required at the task order level.

For any repair that requires a device to be taken off-site, the hard drives must be removed and left with the Ordering Activity. No hard drives will be permitted to leave the site once a device has been delivered and installed. Once a device is repaired, the hard drive shall be re-installed and restored to normal working order without additional cost.

ENHANCED ORDERING ACTIVITY SERVICE LEVEL AGREEMENT

9.0 Optional Call-Routing Services

Contractors shall be prepared to provide optional call-routing services that are designed to seamlessly integrate with existing maintenance/service agreements in place with existing service providers. This should include a consideration for the period of performance of the existing service providers as provided by the Ordering Activity. Under a call-routing solution, the FSSI BPA contractor will become the primary contact point for receiving service requests made on existing equipment. The FSSI BPA contractor will, in turn, relay the service request to the service provider responsible for maintaining/supplying the device in question.

At the task order level, the Ordering Activity will be responsible for identifying all devices for which the FSSI BPA contractor will be providing call-routing services. All contact information and necessary device identifiers such as device IDs and serial numbers must be provided by the Ordering Activity to the MPS provider to enable successful interaction between the FSSI BPA holder and the existing service provider.

FSSI BPA contractors should be prepared to provide call-routing services using their DCA as a possible means of monitoring and messaging, as well as a traditional method of affixing an

identification label to the device outlining the phone number(s) to be called for supplies and service.

The FSSI BPA contractor will not be placing orders or obligating the Government to obtain supplies and services that have not been previously contracted for and funded. Rather, they will merely relay the service request from the end-user to the service provider. The existing processes and procedures for maintaining service level standards for maintenance/service agreement that are already in place will remain unchanged.

9.1 Optional Software

The contractor may propose a plan for offering additional fleet management software, rules-based printing software, and optimization software. The offer must include a description of the proposed software and the data management services performed in conjunction with each software package.

TECHNICAL SUBMISSION INSTRUCTIONS AND EVALUATION CRITERIA

The Government reserves the right to limit the number of awardees after an evaluation of all Offers has been completed. The Government may enter into communication with the Offerors before making an award. The purpose of communication may be to clarify information or request a revision of an offer.

Awards will be made to those Offerors that represent the best value to the Government, with price, technical ability and past performance considered, in accordance with the definition of best value found at FAR Part 2.101.

Price, technical acceptability and past performance will be evaluated for acceptability on a pass/fail basis according to the criteria below. In the event those awards are limited, the Government will prefer lower-priced offers with acceptable technical and past performance ratings

Non-price factors will be evaluated in the following order of importance:

- Capacity to perform
- Technical approach
- Past performance

10.0 Technical Submissions: The Offeror must submit compelling documentation in the following areas. Failure to submit a complete, verifiable, or self-explanatory and cogent response may result in the Offeror being deemed non-responsive.

10.1 Validation of Technical Capacity: The Offeror will validate their capability of performing by submitting evidence of the following:

10.2 Schedule Award

The Offeror must provide a copy of their Schedule contract.

10.3 Capacity to Perform

Copier-based design Offerors will qualify to provide service on the basis of one of the following:

- Offerors must submit evidence of a Schedule 36 contract award to re-sell the equipment by class of device offered in their proposal
- Offerors who are non-OEM contractors must provide letters of supply from the OEM authorizing the contractor to service its equipment, listing the specific brands the contractor is authorized to service. OEMs must provide letters of authorization for devices they plan to service other than those devices which they manufacturer
- Equipment which the contractor demonstrates will be maintained effectively through other means and can positively demonstrate past effective management through detailed submittals of past performance. This will include a guarantee that the contractor can meet the Service Level Agreement standards stated in the Blanket Purchase Agreement Statement of Work for a heterogeneous fleet by submitting their customer contact information. Positive demonstration of past effective management will be evaluated for evidence that equipment management has been performed cost-effectively, and must include information regarding the maintenance of existing equipment and business decisions that precipitated the replacement of existing assets were favorable to past customers.

Functional Area IV Offerors will qualify to provide service on the basis of the above. In addition to qualifying on the basis of one of the above, Functional Area IV Offerors will provide evidence of being a small business within the dollar and size limits set forth by the NAICS code submitted as part of the Offeror's Schedule 36 contract award.

Capacity to perform will be evaluated on a Pass/Fail basis.

10.4 Technical Approach

Offerors must submit documents describing their technical approach to all tasks and deliverables in the Statement of Work.

An acceptable submission to task descriptions in the SOW will meet all of the following standards:

10.5 Responsiveness to the Scope of Services

The submission must clearly indicate under what category of award they are making an offer: FA III, FA IV, or FA III and IV. The submission must indicate if in addition to Managed Print Services, the offer also is requesting consideration as a Sustainable Management Practices

Category contractor. The submission must indicate what task they are responding to in the Statement of Work and detail the Offeror's approach in a manner that demonstrates a clear understanding of the Government's requirements. A detailed negative or positive response for each task described in the Basic and Enhanced SLA must be offered.

10.6 Software Functionality

At a minimum, the remote monitoring software should provide the following:

- Device make, model and meter read
- Meter read by color copy, black-and-white copy, color print, black-and-white print (when available)
- Supply levels notification
- Device status notification
- Automated error/maintenance notification
- Automated supply replenishment notification

10.7 Software Security

The following data elements will be identified:

- For external remote monitoring solutions: one-way versus two-way communication
- Asynchronous and/or synchronous communication
- Network requirements
- System requirements
- Operating systems supported
- Ability to conceal IP addresses
- Data encryption abilities
- SNMP communication capability
- Security patch and update process
- Additional information may be requested by the Ordering Activity at the task order level

10.8 Business Acumen

The submission must compel the Government that the services provided have a methodology focused on understanding the Government's current costs and setting reasonable and transparent targets for reducing them.

10.9 Customer Satisfaction

The submission must compel the Government that services offered are sufficiently planned to maintain device performance standards and customer responsiveness to service calls.

11.0 Technical Acceptability for Sustainability

11.1 Document Sustainable Business Practices standard: As part of the requirements for submitting a technically acceptable offer, the contractor must document their internal efforts to incorporate sustainable business practices through completion of the attached “Sustainable Management Practices Statement.”

11.2 Document Sustainable Business Practices criteria: Responses will be evaluated for completeness of response only. Content of responses (that is, actual current practices) will not be evaluated. An acceptable offer will complete the statement in a manner that fully discloses the contractor’s current practices and demonstrates progress toward discovering and evaluating aspects of sustainable supply chain management.

11.3 Toner Cartridge and Consumables Recycling Services standard: As part of the requirements for submitting a technically acceptable offer, the contractor must offer recycling services for toner cartridges and other consumable supplies/units that are currently accepted by toner re-manufacturers as an option to the end-user at no cost when the end-user is installing toner. In addition to offering end-user toner and other consumable supplies/units recycling services, the contractor must disclose whether they participate in a cartridge and other consumable supplies/units recycling when the contractor or an agent of the contractor is replacing toner.

11.4 Toner Cartridge and Consumables Recycling Services criteria: An acceptable offer must submit a detailed plan for providing toner cartridges and other consumable supplies/units recycling services at no cost that includes the following elements: “Training and Communication with the End-User” and “Shipment and Collection”. An acceptable offer will disclose how toner cartridges are disposed of when the contractor or an agent of the contractor is replacing toner.

11.5 Toner Packaging Recycling Services standard: As part of the requirements for submitting a technically acceptable offer, the contractor must offer toner packaging recycling services when available for the products being supplied at no cost to the end-user. In addition to offering end-user toner packaging recycling services, the contractor must disclose whether they participate in toner packaging recycling program when the contractor or an agent of the contractor is replacing toner.

11.6 Toner Packaging Recycling Services criteria: An acceptable offer must submit a detailed plan for providing toner packaging recycling services when available for the products being supplied at no cost that includes the following elements: “Training and Communication with the End-User” and “Shipment and Collection”. An acceptable offer will disclose how toner cartridge packaging is disposed of when the contractor or an agent of the contractor is replacing toner.

11.7 Toner Product Standard: As part of the requirements for submitting a technically acceptable offer, the contractor must offer the option of managing devices with sustainable toner product when available for the product line in question. A sustainable toner product may be re-manufactured, bio-based, or otherwise designated sustainable through a documented value add, such as reduced packaging or a technical innovation to reduce energy use. The toner product must be available through the contractor’s Schedule 36 51-500 contract.

11.8 Toner Product criteria: An acceptable offer will identify whether a sustainable product is supplied by the contractor for every product line offering and the percent discount being offered against the total cost per impression.

12.0 Optional Award Designation: Sustainable Managed Print Services Provider

Offerors may submit qualifying information to be designated a Sustainable Managed Print Services Provider. In order to qualify for the designation, in addition to completing the attached “Sustainable Management Practices Statement”, the Offeror must meet one or more of the following criteria:

Criteria a: The contractor will submit evidence via the attached “Sustainable Management Practices Statement” that the organization has completed a comprehensive Greenhouse Gas (GHG) emissions inventory. This inventory must cover, at a minimum, all Scope 1 and Scope 2 emissions as defined by the WRI/WBCSD GHG Protocol Corporate Standard; and requires that the inventory be verified by a third party. In addition to completing a verified emissions inventory, the contractor will have set emission reduction goals from a baseline over the next five (5) years and detail their operational plan for reducing GHG emissions in their offer.

Criteria b: The contractor will submit evidence that 30% of electrical kilowatt hours purchased company-wide are purchased from renewable power generation sources. A renewable energy source is defined as “a source that is naturally replenished, such as wind, sunlight, water, etc.”

Criteria c: The contractor will submit evidence of purchase or use of re-manufactured or bio-based products (or other products manufactured through a process modified to reduce practices that harm the environment) in quantity sufficient to account for at least 20% of all purchases or uses of functionally-equivalent products by the contractor during at least one (1) year prior to award. These products should be integral to the primary products and services offered by the contractor, as opposed to ancillary support products such as bio-based coffee cups, cleaning products or other items used in the contractor's offices. The purchase and use of re-manufactured or bio-based products should represent a differentiation from industry standard practices. The contractor should identify the procured products and specific manner in which the composition of the product or the manufacturing process has been modified to reduce environmental harm.

13.0 Past Performance

An acceptable submission will be relevant, clearly organized, coherent, forthright, and will list references to corroborate the narratives with working points of contact. An acceptable submission will describe current work experience, frequent work experience, and work experience that is wholly consistent with the responsibilities described in the SOW. The criteria for an acceptable rating follow:

13.1 Negative Past Performance

The Government finds no evidence of performance problems during its investigation that

were not actively mitigated by the contractor. The Government finds no evidence of gross performance negligence, (e.g. quoting terms and conditions that cannot be fulfilled after award with direct knowledge of such conditions; failing to communicate with the Contracting Officer and/or client regarding performance issues; or other gross negligence as the situation dictates).

The Government may utilize any and all publicly available sources of past performance information in its determination of acceptability.

13.2 Past Performance for Similar Work

Offerors must submit three (3) signed references attesting to acceptable past performance written by the customer. A form is not being created by the Government. Offerors should include the following:

- Detailed description of services that were provided
- Number of users supported
- Description and number of devices supported
- Dollar amount of the Order
- Dates of service
- Location of service
- Customer's assessment of service provided and consensus that the service was acceptable

Past performance will be found acceptable if the references demonstrate evidence that the contractor has performed for any commercial or public entity successful work that substantially reflects the tasks described herein the Statement of Work. The Government may contact the submitted references to validate that the tasks performed were substantially similar to the tasks required in the Statement of Work.

14.0 Pricing Submission: Price quotations must use Appendix A-R13, which is included as an attachment to the solicitation. Quotations are being requested from Schedule 36, SIN 51-500, Managed Print Services. Explicitly identify organizational conditions that are contingent on the contractor's most competitive price quote in the column entitled "Most Favorable Condition".

14.1 Pricing Evaluation

Pricing will be evaluated by comparing the offers to Schedule 36 contract awards. All government asset product lines proposed by the contractor for management under the Blanket Purchase Agreement must be awarded on the contractor's Schedule 36 contract.

An acceptable offer will not exceed awarded Schedule prices. An acceptable offer will offer transparency into potential Order-level savings through the itemization of higher and lower priced product categories and the identification of operating conditions that result in lower prices.

BPA prices will be made available on public facing web portals. Specific conditions associated with the awarded discount will be made available to government procurement officials.

The total cost of ownership of managing the Offeror's fleet will be considered by the government by using metrics, which may include an analysis of potential fleet costs at different levels of volume output. If such information is not transparent to the government during the evaluation of offers, the government may request the information from the Offeror before determining the offer is acceptable.

The Government will consider price as an evaluation factor. Non-price factors may be evaluated more highly than price factors. BPA ceiling pricing for comparable classes of devices that exceed the Government's objectives may be rejected.

PRICING EXPLANATION

Instructions:

A cost per image metric for costs directly associated with the management of a government-owned asset is being requested. Prices for services not directly associated with the management of a government-owned asset, such as call routing services, may be quoted in another format, such as labor hour rate or fixed service charge.

The contractor should quote a price in the structure indicated below that represents the most favorable pricing by class of device and volume given the condition and operating environment of the device.

Assume the following conditions when quoting "most favorable operating condition" cost per image prices. Contractors may add additional stipulations on the condition and operating environment of the device for the customer to receive the most favorable operating condition pricing, if necessary.

Most Favorable Conditions

Volume History: Historical device usage has not exceeded the manufacturer's recommended duty cycles or other volume point defined by a third party service provider, thus increasing the likelihood for device malfunction or failure rates outside of acceptable ranges. High risk excessive volume history is defined by two data points. One is the historical cumulative image output of the device and the second is the duration of time the device has been in use.

Maintenance History: Devices have maintenance/service agreements in place that are in accordance with the manufacturer's recommendations for servicing the device. It is the

contractor's discretion to determine at what length of time service without coverage becomes an increasing risk for coverage under FA II and/or IV.

Consumables History: Consumables are defined as toner and wear and tear replacement components, Verifiable data does not exist demonstrating the device has been operating with consumables demonstrated by the OEM to be a risk to the mechanical functioning of the device.

Age of Device: Devices have not reached an age that increases the difficulty of providing support due to availability of supplies, increased likelihood of malfunction and/or failure, etc.

Network Connectivity: Devices are networked and the contractor will have permission to deploy fleet management software to monitor the devices.

Location: Devices in a location which increases the difficulty of providing support services. Possible locations that may invoke this risk factor may include but not be limited to remote locations or locations requiring enhance security clearance. The definition of "remote location" must be identified by the contractor at the BPA level and agreed upon by the contractor and ordering activity at the order level.

Pricing Tables

Use Appendix AR-13 to create pricing submissions for existing government assets. A fixed ceiling will be quoted for all direct costs associated with the management of a government-owned asset for the following categories:

- Copier-Based Design/Basic Service Level Agreement
- Printer-Based Design/Basic Service Level Agreement
- Copier-Based Design/Enhanced Service Level Agreement
- Printer-Based Design/Enhanced Service Level Agreement

In addition to the above direct costs, labor hour rates will be quoted for managed print services. The contractor must demonstrate volume discounts in its pricing, and should include a cost per image metric as in response to potential volumes.

Modifications

Schedule modifications that impact product categories and do not result in a change in the awarded discount will be automatically incorporated into the BPA by notification to the CO.

Definitions

Device Family: Identification of devices covered by the contractor under FA III and/or FA IV. Identification can be as broad or as specific as the contractor requires, so long as it provides the Government with enough information to identify exactly which devices will be eligible for

coverage. For example, if the contractor provides coverage for an “Acme 5001 B&W MFD”, possible identification may include but not necessarily be limited to:

- Acme B&W MFDs
- Acme 5000 series MFDs
- Acme 5001

Copier or Printer Based Design: Identification of device design as defined in the RFQ package

Device Volume Segment: Each family of device covered by the contractor must be assigned to an FA III/IV segment. At the BPA level, the device segmentation will be used as a method to compare price offers.

PPM: Page per minute rating applies to print output speeds, measured using single sided 8.5”x11” size paper, in B&W (monochromatic) printing mode.

Use the below sample formats to create pricing submissions for existing government assets. A fixed cost-per-image ceiling will be quoted for all direct costs associated with the management of a government-owned asset for the following categories:

- Copier-Based Design/Basic SLA
- Printer-Based Design/Basic SLA
- Copier-Based Design/Enhanced SLA
- Printer-Based Design/Enhanced SLA

In addition to the above direct costs, labor hour rates will be quoted for MPS.

Ceiling Price by Device Segment for Most-Favorable Operating Conditions

Refer to Appendix R-13_Final.

Following the low risk ceiling quote, identify additional risk constraints that will raise the price of managing the device along with a corresponding price increase.

Price Increases Associated with Operating Conditions

The Government will prefer price quotes that provide transparency into the decision making process for assessing an operating environment and raising price according to fixed, identifiable conditions. Additional pricing tiers are not required by the contractor. The contractor has the option of only identifying the most-favorable operating condition prices, which should represent a lower price than the awarded Schedule price, which assumes a ceiling price given the presence of non-favorable operating conditions.

Identify specific operating environment variables, affected product lines, and the corresponding cost-per-image ceiling increase.

Coordinating Services

For enhanced Managed Services that are not directly associated with a managed device, the contractor should quote a firm-fixed rate derived from the contractor's underlying Schedule contract.

The Offeror is being given flexibility when defining the services that fall under this category, and therefore, there is no pricing template for there is no template.

The contractor will be responsible for maintaining a web-page with ceiling rates published. Pricing information will be made available to any interested party.

ORDERING ACTIVITY INSTRUCTIONS

The Ordering Activity must use eBuy to issue Orders.

An Ordering Activity may utilize one of the following three options to gather fleet inventory information:

Option 1: An Agency Inventory is created internally and posted with the Order RFQ.

The Print Management Office recommends Ordering Activities utilize software data collection solutions to collect information on owned devices connected to the network and existing inventory information on non-networked devices.

The data elements the Ordering Activity must incorporate into their RFQ are the following:

- Device model/manufacturer/date of installation/location
- Network capable
- Fleet software acceptance process
- Security requirements for contractor personnel managing the fleet
- Preventative and/or break/fix repair history
- Historical utilization of the device over a 12 month period. The 12-month utilization information outlined in the inventory must include, at a minimum, three month increments of data to identify the presence of annual increases in printing/copying.
- Consumables history of the device since installation to include the brand of toner installed
- The presence of existing maintenance agreements and optional periods of performance
- The presence of existing equipment leases with combined maintenance and consumable agreements and optional periods of performance

Option 2: The Ordering Activity limits the RFQ to pre-qualified contractors with the necessary security clearance for software tools and personnel to conduct a site visit that may include the deployment of a Data Collection Agent to gather fleet information over a small sample of time.

The FSSI Office will maintain historical information on contractors with prior government experience and prior software acceptance and personnel clearances. The Ordering Activity may

choose to limit Offerors to those with existing clearances or prior specific government experience to expedite the sampling process.

The Ordering Activity must clearly define the sample of information that the contractor will be allowed to access through manual or remote means and ensure that all contractors have equal access to the information being collected.

The Ordering Activity will arrange for all eligible contractors to collect a “sample” inventory through remote and/or on-site access and to base their final technical and price quote on the results of the sample inventory.

Option 3: The contractor will conduct an assessment of the agency’s print assets and manage those assets.

The Ordering Activity first issues an RFQ for the creation of an Inventory, Business Plan and On-Going Management Order. The Ordering Activity should identify each task in the FA III and IV BPA that corresponds to inventory creation, cost baseline creation, and on-going management. Specific tasks should be customized to the Statement of Work.

Inventory Creation and Business Plan tasks may be requested in firm-fixed price or labor hour rate forms. On-going management prices for existing assets may not exceed the cost-per-image ceiling awarded in the contractor’s FA III or IV BPA.

The Ordering Activity may request a minimum cost savings percentage from the Ordering Activity’s Inventory and Business Plan baseline. Alternatively, the Ordering Activity may award a proposed cost savings percentage to the contractor at the Order level competitively.

When on-going management of devices begins, during or after the creation of an inventory and business plan, the government may elect to utilize performance-based management techniques that incentivize the contractor to meet performance objectives and reduce operating costs from BPA ceiling prices.

Sustainable Management Practices Statement

In response to Executive Order 13514, GSA has determined that it is feasible, through a phased approach, to work with federal vendors and contractors to track and reduce greenhouse gas (GHG) emissions related to the products and services purchased by the government. As part of this initiative, GSA is requiring that offerors complete this Sustainable Management Practices Statement.

Industry partners have highlighted that sustainable management practices result in increased operational efficiencies and cost and risk reductions, thus forming an important element of best value solutions.

Additional information on this GSA initiative, as well as information and resources on sustainable management practices, can be found at the following webpage:
<http://www.gsa.gov/vendorpilot>.

Sustainable Management Practices Statement

Firm Name: _____

Address: _____

POC Name: _____

POC Email Address: _____

Q1: Has your company completed a comprehensive GHG emissions inventory? (Yes / No)

[If answer to question 1 is “no,” please skip Questions 2–4.]

Q2: If a GHG inventory has been completed, has your company set GHG emissions reduction goals? (Yes / No)

[If a GHG inventory has not been completed, it is not necessary to answer this question; please skip to Question 5.]

Q3: If a GHG inventory has been completed, which scopes did your company’s most recent GHG emissions inventory include? (Scope 1 / Scope 2 / Scope 3)

[“Scopes” refer to specific categories of a GHG emissions inventory. If a GHG inventory has not been completed, it is not necessary to answer this question; please skip to Question 5. For more information on GHG inventories, including definitions of scopes, please consult the resources provided at <http://www.gsa.gov/vendorpilot>.]

Q4: If a GHG inventory has been completed, is verification of your most recent GHG emissions inventory in process or completed? (Yes / No). If yes, please indicate to what level it has been verified (1st party- internal / 2nd party- GHG scheme administrator or client / 3rd party-independent external).

[Again, if a GHG inventory has not been completed, it is not necessary to answer this question; please skip to Question 5.]

Q5: Does your company complete a yearly corporate sustainability report (CSR) or disclose information on GHG emissions to third-party sustainability organizations? If so, please check all applicable forms of disclosure:

- a. Disclosure of GHG emissions to Carbon Disclosure Project (CDP)
- b. Disclosure of GHG emissions to The Climate Registry
- c. Disclosure of GHG emissions to other 3rd Party GHG or sustainability related registry
- d. Participation in the Global Impact Investment Reporting System (GIIRS)
- e. Completion of yearly Global Reporting Initiative (GRI) corporate sustainability report which is publicly available via Web site
- f. Submission of corporate sustainability report to GRI Disclosure Database
- g. Completion of yearly non-GRI corporate sustainability report which is publicly available via Web site

Q6: Does your company have a management plan in place to track and reduce energy use? (Yes / No)

Q7: Does your company purchase renewable electricity? (Yes / No) If yes, what percentage (by kilowatt-hours) of your company’s total electricity purchases in the last year were of renewable electricity? (1–29% / 30–69% / 70–100%)

Q8: Has your company identified specific climate-related risks and/or opportunities with the potential to generate substantive change in your operations, revenue or expenses? If so please identify the relevant categories of risks/opportunities:

- Risks/opportunities driven by changes in physical climate
- Risks/opportunities driven by changes in customer demand
- Risks/opportunities driven by changes in regulation
- Risks/opportunities driven by other climate-related changes

Q9: Does your company engage your suppliers in improving the sustainability of your supply chain? (Yes/No) If yes, what type of sustainability management practices are you engaging your suppliers on? Please check all that apply:

- Development of an Environmental Management System
- Reduction of energy use/increase energy efficiency
- Reduction of water use/increase water efficiency
- Completion of a GHG emissions inventory
- Increased recycling and reuse
- Improved waste management practices/landfill diversion goals
- Minimize use of hazardous materials

For additional information on this GSA initiative, as well as information and resources on the above sustainable management practices, visit <http://www.gsa.gov/vendorpilot>.