

Federal Strategic Sourcing Print Management
Blanket Purchase Agreement (s)
Functional Areas I and II Terms and Conditions
September 16, 2011 - September 16, 2016

Section I

The General Services Administration (GSA), 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 (BPAs).

The Government intends to establish multiple BPAs with qualified Contractors. Quotations will be evaluated for acceptability under the stated evaluation criteria and are within the pricing guidelines found in the evaluation section. All Schedule 36 contract terms and conditions are hereby incorporated into any resulting BPA established in response to this RFQ.

1.0 First Generation Print Management Federal Strategic Sourcing Initiative

This RFQ is issued as part of the Federal Strategic Sourcing Initiative (FSSI) for print management services initiated by the Office of Management and Budget, Office of Federal Procurement Policy.

Information on previous federal strategic sourcing initiatives may be found on the following website: <http://www.gsa.gov/portal/content/112561>

Agencies seeking to procure print consumables only are encouraged to visit the FSSI Office Products second generation BPA, OS2: <http://www.gsa.gov/portal/content/141857>

The FSSI Program Office was established and charged with implementing strategic sourcing policy for the Office of Management and Budget (OMB) government-wide. The Department of Treasury, the 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.

As a result, the General Services Administration intends to establish a first generation acquisition vehicle for the procurement of analytical services to improve print efficiencies and the procurement of devices and device service packages at prices that reflect the leveraged purchasing power of participating federal agencies.

1.1 Objectives

The three primary objectives of the Print Management BPA are to lower lifecycle cost drivers for multi-function and print devices and services, collect spend data to monitor future federal government-wide printing costs, and to drive sustainable printing solutions. The term “Total Cost of Ownership” is used throughout the RFQ as a construct and evaluative principle. The cost-savings objective is to “lower TCO” for print output.

The direct cost drivers to be reduced as part of this RFQ include, but are not necessarily limited to:

- Consumables, excluding paper
- Maintenance and repairs
- Hardware
- Software
- Energy consumption
- Training
- Relocation, where applicable

The Print Management BPA encourages industry to showcase their most advanced technology in sustainability through the Driving Environmental Sustainability MFD and Network Printer contract line item. The BPA seeks to procure both sustainable imaging devices and maintenance and consumable service packages.

1.2 Service Description

Services covered under this RFQ fall into two categories: (1) imaging device fleet assessment identified as Functional Area I and (2) document imaging solutions complete with maintenance and repairs, consumables, and usage reporting identified as Functional Area II. Document imaging solutions contemplate imaging via multifunction imaging devices (MFDs) and network printers (NPs).

The term “Device Plus” is used to refer to those solutions that are complete with devices, maintenance and repairs, consumables, and usage reporting as part of the overall requirement.

The term “Customizable Solutions” is used to refer to solutions that include the device, as well as any additional service, such as maintenance and repairs or consumables, that may be requested at the task order level. Customizable solutions that include maintenance and repairs or consumables agreements will also include reporting services. Device-only procurements are also provided as part of the “Customizable Solutions”. Those procurements will have no other services provided beyond the device itself.

1.3 Functional Area (FA) and Contract Line Item Organization (CLIN):

Functional Area I: Fleet Assessment	Functional Area II: Imaging Solutions			
CLIN 1: Fleet Assessment	Device Plus Service Solutions	Customizable Solutions	Customizable Solutions	Customizable Solutions
	CLIN 2a: Multifunction Device/Multifunction Printer Plus	CLIN 2b: Multifunction Devices	CLIN 2c: Multifunction Devices with consumable and meter readings excluding maintenance	CLIN 2d: Multifunction Devices with Maintenance agreements and Meter Readings excluding consumables
	CLIN 3a: Single function Network Printers Plus	CLIN 3b: Single function Network Printers	CLIN 3c: Single function Network Printers with consumable and meter readings excluding extended warranties	CLIN 3d: Single Function Network Printers with extended warranties and meter readings but excluding consumables
	CLIN 4a: Driving Environmentally Sustainable Solutions: Both MFD/Ps and Network Printer Plus	CLIN 4b: Environmentally sustainable devices	CLIN 4c: Environmentally sustainable devices with consumable and meter readings excluding maintenance or extended warranties	CLIN 4d: Environmentally sustainable devices with extended warranty and maintenance agreements but excluding consumables

1.4 Service Restrictions

Selection of Offerors for Functional Area I or II will be mutually exclusive. Contractors who are selected for a BPA in Functional Area I are prohibited from receiving a BPA in Functional Area II for a period of one year. Contractors who are selected for a BPA in Functional Area II are prohibited from receiving a BPA in Functional Area I for a period of one year.

In addition to being prohibited from being selected as a BPA holder, contractors are prohibited from sub-contracting or teaming on a BPA Order issued under the FSSI Print Management BPA in the Functional Area they do not have an agreement in. The contract holder under Functional Area I cannot be a contract holder under Functional Area II or have a business interest in the sale of devices or consumables sold by a contract holder under Functional II. The contract holder under Functional Area I cannot recommend the sale of its products under Functional Area II.

A contract holder in Functional Area I cannot recommend a manufacturer, brand, or describe the salient characteristics of recommended products in a manner that exclusively benefits one particular manufacturer or brand. A contractor who desires to move from Functional Area I to Functional Area II or vice versa must enter into an agreement with the Print Management Office to terminate their existing BPA and examine potential conflict of interest issues that may arise prior to preparing an offer under a different Functional Area during a "rolling admission" opening of the RFQ.

Offerors may prepare a Quotation for both Functional Areas. The Offeror must indicate which Functional Area they would prefer to perform in the event both are accepted prior to Quotation submission. The final decision regarding agreement establishment will remain with the Government. Functional areas III and IV are expected to be awarded during Fiscal Year (FY) 2012. FA III will include management of existing fleets, and FA IV will include a combination of offerings under FA I and FA II: Fleet Assessment and Device Plus/Customizable Solutions.

1.5 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 awards schedule (MAS) without prior definition of participating agencies and estimated quantities. Over twenty (20) Federal agencies, including the GSA, have participated directly in the development of this RFQ and intend to use the BPA, and all Federal agencies will be authorized to place orders against the resulting BPAs. Agency commitments to use the FSSI BPA are summarized in the attachment title —Agency Commitment.

1.6 Authorization to Use

Any warranted Federal or Department of Defense (DOD) Contracting Officer is permitted to place orders or otherwise make use of this BPA. All reporting requirements must be adhered to as stated in the Ordering Guide.

1.7 GSA Program Funding Fee

The GSA Program Funding Fee reimburses GSA for the costs of procuring and administering the Print Management BPA Program. 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. Remittance instructions for the Administrative Service Fee portion (.0125) of the Program Funding Fee will be provided to the Contractor within 60 days of BPA establishment by the Contracting Officer or designee.

1.8 BPA Period

BPAs established against this RFQ will be established for a period of no more than five (5) years. Pricing submitted should incorporate economic price adjustments, and commodity and labor rate increases. BPAs established against this quotation will be reviewed annually in accordance with the guidance set forth in FAR Part 8.405-3(d).

1.9 Rolling Admission

Offers submitted under this RFQ will be evaluated and established for the full five year period. The government intends to open a revised RFQ six to twelve months following the establishment of the initial BPAs. BPAs established in response to the current RFQ may continue without interruption when the RFQ is opened again.

The BPA prices established in response to the current (first) RFQ rolling admission offers will be used in the evaluation of later price offers. The government intends to reject later rolling admission offers that are higher priced than the first offers.

1.10 Contract Administration

At the BPA level, Contract administration, including performance reviews, quality review, and reporting of data will occur according to the published Ordering Guide. Task order administration activities will be outlined by the ordering activity.

1.11 Ordering Activity Quality Assurance

Ordering Officials are encouraged to utilize performance-based contacting techniques. The Ordering Official should develop Quality Assurance Surveillance Plans.

Below is the suggested format for creating Quality Assurance Surveillance Plans to create performance standards for and monitor Service Level Agreements.

Performance Requirements	Method of Surveillance	Standards (Numbers may be adjusted after real data is collected)	Incentive/Disincentive
<p>Performance Requirements are taken directly from tasks in the SOW</p> <p>Performance Requirement A: The contractor shall deliver 15 MFDs to location x no later than 4 weeks ARO.</p>	<p>Identify the COR or COTR, the data that will be collected, how data will be collected, and how the data quality will be ensured</p> <p>COR will verify delivery</p>	<p>Describe standards in terms of quality, quantity, timeliness, and cost-effectiveness.</p> <p>Met: Delivery date is on or before 4 weeks ARO</p> <p>Not Met: Delivery date is after 4 weeks ARO</p>	<p>The government may identify disincentives and incentives, or allow the contractor to propose disincentives and incentives. If incentives are proposed, the Contracting Officer must ensure that funds are available.</p> <p>Disincentive: The Government will assess the full cost of work interruption or other collateral costs to the contractor</p>
<p>Performance Requirement B: The contractor shall provide break/fix support</p>	<p>COR will monitor reports of down machines</p>	<p>Each quarter, device fleets will be 95% operational 100% of the days when the government is open for business</p>	<p>Ordering Official should negotiate with Contractor</p>
<p>Performance Requirement C: The contractor shall report meter reads for data outlined in Appendix C in a timely and accurate manner</p>	<p>GSA FSSI PMO will collect random samples</p>	<p>100% of data will be entered 10 days after the end of the quarter with 98% accuracy</p>	<p>Ordering Official should negotiate with Contractor</p>

STATEMENT(S) OF WORK

The Request for Quotes under Functional Area I, Fleet Assessment is being issued under Schedule 36 SINs 51-500, Managed Print Services and 51-501, Needs Analysis.

Fleet Assessment Statement of Work

The BPA statement of work will be incorporated into resulting BPA task order/delivery orders unless the Ordering Activity negotiates other terms and conditions. BPAs are subject to the terms and conditions of Schedule 36 except for in those instances when the BPA terms and conditions have supplemented Schedule 36 terms and conditions

The fleet assessment and needs analysis process includes, but is not necessarily limited to, discovery of all hardware in the existing fleet; discovery and analysis of existing output volumes; discovery and analysis of monthly or annual spend; workflow analysis; and optimization recommendations. The definition of an “imaging fleet” is the sum of all devices that print, copy, scan, or fax a hard copy document within a defined environment. Fleet assessments yield deliverables in the form of organizational reports and analyses designed to assist an agency in reducing the TCO of a fleet and improving operational efficiencies.

2.0 Objectives

The objectives of fleet assessment services are to provide vendor-neutral and operationally objective assessment and analysis services to any segment of any agency across the Federal Government. The fleet assessment services should be used by the ordering activity to identify all technological, operational and financial aspects of an agency’s existing fleet environments and print management needs.

- Optimization or Right Sizing—The removal or relocation of existing devices, as well as the potential addition of new devices to ensure maximum utilization rates. The optimum location for all devices should be identified based on existing workflow and business needs.
- Supply Chain Improvements—Identification of potential sourcing changes that can be applied to maximize the value of devices, as well as consumables and maintenance and repair services.
- Management Plan—An approach to be followed by an agency that will facilitate continuous improvement for any given fleet, and assist in the overall change management process that is required to maximize fleet potential.

2.1 CLIN 1: Assessment

The following are descriptions of tasks that may occur under CLIN 1:

2.1.1 Device Discovery

The Contractor shall identify all existing devices that are providing services within an agency's imaging fleet, as well as any devices located within existing inventories as requested at the task order level. The specific parameters of the imaging fleet will be identified at the individual task order level. The optimal device discovery data includes, but is not limited to, the following:

- Number of devices by manufacturer make, model, and location, as well as an indication as to whether the devices are connected directly to a workstation via a local connection, or connected to the network.
- Meter reads for all print, copy and fax devices, when applicable. Some devices may not lend themselves to the ability to collect a meter read. For those devices, the Contractor shall provide usage data based on assumptive analyses.
- Device utilization rates based on Maximum Monthly Duty Cycles and Recommended Monthly Duty Cycles.
- Floor plans created to show the layout of the existing environment and the location of the existing devices.

2.1.2 Data Collection Process

The Contractor shall submit a plan to collect and report all of the information outlined in this section through an automated process, a manual process, and a combination of the two.

2.1.3 Automated Data Collection Agents (DCA)

Contractors are encouraged to utilize any DCA tools such as software packages and universal serial bus (USB) discovery devices that will streamline the data collection process. The deployment of any such tool, however, will be subject to review and approval by the ordering activity at the task order level.

Any available electronic tools that are to be used in the automated collection process must be clearly identified in the Contractor's proposal at the BPA level. The contractor shall clearly identify any electronic tools that are offered for use directly by the ordering activity. Those tools shall be incorporated into the BPA as part of its available offerings.

2.1.4 Manual Data Collection

A requirement of this BPA is for the contractor to propose a plan for performing data collection services (such as meter reads and device discovery) without the use of automated DCAs. The Government anticipates task order where DCAs will not be authorized for deployment on an agency's network. In order to respond to those requirements, the Contractor shall provide a plan to collect the required data outlined in this section through a manual process that is not reliant on an electronic assessment tool.

The Contractor shall clearly identify its approach to performing inventory and collecting meter reads so as to streamline the manual process as much as possible and mitigate any disruption to the end user.

2.1.5 Spend Analysis

The Contractor should work with the ordering activity to collect all available spend data related to the existing fleet. For the purposes of this section of the SOW, spend data is defined as any electronic or hard copy data that can be produced by the ordering activity that shows the dollar amount expended for a particular product or service within the identified fleet. The spend data should cover a period of time that is identified by the ordering activity at the task order level and should include at a minimum:

- Consumable costs (e.g., purchase price, click price, and supply delivery cost)
- Maintenance and repair costs
- Device prices (e.g., lease, rental, and purchase prices)
- Usage costs (e.g., allowance, overage rate, cost per click, flat rate)
- Energy costs
- Lease termination costs
- Depreciation costs

For cases where an ordering activity may be unable to provide the Contractor with spend data for the existing fleet, the Contractor should propose a plan to generate an estimated spend using a combination of assumptive analyses and estimated values of the existing goods and services within the fleet. The assumptive analysis process will be designed to model past agency spend where the data is unavailable and should be based on established pricing rates within existing Government supply markets. Any tools or resources the Contractor uses in this process shall be clearly identified as part of the Contractor's proposal package at the BPA level. The primary purpose of the data is to enable the agency to understand its current print environment and to prove savings achieved by better managing print decisions. When a final deliverable of the above- referenced spend data is accepted by an Ordering Activity the deliverable will be made available to the GSA Print Management Office

2.1.6 Baseline Identification

Once the data collection process is completed, the Contractor shall use the data to establish a total TCO and cost per impression (CPI) for the identified fleet.

The TCO and CPI identified by the Contractor will serve as a baseline to measure performance improvement and cost reduction. Cost elements to be included in the TCO calculation are to be identified at the task order level, but as a standard should include the following:

- Consumable costs (excluding paper)
- Maintenance and repair costs
- Device costs
- Energy costs
- Lease termination costs
- Depreciation costs

Cost elements other than those included in the standards listed above may be required at the task order level. The Contractor shall further enhance the TCO calculations by identifying CPI for an

identified fleet. A CPI is calculated by identifying the TCO for an entire fleet over a set period of time, and then dividing the TCO by the number of hard copy images produced by that fleet over the same period of time. A CPI should be established for both black and white (B&W) and color output. At the task order level, the ordering activity shall identify to which degree it would like the CPI to be identified. For example, a CPI might be required for each device within the fleet, or for each device type (e.g., copiers and printers) within a fleet.

2.1.7 Benchmark for Cost Reduction

The Contractor shall establish a TCO and CPI during the baseline process so as to identify a benchmark for the ordering activity. The TCO and CPI benchmarks shall be the data components to which all progress toward cost reduction can be compared. The Contractor shall propose a plan to assist the ordering activity in measuring its progress toward lowering the ordering activity's costs. The Contractor is encouraged to offer the ordering activity tools that can be used to assist the ordering activity's progression. Any electronic tools such as software packages or management databases shall be identified in the proposal submission package at the BPA level.

2.1.8 Future State Recommendations

As part of the assessment process, the Contractor shall provide an estimated cost savings that can be achieved if the ordering activity were to follow an optimization and right-sizing plan designed to achieve the maximum potential from available resources.

2.1.9 Optimization

Using the data that was identified during the assessment process, the Contractor may be required to provide the ordering activity with recommendations for optimizing the existing fleet so as to use all existing devices to their maximum potential.

The Contractor shall provide an optimization plan as part of the proposal package at the BPA level. The plan should outline the overall process the Contractor will follow when making recommendations for optimization. The Contractor shall outline its approach to identifying deficiencies within the existing fleet as well as potential areas for improvement.

2.1.10 Right-Sizing Plan

In addition to optimizing the existing resources within a fleet, the Contractor may be required, at the task order level, to provide recommendations for right-sizing a fleet. The Contractor's approach to right-sizing shall be identified as part of the BPA RFQ submission package. Right-sizing will involve removal and and/or disposal of certain devices, as well as the potential addition of new devices.

All recommendations for device removal at the task order level shall be accompanied with a recommended disposal plan to assist the ordering activity in making decisions that will mitigate negative environmental impacts.

All recommendations for new devices should be manufacturer-neutral. The recommendations for new devices shall be identified based on machine functionality as opposed to brand name make and model. If the ordering activity requests that a brand name make and model be identified, the Contractor also shall identify all equivalent makes and models available.

2.1.11 Organizational Gap Analysis

In addition to assessing the functionality and cost of physical devices and technology, Contractor may be required to assess the current use of technology and describe inefficiencies in business processes and user behaviors. The Contractor may be required to present an analysis of how the current processes and user behaviors may be altered to create an optimal business environment. Solutions may include print rules and/or process reorganizations.

CLIN 2s and 3: Device Plus and Customizable Solutions Statement of Work

3.0 Request for Quotations: The RFQ for Functional Area II is being issued under SINs 51-500 Managed Print Services, 51-100 Copiers, 51 101 2 Consumable Supplies for Copiers, 51-100C Cost Per Copy Plan, 51-10F Flat Rate Plan, 51-55 Rental, 51-57 Maintenance Plans for Copiers, 51-58 Lease to Own for Copiers, 51-58A Operating Lease for Copiers. BPAs are subject to the terms and conditions of Schedule 36 except for in those instances when the BPA terms and conditions have supplemented Schedule 36 terms and conditions

3.1 Objectives

CLINs falling under the FAII are classified as Device Plus or Customizable Solutions. Device Plus offerings are for document imaging solutions complete with devices, maintenance and repairs, consumables, and usage reporting. Pricing for the Device Plus offerings of FAII will consist of a quotation for the device, and related service and consumables packages. Service and consumable packages will include a preventative maintenance or extended warranty plan, break/fix repair consumables and ordering support, and meter count/data reporting.

The contractor must notify the BPA Contracting Officer when a task order is placed for the device-only portion of FAII.

Prices are to be quoted in attached Appendix A: Pricing Spreadsheets. The Contractor is not required to offer every pricing plan represented in the Pricing Spreadsheets.

MFD Plus and NP Plus solutions include the following areas:

- Minimum device specifications (see Appendix B: Minimum Device Specifications)
- Minimum security requirements
- Standard service level agreements (SLAs), which are to be fully addressed in the ordering activity's RFQ
- Usage reporting

3.2 Volume Bands

The following table outlines the monthly capacity for each volume band, as well as the minimum speed ratings required for each band. The speed ratings apply to B&W output for letter-size (A4) paper.

Multifunction Devices			
	<u>Monthly Capacity “A”</u>	<u>Monthly Capacity “B”</u>	<u>Minimum Copy Speed</u>
Band 1	1 – 12,500	12,501 – 15,000	20 ppm
Band 2	15,001 – 25,000	25,001 – 50,000	30 ppm
Band 3	50,001 – 60,000	60,001 – 75,000	40 ppm
Band 4	75,001 – 90,000	90,001 – 100,000	50 ppm
Band 5	>100,000		60 ppm

Network Printers			
	<u>Monthly Capacity “A”</u>	<u>Monthly Capacity “B”</u>	<u>Minimum Print Speed</u>
Band 1	1– 10,000	10,001 – 12,500	20 ppm
Band 2	12,501 – 25,000	25,001 – 50,000	30 ppm
Band 3	50,001 – 60,000	60,001 – 75,000	40 ppm
Band 4	75,001 – 90,000	90,001 – 100,000	50 ppm
Band 5	>100,000		60 ppm

3.3 MFD and Color Bands

Capacity and speed specifications outlined in the above tables apply to B&W speeds. For color devices provided by the Contractor, the B&W speed will be the primary unit of measure, as opposed to the color speed. To provide the most cost-effective hardware for the Government, the Contractor is allowed to propose separate B&W and color devices in accordance with the following table.

Color Requirements		
	B&W	Color
Band 1	X	X
Band 2	X	X
Band 3	X	X
Band 4	X	X
Band 5	X	

3.4 Minimum Device Specifications

The Contractor shall provide MFDs, NPs, and ancillary products with the specifications set forth in Appendix B: Minimum Device Specifications. These specifications represent the base configuration that should be applied to all MFDs and NPs under this BPA. The Contractor shall

indicate as part of its offerings all of the optional features and accessories that can be added to each device.

3.4.1 Recycled Paper Content

All devices must be capable of operating at the performance standards defined in Section 3.8 with 100% recycled paper containing 50% post-consumer fiber content. The contractor must disclose any restrictions on the composition of recycled paper that may impact the functioning of its devices. Recommended paper must allow for a generic paper option.

3.5 Device Security for MFDs and NPs

The security requirements set forth in this SOW and in Appendix B: Minimum Device Specifications have been identified as the basic requirements common across Government agencies. These are the minimum security requirements applicable to all offerings provided as part of this BPA.

Each ordering activity may have its own hardware/software acceptance processes. MFDs and NPs shall be subject to ordering activity hardware/software evaluation processes at the task order level. If the MFD or NP fails a security evaluation, the Contractor may select a different technology 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 during the evaluation process, and shall identify a mutually acceptable solution. The Contractor shall provide the necessary equipment or expertise to complete security testing and integration into the existing environment.

3.6 Configurations and Settings

The ordering activity will provide specific configuration guidance applicable to its MFDs and NPs to the Contractor. All MFDs and NPs offered under this BPA shall have the ability to retain their current configuration state (passwords, service settings, etc.) after a power down or reboot. Administrative options and device settings shall have the ability to be password protected. The default password must have the ability to be changed at installation. New passwords shall comply with ordering activity standards for length and complexity. MFDs and NPs shall limit the ability to modify administrative settings to authorized personnel.

MFDs and NPs shall have the optional capability, based on ordering activity requirements, to track all jobs performed. These job logs shall be accessible only to authorized personnel.

The Contractor shall provide configuration documentation where applicable, and shall clearly demonstrate its approach to:

- Supporting the ordering activity's requirements for role-based authentication controls, including but not limited to the numbers and levels of user identifications (IDs) and discretionary access controls (e.g., key operators, backup key operators, system

administrators, users). The key operator refers to the principle end-user who is responsible for managing contract administration and user training.

- Providing documentation to describe how the ordering activity may be able to override or disable commonly known and published defaults, including role-based authentication code controls, such as user IDs, passwords, and discretionary access controls.
- Installing the most recent version of firmware, service, and application security software updates without jeopardizing the security of the device or network to which it is attached in order to install patches (or provide documentation about why patching is not necessary); and to comply with the technical requirements set forth in National Institute of Standards and Technology Special Publication (NIST SP) 800-53 (actual updates and installs will be controlled by the ordering activity's IT personnel).
- Assisting the ordering activity in complying with NIST SP 800-53 managerial and operational requirements with the proposed devices, including documenting the necessity or lack of necessity to install patches.

All devices provided under this BPA shall default to duplex and B&W output at the time of installation. For devices that may require network configurations and/or settings to be adjusted to allow for those actions, the Contractor must clearly outline that requirement as part of the quotation submission package. The Contractor shall provide a plan that will assist the ordering activity in adjusting those settings and/or configurations on the network.

3.7 Network Protocol

MFDs and NPs shall have the ability to prevent downloads from external websites. MFDs and NPs shall utilize only Hypertext Transfer Protocol Secure (HTTPS) sockets for any approved web-enabled services. Any wireless capabilities shall have the ability to be disabled on all devices. MFDs shall be capable of configuring static and dynamic internet provider (IP) addresses and domain name Service (DNS) server addresses, and shall support IPv4 and Ipv6. Devices also shall be able to use IP-based as well as media access control (MAC)-based address control. All devices shall include the optional capability for internet protocol security (IPSEC) or transport layer security (TSL) support. The MFDs shall be capable of supporting 802.11 when connecting to ordering activity networks.

MFDs and NPs may have built-in firewalls that limit connections to secure devices or be placed behind firewalls. MFDs and NPs shall be preconfigured to prohibit incoming fax lines from accessing the network and any data on the device, other than what is required to complete the fax. Any device connected to a network or other information system containing sensitive data shall have the ability to disable dial-in capabilities and internet access.

Ordering Activity Service Level Agreements

4.0 Performance Requirements for MFDs and NPs

The following sections address performance requirements for MFD and NP solutions as part of this BPA. The performance requirements establish the framework for the standard service level agreement (SLA) that is being incorporated at the BPA level. 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 (4.1-4.10) shall be the standard.

4.1 Delivery and Installation

Delivery and installation shall be coordinated by the ordering activity as part of the ordering process when placing orders against this BPA. The Contractor shall deliver and install MFDs and NPs within thirty (30) calendar days from the date of award for each task order, or within the timeframe specified by the ordering activity at the task order level. Each MFD and NP shall be permanently marked by the Contractor on the front frame with a unique identification/asset tracking label that includes, at a minimum, the model number, serial number, and a toll-free service telephone number. As a baseline, deliveries and installations shall be conducted Monday through Friday between the hours of 8:00 am and 5:00 pm (local time), excluding federal holidays. Delivery and/or installation may be necessary during other hours due to specific requirements of the ordering activity. If the Contractor's proposed delivery or installation time is not acceptable to the ordering activity, both parties shall negotiate a mutually agreeable alternate time.

At the task order level, the Contractor should be prepared to offer storage services to the ordering activity for orders that may require a phased delivery, or that involve a delayed start date for the performance of the order. The contractor must be prepared to provide storage services to the government 60 days after receipt of order for free

At the time of the initial delivery, the Contractor shall provide one month's consumable supplies for each MFD or NP, excluding paper. The supplies will be stored by the Government.

The Contractor shall provide a substitute MFD or NP of equal or superior features and capabilities if for any reason the original model is not available. The substitute shall be approved by the ordering activity prior to installation. Only those devices that have been awarded as part of this BPA can be used as substitutes.

Note: Lease times shall not restart for substitute MFDs or NPs.

Ordering activity and facility security procedures shall be followed and may require off-site screening of equipment and supplies prior to delivery. Specific ordering activity and building

security screening procedures will be identified at the task order level prior to award. If security procedures result in an additional cost to the Government, the Contractor shall immediately notify the task order Contracting Officer in writing.

4.2 Installation Report

The Contractor shall provide an installation report at the task order level to the designated personnel member within ten (10) calendar days from the date of installation for each MFD or NP unless otherwise negotiated by the Ordering Activity and the contractor. The installation report shall include, at a minimum, the ordering activity BPA number, task order number, device manufacturer, model number, serial number, and placement location, including room number, building number, office name, customer's name and phone number, name and job title of the individual installing the device, and the key operator's signature of installation approval with the date and item number of the task order.

4.3 Product Upgrade

The Contractor shall ensure continuity and availability of all products under the terms and conditions of the BPA. When a Contractor's device is no longer available (e.g., discontinued production), the Contractor shall propose a replacement device and/or replacement parts of equal or greater capabilities as the current ones in accordance with standard commercial practices.

The Contractor shall be allowed to replace the MFD(s) and NP(s) on the BPA with new technology one time every 12 months. The new technology shall be approved by the BPA Contracting Officer. Under no circumstances shall the ordering activity incur additional costs for product upgrades, unless the cost variance is approved by the BPA Contracting Officer and incorporated via formal contract modification.

Upon approval of a product upgrade, the Contractor shall retain resources necessary to address all task order requirements for the legacy MFD(s) and NP(s). If resources are not available to address all requirements for the legacy MFD(s) and NP(s), the legacy MFD(s) and NP(s) shall be replaced with the Contractor's new MFD(s) and NP(s) to meet the requirements of the existing task order at no additional cost to the Government.

4.4 Training

At a minimum, the Contractor shall provide training to the key operator for each device provided under a task order. The schedule for that training shall be determined by the ordering activity. If the key operator is not available during this time period, the Contractor is required to establish a mutually agreeable alternate time to provide training at no additional cost to the Government. If the key operator has previously received training for a specific device, the training requirement has been fulfilled and no additional training shall be required.

Training shall include, at a minimum, how to operate the basic function keys of the MFD or NP; location and procedures for installing consumable parts, such as paper, toner, staples, etc.; how to operate special features, including but not limited to duplexing, enlargements, and reductions;

multiple job queues; diagnosis and resolution of basic device malfunctions, etc. In addition, the training shall give the key operator the necessary knowledge to sanitize the device(s) after classified information has been exposed (e.g., copied, faxed, e-mailed, scanned, or printed) or spilled.

The Contractor shall provide access to training materials that meet the initial ordering activity's key operator training requirements for the training of new key operators within thirty (30) business days of contract award. Acceptable training methods include CD-ROM, web-based, and/or in-person training at no additional cost to the ordering activity.

4.5 Maintenance Services

For those solutions provided with maintenance/repair agreements, the Contractor shall be responsible for maintaining the devices at a 95% monthly availability/up-time rating. The 95% rating shall apply to those devices not considered to be in remote or outside of the continental United States (OCONUS) locations. Availability/up-time ratings are based on the nine (9)-hour Government business day and industry standards. Exact requirements will be established at the task order level. These service levels are minimums under this BPA. Ordering activities are authorized to adjust these up-time ratings, as well as official designation of required up-time rates for remote and OCONUS locations at the task order level.

All device components required to ensure that the up-time requirements of this BPA are met shall be included in the maintenance agreement. For devices not owned by the ordering activity, the Contractor shall replace any MFD or NP that operates at less than the required up-time for two (2) consecutive months with an MFD or NP of equal or greater capabilities at no cost to the ordering activity.

Unless otherwise specified by the ordering activity, the Contractor shall affix identification/asset tracking labels to all devices under a maintenance agreement. All labels shall clearly identify the device serial number and the toll free number that is to be ordered for 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 am to 5:00 pm with respect to 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 (POC) 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 installation; 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.

The Contractor shall provide, at a minimum, annual service orders at no charge to the Government. The annual service orders are a preventive maintenance service for devices covered by a maintenance agreement to ensure the devices furnished 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 the same MFD or NP model.

For service orders placed by the ordering activity, the Contractor shall dispatch a technician within six (6) hours to respond to all noncritical devices requiring onsite service. The exact definition of critical and noncritical devices will be established at the task order level. Response time on a service order begins when the order, if placed by phone, is received by the Contractor. Service orders received after normal hours of operation shall begin the following business day at 8:00 am. After determining that an MFD or NP cannot be repaired, the Contractor shall provide a temporary device of equal or greater capabilities within two (2) business days at no additional cost to the ordering activity. After the service order is completed, the service technician shall notify the key operator about whether or not service was completed satisfactory. If the original MFD or NP is not repaired within fourteen (14) calendar days, the Contractor shall provide a permanent replacement MFD or NP with equal or superior features and capabilities.

Devices for "critical use" shall be identified as part of the ordering process for resulting task orders by the task order Contracting Officer. The Contractor shall dispatch a technician within two (2) hours for devices designated for "critical use" requiring onsite service, at an additional cost. If a device for "critical use" cannot be restored to its fully operational state, the Contractor shall install a substitute device within one (1) business day of the service response, at no additional cost to the Government. Devices for "critical use" may require maintenance on federal holidays. The Contractor may be required to interact with personnel that provide IT help desk support.

4.6 Repairs

For those solutions provided with maintenance/repair agreements, the Contractor shall dispatch a repair technician within six (6) hours to respond to all noncritical purchased devices requiring onsite repair service. Response time on a service order begins when the order, if placed by phone, is received by the Contractor. Service orders received after normal hours of operation shall begin the following business day at 8:00 am (local time). The Contractor shall dispatch a repair technician within two (2) hours for purchased devices designated for "critical use" requiring onsite repair service, at an additional cost.

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.

4.7 Meter Reads

To promote continued reduction in the TCO for the FSSI program, the Government understands the critical need for data collection and monitoring of the devices deployed under this BPA. For all devices provided with a maintenance and repair agreement and/or a consumables agreement, the contractor will be responsible for providing device meter reads to the ordering activity. The

data collected from these meter readings will allow the Government to track savings and identify potential areas for additional process improvement.

The contractor shall conduct meter reads for every individual device deployed in a Order/Task Order issued against this BPA. GSA will advise ordering activities to address the handling of remote readings of meters through their task order requests.

If allowable by the ordering activity at the task order level, the Contractor shall remotely collect and submit meter reads for all devices. Each ordering activity shall decide, based on risk assessment and network requirements, to approve the remote retrieval of meter reads. Approval will be determined by the network system owner's acceptance of risk. Note: Remote access will be subject to security review and modified to protect the ordering activity's IT resources from intrusion or compromise.

For orders placed by ordering activities where remote meter reading is not allowed, the Contractor shall propose a plan outlining how those meter reads will be collected as part of the package at the BPA level. The plan shall clearly outline the process that will be followed and the methodology that will be used to collect the meter readings. Monthly and quarterly readings shall be the standard for meter read collection. Any frequency other than the standard will be addressed at the task order level.

The Contractor shall notify the ordering activity, in writing, about a possible monthly usage level change if a device's output is below the contracted monthly allowance rate for two (2) consecutive months. If the lower usage level continues beyond a consecutive six (6)-month period, the Contractor shall downgrade the monthly usage level/volume band at no penalty to the Government. The adjustment shall be reflected in the task order invoice. The ordering activity and the Contractor will be responsible for monitoring monthly usage of devices.

4.8 Consumables

For those solutions provided with consumables agreements, 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 or consumable agreement. All consumable items required to ensure that the up-time ratings of the task order are met shall be included in the agreement.

Supplies shall be delivered to the destination location within three (3) to five (5) business days of receipt of the consumable request. The Contractor also shall provide the ordering activity the option to have supplies delivered to the destination location within two (2) business days of receipt of the consumable request at an additional cost. 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 or remanufactured toner as part of their required consumables solutions. Contractors are encouraged to provide sustainable

offerings as an optional consumables solutions at the BPA where available. The contractor shall clearly identify those offerings as part of the submission package at the BPA level.

4.9 Geographical Coverage

The Contractor may be required to deliver products and provide onsite services in all 50 states in the United States (U.S.), the District of Columbia, and all U.S. territories. If there are additional charges for delivery to Alaska, Hawaii, Puerto Rico, or the territories, this shall be clearly addressed in the pricing quotation.

Each ordering activity will clearly identify all locations requiring products and services at the task order level. Location classifications such as “metro” versus “remote” locations also will be agreed on by the ordering activity and the Contractor at the task order level.

4.10 Equipment Relocation, Removal, and Disposal

For devices provided to the Government through methods other than purchasing, the Contractor shall provide one (1) relocation per year, per device, within twenty-five (25) miles of the previous installed location when the equipment is located within the 50 U.S. states or the District of Columbia. At the task order level, the Contracting Officer will notify the Contractor of the new location and requirements (e.g., special rigging) via contract modification. Upon receipt of the contract modification, the Contractor shall relocate the device within five (5) business days at no additional cost to the Government. Any arrangements requiring relocation outside of the normal five (5) day standard will be addressed at the task order level. Relocations shall be coordinated with the key operator and/or other authorized personnel as defined at the task order level.

For devices provided to the Government through methods other than purchasing, the Contractor shall remove those devices within five (5) business days of the task order expiration date at no additional cost to the Government. Any arrangements requiring removal outside of the normal five (5) day standard will be addressed at the task order level. Removals shall be coordinated with the key operator and/or other authorized personnel. The Contractor should notify the key operator and/or other authorized personnel of a removal one (1) month prior to the expiration date of the task order. The Government will not assume any responsibility for non-purchased devices left at a facility beyond the task order expiration date.

The Contractor shall provide a removal report to the key operator and/or other authorized personnel upon removal of each device. This report shall include, at a minimum, the serial number(s), model(s), BPA number(s), task order number(s) and expiration date(s), and a description of how each device was sanitized to remove residual information.

The Contractor shall assess the salvage value of purchased equipment at the end of its useful life based on its current retail value. The Government may return the equipment to the Contractor and use the assessed salvage value to offset the purchase price of a new device.

As part of the proposal, the Contractor shall clearly identify its approach to device disposal, including a plan to mitigate the amount of material that will enter a landfill once a device has exceeded its useful life and increase the amount of material that is recycled and re-used.

For any equipment removed by the Contractor and scheduled to be refurbished or disposed of, the Contractor is required to demonstrate as part of its disposal plan that those actions will be handled by a refurbisher or recycler that is third-party certified to either the Responsible Recycling Standard or the E Stewards Standard.

<http://www.epa.gov/osw/inforesources/news/2009news/08-r2.htm>
<http://e-stewards.org/certification-overview/program-details/>

Driving Environmentally Sustainable Solutions: CLIN 4

5.0 Objectives

In an effort to establish best practices and lead the way for sustainability procurement of MFDs and NPs, the Contractor may propose as part of its solution up to two (2) environmentally sustainable Device Plus offering per volume band.

CLIN 4, Driving Environmentally Sustainable Solutions may overlap with offerings under CLIN 2 and 3. The key requirement for CLIN 4 is that the offering represents the most sustainable offering available in the contractor's fleet. The Contractor shall clearly identify the volume band under which each device is being offered.

The Contractor also may offer environmentally sustainable consumable and maintenance packages to include bio-based toner and/or remanufactured toner where available. Contractors are also encouraged to provide devices with increased recycled content paper handling ability, as well as devices that are manufactured according to environmentally sound practices.

As noted in Appendix B, Device Specifications, at the BPA level, the Government reserves the right to require, via upcoming technology refreshes and later RFQ releases that products meet the upcoming IEEE 1680.2 standard for the environmental assessment of imaging equipment once these standards are final and publicly available. Agency procurement guidance for technology transitions published in the Federal Acquisition Regulations will be followed as IEEE standards are finalized and published.

The registration requirements and a list of all equipment meeting the requirements will be available at www.epeat.net. At the time that these new IEEE standards are final, the Contractor will be required to provide quarterly reports quantifying the number of EPEAT-registered products purchased under this BPA, broken out by the product registration levels of bronze, silver, or gold.

5.1 Device Specifications

5.1.1 Recycled Paper Content

In an effort to comply with individual agency directives to use recycled paper, all devices offered under CLIN 4 must have the ability to function at minimum service level agreement standards established in section 4.0 when operating with recycled paper containing at least 50% post-consumer recycled fiber content. Contractors must disclose any restrictions on the content and composition of recycled paper that will impact service level agreement performance standards as described in section 4.0. Restrictions must be described in terms of composition and content and must allow for generically manufactured options.

5.1.2 Device Compliance

In addition to 5.1.1, all devices offered under CLIN 4 must comply with the technical specifications outlined in Section 3.0 and Appendix B.

5.2 Device Plus Sustainable Service Offerings

Contractors may offer to provide devices and remanufactured and/or bio-based toner. Sustainable service/consumable offerings must provide all services described in Section 3.0, which includes data reporting, with a maintenance plan or extended warranty lasting at least five years.

BPA Deliverables and Quality Assurance

The following deliverables and quality assurance process will apply to all BPA holders in CLINs 2-4.

6.1 Webpage

The Contractor shall provide an informational webpage throughout the life of the BPA. This webpage shall not serve as a point of order entry for the Contractor. The primary purpose of the webpage will be to inform Government purchasers of the Contractor's BPA offerings. This webpage shall assist with general product selection and ordering guidelines for Government agencies. The Contractor shall design, deploy, operate, maintain, update, and manage a 24x7 Section 508 compliant informational webpage. The webpage shall not be a direct charge under this BPA. The webpage shall demonstrate the functional capability associated with different products and services offered under the BPA. The specific organization and aesthetics of the webpage content remains at the discretion of the Contractor.

The webpage content shall be operational thirty (30) business days after award of the BPA. The webpage shall include, at a minimum:

- A conforming version of the BPA and the Contractor's Federal Supply Schedule contract that is up to date, including all modifications, if any, and terms and conditions.
- POC information for the Contractor, including at a minimum, contract representatives, sales representatives, customer service support, and billing representatives.

- A list of available products, accessories, supplies/consumables, and maintenance offerings and procurement methods (e.g., purchase, lease, etc.).

6.2 BPA Sales Reports and Meter Reads

The Contractor shall provide BPA sales reports and agency meter read data via the online web portal located at <http://www.strategicsourcing.gov/>.

Specific data fields are established in Appendix C. The frequency and level of effort for data reporting is estimated to be one hour quarterly.

The sales and meter read data captured will be synthesized on the strategic sourcing portal into contractor-specific and global reports that allow transparency into performance at the task order level.

Contractor-specific information will be available to the GSA Strategic Sourcing program office, the Office of Management and Budget, and individual agencies. The information through the portal will be password protected.

Some objectives of the reports generated by the strategic sourcing portal will be:

- Allow transparency into the federal government's aggregate print spending patterns
- Allow transparency into the expected cost per copy of new devices
- Gather data on contractor sub-contracting achieved at the order/task order level

6.3 Order-Level Preference for Strong Small Business Sub-Contracting Performance

Large businesses with a corporate small business plans that do not intend to submit a master BPA sub-contracting plan must submit Order-level sub-contracting goals. Sub-contracting performance shall be reported quarterly and may be used as evaluation factor in Order-level competitions. Ordering Activity Contracting Officers will determine how to evaluate large business small business sub-contracting performance.

6.4 Government Acceptance Period

For required deliverables at the BPA level, the authorized BPA official will review deliverables prior to acceptance and notify the contractor if they are not accepted. If the deliverable is acceptable, the authorized BPA official will send an e-mail to the Contractor noting that the deliverable has been accepted. The acceptance period for all deliverables at the task order level will be identified by the ordering activity at the time of the order.

At the BPA and task order level, the Government's authorized BPA official will have the right to reject or require correction of any deficiencies found in a deliverable that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified by the Government's authorized BPA official of the

specific reasons for rejection. The Contractor shall have an opportunity to correct the rejected deliverable and return it per delivery instructions.

The Government’s authorized BPA official will have five (5) business days to review a deliverable and make comments. The Contractor shall have three (3) business days to make corrections and redeliver. All other review timeframes and schedules for deliverables shall be identified at the task order level. The Contractor shall be responsible for timely delivery to Government personnel in the agreed-on review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to ensure the established schedule is maintained.

6.5 Quality Control

The Contractor should describe its Quality Control approach for meeting the Deliverable Schedule outlined in Section 6.6. A Quality Assurance Surveillance Plan will be developed between the GSA FSSI Print Management Office and the contractor 30 days after BPA award to create a plan for monitoring the submission of deliverables in Section 6.6 and to monitor Contractor Order-level performance.

6.6 Deliverable Schedule

All electronic deliverables shall be prepared using applications in formats approved by the authorized BPA official. All deliverables shall be delivered to the authorized BPA official via e-mail with a copy of the deliverable cover letter to the BPA Contracting Officer.

Item	SOW Reference	Deliverable/Event	Due By	Distribution
1		Post-Award Conference	10 Days After BPA Award	N/A
2		Webpage	30 Days After BPA Award	BPA CO
3		Data Reporting BPA Plan	30 Days After BPA Award	BPA CO
4		Contractor Order Performance	Quarterly	BPA CO
5		Contractor Sub-Contracting Dollars Awarded	Quarterly	BPA CO