

STATEMENT OF WORK (SOW)

Xerox Printer Maintenance and Supply Service

1.0 Introduction

The Department of Veterans Affairs (VA) Winston-Salem Regional Office (WSRO) is committed to ensuring that veterans are provided the best possible claims processing services. Contractor shall provide a full service maintenance agreement , to include supplies, parts and services , (except copying paper), necessary for the proper functioning of 34 multi-function Xerox machines to facilitate claims processing.

1.1 Location

The machines requiring service are at four locations in NC:

- a. Department Of Veterans Affairs Regional Office

251 N. Main St.

Winston-Salem, NC 27155

1st Floor

Public Contact Team (Rm 103): AE9119552, AE9119573

Union Office (103B): AE9119560

Congressional Office (Rm 111): AE9119555

4th Floor

VR&E (front office Rm 426): AE9119473

VR&E (back office Rm 444): LX7167338

5th Floor

Mailroom (Rm 530): XEL624538, XEH615502, XEH613424

VSC IPC: AE9119574

Non-Rating Team: XEH616371

8th Floor

Training Room (Rm 830): AE9119487

A loading dock is available for service. It is able to accommodate a trailer no longer than 40'.

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b. Department OF Veterans Affairs Regional Office

100 N. Main St.

Winston-Salem, NC 27101

17th Floor

BDD (suite 1700) AE9119558, AE9119576, AE9119554, AE9119580, XEH616340

18th Floor

Rating Teams and Pre-Post Discharge Teams (suite 1800) XEH613479, XEH613304, XEH615730

19th Floor

Quality Review Team and Rating Teams (suite 1900) XEH614244, XEH613451, XEH613409,
AE9119561

20th Floor

Special Ops and Express teams (suite 2000): XEH614411, XEH613430, XEH614427

Training Room 20B (Rm 2025) XEH614447

Training Room 20D (Rm 2029) XEH614409

26th Floor

Appeals, Fiduciary and SSD Teams (2600) XEH614423, AE9119570

An inside delivery dock is available for service.

c. Department OF Veterans Affairs Ft. Bragg VR&E

Bldg. 4-2843 Normandy St.

Ft. Bragg, NC 28307

First floor: EX9018313

Basement: XEH614467

A loading dock is available at rear of building

d. Department OF Veterans Affairs Camp Lejeune

501 N. Street

Camp Lejeune, NC 28547

Building 501: XEL624550

Building H14: XEH615240

There is no loading dock at this location

Note: Contractor employees will be escorted by designated location staff coordinated by RO318 POC.

1.2 Period of Performance

One (1) year from date of award, with four (4) one-year option periods.

1.3 Options

Government reserves their right to exercise an option year. Annual evaluation will take place to determine if option is most advantageous and offers the best value to the government.

2.0 Invoices

Send Invoices to the Department of Veteran Affairs via email to Brian.Hawks@va.gov
_ Amanda.Lam@va.gov with a cc to Raymond.tracey@va.gov

3.0 Background

The WSRO processes veterans' benefit claims at several locations in Winston-Salem and across the state. The office is home to over 300,000 military veterans residing in the state of NC. The office is responsible for administering several national veterans' benefit programs to service members leaving military. A critical part of processing veterans' claims is the ability to copy/print a large volume of claim related documentation to support the needs of America's veterans. The WSRO currently owns a large fleet of copy machines, but requires additional maintenance and supply capabilities to keep the machines in a ready status.

4.0 Scope

The maintenance service contract shall include full service and preventative maintenance of Xerox models 5755, 5325, 5765, 5790 and 5875 machines owned by the VBA. This includes all operational/consumable supplies such as toner, fusers, photoconductors, staples and other supplies as needed, except copy paper. Network configuration for the machines to include adding fax capabilities and secure print capability features if required, will be handled by The Department of Veterans Affairs Information Technology Department. Do not include fax and secure networking in your pricing. Software contractor is only required to price software that is specific to any device that requires it (i.e. drivers) This should be priced as a separate line item if it is requested. Do not include the cost in monthly cost or totals. (see price schedule pages) contractor shall furnish all repair tools, parts, labor, transportation,

and supplies required to accomplish repairs to include , cleaning, adjusting, and calibrations in the accomplishment of necessary repairs/adjustments.

4.1 Hard Drives

- a. Hard drive data shall be erased and completely deleted. Hard drives will then be removed from copiers in accordance with recommended manufacturer standards and handed **over to the SSD POC of subject contract. Receipt shall include as a minimum serial number of copiers and associated hard drive (serial number and model) removed.**
- b. Contractor can provide instructions to program office on a Do it Yourself (DIY) how to remove harddrives as an option. SSD POC will sign and receive the physically removed hard drives for proper disposal in accordance with RO Winston-Salem disposal and security policy. Contractor shall submit their process for data removal/deletion. Coordination with company that installed copiers prior to removal is required.
- c. Contractor shall coordinate with the Station POC to confirm and identify if devices come standard with DOSS which is a hard drive overwrite security feature that wipes the drive clean after each use and is included in cost quoted.
- d. Software, the contractor shall include a separate cost for software required to correct any machine mal-function (i.e.drivers) as it may or may not be required depending on the device being repaired.
- e. Contractor may include optional cost not included with monthly cost for OEM fax kits, in case they are needed.

4.2 Employee Identification

Contractor personnel shall wear an identification badge that, at a minimum, displays the company's name, employee's name and photo. Contractor personnel shall comply with all government rules and regulations while at the WSRO.

4.3 Hours of Operation

All work shall be conducted during normal operating hours of 7:30AM to 4:00PM, Monday through Friday excluding federal holidays. Federal holidays are New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

5.0 PREVENTIVE MAINTENANCE:

- a. Repairs shall be based on request made from the program office point of contact. Replacements parts should be original equipment manufacturer (OEM). Preventive maintenance shall be in accordance with manufacturers recommended schedule for preventative maintenance.
- b. The contractor shall provide and maintain records of call outs for repair, hard drive destruction, emergency call outs after hours and records of supplies provided for devices.
- c. Service Plan: Contractor shall submit a brief plan on their procedure for service calls and replacing of equipment when necessary. Plan should also include service calls during normal hours and emergencies.
- d. Contractor shall coordinate with Station POC to ensure all devices have manufacturer's name, model number, and identification number legibly stamped or affixed to the devices in a readily accessible location for identification purposes.
- e. Contractor shall provide all consumable supplies (excluding paper), required for copying, printing, scanning, and faxing. Consumables shall consist of and are not limited to toner, developer, black and color cartridges, staples etc. The contractor shall automatically replenish consumable supply inventories based on monthly production levels and established need.
- f. In the event a repair cannot be accomplished at initial call out the contractor Contractor shall provide estimates of turnaround to repair equipment where a replacement part(s) must be specially ordered. Allow for a "stand by device/loaner, if needed. This would require removal of the Hard Drive prior to removing device from its location and re-install upon completion of repair.
- g. The Point of contact for coordinating replenishment of supplies is Brian Hawks/Amanda Lam Phone: 336-251-6927 or +1 (336) 251-0974, Brian.Hawks@va.gov and email Amanda.Lam@va.gov.
- h. The Federal Government observes the following holidays: New Year's Day, Martin Luther King Jr, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas. No work or repairs shall be scheduled on the dates of observance for these holidays.
- i. Contractor shall provide technical assistance, troubleshooting and resources for setup of secure print release and secure scan to email functionality for the device only. Connection and configuration will be performed by the IT staff with assistance of the contractor.

6.0 TYPE OF CONTRACT

Firm Fixed Price (FFP) Contract. No labor hours will be included

7.0 INSPECTION OF SERVICES RECEIVED

- a. The Contracting Officer or their designated Support Services Division (SSD) Program Office Point of Contact (POC) has the right to accept or reject services performed.

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Contractor shall ensure that repairs accomplished results and device being fully functional prior to departure from facility. Testing repair will be done with Governmnet POC presence. The SSD POC shall perform inspections in a manner that will not unduly delay the work.

- b. If any of the services do not conform to contract requirements, the Contracting Officer may require the contractor to perform the services again in conformity with contract requirements at no additional cost or increase in contract amount.
- c. When defects in service cannot be corrected by re-performance, the SSD POC may Report deficiencies to the Contracting Office for further action.
- d. Reject Invoices that contain work not found acceptable in accordance with the terms and conditions of the contract
- e. If the contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the Contracting Officer may
 - i. Have the service performed by a separate vendor and deduct the cost from the contractors next invoice.
 - ii. Terminate the contract for convenience or for default.

8.0 SUBCONTRACTS

No portion of the work shall be subcontracted without prior written consent of the Contracting Officer. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the Contracting officer with the names, qualification and experience of their proposed subcontractors (s). The contractor shall however remain fully liable and responsible for the work to be done by his subcontractor(s) and shall assure compliance with all requirements of the contract.