

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. This statement of work is designed to obtain on-site full maintenance service agreement (FSMA) , for maintenance, repair and consumables , (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'.

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: XEL623099

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 maintenance, repair 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 accomplished by the Department of Veterans Affairs IT Office. Contractor shall provide assistance if required by IT in regards to the physical device only. Contractor shall have working knowledge of devices listed on inventory. Contractor shall automatically replenish consumable supply inventories based on estimated monthly levels and established need. Contractor shall provide estimates

of turnaround to repair equipment where a replacement part(s) must be specially ordered. Allow for inclusion of newly-acquired equipment and removal of de-commissioned equipment from the schedule

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. 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 in their FSMA Plan. Coordination with company that installed copiers prior to removal is required.
- b. Contractor may submit (DIY) instructions for program office to remove hadrdrives, but should provide a quote for hard destrtution as shown on the Schedule page for pricing.
- c. The equipment provided under subject task order does have hard drives. Contracor will confirm if eca device is equipped with DOSS which is a hard drive overwrite security feature that wipes the drive clean after each use and is in included in cost quoted.
- d. Hard drive removal is included in cost if at any time equipment is to be removed or replaced.

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. Preventive maintenance shall be in accordance with manufacturers recommended schedule for preventative maintenance.
- b. The contractor shall provide and maintain an inspection system acceptable to the Government covering all services under this contract.
- 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. All copiers will have manufacturer's name, model number, and identification number permanently and legibly stamped or affixed to the copiers in a readily accessible location.

6.0 TYPE OF CONTRACT

Firm Fixed Price (FFP) Contract. No labor hours will be included. All cost should be FOB destination Pricing

7.0 INSPECTION OF SERVICE

- a. The Contracting Officer or their designated Support Services Division (SSD) Program Office Point of Contact (POC) has the right to inspect all services called for by the contract, to the extent practicable at all times and places during the term of the contract. 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 increase in contract amount.
- c. It is recommend that any replacement part be according to OEM specifciatison for the device beng repaired.
- d. When defects in service cannot be corrected by re-performance, the SSD POC may Report deficiencies to the Contracting Office for further action.
- e. Reject Invoices that contain work not found acceptable in accordance with the terms and conditions of the contract
- f. 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.
- f. Contractor shall provide estimates of turnaround to repair equipment where a replacement part(s) must be specially ordered. Allow for inclusion of newly acquired equipment and removal of de-commissioned equipment from the schedule.
- h. Software . The only software that may be needed is the software required to correct any machine malfunction(I.E. drivers) provided by the technician. IT will not provide any machine specific software.

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.