

## Statement of Work

This uses a **Brand Name or Equal Description** of the product required. This permits prospective contractors to offer products other than those specifically referenced by brand name. Offerors of equal products shall include **equipment brochures which clearly define the equal product, or offer will not be considered.** Any information submitted by an offeror for consideration will not be returned and will remain the property of the VA. All costs associated with submitting the above are the responsibility of the Contractor and all information provided must be submitted to the Contracting Officer.

### **Mail Equipment Lease Contract**

#### **MAILING SYSTEMS**

##### **OBJECTIVE:**

To propose upgrades and cost-saving mailing systems for the Poplar Bluff VAMC.

#### **1. Purpose/Intent**

The intent of this Proposal is to lease with a base year and four option years, new and cost-saving Mailing System equipment, with Supplies, Updates and Service contract, including all required hardware, software, maintenance and services necessary to manage mail operations for the Poplar Bluff, Mo VAMC that meet all USPS, Federal and VA mail processing requirements. Additional units can be added for new locations at a prorated fixed price with lease terms ending at the same time for all units.

1A. The Poplar Bluff, Mo, VAMC (657A4) consists of the main Medical Center located at 1500 N Westwood Blvd., Poplar Bluff, MO 63901.

#### **2. Background**

Facility's Mail Room at Poplar Bluff is responsible for processing all incoming and outgoing letters, parcels, and packages (Mail Room operations do not include "Freight"). In FY 16 this site processed 485,481 pieces. Postage operations included USPS First Class mail and UPS small parcel/package.

#### **3. Technical Specifications- *The Contractor shall provide:***

3A. **Connect 3000 Mail System w/5# scale platform or Equal– one (1) each**, with an automated system that processes 170 letters per minute or better while using weight based metering, and able to weigh mixed mail pieces and accommodate different thicknesses without sorting. Ability to process and seal mixed mail. The equipment able to process mail from postcard size to 10 x 14inch envelopes. Max envelope thickness processing and sealing of at least 3/4 inch or better. Unit will need to connect to the Internet via a high-speed data connection (DSL). 270 LPM Non-WOW Main Unit. 170 LPM WOW Mode Main Unit.

- Integrated weighing platform to accommodate up to 5 pounds with the capability for differential weighing. Differential (negative weighing) allows multiple mail items to be placed on the scale platform. The system will calculate the weight and rate of the piece removed and set the meter or tape for the correct postage.
- Technical solution to radically reduce double feeding through use of active reverse separation. Equipment with single belts and mechanical stops do not provide sufficient double feed protection.

- Auto-alignment capability within feed area to allow unit to autocorrect for pieces in feed area that are not perfectly aligned.
- 15-inch High resolution monitor with touchscreen input capability.
- Ability to support both wet and dry application of continuous roll gummed pressure sensitive postage tape. System shall allow the operator to select pre-moistened or dry tape.
- System must provide flexibility to use engineered liquid solutions for sealing rather than water alone. Engineered solutions reduce clogged lines, calcium build-up due to hard water and mildew/algae and improve glue breakdown over standard water.
- Software able to track and report expenditures/mailling data for periods of at least 12 months. Reports and other data shall be accessible via websites to allow for printing and saving of reports from other VA desktop computers.
- One (1) Power stacker for the machine
- Preventive maintenance services which cover parts replacement as necessary, to maintain equipment operability and performance per the manufacture.

**Postage Meter – one (1) each** for interface with mailing machine. Digital. Postage meter must comply with USPS postage meter secure meter technology.

**DI380 3 Station Inserter or Equal– one (1)** each tower unit with 2 sheet feeders and 1 dedicated insert feed station, capable of processing 3000 pieces per hour or better, with multiple folding options. Equipment must support inserting envelope sizes ranging from standard business size #10, 6” x 9.5” inch envelopes. Unit should not exceed 5 feet in length due to space limitations.

- Machine must recalibrate the sensors each time a test piece is run. Without this capability the machine won’t run effectively if the paper size, thickness or layout changes
- Machine must use infrared Double Document Detection technology.

**DI950 Fastpac® Inserting System or Equal– one (1)** each tower unit with vertical power stacker, with 2 sheet feeders and 2 dedicated insert feed stations, capable of processing 5400 pieces per hour or better, with multiple folding options. Equipment must support inserting envelope sizes ranging from standard business size #10 to 9” x 12.5” inch envelopes.

- **PB First mailing automation and reformatting or Equal– one (1)**
  - Must include SaaS based address hygiene software
  - Unlimited address verifications via NCOA
  - Import/Export capability of address lists
  - Exception reports that allow the user to exclude incorrect addresses from a mailing
  - Must provide a full spectrum of presort discounting options
  - Ability to establish “single click” task workflows
  - Capable of adding OMR marking to exiting documents
- Must provide furniture suitable for the equipment’s size and support of its weight

- Must Include an OMR barcode reader
- Must provide 2 sheet feeders and 2 dedicated insert feed stations
- Must include a High Capacity Sheet Feeder (2000 Sheets)
- Includes a bottom address inverter kit
- Must be capable of programming a minimum of 24 jobs
- Sheet feeder must have capacity for 350 pieces or more
- Insert trays must have capacity for 350 pieces or more
- Must include double document detection alerts
- Must have the capability to run a trial piece before every job
- Must include a high capacity envelope feeder with capacity for 500 pieces or more
- Must have the ability to insert/seal flats

**3B. Connect 2000 Mail System w/5# scale platform or Equal– one (1) each**, with an automated system that processes 70 letters per minute or better while using weight based metering, and weigh mixed mail pieces and accommodate different thicknesses without sorting. Ability to process and seal mixed mail. The equipment able to process mail from postcard size to 10 x 14inch envelopes. Max envelope thickness processing and sealing of at least 5/8 inch or better. Unit will need to connect to the Internet via a high-speed data connection (DSL). 130 LPM Non- WOW Main Unit. 70 LPM WOW Mode Main Unit.

- Integrated weighing platform to accommodate up to 5 pounds with the capability for differential weighing. Differential (negative weighing) allows multiple mail items to be placed on the scale platform. The system will calculate the weight and rate of the piece removed and set the meter or tape for the correct postage.
- Technical solution to radically reduce double feeding through use of Active Reverse Separation belts. Systems with single belts and mechanical stops do not provide sufficient double feed protection.
- Auto-alignment capability within feed area to allow unit to autocorrect for pieces in feed area that are not perfectly aligned.
- 15inch High resolution monitor with touchscreen input capability.
- System must provide flexibility to use engineered liquid solutions for sealing rather than water alone. Engineered solutions reduce clogged lines, calcium build-up due to hard water and mildew/algae and improve glue breakdown over standard water.
- Software able to track and report expenditures/mailing data for periods of at least 12 months. Reports and other data shall be accessible via websites to allow for printing and saving of reports from other VA desktop computers.
- One (1) Power stacker for the machine
- Preventive maintenance services which cover parts replacement as necessary, to maintain equipment operability and performance per the manufacture.

**Postage Meter – one (1) each** for interface with mailing machine. Digital Postage meter must comply with USPS postage meter secure meter technology.

**3C. SendSuite Live and SendSuite Tracking or Equal– one (1) each for Poplar Bluff.**

Must have the ability to see on a single screen, inbound packages that have been received in the Mail Center and the status of outbound packages shipped from the mail room.

**SendSuite Live** a rating and accounting system that provides for real-time reporting and rating of carriers. Each workstation must have full carrier capability as required.

**System features required:**

- Software license for server instance with unlimited workstations. Will also provide the ability to be used across multiple locations with separate databases
- Must provide full rate shopping comparing USPS Schedule 48 rates/NAS to UPS and/or FedEx Schedule 48 Rates delivery by a specified date, by a specified time, by next business day, by next day, within two days, within three days, or via standard ground transportation
- Must produce carrier delivery reporting that highlights any variances against published delivery guidelines.
- Must capture all accounting and carrier related charges as transactions are being processed by the system operator. Data must be immediately available whenever mail or packages are processed
- Must Comply with FedEx, UPS and USPS IMpb bar code printing requirements (including IMpb).
- Must provide consolidated parcel tracking and email notification
- Consolidated payment provisions for all carriers
- Produces a variety management reports as well as a report that can be tailored to the specific needs of the Veterans Benefits Administration. Reports must include number of pieces, carrier shipped with, class of service etc.
- Must support electronic certified mail with electronic return receipt (ERR) allowing the VA to save \$1.35 per mail requiring proof of delivery/signature confirmation.
- For Pharmacy systems - OCR scanner or equal, which eliminate the manual keying of address data, to meet the USPS requirements of entering address to obtain full service IMpb compliance and take advantage of GSA Schedule 48 rates.” This saves many man hours.

**Hardware/System Peripherals:**

- 2 X100lb Tabletop scales: PCN SL30
- 2 X High Volume Label Printer(s) that will comply with FedEx, UPS and USPS IMpb bar code printing requirements: PCN TS30

**SendSuite Tracking**, inbound tracking that automates the tracking of mail and packages after it reaches shipping and receiving. Must provide full accountability for critical parcels and documents until they are delivered to the addressees. Must simplify delivery logging, reporting and prioritization for mail-center staff, and give addressees a variety of options for checking delivery status and location.

**System features required:**

- Software license for server instance with unlimited workstations. Will also provide the ability to be used across multiple location with separate databases
- Must verify inbound package counts received by carrier/vendor and provide report for carrier/vendor signature.
- Capability to generate package labels and barcodes for each package with recipient, mail-code and location info for sortation and delivery

- Track packages received by carrier/vendor and by recipient signature capture with history date/time received/delivered lookup.
- Email/text notification to recipient of package received at the dock
- Manifesting capability
- Capture Info regarding the condition of package received if there is an issue.
- Identification of undelivered and misrouted.
- Track and report the receipt of damaged items
- Capability to generate custom delivery-manifests - Build lists that prioritize deliveries by department, delivery routes or mail stops
- Send electronic instructions to the mail center when deliveries require special handling
- Questionable packages? - Receive email alerts of these items, so we can confirm or refuse delivery
- Track progress from receipt to delivery

#### **Hardware/System Peripherals:**

- 2 X Wireless wedge scanners– PCN T5T0
- 4 X Delivery signature capture barcode scanners (PDC's) with push to talk, immediate download via Wi-Fi/cell phone technology and digital camera – PCN T745
- The receiving application will be used in conjunction with portable data collectors (PDCs). Because the equipment and its associated technology will be connected to the internet, the VA requires, pursuant to National Institute of Standards and Technology (NIST) Security requirements, that the offeror provide a copy of its FIPS 140-2 certificate with its offer solution.
- 1 X 4 bay charging stations – PCN T51M
- 2 X High Volume Desktop label printers – PCN T5HP
- PDC's must identify user
- PDCs' and Wedge Scanners must identify and record the name of the carrier that delivered each parcel
- PDC's must capture and store signatures of anyone who accepts delivery of a parcel or letter wirelessly or via cellular connection
- Scanners must be capable of reading carrier barcodes

#### **SendSuite Live and SendSuite Tracking or Equal– one (1) each for Evansville facility**

Must have the ability to see on a single screen, inbound packages that have been received in the Mail Center and the status of outbound packages shipped from the mail room.

**SendSuite Live** a rating and accounting system that provides for real-time reporting and rating of carriers. Each workstation must have full carrier capability as required.

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- Must Comply with FedEx, UPS and USPS IMpb bar code printing requirements (including IMpb).
- Must provide consolidated parcel tracking and email notification
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- Produces a variety management reports as well as a report that can be tailored to the specific needs of the Veterans Benefits Administration. Reports must include number of pieces, carrier shipped with, class of service etc.
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#### **System features required:**

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- Must verify inbound package counts received by carrier/vendor and provide report for carrier/vendor signature.
- Capability to generate package labels and barcodes for each package with recipient, mail-code and location info for sortation and delivery
- Track packages received by carrier/vendor and by recipient signature capture with history date/time received/delivered lookup.
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- 2 X Delivery signature capture barcode scanners (PDC's) with push to talk, immediate download via Wi-Fi/cell phone technology and digital camera – PCN T745
- The receiving application will be used in conjunction with portable data collectors (PDCs). Because the equipment and its associated technology will be connected to the internet, the VA requires, pursuant to National Institute of Standards and Technology (NIST) Security requirements, that the offeror provide a copy of its FIPS 140-2 certificate with its offer solution.
- 1 X 4 bay charging stations – PCN T51M
- 1 X High Volume Desktop label printers – PCN T5HP
- PDC's must identify user
- PDCs' and Wedge Scanners must identify and record the name of the carrier that delivered each parcel
- PDC's must capture and store signatures of anyone who accepts delivery of a parcel or letter wirelessly or via cellular connection
- Scanners must be capable of reading carrier barcodes

#### **4. Installation, Training, and On-going Support/Maintenance**

- Vendors must provide complete installation, configuration, setup, and testing of all equipment and software, including integration with and configuration for data streams and document types processed at the Poplar Bluff, MO facility.
- Vendors will provide separate, detailed, and on-site end-user training for:
- Mail Manager and other identified staff (on Mail Output / Document Management Software Solution, Vendors will also provide separate, detailed, and on-site administrative training and detailed documentation for key Poplar Bluff, MO VA personnel (on administration, maintenance, and configuration)
- All scheduled and periodic maintenance required by equipment manufacturers will be included in the proposal, said maintenance to be performed by certified individuals

4. Information Security Officer (ISO) and Office of Information Technology (O&IT) for VA Poplar Bluff, MO, will not accept a lan/line type of system. The contractor will be required to use an external cellular type connection. The ISO will require that the contractor have all systems vetted through the ISO National system.

#### **4. Security**

## **1. SUBPART 839.2 – INFORMATION AND INFORMATION TECHNOLOGY SECURITY REQUIREMENTS**

839.201 Contract clause for Information and Information Technology Security:

a. Due to the threat of data breach, compromise or loss of information that resides on either VA-owned or contractor-owned systems, and to comply with Federal laws and regulations, VA has developed an Information and Information Technology Security clause to be used when VA sensitive information is accessed, used, stored, generated, transmitted, or exchanged by and between VA and a contractor, subcontractor or a third party in any format (e.g., paper, microfiche, electronic or magnetic portable media).

b. In solicitations and contracts where VA Sensitive Information or Information Technology will be accessed or utilized, the CO shall insert the clause found at 852.273-75, Security Requirements for Unclassified Information Technology Resources.

## **2. 852.273-75 - SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (INTERIM- OCTOBER 2008)**

As prescribed in 839.201, insert the following clause:

The contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.