



Request for Quotes/Statement(s) of Work

Federal Strategic Sourcing Initiative
Print Management
Blanket Purchase Agreement(s)

June 2011



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Appendix A: (*Separate File*) Pricing Attachment

Appendix B: Device Specifications

Appendix C: Contractor Data Reports

Attachment 1: Past Performance Reference Template

Attachment 2: Agency Commitments

Attachment 3: (*Separate File*) Green Machine jpeg

Glossary

BPA	Blanket Purchase Agreement	NIST-SP	National Institute of Standards and Technology Special Publication
CAOC	Chief Acquisition Officers Council	NP	Network Printer
CLIN	Contract Line Item Number	OCONUS	Outside of Contiguous United States
CO	Contracting Officer	OMB	Office of Management and Budget
CPC	Cost per Copy	POC	Point of Contact
CPI	Cost Per Impression	PPM	Page per Minute
DCA	Data Collection Agent	PPRIS	Past Performance Information Retrieval System
DHS	Department of Homeland Security	QASP	Quality Assurance Surveillance Plan
DNS	Domain Name Service	RFQ	Request for Quote
DOD	Department of Defense	SDVOSB	Service Disabled Veteran Owned Small Business
DOE	Department of Energy	SIN	Special Item Number
FA	Functional Area	SLA	Service Level Agreement
FAR	Federal Acquisition Regulation	SOW	Statement of Work
FSSI	Federal Strategic Sourcing Initiative	SSWG	Strategic Sourcing Working Group
GSA	General Services Administration	TCE	Total Cost of Energy
IPSEC	Internet Protocol Security	TCO	Total Cost of Ownership
KwH	Kilowatt Hour	TSL	Transport Layer Security
MAS	Multiple Award Schedule		
MFD	Multi-Function Device		
NAICS	North American Industry Classification System		

Request for Quotation
Federal Strategic Sourcing Initiative
Print Management Services

Release 1.0

June 15, 2011

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

EVALUATION SECTION

Section II

Evaluation of Offers will occur following the procedures in FAR Part 8.403, Blanket Purchase Agreements. Awards will be made on the basis of the best value to the government, price and other factors considered, using the definition of best value in FAR Part 2.101.

Follow submittal guidance for each evaluation factor listed below. Clearly label the price and technical component in the quotation. Quotations are being solicited through GSA's electronic eBuy system. Quotations will not be accepted by email. Quotations will be accepted for a period of 30 days. A Contractor that submits a quote is not entitled to negotiations with the Government prior to exclusion from competition.

FA 1 CLIN 1: Fleet Assessment

1.1 Evaluation Procedures: Submissions will be evaluated as Acceptable or Unacceptable. Three non-price factors will be evaluated, Corporate Experience, Sample Deliverables, and Past Performance. Non-price factors are of equal importance. Price will be evaluated after non-price factors have been determined Acceptable.

The government reserves the right to enter into Agreements without allowing Offerors to revise a technically unacceptable Quotation or lower price. Therefore, Offerors should ensure that their submission is of high technical quality and that submitted prices are competitive.

1.2 Competition: Agreements will be created with contractors who represent the best value to the government according to the evaluation process defined in Sections 1.8, Non-Price Evaluation. The government intends to award 6 BPAs, but may alter the number after evaluations if the results of the evaluation support a revision.

1.3. Award Preferences: Preference for award will be made for contractors who have Acceptable non-price factor evaluations.

1.4 Instructions to Offerors:

1.4.1 Non-Price Factor A, Corporate Experience: Submit a comprehensive description of the contractor's experience in the areas described in section 1.5, Fleet Assessment. Describe the contractor's corporate organization, vision, internal quality assurance processes, and approach to the federal client. Identify the contractor's size status using the definitions set forth by the Small Business Association and the contractor's primary NAICS code. <http://www.sba.gov>

Submissions should directly address substantial skill, experience, and business approach to sections 1.5 and should be free from extraneous graphics and marketing materials. Submissions should be clearly organized, use language that is precise enough for those with technical backgrounds in Print Management but accessible to a layperson, and demonstrate a prudent judgment of appropriate length.

Contractors must self-certify period of performance capability given the size of an organization and geographical scope of a fleet assessment in accordance with the following four categories:

1.4.2 Large Assessment Capability: with Unlimited Geographical Scope: Contractors in this category will be capable of performing a full-scale Fleet Assessment from beginning to end within a four month period of performance in an organization or sub-organization with 1000 or more users dispersed across a large geographical area within the continental United States. OCONUS restrictions must be disclosed by the contractor.

1.4.3 Medium Assessment Capability: with Unlimited Geographical Scope: Contractors in this category will be capable of performance a full-scale Fleet Assessment from beginning to end within a four month period of performance in an organization or sub-organization with 1000-500 users dispersed across a large geographical area within the continental United States. OCONUS restrictions must be disclosed.

1.4.4 Small Assessment Capability: with Unlimited Geographical Scope: Contractors in this category will be capable of performance of a full-scale Fleet Assessment from beginning to end within a four month period of performance in an organization or sub-organization with 0-500 users dispersed across a large geographical area within the continental United States. OCONUS restrictions must be disclosed.

1.4.5. Organization with Limited Geographical Scope: Contractors in this category will self-certify geographical limitations on work that may be performed. There are no capability restrictions in this category.

1.4.6 Non-Price Factor B, Sample Deliverables: The contractor must develop a sample deliverable for each core area described in Core Fleet Assessment Areas, Phases A through D for each scenario described in Hypothetical Scenarios, Table A.

1.5 Core Fleet Assessment Areas

A. Phase I: Device Discovery

The purpose of Phase I is to analyze an agency's existing fleet environment. Tasks that may occur under Phase I may be completed inside an organization using physical labor and/or software tools or may be completed remotely, or a combination of both. Tasks under Phase I may include:

- Physical device discovery of both networked and non-networked print, copy, scan and fax devices with a description of the device's technical capabilities
- Collection of usage data for all devices and an identification of a utilization rate for each device to demonstrate a device's capacity compared to its actual use

- Collection of energy consumption and related environmental sustainability information such as greenhouse gas emissions and energy efficiencies
- Floor plan mapping
- Creation of inventories of devices and related supplies

B. Phase II: Cost and/or Energy Baseline

The purpose of Phase II is to use the information developed under Phase I to assist in establishing detailed cost and/or energy use baselines. Tasks that may occur under Phase II include:

- Collecting spend data from and assisting organizations in determining current spending patterns
- Historical summaries of past spending patterns using assumptive analytical techniques for missing data
- Predictions of future spending patterns
- Energy modeling
- Recommendations for realistic cost savings goals
- Development of sustainable printing plans

C. Phase III: Fleet Optimization and Right-Sizing

The purpose of Phase III is to design the optimal device environment for an organization. The design may include:

- Analysis of an organization's utilization rates for existing devices and recommendations on how to improve utilization
- Analysis of an organization's technology utilization for existing devices and recommendations on how to improve organizational and operational efficiencies through increased use of available technologies
- Asset Rationalization Plans that may include
 - Physical resource alignment and/or re-deployment suggestions to improve technology utilization rates
 - Recommendations for removal and/or addition of devices

In addition to the above three phases, the contractor should submit a sample deliverable for the below services:

D. Organizational Gap Analysis

The purpose of Organizational Gap Analysis is to describe the "gap" between an organization's current and optimal print environments. Gap Analysis may occur independently of Phases I-III or may occur in conjunction with Phases I-III. The core difference between Phases I-III and Organizational Gap Analysis is that the latter focuses on people and processes and their use of

technology as opposed to hardware assessment. Tasks that may occur under an Organizational Gap Analysis include:

- Analysis of the gap between current use of available technology and potential use
- Description of inefficient print behaviors
- Recommendations for process changes
- Recommendations for the implementation of print rule

1.6 Hypothetical Scenarios

Note: Scenarios in Table A, are presented as hypothetical situations only and will not be further clarified. The contractor should embellish the scenarios if the contractor requires more information to respond fully. If the contractor does not have a clear understanding of one of the below assumptions, technology, or conditions, the contractor may resolve the answer and state the ambiguity and resolution within their Quotation.

The purpose of the scenarios in Table A is to allow the Offeror to produce a sample work product that will be used to determine if the contractor’s potential work is acceptable for award under this Blanket Purchase Agreement. Evaluations will assess submittal quality and its reflection on the competence of the Offeror to perform Fleet Assessments. Competence may be demonstrated by the Offeror through a variety of specific approaches and details.

Table A

Assumptions	Existing Technology	Organizational Conditions
<p><u>Condition A:</u> mid-level combination of Network Printer and Copier/MFD assessment in a highly centralized organization.</p>	<ul style="list-style-type: none"> • 50% of the MFD’s that are currently deployed are connected to the network for scanning purposes only. None of the MFD’s are currently being utilized for print output. • As part of the daily work process, the employees within this agency print/copy/scan sensitive documents containing information that should not be viewable by other parties • Output is not currently regulated or monitored by the agency, however, each employee does have a Personal Identification 	<ul style="list-style-type: none"> • 137 people are located in a federal building in the downtown metropolitan area. • There are eight work areas of different configurations all in close proximity to each other. All work areas cover approximately 10,000 square feet. • Each work area has three Brand X, B&W, copier-based multi-function devices, rated at 55 pages per minute. All devices are

	<p>Verification (PIV) card that can be used for authentication</p> <ul style="list-style-type: none"> • The organization currently has a scalable server dedicated solely for print management, and can be utilized for this effort • Automated data collection has been authorized by the CIO's office 	<p>5 years old. Each work area also has one Brand Y, color, copier-based multi-function device, rated at 45 pages ppm, all of which are 4 years old.</p> <ul style="list-style-type: none"> • All MFD's are equipped with copy, print, scan, and fax kits. • Each work area has one Brand Z B&W network printer and one Brand Z color network printer rated at 45 ppm, all of which are 3 years old. • There are three separate business units that do not work together on a daily basis. 100 people work within the business units. Of the 100 people, 80% of them have Brand Z B&W printers on their desktops, rated at 35 ppm. There are three staff units in smaller work areas with 37 people. All 37 people have Brand Z B&W printers on their desktops, rated at 35 ppm. • Two Contracting Officers have awarded five MFD and NP Purchase Orders over the past seven years. One Purchasing Agent has been ordering toner for the past three years. Nobody knows whether the current devices have maintenance agreements or extended warranties. • The agency CIO located in
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		DC is the ultimate decision maker
<p><u>Condition B:</u> Gap Analysis of a 1000 person organization located in 10 offices. Analyses should include identification of potential technological improvements including recommendations for increasing document digitization and electronic document storage.</p>	<ul style="list-style-type: none"> • The agency has established a document management database that is to be used for the storage/archiving of electronic documents. Existing hard copy documents are to be digitized and stored in this database. SFTP has been identified as the preferred method to transmit these documents to this database. • All existing MFDs are connected to the network for printing purposes. Scan-to-email functions are being utilized for 50% of the devices, • Server space within the agency’s network has been allocated for this project 	<ul style="list-style-type: none"> • This agency is attempting to centralize print management and procurement within its regional and field office locations, and implement a agency-wide effort to increase digitization and electronic document management. 10 regional and field offices are dispersed throughout the bi-state area of Virginia, Maryland, as well as in the District of Columbia (DC). 2 Regional Offices have approximately 100 people per location. 8 Field Offices have approximately 100 people per location. • Each regional and field office has five copier-based, B&W MFD’s rated at 55 ppm. Each device is equipped with copy, print, scan, and fax kits. All regional employees have desktop B&W printers rated at 35 ppm. Each office has two color network printers rated at 40 ppm. • The Union has threatened to file a complaint if anyone is required to walk more than 25 feet to a printer.

1.7 Past Performance Submittal Instructions

The Contractor must submit at least three (3) detailed narratives describing both Government and corporate past performance conducting fleet assessments. The term detailed narrative should be interpreted to mean a description of how the Contractor planned, executed, and assured the quality of its product from start to finish.

The content of the narratives must be consistent with the work processes described in the Core Fleet Assessment Areas. If the past performance submission substantially deviates from the processes described in the Core Fleet Assessment areas, the Contractor must add a preface to the narrative to address overlap between and deviation from the Core Fleet Assessment Areas. A suggested narrative length is 3-10 pages.

In addition to the narratives submitted, the Contractors must submit RFQ Attachment I, Past Performance Reference form.

1.8 Non-Price Evaluation Criteria

1.8.1 Evaluation of Corporate Experience and Sample Deliverables

Both non-price factors, Corporate Experience and Sample Deliverables, will be evaluated according to the standards set forth in 1.8.2 through 1.8.4 (Alignment with Print Management Strategies, Vendor Neutrality, and Comprehensive Approach). Submissions will be evaluated and determined Acceptable or Unacceptable.

A technically acceptable approach will demonstrate a general level of technical and operational competence gathering data from MFDs and NPs and translating that data into end-user reports that enhance organizational efficiency, are easy to understand and implement, and assist in achieving measureable cost savings and efficiency improvements. Technically acceptable approaches will be clearly organized, relevant to core areas 1-4, and free of extraneous marketing material.

All criteria must be met in order to receive a rating of “Acceptable”.

1.8.2 Alignment with FSSI Print Management Implementation Strategies

Deliverables analyze print environments in a manner that allows price transparency as described in Functional Area II, Device Plus, Total Cost of Ownership evaluation. Deliverables should describe the TCO over five years at the device, rather than organizational level, and should provide cost per copy expenditure rates that are consistent with the volume bands set forth in Functional Area II.

1.8.3 Vendor Neutrality

Sample deliverables demonstrate a strategy for generalizing recommendations to avoid preference for one manufacturer or model. The Fleet Assessment must adeptly describe the salient functional and performance characteristics of a Device Plus implementation plan as described in Functional Area 2 in such a manner as to maximize potential sources.

1.8.4 Comprehensive Approach

The Corporate Experience and Sample Deliverables demonstrate a broad range of products, technologies, and services throughout the Print Management industry and demonstrate a thorough and balanced understanding of the implications of the impact on such products, technologies, and services on a complex organization.

1.8.5 Acceptable Past Performance.

An acceptable submission will be relevant, clearly organized, coherent, forthright, and will list references to corroborate the narratives with working POCs as described in RFQ Attachment I, Past Performance Reference Validation form. This attachment will be treated as a “letter of reference”, described below.

An acceptable submission will describe current work experience, frequent work experience, and work experience that is wholly consistent with the responsibilities described in the SOW. The criteria for an acceptable rating follow:

- The Government finds no evidence of performance problems during its investigation that were not actively mitigated by the Contractor.
- The Government finds no evidence of gross performance negligence, (e.g., quoting terms and conditions that cannot be fulfilled after award with direct knowledge of such conditions, failing to communicate with the Contracting Officer and/or client regarding performance issues, or other gross negligence as the situation dictates).
- There are three or more government past performance database entries or submitted letters of references with overall performance summary ratings of at least 3 on a 1-5 scale, or at least “Acceptable” on a qualitative scale of 1-5.

The Government may utilize Federal Government-wide contractor databases, knowledge of past contract performance, and a review of the submitted narratives to document its rating of acceptable or unacceptable.

1.8.6 Ad Hoc Past Performance

Firms without relevant past performance will not be penalized. Firms without relevant past performance must submit three narratives of ad hoc professional experience and related technical knowledge and skills that demonstrate credibility, technical qualifications, and achievements. The criteria stated in 1.8.5, Acceptable Past Performance will be used to evaluate ad hoc past performance submittals.

1.8.7 Non-Price Factor Preferences

In the event that the number of technically acceptable Quotations received exceeds what the Government in its discretion finds appropriate, preference among acceptable Quotations will be assigned as follows: SDVOSB will be given the highest preference, remaining Small Businesses will be equally preferred, and Small Businesses will be preferred to other than Small Businesses.

In the event that the number of Acceptable SDVOSB and Small Business Offers exceeds the number of awards the Government intends to make, the following award preference criteria will be used:

- Preference will first be given to Offerors who have a record of outstanding past federal government performance as evidenced by one or more of the following:
 - Three or more government past performance database entries with summary ratings of 5 and no ratings of 3 or below over the past 3 years for work that is highly consistent with Section 1.5, Core Fleet Assessment Areas.
 - Five or more letters of recommendation with the conclusion that work has been of “outstanding” or “excellent” quality from federal clients.
- Preference will be given second to Offerors with lower priced quotes as represented by the cumulative prices for the four submitted scenarios in Table C.

1.9 Pricing Submission Instructions to Offerors

Pricing will be established under Blanket Purchase Agreements for Fleet Assessment on the basis of firm-fixed labor hour rates awarded on Schedule 36, SIN 51 500 or SIN 51 501. Contractors are encouraged to submit discounts from awarded Schedule rates.

Ordering Activities may request flat, firm-fixed price Quotes in response to a Statement of Work for Needs Assessment, or the Ordering Activity may directly order labor from the BPA for a fixed number of hours. Sample deliverables will be made available to Ordering Activities as an appendix to the Ordering Instructions as sample solutions.

The Contractor shall provide detailed specification sheets containing all salient characteristics of any software packages that are included in the Contractor’s proposal. The Contractor shall clearly identify where any software will reside and who retains the license for such software. The Contractor shall identify all of the hardware, software, server space, network bandwidth, and any other network resource(s) required to support the software package when the Contractor’s software is running on the network.

Step 1: Submit a comprehensive list of the Schedule Contract prices being offered under Functional Area I. **Include a copy of the contractor’s current, awarded Schedule contract and agreement on Schedule price.** Submit Schedule Contract Line Item descriptions and prices in the format described in Table B.

Table B

Schedule Contract Price	Schedule Contract Price Discount

Step 2: The contractor will price the sample deliverables submitted under the technical quotations. Using the assumption outlined in Table A, estimate the hours required to produce the work for all three samples in Table C. Additional constraints and assumptions may be stated by the contractor.

Table C

Sample Fleet Assessment Deliverable	Hours	Labor Hour Category	Labor Hour Rate BPA Quotation	Total Price
Phase I: Device Discovery				
Phase II: Cost and/or Energy Baseline				
Phase III: Fleet Optimization Plan				
Gap Analysis				

1.10 Pricing Evaluation

An Acceptable pricing offer will clearly demonstrate the contractor's awarded Schedule prices and offer a discount from awarded Schedule contract labor hour rates.

Table C will be made available to Ordering Officials conducting market research prior to issuing a Order-level RFQ as a sample pricing plan, but will not be construed to represent an actual Quotation. Table C prices will be evaluated according to the evaluation preference order stated in Section 1.8.

The relative importance of price will increase as non-price factors and socio-economic evaluation preference become more equal.

2.0 Device Plus and Customizable Solutions

2.1 Evaluation Procedures

Submissions will be evaluated as Acceptable or Unacceptable. Three non-price factors will be evaluated, Management Approach, Technical Compliance, and Past Performance.. Non-price factors are all of equal importance. Price will be evaluated after non-price factors have been determined Acceptable.

The government reserves the right to enter into Agreements without allowing Offerors to revise a techniordey unacceptable Quotation or lower price. Therefore, Offerors should ensure that their submission is of high technical quality and that submitted prices are competitive.

2.2 Agreements: A contractor must choose at least one full Device Plus offering as defined on page 3, Section I, 1.3. A contractor must identify the geographic areas that it serves in its Offer.

2.3 Competition: CLINS 2 and 3: The Government intends to create 10 Blanket Purchase Agreements under CLINs 2 and 3. The number of Agreements that are actually entered into will be at the discretion of the Government. The Government will prefer to create Agreements with 3 Small Businesses and 1 Small Service Disabled Veteran Owned Small Business. The Government reserves the right to negotiate lower prices with an Offeror on the basis of pricing research. Offerors who exceed price negotiation objectives may not receive Agreements.

2.4 Instructions to Offerors

2.4.1 Non-Price Factor A, Management Approach

The Contractor shall submit a management plan that describes how it will coordinate ordering, device delivery and installation, consumable delivery, maintenance and repair services, quality control, and reporting requirements as required by the SOW. The management plan should be no

more than fifteen (15) pages in length and should clearly describe every component of service that will be coordinated.

2.4.2 Non-Price Factor B, Technical Compliance

The Contractor shall submit evidence of technical compliance with all of the stated specifications, security, service performance, and data reporting requirements stated in the SOW for CLINs 2-4, which references Appendix B.

2.4.3 Past Performance

The Contractor should submit three (3) detailed narratives describing both Government and corporate past performance managing devices. The term detailed narrative should be interpreted to mean a description of how the Contractor planned, executed, and assured the quality of its product from start to finish. Past Performance Reference Attachment I must be used.

The content of the narratives must be consistent with the work processes described in Section I, 3.0 and 4.0, Device Plus and Customizable Solutions Statement of Work. If the past performance submission substantially deviates from the processes described in the referenced Statement of Work, the Contractor must add a preface to the narrative to address overlap between and deviation from the Statement of Work. The suggested narrative length is 3-10 pages. In addition to the narratives submitted, the Contractors must submit RFQ Attachment I, Past Performance Reference form.

2.4.4 CLIN 4: Driving Environmentally Sustainable Offerings

The Contractor may quote devices under CLIN 4 that will be evaluated on the basis of energy savings, use of recycled or re-used products, and/or other innovations designed to conform to overall goals of developing sustainable products. The Contractor is limited to two devices, per volume band, that represent innovative, sustainable design principles. The Contractor may designate a device offered under Device Plus (lowest TCO) as also meeting the criteria for an environmentally sustainable offering. The Contractor may offer environmentally sustainable combined consumable and extended warranty or 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 environmentally sound practices.

2.5 Evaluation of Non-Price Factors

2.5.1 Non-Price Factor A, Management Approach

An acceptable management plan will include a section titled, —Understanding of the Government’s Requirement|. This section should be dedicated to demonstrating the Contractor’s understanding of the Government’s objectives of the Device Plus service offerings in the SOW. An acceptable understanding of the Government’s requirements will demonstrate a clear plan for coordinating all aspects of service of the Device Plus service offerings and ensure that all performance standards described in the SOW are met. An acceptable management plan will be organized, coherent, and clear, and will demonstrate a strategy for service excellence that is measureable and has been implemented with success in the past. Measureable features may include history of on-time delivery, options for replacing or upgrading devices, customer service, and communication plans.

2.5.2 Non-Price Factor B, Device Compliance

An acceptable submission will address each component of technical compliance through specification sheets and distribution and delivery channel descriptions in Appendix B.

Acceptable quotations will provide evidence that each quoted device complies with the functional requirements of Appendix B. Submitted evidence may be in the form of specification sheets, or if specification sheets are inadequate to prove that a device complies with technical requirements, may be in the form of a contractor affidavit.

The contractor shall submit a description of how it will comply with the quarterly meter read and data submission requirements in Appendix C, including a description of any software offering that will be utilized.

The contractor shall submit a description of the software package and its functionality in the form of a specification sheet. The contractor must describe the information that can be collected from its offered software package and transmitted to the FSSI web portal.

For example, the contractor should describe whether the data collection agent can collect a count of pages printed in simplex versus duplex and transmit that information to the portal. All specific functionalities should be addressed.

2.5.3 Past Performance

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

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

The Government may or may not utilize Federal Government-wide contractor databases, knowledge of past contract performance, and a review of the submitted narratives to document its rating of acceptable or unacceptable.

2.5.4 Ad Hoc Past Performance

Firms without relevant past performance must submit three narratives of ad hoc professional experience and related technical knowledge and skills that demonstrate credibility, technical qualifications, and achievements. Ad Hoc submittals will be evaluated using the same basis for acceptable criteria as stated in 2.4.3.

2.6 Criteria for CLIN 4, “Driving Environmental Sustainability” Device Plus Offerings

- Offerings under CLIN 4 will meet all of the requirements found under section 2.4. In addition to meeting these requirements, a device will be accepted as an environmentally sustainable offering if it meets any one of the following criteria:
 - The device offered has the *lowest energy utilization* within the Contractor’s fleet.
 - The device offered has been manufactured with the *greatest amount of recycled or reused materials* as compared to other devices offered.
 - The device is designed specifically for use within an *environmentally sustainable consumable package* including bio-based toner and remanufactured toner cartridges.

2.7 Pricing Submission Instructions to Offerors

Contractors must use Appendix A to submit pricing for CLINS 2-4. Failure to use Appendix A, including the automatically filled formulas, will result in the contractor’s quotation being deemed non-responsive.

Contractors must submit evidence of Schedule contract awarded prices and discounts with Appendix A. Failure to identify awarded Schedule contract pricing will result in the contractor’s Quotation being deemed non-responsive.

Contractors must designate offerings under CLIN 4 with the following symbol:



2.8 Evaluation of Pricing

2.8.1 Total Cost of Ownership (TCO) Evaluation

TCO is defined as the sum of quoted prices for a device, related supplies and consumables, and an estimate of the cost of energy use of the device in operating mode over the longest period of performance submitted.

“Device cost” includes the cost of financing if not acquired by purchase. Device Plus pricing will be evaluated for each individual device offered by volume band according to the sum of device cost, consumable costs, maintenance, and energy over the various lengths of time identified within Appendix A.

Appendix A provides optional fields for additional software offerings and device accessories. These costs will not be factored into the basic TCO evaluation.

All prices submitted in Appendix A will be evaluated on a five-year total cost of ownership basis as represented by the summary calculation pages entitled *B&W MFD Summary*, *Color MFD Summary*, *B&W NP Summary*, *Color NP Summary*.

2.8.2 Mathematical Representation of TCO

Appendix A, summary tabs 1-4 will be used to evaluate TCO. The mathematical representation of TCO includes devices costs, consumables and maintenance costs, and energy consumption over an identified period of time.

Summary tabs 1-4 will also be used to calculate a “cost per copy” or “CPC”. The mathematical representation of CPC is fixed costs divided by the low and high ends of volume bands 1a-5a. The resulting figure represents a per unit cost; CPC.

2.8.3 TCO Calculations

Appendix A, tabs 5-12, calculate the sum of a device, financing if applicable, consumable costs, and maintenance.

2.9 TCE Operating Mode Calculation

The measure of energy cost associated with the device calculates the energy consumption for operating a device at the low and high ends of each volume band given manufacturer constants and the average price of electricity.

The Total Cost of Energy (TCE) calculation in Appendix A uses the following constants:

2.9.1 Page Per Minute Rating (PPM)

This constant is provided by the manufacturer of the device. The constant represents the standard number simplex impressions on an 8 ½ by 11 inch paper output from a device in 1 minute according to laboratory testing.

2.9.2 Kilowatt Hour Rating (KwH)

This constant is provided by the manufacturer of the device. The constant represents the kilowatts consumed by a device in one hour while in standard operating mode.

2.9.3 DOE Average Kilowatt Hour Price

This constant is equal to \$0.10, and is the published average price of one kilowatt hour of electricity for Commercial deployments in December, 2010.

The TCE calculation uses the following variables:

2.9.4 Low Volume Consumption

This variable is derived from the lowest number of pages produced in any given volume band. For example, in MFD volume band 1 this number is equal to 60, which is equivalent to 1 piece of paper produced monthly over a five year BPA (1 piece of page * 12 months * 5 years= 60).

2.9.5 High Volume Consumption

This variable is derived from the highest number of pages produced in any given volume band. For example, in MFD volume band 1 this number is equal to 750,000, which is equivalent to 12,500 pieces of paper produced monthly over a five year BPA (1 piece of paper * 12 months * 5 years= 750,000).

2.9.6 Low and High TCO (for Energy)

The device PPM rating is converted to Page Per Hour (PPM *60), and the volume identified in the previous calculation is divided by the PPH rating to determine the number of hours that the device will be in operating mode in order to produce the required volume.

That figure is then multiplied by the device KwH rating to determine the KwH that will be consumed by a device in order to provide the required volume.

The KwH consumption figure is then multiplied by \$.10 to determine TCE.

This calculation is as follows:

$PPM = \text{Volume (page produced in one minute)} * \text{Time (constant)}$

$PPH = PPM * 60$

$\text{Number of Hours in Operating Mode Required to Produce Total Ordering Period Volume} = \frac{\text{Total Ordering Period Volume}}{PPH}$

$\text{Kwh Consumption to Produce Total Ordering Period Volume} = \text{Number of Hours in Operating Mode Required to Produce Total Ordering Period Volume} * \text{Kilowatt Hour Rating}$

$\text{Kwh Consumption} * \text{DOE Average Kilowatt Hour price}$

The resulting figure represents the Total Cost of Energy in a total dollar format as well as a per unit format. In summary tabs 1-4, these figures are added to the TCO and CPC figures derived from device, consumable, and maintenance costs that will be input into tabs 5, 6, 7, and 8.2.8

2.10 Price Sheets

For all CLINs in Section 1.3, Device Plus and Customizable Solutions, twelve price packages should be identified by the contractor. The contractor must indicate how and where the priced packages are consistent with the prices quoted in Appendix A.

2.10.1 Device Plus Package: Contractors must provide a clear price quote derived from submitted cost elements in Appendix A for *each device being offered* per volume band. The

Device Plus Package quotation is the sum of all costs for the device and related consumables if applicable, service, and use as described in Section 3.0 of the Statement of Work.

2.10.2 Customizable Solution 1: Device Plus Maintenance and Reporting: Contractors must provide a clear price quote derived from submitted cost elements in Appendix A for devices,

2.10.3 Customizable Solution 2: Device Plus Consumables and Reporting: Contractors must provide a clear price quote derived from submitted cost elements in Appendix A for devices,

2.10.4 Customizable Solution 3: Device Only: In addition to the Device Plus Package, the Contractor must indicate whether the price quotation for the device alone differs from the Device Plus Package.

Order level quotations may include further discounts in a competitive procurement, or may include additional charges for accessories not included with basic pricing.

2.11. GSA Smart Pay program

The GSA SmartPay program provides charge cards to Government agencies through master contracts that are negotiated with major national banks. There are currently over 350 agencies/organizations participating in the program spending \$30 billion annually, through 100 million transactions over three million cards.

The Contractor shall agree to accept the GSA SmartPay card as a method of payment for orders placed against the BPA regardless of the dollar amount of the payment.

Contractors must accept payment by the Smart Pay card per the terms and conditions of existing Schedule contracts.

2.12 Total Cost of Device Ownership Evaluation

TCO will be evaluated after non-price factors have been evaluated and offers have been determined technically acceptable.

The Government will evaluate the derived high volume cost per copy rate of each device and average devices within volume bands 1-5. This figure will become the evaluated TCO cost per copy rate and will be used to make selection determinations.

2.13 Negotiation

The Government has developed a set of price negotiation objectives on the basis of pricing data obtained from federal government agencies with highly similar requirements. The Government will negotiate prices and will award BPAs on the basis of this data and other market research sources.

The Government reserves the right to reject price offers below its price negotiation objectives. The Government reserves the right to limit any future offerings under later RFQ releases of Functional Area II to the prices set during this competition.

2.14 Competition and Evaluation Preference

The government will select 10 contractors in each of volume bands 1-5 with acceptable non-price factor Quotations. The Government will prefer to establish BPAs with no more than 10 contractors total, but partial agreements may be established if the results of the evaluation support a determination that partial agreements are in the best interest of the government.

If the total number of Offers that meet the criteria for acceptable non-price factors for any volume band exceeds 10, the following preferences will be exercised prior to considering price:

- The government will prefer Offerors with devices in volume bands 1-5
- The government will prefer Offerors with devices in volume bands 1-4.
- The government will prefer Offerors with devices in each of CLINs 2, 3, and 4.
- The government will prefer Offerors with devices in both CLINs 2 and 3.
- The government will prefer Offers with at least three service delivery options (purchasing, leasing plans, rental plans).

APPENDIX B: MINIMUM DEVICE SPECIFICATIONS

The Contractor shall provide multifunction imaging devices (MFDs), network printers (NPs), and ancillary products with the specifications set forth in this appendix. 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.

MFD Device Specifications

- Ability to print, network scan, copy, and fax
- Capability for color output, when required (see chart on page 7 of the SOW)
- Ability to connect to ordering activity networks with operating platforms including Wintel, Apple, Unix, and Linux; other specific platforms may be outlined at the task order level
- Automatic document feeder
- Automatic duplex; must be capable of fully automatic duplexing (two-sided printing, copying and scanning) from 8.5" x11" through 8.5" x14" size paper; the ability to duplex 11" x 17" shall be provided as an option, when available; fully automatic means that no operator handling of throughput or originals is required to obtain two-sided copies from one- or two-sided originals once the originals are inserted into the feeder and the start button is pressed
- Keypad or touch screen
- Self-diagnostic system that indicates at a minimum, the following conditions: maintenance needs, toner needs, paper needs, and paper jams
- Energy Star certification
- Ability to handle letter (8.5" x11") and legal (8.5" x 14") size paper
- Adjustable size paper trays (minimum of two)
- Ability to perform all functions with recycled paper without experiencing failure rates or errors outside the normal range of operation
- Functional separation, including physical and logical separation of facsimile (fax) functions from copy, scan, self-contained document server/repository, and e-mail functions
- For all MFDs containing hard drives, security data kits provided must be an available option on all models providing capability for data overwrite and control of user access; the data overwrite function shall have the ability to purge all images retained at the buffer cache/RAM level
- Ability to be reformatted and restored to factory condition
- Printer control language (PCL) and post-script (PS) printer language
- Capability for user authentication from Homeland Security Presidential Directive 12 (HSPD-12) card readers, Common Access Card/Public Key Infrastructure (CAC/PKI), and user login and password and authentication (LDAP and Active Directory compatibility)
- Capability of a "secure print" function using an identification (ID) and password identification number (PIN) to retrieve documents from the device
- Newly manufactured equipment must be in current production at the time it is provided to the ordering activity; "current production" means the equipment is being manufactured as new equipment for the United States Government market; no equipment provided under this BPA will be equipment that has been converted to new model status or the like

Optional MFD Accessories and Capabilities

- All MFDs quoted for Volume Bands 2-5 must include a finishing unit with the ability to sort and collate. The unit is an optional accessory for Volume Band 1
- A3 or A4 devices can be offered
- Wireless connectivity through Bluetooth and/or Wi-Fi
- Optional hard drive, if needed for device functionality; once a device is delivered and installed at an ordering activity location, the ordering activity will retain ownership of the hard drive

NP Device Specifications

- Color output capability, when required (see chart on page 12 of the SOW)
- Ability to connect to ordering activity networks with operating platforms including Wintel, Apple, Unix, and Linux; other specific platforms may be outlined at the task order level
- Minimum of two drawer paper storage
- Automatic duplex; must be capable of fully automatic duplexing (two-sided printing) from 8.5" x11" through 8.5" x14" size paper; the ability to duplex 11" x 17" shall be provided as an option, when available; fully automatic means that no operator handling of throughput is required to obtain two-sided prints.
- Keypad or touch screen
- Self-diagnostic system that indicates at a minimum, the following conditions: maintenance needs, toner needs, paper needs, and paper jams
- Energy Star certification
- Ability to handle letter (8.5" x11") and legal (8.5" x14") size paper
- Adjustable size paper trays (minimum of two)
- Ability to perform all functions with recycled paper without experiencing failure rates or errors outside the normal range of operation
- Optional hard drive, if needed for device functionality; once a device is delivered and installed at an ordering activity location, the ordering activity will retain ownership of the hard drive
- For all NPs containing hard drives, security data kits must be an available option on all models providing capability for data overwrite and control of user access; the data overwrite function shall have the ability to purge all images/data retained at the buffer cache/RAM level
- Ability to be reformatted and restored to factory condition
- PCL and PS printer language
- Capability for user authentication from HSPD-12 card readers, CAC/PKI, and LDAP and Active Directory compatibility
- Capability of a "secure print" function using an ID and PIN to retrieve documents from the device
- Newly manufactured equipment must be in current production at the time it is provided to the ordering activity; "current production" means the equipment is being manufactured as new

equipment for the United States Government market; no equipment provided under this BPA will be equipment that has been converted to new model status or the like

Optional MFD Accessories and Capabilities

- All MFDs quoted for Volume Bands 2-5 must include a finishing unit with the ability to sort and collate. The unit is an optional accessory for Volume Band 1.
- A3 or A4 devices can be offered
- Wireless connectivity through Bluetooth and/or Wi-Fi
- Optional hard drive, if needed for device functionality; once a device is delivered and installed at an ordering activity location, the ordering activity will retain ownership of the hard drive

Optional hard drive, if needed for device functionality; once a device is delivered and installed at an ordering activity location, the ordering activity will retain ownership of the hard drive

Hardware and Software Security. All devices offered by the Contractor under this BPA shall meet the hardware and software security requirements outlined below. For each statement made by the Contractor confirming compliance with industry standards, substantiation shall be provided by independent certifications and documentation confirming the statement (e.g. Federal Information Processing Standard (FIPS) 140-2, etc.).

- All MFDs and NPs shall have hard drive data encryption or image overwrite after each print, copy, scan, facsimile (fax), and e-mail job. Overwrite shall include, at a minimum, the capability of a hard drive overwrite and overwrite capabilities for Flash, and any other memory source where data is buffered. The available method shall be described by the Contractor for all devices offered under this BPA.
- MFDs shall provide functional separation, meaning physical and logical separation of fax functions from copy, scan, self-contained document server/repository, and e-mail functions. The Contractor shall clearly explain and/or provide documentation that verifies or certifies the separation.
- All MFDs shall have the ability to password-protect fax address books.
- MFDs and NPs shall offer the ability to encrypt documents being e-mailed. Encryption must be compliant with FIPS 140-2.
- MFDs and NPs shall allow access by only approved USB encryption devices and shall be capable of disabling firewire interfaces. MFDs and NPs shall be capable of disabling serial connectors and Bluetooth interfaces.
- All removable memory chips or cards, hard drives, optional removable hard drives with locks, and optional physical locks to secure internal parts capable of storing information shall be surrendered to an appropriate security official as determined by the ordering activity for destruction, upon request.
- The Contractor and the ordering activity shall ensure that memory and hard drives do not leave the facility once a device is installed.

Electronic Products Environmental Assessment Tool (EPEAT)

EPEAT is an environmental procurement tool designed to help institutional purchasers and consumers evaluate, compare, and select desktop computers, laptops, displays, and imaging equipment based on their environmental attributes. In the EPEAT system, manufacturers declare their products' conformance to a comprehensive set of environmental criteria in different environmental performance categories. To participate in EPEAT, manufacturers must sign an agreement with EPEAT that requires them to be accurate in their declarations, and must pay an annual fee.

The operations of the EPEAT system and the environmental criteria for each of its product categories are contained in the Institute of Electrical and Electronic Engineers (IEEE) 1680 family of public standards. The standard for imaging equipment is IEEE 1680.2, and is currently being drafted in accordance with ANSI's Essential Requirements for processes and procedures. Currently, the standards for 1680.2 are scheduled to be finalized December 2011.

At the BPA level, the Government reserves the right to require, via upcoming technology refreshes, that products meet the upcoming IEEE 1680.2 standard for the environmental assessment of imaging equipment once these standards are final and publicly available. 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.

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d)

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The Contractor should review the following websites for additional 508 information.

- <http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
- <http://www.access-board.gov/508.htm>
- <http://www.w3.org/WAI/Resources>

Appendix C
Print Management Program
Contractor Data Reporting Requirements

The contractor shall provide, at no cost to the government, three reports as detailed below on a quarterly basis. The dates reports will be due will be determined after BPA establishment.

The data for these reports shall be entered into Microsoft Excel templates to be provided by the Government, and shall be uploaded by the contractor to the Federal Strategic Sourcing Initiative’s Knowledge Management portal located at www.strategicsourcing.gov. The GSA shall provide training on using the Knowledge Management portal.

Report 1: Quarterly Sales Report

CATEGORY	DATA ELEMENT	EXPLANATION
Task Order Information	BPA Number	The BPA number provided by GSA
	Task Order Number	The ordering agency’s task order number
	Device Type	Network Printer or Multi-Function Device
	Device Model	Manufacturer’s model name
	Volume Band	The volume band of the device. The list of potential volume bands will be provided to the vendor in the reporting template
Agency Information	Unique Device ID	The serial number or other unique identifier of the device
	Agency Name	Name of agency / sub-agency acquiring the device. A list of agency / sub-agencies will be provided to the vendor in the reporting template
	Sub-Agency Level 1	
	Sub-Agency Level 2	
	Sub-Agency Level 3	
Sales Information	Delivery Location	The city and state where the device was delivered
	Remote Service Rate Charged	A flag noting if the device incurs a ‘non-metro’ service charge
	Service Delivery Model	Purchase, Lease-to-Own, Operating Lease, Cost-per-Click, Rental, Flat Rate
	Term	Length of term for lease, rental, or CPC devices
	Effective Date	Start date for lease, rental, or CPC devices or sales date for purchased devices
Task Order Pricing	Payment Method	Smartpay / credit card or other payment method
	Device Purchase Price	For “Purchased” devices only
	Black & White Consumables Price	Consumables price for purchased devices using black & white toner only
	Color Consumables Price	Consumables price for purchased devices using color toner
	Maintenance Fee	Maintenance and fees (not including consumables)

	Monthly Lease / Rental Cost	Lease / rental cost plus consumables and service costs for leased or rented devices
	Cost Per Click	Cost per click (or cost per page) for pages printed under the CPC model
	Overage Cost	Per-page overage cost for each page printed beyond the maximum allowed for CPC and rental plans
	Flat Rate Cost	Fully loaded cost for flat rate devices (device, consumables, service, and overage all included in the flat rate)

Report 2: Quarterly Usage Report

CATEGORY	DATA ELEMENT	EXPLANATION
Device Information	Unique Device ID	The serial number or other unique identifier of the device
Cost Information	Invoice Amount	Total invoice amount during current reporting period
Usage Information	Total Pages Printed	Total sheets of paper printed
	Total pages printed in black & white	Total sheets of paper printed in black & white only
	Total pages printed in color	Total sheets of paper printed with any amount of color toner

Report 3: Quarterly Subcontracting Report

CATEGORY	DATA ELEMENT	EXPLANATION
Subcontracting Information	BPA Number	The BPA number provided by GSA
	Task Order Number	The ordering agency's task order number
	Subcontracting amount	Total dollars subcontracted to small businesses during the current reporting period

Past Performance Reference Attachment I

(Contractors may modify content as long as the reference contains the following core fields)

Sales

Government or commercial

Reference point of contact name, position, location, telephone number, and email address

Contract or task order number

Dollar amount of task order or contract

Period of performance

Scope of work

The information contained in the “scope of work” section should be sufficient to determine whether or not the work was consistent with the requirements of the RFQ. A suggested length in 1 page.

Overall, the contractor performed at what level:

- 5- Consistently exceeded expectations
- 4- Consistently met or exceeded expectations
- 3- Met expectations
- 2- Occasionally did not meet expectations
- 1- Overall, performed poorly
- N/A

Provide a rating using the above scale to describe the quality of this task:

Timeliness

Customer Service

Ability to Manage Technical Requirements

Ability to Manage Service Requirements

Reference Comments

Reference Signature

NOTE: The signature of the reference is REQUIRED. Un-signed or unverifiable references will be considered non-responsive

Agency Commitments

June 16, 2011

Currently, OMB and OFPP are working with federal agencies senior leadership to draft commitment letters to use the Federal Strategic Sourcing Initiative (FSSI) print management Blanket Purchase Agreements (BPAs). Contractors should prepare their responses anticipating strong agency commitment. The commitment letters/memos will be shared upon receipt. If commitment letters/memos are received after the RFQ closes, they will be shared with all contractors.

To date, seventeen Federal Agencies have made commitments to using the FSSI for Office Supplies, and in working with OFPP, GSA anticipates receiving a similar level of strong commitment. The agencies committed to using FSSI Office Supplies include:

- Air Force
- Department of Agriculture
- Department of Commerce
- Department of Defense
- Department of Education
- Department of Homeland Security
- Department of Interior
- Department of Justice
- Department of Labor
- Department of Treasury
- Environmental Protection Agency
- General Services Administration
- NASA
- United States Navy
- National Regulatory Commission
- Social Security Administration
- Veterans Affairs

Specifically on Print Management:

- The Department of Homeland Security has committed to transitioning all MFD procurements to the FSSI BPA per language in the most recent DHS-wide strategic sourcing RFQ released October 12, 2010, section 2.8, BPA Expiration, page 9:
Important Note: DHS intends to participate in the Federal Strategic Sourcing Initiative for MFDs. The order period specified for the DHS BPA awarded from this RFQ is five years; however once the GSA FSSI is awarded, DHS does not intend to continue ordering from these BPAs.
- The Department of Homeland Security's RFQ, Section 2.3, page 4, BPA Volume states that the maximum value of the BPA over 5 years is expected to be \$284 million dollars.