

**Statement of Work for NBACC Multifunction Device
U.S. Department of Homeland Security
Science and Technology Directorate
Office of the Chief Information Officer**

1. INTRODUCTION AND OVERVIEW

The U.S. Department of Homeland Security (DHS) is committed to using cutting-edge technologies and scientific talent in its quest to make America safer. The DHS Science and Technology Directorate (S&T) is tasked with researching and organizing the scientific, engineering, and technological resources of the United States and leveraging these existing resources into technological tools to help protect the homeland.

This task provides multifunction devices, associated components, and maintenance.

The contractor shall provide devices identified in Section C necessary to support the Department of Homeland Security, Science and Technology Directorate, Office of the Chief Information Officer, in accordance with Section C, Specifications and all other terms and outlined herein in accordance with the GSA Federal Strategic Sourcing Schedule 36.

2. GENERAL

The contractor shall provide the multifunction devices and components necessary to support the Department of Homeland Security, Office of the Chief Information Officer, Information Technology Services Office in accordance with Section C, Specifications and all other terms and outlined herein in accordance with the GSA Federal Strategic Sourcing Schedule 36.

3. TYPE OF CONTRACT

The Government anticipates the award of a single firm-fixed-price delivery order.

4. CONTRACT LINE ITEM

Please provide a breakdown by manufacturer orderable element, inclusive of all items in Table 1 as well as maintenance.

Table 1

Item	Description	Quantity
418293	IM C3000G (Multifunction Device)	5
418349	Paper Feed Unit PB3280	Included
418378	Internal Finisher SR3250	Included
418327	Punch Unit PU3070 NA	Included
418408	PostScript3 Unit Type M37	Included
418600	Fax Option Type M37	Included
006428MIU	ESP XG-PCS-15D	Included
008169MIU-PS1	CAC/PIV V4 1-Pack	Included
PS-INSRICCAC	Installation - Common Access Card	Included
005269MIU	USB Smart Card Reader	Included
HDSTANDARD	STANDARD - TS HD Service - Data Erase and HD Surrender	Included
	Flat Rate Service Maintenance Service & Supplies *flat rate – all copies included. Annual maintenance including supplies (toner and staples)	5

5. STATEMENT OF WORK

5.1 The Contractor shall provide printers in accordance with the specifications outlined in Table 1. These specifications represent the base configuration that should be applied to all printers for this delivery order.

5.1.1 Provide components as detailed in Table 1, Multifunction Printers

5.1.1.1 Provide a breakdown of each orderable component.

5.1.1.2 If equivalent, specify each subcomponent.

5.1.2 All devices are to be new, make and model or comparable as specified in Section C, sourced directly from the manufacturer.

5.1.3 Where applicable, software purchased by a reseller to be provided under this contract is to be licensed to the Government and not the contract performer.

5.1.4 Ship all devices to:


 DHS S&T OES OCIO
 2707 Martin Luther King JR. AVE SE
 S&T OES OCIO MAIL STOP 0202
 Washington, DC 20528-0202

5.1.5 Provide DD250 and bill of materials for all items to include all serial numbers, hardware components, configuration and quantity, software specifications (quantity,

serial number, revision, etc) vendor specific identifiers, warranty status and end date for DHS signature upon receipt of product.

5.1.6 One week advance notice of shipping to COR is REQUIRED or shipments will be turned away.

5.1.7 Contractor shall provide an upfront purchase and flat rate annual maintenance support.

5.2. Hardware and Software Security

All devices offered by the Contractor under this delivery order 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.).

5.2.1 All MFDs 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 delivery order.

5.2.2 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.

5.2.3 All MFDs shall have the ability to password-protect fax address books.

6.2.4 MFDs shall offer the ability to encrypt documents being e-mailed. Encryption must be compliant with FIPS 140-2.

5.2.5 MFDs shall allow access by only approved USB encryption devices and shall be capable of disabling firewire interfaces. MFDs shall be capable of disabling serial connectors and Bluetooth interfaces.

5.2.6 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.

5.2.7 The memory and hard drives shall be de-imaged before the contractor shall be allowed to remove the leased equipment.

5.3 Consumables

5.3.1 The Contractor shall provide all consumable supplies, excluding paper necessary for the continuous operation of the devices throughout the delivery order period of performance.

5.3.2 The Contractor shall provide flat rate pricing (no per copy charges).

5.4 Service Level Agreement

5.4.1 The following sections outline the basic Service Level Agreement (SLA) requirements that have been incorporated into the Print Management solution at the delivery order level and

are acceptable and required by DHS. This SLA is the metric with which contractor performance will be measured.

5.5 Delivery and Installation

5.5.1 Delivery

5.5.1.1 The Contractor shall deliver and install the MFD within thirty (30) calendar days from the date of award. The Government is responsible for ensuring that the space for installation is clear and available. The Contractor shall provide inside delivery to the installation location. The MFD 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 and serial number. As a baseline, deliveries and installations shall be conducted Monday through Friday between the hours of 9:00 a.m. and 3:00 p.m. (Eastern Time), excluding federal holidays.

5.6 Installation

5.6.1 The Contractor shall perform the following deployment services for each MFD:

5.6.2 Provide DHS with up-to-date print devices drivers.

5.6.3 Un-box/uncrate requested print devices.

5.6.4 Inventory the ordered item(s) against packing list.

5.6.5 Set up the print devices.

5.6.6 Install accessories, including memory, paper-handling, duplex-unit, and other devices, as required.

5.6.7 Provide all consumables (DHS shall provide paper).

5.6.8 Connect print devices to power and network connections.

5.6.9 Coordinate configuration of IP address, network information including IP, default gateway, and Subnet Mask for each print device.

5.6.10 Verify print devices functionality via a standard print test.

5.6.11 The Contractor shall provide training to the key operator for the device at the time of installation. The Training shall include, at a minimum, how to operate the basic function keys of the MFD; location and procedures for installing consumable parts, such as toner, staples, paper 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 sensitive information has been exposed (e.g., copied, faxed, e-mailed, scanned, or printed) or spilled.

5.6.12 Place excess packaging materials in DHS-provided trash receptacle.

5.6.13 After successful testing, the contractor shall provide one month's consumable supplies for each MFD at the time of installation.

5.7 Installation Report

5.7.1 The Contractor shall provide an installation report to the Contracting Officer's Representative (COR) within ten (10) calendar days from the date of installation for each MFD. The installation report shall include, at a minimum, the deliver order 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 delivery order.

5.8 Maintenance Services

5.8.1 The Contractor shall be responsible for maintaining the devices at a 95% monthly availability/up-time rating. Availability/up-time ratings are based on the nine (9)-hour Government business day and industry standards.

5.8.2 The contractor shall provide a toll-free number that shall be available during normal business hours from 8:00 a.m. to 5:00 p.m. (Eastern Time) to be used by the DHS S&T Help Desk for service requests, supplies/consumables request, and device support. This number shall not be an automated answering device during normal business hours.

For all maintenance requests, the contractor shall dispatch a technician within six (6) hours to respond to all devices requiring onsite service. Response time on a service order begins when the request is received by the contractor. Requests received after normal hours of operation shall begin the following business day at 8:00 AM, Eastern Time. After determining that an MFD cannot be repaired, the Contractor shall provide a temporary device that has been certified by DHS of equal or greater capabilities within two (2) business days at no additional cost to DHS. After the request is completed, the service technician shall notify the DHS Help Desk about whether or not service was completed satisfactorily. If the original MFD is not repaired within fourteen (14) calendar days, the contractor shall provide a permanent replacement DHS certified MFD with equal capabilities.

6. Other Contract Details

6.1 **Period of Performance.** The period of performance for the printers specified is a one-year base period with four one-year maintenance support periods.

6.2 **Other Direct Costs.** N/A.

6.3 **Travel.** N/A.

6.4 Government Furnished Information

6.4.1 N/A

6.5 **Government Furnished Property.** Government property will not be provided to the Contractor.

Statement of Work (SOW) Attachment 2

6.6 Place of Performance Contractor will perform the work under this Delivery Requirements at contractor facilities and shall travel to the sites for installation and warranty/service calls.

6.7 Deliverables. The Contractor shall provide all deliverables required by this delivery order directly to the COR with a copy of the transmittal letter to the CO. All deliverables become the property of the government and may not be further disseminated without prior written approval from DHS. The Contractor will also provide DD250 and bill of materials for all items to include all serial numbers, hardware components, configuration and quantity, software specifications (quantity, serial number, revision, etc) vendor specific identifiers, warranty status and end date for DHS signature upon receipt of product. Where applicable, software purchased by a reseller to be provided under this contract is to be licensed to the Government and not the contract performer.

6.8 Funding Requirements. DHS will provide funding to the contractor in accordance with DHS's appropriations and available funds.

6.9 Security Requirements. All work performed under this SOW is unclassified. The contractor will not have access to CUI, DHS information systems, or recurring access to Government facilities.

6.10 Invoicing

Invoicing instructions: submit invoices via email to the following addresses: [REDACTED] and COR email address as listed in this SOW.

6.11 Licensing

Submit license information, software keys, serial numbers, authorization codes, activation codes, etc. to the following addresses: [REDACTED] and COR email address as listed in this SOW.

7. Points of Contact

7.1 Vendor Points of Contact

7.1.1 JTF Business Systems Corporation

[REDACTED]
7370 Steel Mill Drive
Springfield, VA 22150-3600
[REDACTED]

JTF Business Systems Corporation may change the individual designated as a POC upon notice to DHS S&T of such change.

Statement of Work (SOW) Attachment 2

7.2 DHS Points of Contact

7.2.1 DHS S&T Technical Representative

[REDACTED]
DHS S&T OES OCIO
2707 Martin Luther King JR. AVE SE
S&T OES OCIO MAIL STOP 0202
Washington, DC 20528-0202
[REDACTED]

7.2.2 COR:

[REDACTED]
DHS S&T OES OCIO
2707 Martin Luther King JR. AVE SE
S&T OES OCIO MAIL STOP 0202
[REDACTED]

7.2.3 DHS Contracting Officer:

[REDACTED]
Department of Homeland Security
Office of Procurement Operations
S&T Acquisition Division
245 Murray Lane, SW
Washington, DC 20528
[REDACTED]

DHS S&T may change the individual designated as a POC upon notice to the Contractor of such change.

Other Provisions

General Statement for IT Systems

All IT systems (as defined by DHS Management Directive 0007.1) being planned, designed, developed, and maintained for the Department of Homeland Security, Science and Technology Directorate (DHS-S&T), its customers, and/or with DHS data, shall align and comply at a minimum with the following (and successor documents):

- OMB Circulars, including but not limited to:
 - OMB Circular A-11
 - OMB Circular A-130, Management of Federal Information Resources
 - OMB Circular A-123, Management's Responsibility for Internal Control

Statement of Work (SOW) Attachment 2

- Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194
- Certification and Accreditation - DHS Management Directive 4300 and NIST Special Publication 800-37, "Guide For The Security Certification and Accreditation of Federal Information System".
- 44 U.S.C. 3541, P.L. 107-347, Section III, Federal Information Security Management Act of 2002 (FISMA)
- Executive Order 13423, January 24, 2007 – Strengthening Federal Environmental, Energy, and Transportation Management
- Guidance related to the Secure Coding Initiative and secure coding verification may also apply. Determination of compliance shall be made in writing by the S&T CIO.