

STATEMENT OF WORK FOR
Printer Maintenance
Office of The Surgeon General, U.S. Army
Information Management Directorate
Department of Defense
May 01, 2004

1.0 Background

The U.S. Army Office of the Surgeon General is the principal organization responsible for executing the Army Medical Program to provide top quality health service, whenever and wherever needed in support of military operations and to members of the Armed Forces, their families, and others entitled to DoD health care. The Army Medical Department (AMEDD), Office of the CIO is the organizational element within the OTSG responsible for planning, integration, and oversight and policy formulation for the Information Management/Information Technology (IM/IT) aspects of the Army Health Care Program and for the Army responsibilities in the DoD Military Health System (MHS) IM/IT Program. In addition, the integration of the Army health care systems with other Army systems and with the MHS is the responsibility of this office.

2.0 Objective

The objective of this task is to provide assistance to the Chief Information Officer, U.S. Army Office of the Surgeon General, Information Management Directorate in the requirements delineated in the scope of this task statement.

3.0 Scope

Printer maintenance support and repair will be provided to the OTSG to ensure printer functionality is maintained in a reasonable manner without unnecessary downtime to the customer. Printer support will be provided by the Printer Maintenance Contractor, for the OTSG at the Skyline complex, Ft. Belvoir and Walter Reed Army Medical Facility. This maintenance contract will cover (84) Network printers/plotters (82 printers, 2 plotters).

4.0 Specific Tasks

The Contractor will be directly responsible for ensuring the accuracy, timeliness and completion of all tasks assigned under this contract. Specifically, the Contractor will provide:

4.1 Technical Analysis - One annual full service Preventive Maintenance inspection will be performed on each printer as listed on Attachment A. The Preventive Maintenance inspection will be performed with all parts as included in the maintenance kit and labor for all monochrome printers. All worn and damaged parts will be replaced at no charge with the exclusion of items considered consumables to be documented and agreed upon within the contract.

5.0 Deliverables/Delivery Schedule

The Contractor will provide service and maintenance during regular business hours (8:00am-5:00pm) Monday through Friday except legal holidays. Due to 24/7 work schedules at the OTSG there may be times when service will be required beyond standard business hours. Therefore at the customers request and based on availability of technical personnel, every attempt shall be made to comply with requests to provide service beyond standard business hours. Rates for this additional service may be negotiated based on specific customer needs. The OTSG reserves the right to delete models from the Maintenance Agreement coverage at any time with a written ten days notice. Models may be added at any time following an inspection and approval from the Contractor.

5.1 Monthly Status / Financial Report - A monthly status report will be provided to the government with the following information:

- Contract funds expended during the reporting period
- Summary of work accomplished during the reporting period and percent complete
- Problem areas

This report is due NLT the 15th day of each month. Additionally, the Contractor will be responsible for submitting scheduled periodic reports regarding the status of work initiatives and documentation updates.

5.2 Final Report - The Contractor shall provide a final report to the COTR at the conclusion of this task. The report will summarize objectives achieved, significant issues, problems and recommendations to improve the process in the future.

5.3 Deliverable Table

| Item # | Description | Draft Due Date | Final Due Date |
|--------|---------------------------------------|----------------|-----------------------------------|
| 1 | Initial Kick-Off Meeting | | 5 Days after award |
| 2 | Monthly Financial and Progress Report | N/A | 15 th day of the month |

| | | | |
|---|--------------|----------------------------------|-----------------|
| 3 | Final Report | 30 days prior to end of contract | End of Contract |
|---|--------------|----------------------------------|-----------------|

5.4 Deliverables/Delivery Schedule - Unless otherwise specified, the Government will have a maximum of ten (10) working days from the day the draft deliverable is received to review the document, provide comments back to the Contractor approve or disapprove the deliverable(s). The Contractor will also have a maximum of ten (10) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government. The Contractor may assume a deliverable is acceptable if it receives no feedback within this time. All days identified below are intended to be work days unless otherwise specified.

6.0 Inspection and Acceptance Criteria

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery by the COTR.

6.1 General Acceptance Criteria - General quality measures as set forth below will be applied to each work product received from the Contractor under this statement of work.

- **Accuracy** - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- **Clarity** - Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- **Consistency to Requirements** - All work products must satisfy the requirements of this statement of work.
- **File Editing** - All text and diagrammatic files shall be editable by the Government.
- **Format** - Work Products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- **Timeliness** - Work Products shall be submitted on or before the due date specified in this statement of work or submitted in accordance with a later scheduled date determined by the Government.

7.0 Travel & Other Direct Costs (ODCS):

7.1 Travel - Local and long-distance travel may be required. This contract will support printers off site of our primary Skyline facility. Additional printers under this contract are

located at: 6011 5th Street, Bldg. 1469, Ft. Belvoir, VA 22060, and Walter Reed Army Medical Center, 6825 Georgia Avenue, NW, Bldg. T-60A, Washington, DC 20307. Accordingly, anticipated travel should be included in the Contractor's cost proposal. All estimated travel will conform to the current Federal Travel Regulations (FTRs). After award, all travel shall receive Government approval by the Contracting Officer's Technical Representative (COTR) and the Contracting Officer prior to funds being expended. Travel expenses invoiced to the Government will be in accordance with FTR; expenditures that exceed the FTR will not be reimbursed by the Government. Currently the Government is estimating minimal travel to these facilities with an average of two service calls experienced per year.

7.2 Other Direct Costs (ODC'S) - Other direct costs may include replacement parts and labor arising from use of equipment in a manner not recommended by the OEM; failure to provide suitable installation environment, including but not limited to adequate power, air conditioning or humidity control; customer improper use; accident and disaster including fire, flood, water, wind, lightning, electrical work, cables and other equipment external to the equipment. Under any of these circumstances it is understood additional cost may be incurred and an ODC's may be required for this task. After award, all ODC's shall receive government COTR approval prior to funds being expended. The Contractor should include Other Direct Charges in their cost proposal to cover any costs associated with travel and/or other direct costs (ODC's). ODC's are limited to \$2,500 on GSA schedule holders, unless the items are on the holder's schedule.

8.0 Government Furnished Equipment (GFE) / Government Furnished Information

8.1 Government Furnished Equipment (GFE):

Government Furnished Equipment will not be provided under this contract.

8.2 Government Furnished Information:

The Contractor shall be furnished current task working papers, project descriptions, program briefing material and other pertinent information, and other documentation or material required to carry out the tasks described hereunder.

9.0 Place of Performance

The majority of the work will be performed at 5109 Leesburg Pike, Falls Church, VA 22041.

10.0 Period of Performance

The period of performance for this task is date of award for a period of one (1) year thereafter, hereto referred to as the Base Period. This order includes three (3) option periods, which may be unilaterally exercised by the Government and shall not exceed one (1) year in duration. All terms and conditions applicable to the base period shall extend to the option unless otherwise agreed upon.

- Option Year 1: June 01, 2005 through May 31, 2006
- Option Year 2: June 01, 2006 through May 31, 2007
- Option Year 3: June 01, 2007 through May 31, 2008.

11.0 Type of Contract: Firm fixed price.

12.0 Security: A security clearance is not required in performance of this contract.

13.0 Data Use, Disclosure of Information and Handling of Sensitive Information

The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of information. The Contractor shall provide information only to employees, Contractors, and subcontractors having a need to know such information in the performance of their duties for this project.

Information made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer.

If public information is provided to the Contractor for use in performance or administration of this effort, the Contractor except with the written permission of the Contracting Officer may not use such information for any other purpose. If the Contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the Contractor will consult with the COTR regarding use of that information for other purposes.

The Contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each offeror or employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

Performance of this effort may require the Contractor to access and use data and information proprietary to a Government agency or Government Contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

Contractor and/or Contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorized Government personnel or upon written approval of the CO. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the Contractor without such

limitations or prohibit an agreement at not cost to the Government between the Contractor and the data owner that provides for greater rights to the Contractor.

All data received, processed, evaluated, loaded, and/or created as a result of this delivery order shall remain the sole property of the Government unless specific exception is granted by the Contracting Officer.

14.0 Points of Contact:

All contract questions and concerns will be directed to the Government Contracting Administrator, Kimberly Bass, contact information identified below. **The Contracting Officer is the only individual with the authority to amend this contract.**

14.1 Contracting Officer's Technical Representative (COTR)

14.1.1 Primary:

Office of The Surgeon General, U.S. Army
Information Management Directorate
5109 Leesburg Pike, Suite 594
Attn: Mr. Carl Day
Falls Church, VA 22041
Contracting Officer Technical Representative
(703) 681-8126 - Voice
(703) 681-8303 - Fax
e-mail - Carl.e.day@us.army.mil

14.1.2 Alternate:

Office of The Surgeon General, U.S. Army
Information Management Directorate
Mr. David Tucker
Chief Information Technology Support and Service
(703) 681-8294 - Voice
(703) 681-8303 - Fax
e-mail - david.tucker@otsg.amedd.army.mil

14.2 Contracting Officer

Department of the Interior/Gov. Works
Procurement Operations Branch
381 Elden Street, MS2500
Attn: Gregory Ruderman
Herndon, Virginia 20170-4817
(703) 787-1821 - Voice
(703) 787-1009 or 1387 - Fax
E-mail - Gregory.Ruderman@mims.gov

14.3 Contract Administration:

Department of the Interior/Gov. Works
Procurement Operations Branch
381 Elden Street, MS2500
Attn: Kimberly Bass
Herndon, Virginia 20170-4817
(703) 787-1397 – Voice
(703) 787-1009 or 1387 – Fax
E-mail – Kim.Bass@mms.gov

15.0 Invoicing

The Contractor shall develop a payment schedule based on deliverables, and will be reviewed by both the COTR and contracting officer. If payment schedule is acceptable to the Government, the Contractor will bill on this contract quarterly. Invoices are forwarded by GovWorks to the Government COTR for acceptance and approval. Invoices will be paid upon approval and acceptance by the Government COTR. Invoices must include, as a minimum, the following information for each individual:

Name
Time Period Covered
Productive Direct Labor Hours
Labor Category
Hourly Rate

15.1 Mail Invoices to the Following Address:

Minerals Management Service
Procurement Operations Branch
Mail Stop 2510
381 Elden Street
Herndon, Virginia 20170-4817

- Direct all Invoice and Invoice Inquires to **Invoice Team** on **703-787-1200** or **govworks.invoice@mms.gov**

16.0 Other Administrative Considerations:**16.1 Productive Direct Labor Hours**

The Contractor can only charge the Government for “Productive Direct Labor Hours”. “Productive Direct Labor Hours” are defined as those hours expended by Contractor

personnel in performing work under this contract. This does not include sick leave, vacation, Government or Contractor holidays, jury duty, military leave, or any other kind of administrative leave.

16.2 Government Holidays

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation.

16.4 Contract Management

The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this contract. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the statement of work. Resumes submitted for employees assigned to perform under this statement of work shall contain documented experience directly applicable to the functions to be performed. Further, these prior work experiences shall be specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

16.4.1 Project Manager, Co, and COTR Meetings

The Contractor's Project Manager shall meet with the COTR as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/Contractor procedures. At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the Contractor, signed by the Contractor's designated representative, and furnished to the Government within two (2) workdays of the subject meeting.

17.0 Section 508 Compliance Requirements

All electronic and information technology (EIT) procured through this order must meet the following applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

Full details demonstrating compliance with Section 508 requirements shall be included as an attachment.