STATEMENT OF WORK
FOR
COPIER MAINTENANCE AND SUPPORT SERVICES
DEPARTMENT OF STUDENT TRANSPORTATION

C.1 SCOPE

The Office of the State Superintendent of Education – Division of Student Transportation (OSSE-DOT) requires a Contractor to provide printer/copier maintenance and repair services, toner and consumables inclusive.

The Contractor will oversee the maintenance and repair of the OSSE-DOT networked printer/copier identified in the equipment list (Table 1).

C.2 DEFINITIONS

Networked: Printers, plotters and multifunction printers connected to the DC Government local area network, communicating by Ethernet protocols using hard-wired or wireless connection.

Consumable Supplies: User-installable supplies such as toner cartridges, drums, etc, consumed to produce printer/copier output.

Maintenance: Factory-recommended replacement of worn parts based on time or throughput on machine. Includes “preventive maintenance”. Does not include clearing of minor paper jams or configuring the system for network or computer communication. Includes vacuuming inside of printer/copier as needed.

Repairs: Vendor action needed to effect the continued operation of the system in accordance with manufacturers’ specifications. Includes diagnostics, providing and installing replacement parts, clearing persistent or severe paper jams and correcting the cause any error message indicating an error in the machine.

POC: Point of Contact. Person designated by the COTR to initiate requests for maintenance, repairs or supplies and authorized to verify or accept receipt of services and supplies furnished under this procurement.

C.3 BACKGROUND

The Office of the State Superintendent of Education - Division of Student Transportation (OSSE-DOT) is required to provide “special education transportation” at no cost, for all DOT students receiving special education and/or related services. These services are for the students whose individual needs require transportation to and from programs and/or related service sites by means of other than public transportation or on foot.

OSSE-DOT seeks government estimates to provide maintenance and repair services for one (1) networked printer/multi-functional device. OSSE-DOT also seeks to purchase in conjunction with maintenance and repair services on-site delivery of toner, and other related consumable supplies for the equipment identified in Table 1.
C.4 REQUIREMENTS

C.4.1 – Provide Printer Maintenance

The Contractor shall maintain the printer/copier in accordance with the manufacturer’s recommendations. All work shall be performed on-site unless specifically authorized. The Contractor is responsible for providing all maintenance and repairs for the networked printer/copier.

C.4.1.1 – The Contractor shall provide an annual scheduled maintenance and periodic maintenance plan for the equipment. The Contractor shall provide recommendations for upgrade or replacement of equipment based on periodic maintenance and/or other factors based on the hardware manufacturer’s specification, provide a schedule for individual equipment billable replacement parts associated with period maintenance. The Contractor shall provide ‘maintenance kits’ for equipment upon arrival for periodic maintenance as specified by the manufacturer. Specific details are provided in Section C.6.1.1 Maintenance.

C.4.1.2 – The Contractor shall respond to on-site service calls with qualified technicians within three (3) working hours, 8:30 am to 5:00 pm, Monday thru Friday, excluding District Holidays. The response time measurement starts when the Contractor receives the call from the POC or other authorized District OSSE-DOT employee.

C.4.2 – Provide Repair Services

The Contractor shall provide repair cost estimates when a replacement part must be specially ordered. The Contractor shall perform all work on-site unless other arrangements are authorized in advanced by the POC. Specific details are provided in Section C.6.1.2.

C.4.3 – Consumable Supplies

The Contractor shall provide all consumable supplies required for copying, printing and scanning for the equipment. Consumables shall consist of, and are not limited to, developer, printer heads, black and color toner cartridges, drums, etc. For the purpose of estimating costs, this is based on 40,000 standard-size copies per month. Additional reporting requirements are detailed in Section C.6.1.3.

C.4.4. – Meter Reading and Reports

The OSSE-DOT shall be responsible for providing meter readings for the networked printer/copier. The Contractor shall outline its approach in tracking the number of pages used per OSSE-DOT and provide monthly reports for management review. Additional reporting requirements are detailed in Section C.6.1.4.

C.5 PERFORMANCE LOCATION
The location/site of performance is:

810 1st Street, NE – 5th Floor

C.6  DELIVERABLES

Where documents are required, the Contractor will provide electronic documents to the COTR and/or POC using standard Microsoft Office Suite Applications, unless otherwise agreed to.

C.6.1 – Specific Deliverables and Processes

C.6.1.1  Maintenance

Maintenance, defined as factory-recommended replacement of worn parts based on time or throughput on machine. Includes “preventive maintenance”. Machine may still be operable. Does not, clear minor paper jams or configuring system for network or computer communication. Includes vacuuming inside of printer as needed.

a) Need for vendor action is identified by any of the following:
   (1) Contact initiated by POC/user.
   (2) Contractor’s on-site inspection.

b) Need is addressed by vendor
   (1) Schedule with POC an on-site visit to perform maintenance work.
   (2) Perform maintenance work as scheduled.
   (3) Record site visit including machine ID, date and work performed.

c) Fulfillment of need is recognized by POC
   (1) Sign-off on successful completion of work performed.

C.6.1.2  Repairs

Repairs, is defined as needed actions that effect the continued operation of the system in accordance with manufacturer’s specifications or if the machine is not fully operable; Includes diagnostics, providing and installing replacement parts, clearing persistent or severe paper jams and correcting any error messages indicating a defect in the machine’s operation. Standard response time is three (3) hours or less.

a) Need for vendor action is identified by any of the following:
   (1) Contact initiated by POC/user.
   (2) Contractor’s on-site inspection.

b) Identification by the POC or agreement whether high priority response time is required.

c) Need is addressed by Contractor
   (1) Schedule with POC site visit to perform repair.
   (2) Provides any necessary parts.
   (3) Record site visit including machine ID, date and work performed.
   (4) Records labor and parts to be invoiced.

d) Fulfillment of need is recognized by POC
(1) Sign-off on successful completion of repair, including labor time.
(2) Evidence of repair (e.g. test print of document, not test page) in hand.

C.6.1.3 Provide Consumable Supplies

Consumable Supplies, defined as user-installable supplies such as toner cartridges consumer in printer/copier output. Includes on-site delivery of ink/toner modules and replaceable print heads and drum kits. For the purpose of estimating costs, OSSE-DOT will assume an average monthly allowance of 40,000 copies for the networked printer/copier.

a) Need for Contractor action is identified by any of the following:
   (1) Contractor verified estimate.
   (2) By way of call by POC/user.
   (3) By Contractor’s on-site inspection.

b) Need is addressed by Contractor
   (1) Initiates delivery of supplies or consumables (ink/toner).
   (2) Notify POC of expected delivery of supplies or consumables.
   (3) Record bill of supplies or consumables to be invoiced.

c) Fulfillment of need is recognized by POC.
   (1) Receipt of supplies or consumables.
   (2) Sign-off on delivery receipt of supplies or consumables.

C.6.1.4 Reports

Reports. In addition to the documentation in support of service and delivery invoices described above, the Contractor shall furnish the following:

a) End of performance period report indicating:
   (1) Dates and types of service (Maintenance or repair) for each piece of equipment covered by this contract.
   (2) Any recommendations for replacement or removal of equipment covered under the contract including an appropriate replacement model.
   (3) Record bill of supplies or consumables to be invoiced.
   (4) Summary of consumables cost per printer/copier model.

c) Items C.6.1.1 a) through C.6.1.4 b) above for each option year exercised.

<table>
<thead>
<tr>
<th>Description</th>
<th>Due Date</th>
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<tr>
<td>End of Performance Period Report, including any recommendation(s)</td>
<td>15th of October</td>
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Table 1: Networked Printer/Copier and Multifunction Devise(s)
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<thead>
<tr>
<th>Item</th>
<th>MFG</th>
<th>Model #</th>
<th>Description</th>
<th>Address</th>
<th>Floor</th>
<th>Serial#</th>
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<tr>
<td>1</td>
<td>Canon</td>
<td>IRADV8095</td>
<td>Printer/Copier/Scanner</td>
<td>810 1St St, NE</td>
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**PRICE SCHEDULE**

**B.3.1 BASE YEAR (Date of Award thru One Year Thereafter)**

<table>
<thead>
<tr>
<th>CLIN</th>
<th>DESCRIPTION</th>
<th>Unit of Issue</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Total Amount</th>
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<tr>
<td>01</td>
<td>Printer/Copier Maintenance and Support</td>
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<td>01A</td>
<td>Maintenance and Support of Networked Device S.O.W. C.4.1 and C.6.1.1.</td>
<td>Month</td>
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<td>$</td>
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Grand Total – Base Year: $  

**B.3.2 OPTION YEAR ONE**

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Grand Total – Option Year 1: $  

**B.3.3 OPTION YEAR TWO**

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<tr>
<td>01B</td>
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Grand Total – Option Year 2: $  

**B.3.4 PRICE SUMMARY**

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