

Document Services Vendor Service Level Requirements

Installation & Removals Schedule

Amount of Devices Per Contracting Action	Maximum Number of Calendar Days to Complete Installation
Up to 100	30
101 – 200	45
201 – 500	60
More than 500	90

All devices provided will be NMCI certified. Provide a toll free telephone number(s) to place service maintenance calls and order consumable supplies. The contractor shall affix its toll free telephone number(s) on each device placed on this contract, as well as the DLA Document Services EMS sticker. (DLA Document Services will provide the stickers). In addition, the contractor shall ensure each device has the manufacturer's name, model number, and machine serial number legibly stamped or affixed to the device in a readily accessible location. The contractor shall provide English speaking personnel at the toll-free number(s) it provides in this paragraph.

Remove all devices and associated supplies from Government premises within thirty (30) calendar days of contract expiration or receipt of a valid removal order. Contractor is required to submit the Customer Acceptance Form after the removal. In the case of termination, DLA Document Services shall provide the contractor with a final cancellation and removal order depicting each device's serial number, location, and local contact phone number. Devices not removed by the contractor within thirty (30) calendar days shall be deemed abandoned and subject to such disposal as the Government may deem appropriate at the contractor's expense.

Upon termination or expiration of the contract, the hard drive and/or any component containing residual data, will be removed by the vendor/contractor and turned over to DLA Document Services (or its designated assignee) and provide written verification to the designated COR. In all cases where the customer or DLA Document Services requests to own the hard drive at the term of the contract and at time of removals, the contractor, as part of their quoted price, shall provide a replacement hard drive to ensure equipment is fully operational.

Government Owned Equipment, as part of the Contractors quoted price, when requested. It will be the Contractor's responsibility for removal and disposal of existing Government Owned Equipment which refers to those MFDs purchased and may require the removal and disposal from Government premises. As part of the Contractors quoted price; prior to removal, DLA Document Services requires the Contractor to remove all hard drives from the controllers and print engines, turn the hard drives over to DLA Document Services, and provide documentation to the COR signed by the Contractor and the local DLA Document Services representative attesting to the hard drive removal and

receipt by DLA Document Services. All hard drives will remain the possession of DLA Document Services. It will be the Contractor's responsibility to remove and dispose of existing equipment. Offerors will have the opportunity to list the cost of removing the equipment when pricing the contract. Removal of existing equipment will be coordinated by the location POC named in the delivery order.

TRAINING.

Provide on-site training in English **within three (3) business days** after installation to key operators. A training schedule shall be established prior to device delivery and shall be noted on the installation report. The training schedule shall show training dates and times. Special and remote areas shall be provided training at the new device's location(s).

The contractor shall provide initial training upon installation of devices and any follow up training can be furnished via a quick reference desk guide in addition to a CD- ROM or web based self-guided instructions. Quick reference guide should be single sheet, 2 sided print, no larger than 8.5 X 11 paper size, laminated, full color and easily stowed away with the device.

MAINTENANCE (Including Operational Standards & Performance). The contractor shall:

Maintain each device at a minimum 95% monthly available rate based on the 21 standard federal work days in a month. Maintaining the devices includes, but is not limited to, preventive maintenance, service calls, repairs, troubleshooting, connectivity and maintenance as required, to correct hardware and software malfunctions within 30 days, and to mitigate high risk findings identified by customers running DOD approved network scanning tool as well as all associated labor and travel.

Provide service technician support Monday thru Friday 0800 – 1630 local time, except varying Federal or local Holidays. The contractor shall provide a service technician who speaks English.

Respond to **work stoppage situations** within **2 or 4 business hours of a service call**. A telephone call (unless it results in solving the problem) shall not be deemed as an acceptable service response. The service technician shall call the key operator within an hour to discuss service problem and time of arrival. It is estimated that **10%** of service calls will be classified as "work stoppage" across the total device population on a yearly basis.

Respond to **non-work stoppage situations** within **4 or 8 business hours of a service call**. A telephone call (unless it results in solving the problem) shall not be deemed as an acceptable service response. The service technician shall call the key operator within an hour to discuss service problem and time of arrival.

In the case of devices cleared for CLASSIFIED material, the contractor's repair technicians shall have a Department of Defense (DOD) security clearance equal to or higher than the classification of the device and be able to provide verification when requested.

Inform the designated COR within **2 business days** of the determination that device is non-repairable and provide comparable replacement device within **2 or 5 business days** from receipt of an order from the contracting officer.

CONSUMABLE SUPPLIES. The contractor shall:

Provide all consumable supplies (including staples) necessary for the operation of the devices. Paper is excluded as a consumable supply.

Deliver all required consumable supplies to the designated locations listed on the delivery schedule **within 2 business days** after receipt of an order.

DEVICE RELOCATION. The contractor shall:

Provide relocations aggregating to an amount equal to the total number of devices under contract for each year of the contract. (For example, if there 36 devices under contract then the contractor will provide up to 36 relocations per year. This may mean relocating the same device 36 times, relocating 36 different devices once each, or any other combination thereof each year.) Relocations shall be limited to a 50 mile radius from where the devices to be moved are located and shall not require rigging or special handling. Devices shall not be relocated without written approval from the designated COR and shall be completed within 30 calendar days after receipt of the approved request. Contractor is also required to submit the Customer Acceptance Form after the relocation.

Note: Device relocation shall include the following depending on the needs of the Government: breakdown and packing of equipment, shipping, uncrating, re-installation and key operator training.