

EMS Questions To Meet Your Customer's MFD Support Expectations

(Pgs 1-4 for Customer Informational Purposes)

The intent of this document is to assess your requirements/expectation and to highlight our EMS Program responsibilities to you, our Customer, from an IT/Support point of view.

Agency/Command:

Date:

Customers Can Expect

The EMS Program will provide the customers:

- An assessment service to determine the number of devices required and the performance level of each device. The assessments use industry standard metrics.
- A competitive acquisition process that is based on lowest priced, technically acceptable criteria.
- A MFD fleet that can meet, or exceed the customer's expectations.
- Initial installation/configuration support by the vendor.
- Vendor approved support for the duration of the lease.
- MFD consumables – Does not include paper.
- Contract management and renewal support.
- Removal services at end of lease.

Customer Responsibilities

Customers contribute to a successful experience by providing:

- Funding commitment.
- Accurate Delivery Schedule, detailing the exact location of where the MFDs will reside, along with accurate POC information; to include, Name, phone number and email address.
- Evaluate the available space or location where each MFD will be placed. The minimum space needed for each MFD is (3' x 3' or 9 sf)
- If requesting assessment service – provide:
 - o Access to devices for walk-thru or accurate inventory and meter reads if self-reporting.
 - o Accurate cost data of consumables to calculate savings.
 - o Usage information – classified, unclassified, PII, HIPAA, etc.
 - o Device status – in use, spare, DLA Disposition turn-in, etc.
- Identify technical requirements, such as:
 - o Compliance with Common Criteria, SPAN MFD STIG, HIPAA, Energy Star, or other standards.
 - o Authentication – Smartcard (Active Directory, LDAP, OCSP), user-id/password, PIN, etc.
 - o Smartcard controls – authenticate before using fax or scan, no authentication required to print or copy.
 - o Scan-to-Folder, Scan-to-Email, Scan-to-Network, Scan-to-Server and PC (sign only, or sign and encrypt).
 - o InfoSec related features like HDD encryption, Secure Print.
 - o Electrical outlet of devices and/or facilities may need to be in place prior to device placement.

(The more information a customer can provide about their requirements the better their chances are of getting a MFD that supports their workload.)

- Technical assistance to the vendor’s installers during initial install/configuration. Identify electrical power capabilities and power cables/plugs: 120v 60Hz, 220v 50Hz
- Ongoing support for the networked MFDs:
 - o Configuration updates.
 - o Customization.
 - o Vulnerability assessments.
 - o Vulnerability remediation.
 - o Surge protectors are recommended (to protect the devices from any electrical surges).

Note: Per Our contracting terms & conditions, a cancellation fee will be assessed if equipment is cancelled for convenience. If equipment is cancelled due to loss of funds, or formal reorganization justified in writing, cancellation fees will be waived. Agencies requiring official has reviewed Section 508 of the FAR and assumes responsibility for implementation.

Document Services Responsibilities

Document Services will:

- Determine baseline configuration requirements.
- Determine customer requirements.
- Perform technical evaluations on proposed hardware to verify conformance to DoD IA requirements, if required by customer.
- Provide Statement of Work that present customer requirements to vendor.
- Procure MFDs using a “low cost, technically acceptable” procurement model.
- Arbitrate disputes on issues like technical or operational compliance with stated requirements.
- Provide contract management – track renewals.
- Arrange for equipment moves within the terms of the contract.
- Remove hardware at end of lease.

Vendor Responsibilities

The vendors are responsible for supporting the customer under the terms of the contract.

- Deliver, install, and perform initial equipment setup. The MFDs should be operational when vendor leaves the customer’s site.
- Provide training for key operators post install.
- Replace fusers, rollers, and make adjustments when requested.
- Provide firmware/software updates when requested – apply bug fixes, vulnerability remediation, and feature upgrades.

Customer Requirements What options can a customer request?

Document Services sets baseline configurations that are determined by metrics like pages printed per minute and color versus grayscale. Then features and options are added to the baseline configuration based on user requirements.

If the customer agrees to use the assessment process many of the baseline parameters will be determined by the assessment, making it easier for the customer to get properly sized devices. But other features, like CAC and CAC controls will require the customer to understand their network IA/IT policies and technologies.

Statement of Work Components

The following items are included in the SOW.

- Installation and removal services.
- Training for key operators.
- Maintenance support – service calls and response times.
- Consumable supplies included in the pricing – does not include paper.
- Device relocation – provide free relocations aggregated to an amount equal to the total number of devices under contract for each year of the contract.
- Default features/capabilities/configuration:
 - o Reversing automatic document feeder.
 - o Automatic duplexing.
 - o HDD overwrite or encryption.
 - o Scan function produces PDF or TIFF formatted files.
 - o Print function supports PCL5e or PCL6, and Adobe PS3 Page Description Languages.
 - o Provide current print drivers and related software.
 - o Preset default print mode to *draft*.
 - o MFD support for current Microsoft desktop and server operating systems.
 - o MFD support for Energy Star features – enable power saving features during initial install.
 - o Network Function/Security – including DoD/NIAP requirements for IA and IA enabled COTS hardware.
- Optional features/capabilities/configuration:
 - o If Smartcard authentication is requested then require the Smartcard feature to be compliant with CAC and PIV standards. Identify which features require authentication before use (fax, scan) and which features are “walk up” (copy, print).

Document Services Technical Review

Document Services agrees to verify that MFDs provided to customers are compliant with DOD DISA requirements. Vendors provide sample MFDs to our test facilities so that the hardware can be evaluated against the following risk based criteria:

- ISO15408 Common Criteria certified.
- Compliant with DISA’s SPAN STIG for MFDs and Printers.
- Be able to mitigate high or medium risk vulnerabilities identified by DoD approved vulnerability scanning software. Findings rated as low risk or informational are acceptable.

Only evaluated hardware will be delivered to any customer. There are no agreements with any other customers that require Document Services to verify compliance before delivery.

Additional Enterprise or Agency Testing Required Prior To Placement

DLA Document Services evaluates all devices in accordance with the provision of the National Information Assurance Partnership Common Criteria Evaluation and Validation Scheme, Defense Information System Agency's "Sharing Peripherals Across the Network Multi-Function Device Security Technical Implementation Guide Version 2 Release 4". All Devices are ISO/IEC 15408 (Common Criteria) certified using NIAP recommended Common Criteria Protection Profiles. Additional Enterprise or Agency Testing Required prior to deployment for placement will incur additional costs and extended procurement acquisition lead time (PALT) to 180 days excluding the delivery of devices.

Where additional testing is required by the customer, the DOD IDIQ contract shall not be used for this requirement. Individual Procurement Packages are mandatory to be submitted with this exceptional requirement. Customer acknowledgement/justification for the additional testing shall be submitted to DLA Document Services prior to the Procurement Package submission for processing.

For NMCI/NGEN Connected Device Requirements

Customer should be notified of NMCI/NGEN CLINs that will be required for hookup. This must be coordinated by the customer via their IT/local NMCI/NGEN contact. The cost for this is the responsibility of the customer and not included in our contract price. The NGEN CLINs can be found at: <https://www.homeport.navy.mil/about/NGEN>

It is important that DLA Document Services is aware and passes on to the winning vendor any unusual installation requirements such as limited access to controlled areas, training classes that support personnel must take to get access to the area, SPECIALIZED EQUIPMENT needed for install etc. You may incur an additional cost. (Ref: Customer Requirements, pg 2)

Do you have any special requirements? Yes No

If yes, what are they?

DELIVERY SCHEDULE: Document Services require vendors to install within 30 days of accepted contract for contracts with 100 devices or less, 45 days for contracts with 101-200 devices, 60 days for contracts with 201-500 devices, and 90 days for contracts with more than 500 devices.

Delivery schedule shall be provided by the customer and must include both accurate delivery addresses and points of contact/s to ensure each device will be delivered within the agreed upon timeframe. In the event that information provided within the delivery schedule is inaccurate and/or the devices are refused upon delivery attempt, the customer will incur additional cost, which must be received prior to re-delivery.

TRAINING

DLA Document Services’ contracts require standard on-site training, free of charge, to be provided within 3 days after installation or upon personnel changes.

If you have any special training requirements beyond DLA Document Services standard requirements, please indicate what they are:

MAINTENANCE

Service technician support is Monday through Friday, 8:00 am – 4:30 pm. Contractor response to work stoppage situations shall occur within 2 business hours of service call and 4 business hours of service call for non-work stoppage situations.

Do you require more stringent vendor response times for any devices being placed? Yes No

SUPPLIES

All required consumable supplies, excluding paper, are to be delivered to the designated locations listed on the delivery schedule **within two (2) business days** of an order receipt.

REPORTS

Reports are collected quarterly and recommendations can be made based on the analysis of the data collected.

EMS – MODEL SUBSTITUTIONS:

No model substitutions will be made without first receiving written approval from the Contracting Officer.

RELOCATION OF DEVICES: DLA Document Services provides relocations, within a 50 mile radius, aggregating to an amount equal to the total number of copier machines and MFDs under contract for each year of the contract. For example, if there are 36 MFDs under contract, then the contractor will provide up to 36 moves. This can mean relocating the same device 36 times, relocating all devices one time each, or any other combination of moves totaling 36. Devices can be moved as long as they do not require rigging or special handling and if there is written approval from the designated COR.

EQUIPMENT & CONFIGURATIONS

All equipment is Section 508 compliant and must be Federal Energy Management Program (FEMP)-designated or Energy-Star qualified and meets all Energy Policy Acts requirements. Refer to FAR Part 23 and Executive Order 13221 requiring federal agencies to purchase products with low standby power.

Do you require devices to be Health Insurance Portability and Accountability Act (HIPAA) compliant?

Yes No

If yes, what type of configuration?

How many devices?

Do you require devices without hard drives? Yes No

Networked classified devices are only authorized when placed on the SIPRNET. If a device is cleared for use with CLASSIFIED material, then the contractor, along with the DLA Document Services COR and designated government Information Assurance (IA) and security personnel, will remove any/all memory chips or cards, hard drives, and other internal parts as deemed prudent by the Customer and surrender them to customer.

Will there be any classified devices? Yes No

If yes, please specify the Volume Bands (which devices) and the type of classification needed:

Before removal of equipment from Government premises, the contractor shall turn over any/all components that have stored job to DLA Document Services (or its designated assignee) and provide written verification.

NETWORKING FUNCTIONALITY

Devices shall be capable of being configured to comply with the current Defense Information Systems Agency (DISA) Security Technical Implementation Guide titled **SPAN Multi-Function Device (MFD) and Printer STIG** (latest version and release), developed by DISA for the DOD. URL for zip files of the DISA documents are at: <http://iase.disa.mil/stigs/index.html>.

NETWORKING SECURITY ISSUES

DLA Document Services requires all MFDs must be ISO/IEC 15408 (Common Criteria) certified using the National Information Assurance Partnership (NIAP) approved criteria.

Do you require any additional network security issues to be addressed (e.g. Specific regulations, base requirements, etc)?

Yes No

If yes, please explain:

The DoD has developed a list of security requirements for MFDs and have included them in the Sharing Peripherals Across the Network (SPAN) Security Technical Implementation Guide (STIG). The majority of the required implementation settings should be set by the J6E team.

Do you require Air Force, NMCI/NGEN, ONENET, or Army certified machines on respective approved product lists?

Air Force NMCI ONE-NET Army Other
If so, provide details

Will you be utilizing Government/Agency own CAC/PIV readers? Yes No

If so, describe

Do you require a Smartcard Solution using CAC/PIV, which uses authentication when scanning, copying, and/or printing? Yes No

If so, which functionality requires authentication? Scanning Copying Printing

What scanning functionality do you prefer?

Do you require the emails to be digitally signed using the sender's DoD PKI Certification? Yes No

Do you require the emails to be encrypted using the receiver's DoD PKI Certificate(s)? Yes No

Is FIPS 140-2 a requirement? Yes No

Item / Band Production Description / Configuration / Quantity

VB-0/ Model HP 8600 Color MFD is available for all customers to purchase directly via DOD eMail by using the customer's GPC. The HP 8600 is a "NMCI" certified device but is not yet certified to be placed on the Navy ONE-NET network.

Note: Applies to all Volume Bands 1 and above requirements-at least 256 Megabytes of document management memory; Multi-Position Stapler Finisher; Floor standing with wheels (or cabinets provided as needed); Copy from/to multi-sized materials up to and including 11 x 17 paper and CAC enabled.

VB-1/ Low Volume Black and White or Color/ Standalone/Networked: 1-5,000 B/W and 1-2,000 Color copies per month. Minimum 25 copies per minute 600 DPI or greater. Feeds from at least 3 paper sources one of which must be a bypass tray.			
Type	Quantity	Type	Quantity
B/W Networked		Color Networked	
B/W Classified		Color Classified	
VB-1 B/W Subtotal		VB-1 Color Subtotal	

VB-2/ Mid Volume Black and White or Full Color/ Standalone/Networked: 1-10,000 B/W and 1-5,000 Color copies per month. Minimum 30 copies per minute or greater. Feeds from at least 4 paper sources one of which must be a bypass tray.			
Type	Quantity	Type	Quantity
B/W Networked		Color Networked	
B/W Classified		Color Classified	
Short Term Rental <i>(NTE 12 months)</i>			
VB-2 B/W Subtotal		VB-2 Color Subtotal	

VB-3/ High Volume Black and White or Full Color/ Standalone/Networked: 1-20,000 B/W and 1-10,000 Color copies per month. Minimum 40 copies per minute or greater B/W and 35 copies per minute Color, standalone/non-networked device. Feeds from at least 4 paper sources one of which must be a bypass tray.			
Type	Quantity	Type	Quantity
B/W Networked		Color Networked	
B/W Classified		Color Classified	
VB-3 B/W Subtotal		VB-3 Color Subtotal	

VB-4/ High-Volume High-Speed, Black and White or Full Color/ Standalone/Networked: 1-35,000 B/W copies per month B/W and 1-20,000 copies per month Color. Minimum 50 copies per minute B/W, 40 copies per minute Color. Feeds from at least 4 paper sources one of which must be a bypass tray.

Type	Quantity	Type	Quantity
B/W Networked		Color Networked	
B/W Classified		Color Classified	
VB-4 B/W Subtotal		VB-4 Color Subtotal	

VB-5/ High-Volume High-Speed, Black and White/ Standalone/Networked: Maximum 70,000 copies per month for B/W (only). Minimum 55 copies per minute with a maximum 70 copies per minute B/W. Feeds from at least 4 paper sources one of which must be a bypass tray.

Type	Quantity	
B/W Networked		
B/W Classified		
VB-5 Subtotal		

Total Number of Devices:

Estimated total for Short Term Rental Devices Qty:

EXCEPTIONAL REQUIREMENT: Justification for exceptional requirements is necessary prior to Statement of Work (SOW) submission for EMS review. Use this space or provide an attachment to justify or clarify added requirements for paragraph 13.0 of SOW.

Phasing & Implementation Plan

During the assessment data collection process, DLA Document Services will use the Assessment Data Collection Spreadsheet to identify the age of each device. After the completion of the assessment, DLA Document Services will develop the phasing and implementation plan according to the guidelines below. DLA Document Services will review the proposed phasing plan identified below with the customer within Table 1. Table 1 phasing plan must be in accordance with the device age referenced within the Assessment Data Collection Spreadsheet.

Table 2 can be used to document the updated phasing plan to accommodate specific customer requests that do not match Table 1.

Devices that are older than 48 months should be replaced immediately (i.e. within the 1st year)

Devices between 36-47 months should be replaced during year 2.

Devices between 24-35 months should be replaced during year 3.

Devices between 12-23 months should be replaced during year 4.

Devices between 0-11 months should be replaced during year 5.

Table 1 – DLA Suggested Execution					
Immediate Requirement	Phased Execution Requirements				
	Year 1	Year 2	Year 3	Year 4	Year 5
# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____
_____	_____	_____	_____	_____	_____

Table 2 – Adjusted Upon Customer Request					
Immediate Requirement	Phased Execution Requirements				
	Year 1	Year 2	Year 3	Year 4	Year 5
# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____	# of Devices to be Ordered/Submitted in FDW for FY20_____
_____	_____	_____	_____	_____	_____

Removal/Disposal of Current Device Fleet

The DLA Document Services' assessment recommendation is based upon the assumption that the current state devices will be removed and replaced with MFDs over the course of the 5-year phasing implementation as identified above.

Table 1 DLA Suggested Removal/Disposal Plan for Current Device Fleet				
*Average Cost Per Device= _____				
Immediate Removals	Phased Removals			
Year 1	Year 2	Year 3	Year 4	Year 5
# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____
_____	_____	_____	_____	_____

* Average Cost Per Device = Current State Total Annual Cost/Total Current State # Devices

Table 2 Adjusted Upon Customer Request Removal/Disposal Plan for Current Device Fleet				
*Average Cost Per Device= _____				
Immediate Removals	Phased Removals			
Year 1	Year 2	Year 3	Year 4	Year 5
# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____	# of Devices to be Removed for FY20 _____
_____	_____	_____	_____	_____

* Average Cost Per Device = Current State Total Annual Cost/Total Current State # Devices

CUSTOMER CERTIFICATION OF REQUIREMENT AND EVALUATION CRITERIA:

Customer Signature and Date

DLA Document Services Customer Service Representative and Date

DLA Document Services Equipment Processing Center Specialist and Date

DLA Document Services CSR/EPC Checklist

(For Internal DLA Document Services Use Only)

Assessment Conducted

Date Completed:

Number of Devices Current State:

Number of Devices Proposed State:

Number of Work Locations:

Current State Annual Cost:

Proposed State Annual Cost:

Estimated Savings:

If no assessment was conducted, provide a brief description explaining why:

Requirements Obtained from Customer

Existing Contracts Reviewed

Volume Bands Determined

Exceptional Requirements (paper sizes,
finishing options) Electrical Outlet of Device and

Facility are compatible SOW Completed

Provided to OG EMS Program Manager

Recommend Surge Protection to Customer

MOA/DD1144

Signed & Uploaded as related document in FDW

Customer Funding Document obtained and added as related document in FDW IAW DSI

8151.01 Contract Vehicle Selected for this Requirement

IDIQ

SOW/RFQ

IDIQ Procurement Package Document completed and added as related document in FDW

Delivery Schedule

SOW/RFQ Procurement Package files completed and added as related documents in FDW

IGE

Buy vs. Lease

Analysis Delivery

Schedule SOW