

**Statement of Work – Rental and Maintenance of Multifunctional Device(s)**  
**Department of Homeland Security (DHS)**  
**Federal Emergency Management Agency (FEMA)**

**1.0 GENERAL**

**1.1 SCOPE**

The Federal Emergency Management Agency, Disaster Branch 6 Office has a requirement for the rented multifunction printer/copier/scanner device(s) to include maintenance and support services and all necessary supplies, excluding paper.

The contractor shall oversee the maintenance and repair of the device to meet the requirements listed below:

- The contractor shall ensure the device(s) are delivered during normal business hours at the Place of Performance (8:00am-7:00pm local time).
- The contractor shall perform all maintenance on device(s) at Installed Premises during normal business hours, unless specifically authorized by FEMA personnel.
- The contractor shall provide maintenance kits for equipment for periodic maintenance as specified by the manufacturer.
- If the device(s) needs to be removed from service for longer than 24 hours, the contractor shall supply replacement equipment equal to the existing equipment.
- If the device(s) continues to malfunction after receiving service a replacement device of equal specifications will be provided

The contractor shall respond to onsite service calls with qualified technicians within four (4) working hours, 8:00am to 7:00pm Monday through Friday, excluding Federal holidays.

The contractor shall provide all consumable supplies (toner, developer, printer heads, black and color toner cartridges) required for copying, printing and scanning. Paper is excluded from the consumables and will be supplied by FEMA. The contractor shall automatically replenish consumable supply inventory based on monthly production levels and established needs.

Estimated monthly production levels for black and white copies is 20,000 pages.

Estimated monthly production levels for color copies is 10,000 pages

**2.0 SPECIFIC REQUIREMENTS/TASKS**

- 2.1** Monthly lease of High-Speed Color Multifunction Copiers must include 10,000 (7,500 black/white, 2,500 color) copies per month per device – Any overages can be charged accordingly, not to exceed \$100.00.

- 2.2** Monthly lease of copiers shall include labor, parts, maintenance, toner, and all necessary supplies (except paper).
- 2.3** Copiers must be networkable.
- 2.4** Will need to take hard drive out of both machines and be turned in to FEMA for destruction.
- 2.5** The Contractor shall oversee the day-to-day maintenance and repair of the copier devices to meet the requirements listed below.
- 2.5.1 Shall ensure the devices are delivered and installed during normal business hours at the place of the performance (8:00am-7:00pm local time).
  - 2.5.2 Shall perform all maintenance on premises during normal business hours, unless specifically authorized by FEMA personnel.
  - 2.5.3 Shall provide maintenance kits for equipment for periodic maintenance as specified by the manufacturer
- 2.6** If the copier devices need to be removed from service for longer than 24 hours, the Contractor shall supply replacement equipment equal to the existing equipment.
- 2.7** The Contractor shall respond to onsite service all with qualified technicians within 24 working hours, 8:00 am to 7:00 pm Monday through Friday, excluding Federal holidays.
- 2.8** The Contractor shall provide all consumable supplies (toner, developer, printer heads, black and color toner cartridges) required for copying, printing, and scanning. Paper is excluded from the consumables and will be supplied by FEMA. The Contractor shall automatically replenish consumable supply inventory based on monthly production levels and established needs for both copiers.

### **3.0 OTHER APPLICABLE CONDITIONS**

#### **3.1 Period of Performance**

The contractor shall provide lease and service for a base period of six (6) months from date of award plus two (2) 3-month options. Option period 2 will be a month to month option.

If early cancellation is necessary, the contractor agrees to terminate services on the requested day and bill the government for the days of service provided during that billing period.

### **3.2 Place of performance**

The Contractor shall deliver High-Speed Multifunction Copiers to:

12651 Gateway Blvd.

Fort Myers, FL. 33391

### **3.3 Hours of operation**

Contractor employees shall generally perform all work between the hours of 8:00 am and 7:00 pm EST, Monday through Friday (except Federal holidays).

### **3.4 Travel**

Contractor travel shall not be required for this requirement.

## **4.0 GOVERNMENT FURNISHED RESOURCES**

The Government will not furnish any resources to the Contractor in support of this contract.

## **5.0 CONTRACTOR FURNISHED PROPERTY**

The Contractor shall furnish all facilities, materials, equipment and services necessary to fulfill the requirements of this contract, except for the Government Furnished Resources specified in SOW 2.0.

## **6.0 GOVERNMENT RESPONSIBILITIES**

Upon award, the FEMA will assign a primary point of contact (POC) and provide information and resources in a manner to maintain contract continuity. Additionally, this person will receive deliverables.

Facility primary Point of Contact name and phone number:

POC: Mark Henry, Facilities Manager  
(505) 603-5413  
Mark.Henry@fema.dhs.gov

Lease charges and services performed under this contract will be billed monthly. The contractor shall provide an invoice that will include:

- Contract Number
- Company Name and Address

- Invoice Date
- Invoice Number (Note: Each invoice must have a different Invoice Number)
- Terms for any discount for prompt payment
- Name, title and phone number of the company point of contact to notify in case of a defective invoice