

Department of Homeland Security (DHS)

**Federal Emergency Management Agency**



Statement of Work (SOW) FOR:

Hermit's Peak/Calf Canyon Fire, Lease of Multifunction Devices

**PROCUREMENT SENSITIVE INFORMATION**

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**DEPARTMENT OF HOMELAND SECURITY (DHS)**

# Statement of Work (SOW) For

## Lease of Multifunction Devices, Maintenance Services, Training, Consumables (except paper).

### Contract Officer:

## 1.0 GENERAL

### 1.1 BACKGROUND

This requirement is to procure multi-functional device(s) services for the Hermit's Peak/Calf Canyon Fire are to support approximately 150-200 employees' personnel in support of 117th CONGRESS., 2d Session, S. 4186 introduces Bill to provide compensation for victims of the fire initiated as a prescribed burn by the Forest Service in the Santa Fe National Forest in San Miguel County, New Mexico. S.4186 - Hermit's Peak Fire Assistance Act.

The following locations will need MFD Services.

- 1712 St. Michael's Drive Santa Fe, New Mexico 87505
  - Approximant # of Employees 90 – 150
- 1171 Llano St. "Ste E", Santa Fe, NM 87505
  - Approximant # of Employees 4 - 8
- 208 Mills Ave, Suite 216 Las Vegas, NM 87701
  - Approximant # of Employees 20 - 50
- Mora Courthouse - 10 Courthouse Dr. Mora, NM, 87732
  - Approximant # of Employees 4 - 20

This requirement is in support of the Federal Emergency Management Agency (FEMA), Hermit's Peak/Calf Canyon Fire (HPCC). This Statement of Work (SOW) is for providing leased Multi-Function Devices (MFDs), - or- Multi- Function Printing Devices also known as Multi-Function Centers (MFCs) or The SOW includes maintenance, service and supplies for the leased MFDs to the FEMA HPCC. The purpose of this acquisition is to provide FEMA HPCC with the ability to lease approved Printing Machines. This effort shall replace the current inventory of leased MDFs. The current contract for these services is expired. In order to complete FEMA's mission to assist disaster survivors, the four locations, which may expand are to currently lease (5) five Multifunction Devices (MFD) stand-alone color copiers that also print in black and white and (3) three black and white MFD to support day to day administrative activities. Color devices are needed to produce documents that are submitted to senior leadership in both federal and state governments.

### 1.2 SCOPE

The scope of this effort is to lease five (5) Color MFDs, three (3) black and white MFDs, Maintenance Services,

Parts, Consumables (except paper), help desk support, training, and on-site repair services. The Contractor is responsible for providing MFDs to meet the requirements of this Purchase Order.

The resulting order shall be all inclusive with no additional fees. This includes, but is not limited to delivery, assembling, shipping charges, insurance or liability, training, documentation, supplies, maintenance and service, IT support and reports.

### 1.3 OBJECTIVE

Contractor shall provide MFD lease and managed print services under this purchase order.

### 1.4 APPLICABLE DOCUMENTS

N/A

#### 1.4.1 COMPLIANCE AND REFERENCE DOCUMENTS

The following documents provide specifications, standards, or guidelines that must be complied with in order to meet the requirements of this contract:

- NIST SP 800-88 Guidelines for Media Sanitization

### 2.0 SPECIFIC REQUIREMENTS/TASKS

The request is to lease:

Location 1.

- 1712 St. Michaels Dr, Santa Fe, NM 87505
  - Quantity 4
    - Two (2) x black & white
    - Two (2) x color

Location 2.

- 1171 Llano St. "Ste E", Santa Fe, NM 87505
  - Quantity 1
    - One (1) x color

Location 3.

- 208 Mills Ave, Suite 216 Las Vegas, NM 87701
  - Quantity 2
    - One (1) x black & white
    - One (1) x color

Location 4.

- 10 Courthouse Dr. Mora, NM, 87732
  - Quantity 1
    - One (1) x color

Approved Devices by FEMA

Manufacturer Name	Model
Xerox Corporation	4112, C8155/B8170

Ricoh USA, Inc.	MP 200, MP 3551 SP, MP 4001, MP 5001, MP C3001G, MP C3501G, MP 3502, MP C3503, MP C4501G, MP C4503, MP C5501G, MP 5054SPG, MP 6055SP, MP C3003, 6000G, MP C4504EXG, MP 5503, MP 3004, IM C4500, IM C6000
Konica Minolta, Inc.	283, 363, 423, 501, C280, C360, C552, C4050i
Sharp Electronics	MX-M623U, AR-M620U
Dell Inc.	1355CNW
Lexmark International	X46de, x466dwe, x651de, x652de, x654de, x656de, x658de, x658dfe, x734de, x792de, x792dtfe, x860de 4, x862dte 4, x86dhe 4, x925de, x940e, x945e, M5255
CANON	PRO-10, PRO-200,

## Service Call Response Times

All devices proposed by the Contractor to be supplied under this contract shall be newly manufactured-defined as equipment assembled together for the first time-and currently commercially available.

The Contractor must submit cost estimates for each type of machine being proposed by monthly costs.

The Contractor shall provide security, configuration, specification, and technical information documentation. The Contractor shall provide a list of proprietary and Contractor-specific software and licenses.

The Contractor shall provide guidance and assist FEMA to comply with NIST SP 800-53 managerial and operational requirements with the proposed machines, including documenting the necessity or lack of necessity to install patches. The Contractor shall provide documentation to describe how FEMA may be able to override or disable commonly known and published defaults, including role-based authentication codes controls, such as User ID's, passwords, and discretionary access controls.

## 2.1 TASK ONE. Multi-Functional Device Lease

### 2.1.1 EQUIPMENT SPECIFICATIONS

All MDFs shall have digital copy capability, including basic features such as but not limited to these minimum specifications:

#### Requirement

- 50 PPM black or color,
- 100 sheet feeder,
- Network ready (PCL/Postscript language),
- 1.2GHz Processor,
- 1GB RAM,
- 160 GB hard drive,
- 2–3-hole punch,
- Staple and sort finisher,
- Scanner with ability to scan to email or folder,

- Duplex standard,
- 1650 sheet input,
- Data security kit,
- Surge protector,
- Full-service maintenance unlimited supply of toner replacement.
- Ability to print with PIN number for PII data protection/Smart card capability.
- All machines must be Energy Star 2.0 compliant.
- **NOTE** - FEMA retains the hard drive and PIV card reader attached and operational, allowing for PII and other sensitive documents to be printed off by the document sender only at end of contract.

The Contractor shall maintain an inventory list of all MFDs, and MFD Hard Drives in an Excel spreadsheet for reference listing Make, Model, Serial Number, location installed, installation date and unique ID. The Contractor shall provide the Contract Technical Monitor (CTM) with updated inventory lists. The unique ID shall be visible on the machine.

### 2.1.2 OTHER SPECIFICATIONS

- Compatible with PIV Version IV and above
- Capability for data overwrite and controlling user access.
- To complete this task, Autostore must be current version and service pack and Output Manager services must be linked to our requested servers and located physical or virtual at Mount Weather, VA or other location as required
- All software and machines must be compatible with existing systems that utilize Autostore Workflow Solutions and Output Manager within this SOW.
- Hardware/firmware/software to meet current RC4 encryption and resolved current authentication issues.
- MFDs shall offer the ability to encrypt documents being faxed or e-mailed. Encryption must be compliant with FIPS 140-2 and FIPS 197 Advanced Encryption Standard (AES) 256 encryptions. MFDs shall allow access by only DHS approved encryption USB devices. MFDs shall be capable of disabling serial connectors and Bluetooth interfaces.
- MFDs shall have hard drive data encryption or automatically erase/overwrite content from the hard drive after each job print, copy, scan, fax, and e-mail. Overwrite shall include, at a minimum, the capability of a three pass overwrites of the hard drive and overwrite capabilities for Fax ROM, Flash, and any other memory source where data is buffered. The method shall be described by the Contractor when selected by the Ordering Activity.
- All hard drives in the MFPs shall become the property of the FEMA. Prior to copy machine removal from a FEMA location, the hard drive shall be wiped or removed by the Contractor technician and left in the possession of FEMA personnel, when removed. This includes if and when a hard drive is defective and is replaced. In addition, the Contractor shall establish and maintain a method of identifying the hard drive to the MDFs for removed hard drives. Documentation attesting to this process shall be provided to TM and FEMA Property Management for the service location. The Contractor shall maintain a record of all MFDs that have hard drives installed in them and those removed. The Contractor shall maintain a cross reference of the serial number to the hard drive and provide a copy of this record to the TM upon request.
- Network Printing capabilities. All MFPs shall have networking capabilities. Any network cards that are required shall be installed in the MFPs and maintained by the Contractor.

### 2.1.3 EQUIPMENT REPLACEMENT

The Contractor shall ensure continuity and availability of all products under the terms and conditions of the PO.

The Contractor shall be allowed to replace the machine(s) on the PO with similar new technology, no additional cost to the Government, with prior written notice in advance by the COR.

## **2.1.4 DELIVERY & INSTALLATION**

The Contractor shall deliver and install MFDs within seven calendar days from the date of award. Contractor shall coordinate in advance with FEMA COR, TM, FEMA IT and OCIO for device configuration specifications and deliver date.

Each Production Machine shall be permanently marked by the Contractor on the front frame with unique asset identification, to include, at a minimum: Model Number, Serial Number, and Service Telephone Number. Deliveries and installations shall be conducted Monday through Friday between the hours of 8:00am and 3:00pm (Local Time), excluding Federal holidays. Delivery and/or installation may be necessary during other hours due to building access restrictions.

Upon initial delivery, the Contractor shall provide one new cartridge for each Production Machine. The technical monitor on site will order toner cartridges and other consumables as needed.

The Contractor must supply all cables, connectors, print servers, receptacles, and any such necessary type of accessories to provide service from available network ports to the location of the machine.

The Contractor shall provide an Installation Report at the Delivery Order level to the Key Operator and Contracting Officer Representative COR within three (3) calendar days from the date of installation for each production machine. The Installation Report shall include, at a minimum: BPA number, Delivery Order Number, Device Manufacturer, Model Number, Serial Number, and Placement Location (including room number, building number, Component name, office name, customer's name and phone number, the name and job title of the individual installing the device, and the TM's signature of installation approval with the date and item number of the Delivery Order).

## **2.2 TASK TWO. MDF Consumable Supplies**

For machines that are either rented, leased or fall under a consumable agreement, the Contractor shall provide all consumable supplies (excluding paper and transparencies) necessary for the continuous operation of the equipment throughout the duration of the lease or consumable agreement.

### **2.2.1 INITIAL SUPPLY PROVISIONS**

Initial supplies shall be delivered to the destination location on the day of equipment delivery. Initial provision should be adequate for a 1-month period of service. The TM will provide a monthly inventory report to maintain adequate levels of consumables. Based on use and resupply ordering trend, the Contractor shall adjust inventory to maintain supplies in onsite stock to last 1 month.

### **2.2.2 SUPPLY ORDERING**

The TM and COR listed in the Order designated FEMA authorized to order supplies through the Contractor.

### **2.2.3 SUPPLY DELIVERY**

Supplies shall be delivered to the destination location within three (3) to five (5) business days of receipt of the consumable request at no additional cost to the Government. Supplies shall be delivered to the designated Technical Monitor location listed in the Order and coordinated by the Contract Technical Monitor or designated

FEMA authorized personnel.

## **2.3 TASK THREE. MDF Maintenance**

For all machines covered by a maintenance agreement, the Contractor shall be responsible for maintaining these machines at a minimum of 95% monthly availability/uptime based on the 8- hour Government business day and industry standards. The Key Operator will monitor and measure availability. The Contractor shall replace any production machine that operates at less than 95% availability/uptime for one (1) consecutive week with a production machine of equal or greater capabilities, at no cost to the Government. The Contractor shall remotely collect and submit all meter reads for leased machines.

Note: Remote access from outside of FEMA will be subject to security review and modified to protect FEMA IT resources from intrusion or compromise.

### **2.3.1 MAINTENANCE POC**

The TM or COR will be the POC's regarding preventive maintenance, service calls, and re- ordered consumables. The Contractor shall provide a toll-free number to process request(s) for service, training, supplies (consumables), and device support (this number shall not be an answering machine). This number shall be available during normal business hours from 8:00am to 3:00pm with respect to the time zone in which the device is located.

### **2.3.2 MAINTENANCE**

The Contractor shall provide maintenance service to rented, leased, and purchased devices to include at a minimum, installation, troubleshooting, service calls, repairs including parts and labor, scheduled preventive maintenance, and connectivity throughout the term of the purchase order.

The Contractor shall provide at a minimum, quarterly service calls as a preventive maintenance service for machines covered by a maintenance agreement to ensure that the machines furnished are maintained in good working condition at no additional cost to the Government. Such preventive maintenance shall be in accordance with the manufacturer's recommendations and shall be equal to maintenance which is provided to commercial customers for the same models of production machines.

### **2.3.3 RESPONSE TIME**

The Contractor shall dispatch a technician within one (1) hour to respond to all devices requiring onsite service. Contractor will have one hour after arrival to determine if the device cannot be repaired and notify the COR or TM. Response time on a service call begins when the call (placed by phone) is received by the Contractor. Service calls received after normal hours of operation shall begin the following business day at 8:00am. Upon determining that a production machine cannot be repaired, the Contractor shall provide a temporary device of equal or greater capabilities within one (1) business day, at no additional cost to the Government. After the call is completed, the service technician shall contact the Technical Monitor or COR to notify whether service was completed satisfactory. If the original production machine is not repaired within three (3) calendar days, the Contractor shall provide a permanent replacement production machine of equal or greater capabilities. The Contractor may be required to interact with personnel that provide Information Technology help desk support.

## **2.3 TASK FOUR. Training**

The Contractor shall provide one training session to the Key Operators for each device upon delivery and installation of equipment. If the Key Operators is not available during this time, the Contractor is required to

establish a mutually agreed upon alternate time to provide training at no additional cost to the Government.

Training shall include, at a minimum: how to operate the basic function keys of the production machines; location and procedures for installing consumable parts, paper, toner, staples, etc.; how to operate special features, including but not limited to duplexing, enlarging, reducing, etc. multiple job queues; diagnosis and resolution of basic machine malfunctions, etc. In addition, the training shall give the Key Operators the necessary knowledge on how to sanitize their devices after classified information has been exposed (copied, e-mailed, scanned, and printed) or “spilled”.

The Contractor shall provide additional training to all new Key Operators within three (3) business days of being notified of a replacement Key Operator or a new Key Operator.

Acceptable training methods include CD-ROM, web-based, and/or in-person training at no additional cost to the government. Any CD-ROM or web-based training shall be posted to the FEMA intranet. The Contractor shall submit a request to the PO COR for approval to update any training materials for placement on the DHS intranet.

## **3.0 CONTRACTOR PERSONNEL**

### **3.1 Qualified Personnel**

The Contractor shall provide qualified personnel to perform all requirements specified in this SOW.

### **3.2 Continuity of Support**

The Contractor shall ensure that the contractually required level of support for this requirement is maintained at all times. The Contractor shall ensure that contract support personnel are present for all hours of the workday.

### **3.3 EMPLOYEE IDENTIFICATION**

CONTRACTOR EMPLOYEES VISITING GOVERNMENT FACILITIES SHALL WEAR AN IDENTIFICATION BADGE THAT, AT A MINIMUM, DISPLAYS THE CONTRACTOR’S NAME, THE EMPLOYEE’S PHOTO, NAME, CLEARANCE-LEVEL AND BADGE EXPIRATION DATE.

Visiting Contractor employees shall comply with all Government escort rules and requirements. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display all identification and visitor badges in plain view above the waist at all times.

### **3.4 Employee Conduct**

Contractor’s employees shall comply with all applicable Government regulations, policies, and procedures (e.g., fire, safety, sanitation, environmental protection, security, “off limits” areas, wearing of parts of DHS uniforms, and possession of weapons) when visiting or working at Government facilities. The Contractor shall ensure Contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States or the Department of Homeland Security. The Project Manager shall ensure Contractor employees understand and abide by Department of Homeland Security established rules, regulations and policies concerning safety and security.

### **3.5 Removing Employees for Misconduct or Security Reasons**

The Government may, at its sole discretion (via the Contracting Officer\*), direct the Contractor to remove any Contractor employee from DHS facilities for misconduct or security reasons. Removal does not relieve the



Contractor of the responsibility to continue providing the services required under the contract. The Contracting Officer will provide the Contractor with a written explanation to support any request to remove an employee.

## 4.0 Other Applicable Conditions

### 4.1 Security

Contractor personnel needing access to FEMA facilities who do not need access to FEMA information systems are designated as low risk. Contractors with a low-risk designation shall undergo a National Agency Check with Inquiries (NACI) Tier 1 and a credit check and must receive a favorable adjudication from FEMA PSD prior to performing work

### 4.2 Period of Performance

The period of performance will be one (1) year from date of award, with four (4) option years. A total of five (5) years with a final extension of six (6) x months in Accordance With (IAW) FAR 52.217-8. Also, the IGCE must include a CLIN for this. The solicitation will have the -8 for the purpose of pricing. The contract total time may be five (5) years and six (6) months.

### 4.3 Place of Performance

NOTE: The deliveries will be staggered and at the COR discretion/direction .

Locations are as follows:

#### Location 1.

- 1712 St. Michaels Dr, Santa Fe, NM 87505
  - Quantity 4
    - Two (2) x black & white
    - Two (2) x color

#### Location 2.

- 1171 Llano St. "Ste E", Santa Fe, NM 87505
  - Quantity 1
    - One (1) x color

#### Location 3.

- 208 Mills Ave, Suite 216 Las Vegas, NM 87701
  - Quantity 2
    - One (1) x black & white
    - One (1) x color

#### Location 4.

- 10 Courthouse Dr. Mora, NM, 87732
  - Quantity 1
    - One (1) x color

### 4.4 Hours of Operation

Contractor employees shall generally perform all work within the locations identified in 4.3 between the hours of 8:00 am and 3:00 pm local time, Monday through Friday (except Federal holidays).

## 4.5 Travel

Contractor travel shall not be required for this requirement.

## 4.6 Protection of Information

Contractor access to information protected under the Privacy Act is required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

Contractor access to proprietary information is required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with the law and Government policy and regulation.

Contractor access to proprietary information is required under this SOW. Contractor employees shall safeguard this information against unauthorized disclosure or dissemination in accordance with DHS MD 11042.1, Safeguarding Sensitive but Unclassified (For Official Use Only) Information. The Contractor shall ensure that all Contractor personnel having access to business or procurement sensitive information sign a non-disclosure agreement (DHS Form 11000-6).

## 4.7 Section 508 Compliance

### 1. Section 508 Requirements (include in the SOW, PWS, or SOO)

Section 508 of the Rehabilitation Act (classified to 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Appendixes A, C & D, and available at <https://www.ecfr.gov/cgi-bin/text-idx?SID=e1c6735e25593339a9db63534259d8ec&mc=true&node=pt36.3.1194&rgn=div5>. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards. ICT includes IT and other equipment.

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018, or any successor publication.

### 1.1 Section 508 Requirements for Technology Services (include in the SOW, PWS, or SOO)

When developing or modifying ICT, the Contractor is required to validate ICT deliverables for conformance to the applicable Section 508 requirements. Validation shall occur on a frequency that ensures Section 508 requirements is evaluated within each iteration and release that contains user interface functionality.

When modifying, installing, configuring, or integrating commercially available or government-owned ICT, the Contractor shall not reduce the original ICT Item's level of Section 508 conformance.

When developing or modifying electronic documents and forms provided in a Microsoft Office or Adobe PDF format, the Contractor shall demonstrate conformance to the applicable to the applicable Section 508 standards (including WCAG Level A and AA Level 2.0 Success Criteria) by conducting testing using the test methods published under "Accessibility Tests for Documents" at <https://www.dhs.gov/compliance-test-processes>.

Contractor personnel shall possess the knowledge, skills and abilities necessary to address the accessibility requirements in this work statement.

## 1.2 Section 508 Deliverables (include in the SOW, PWS, or SOO)

**Section 508 Test Plans:** When developing or modifying ICT pursuant to this contract, the Contractor shall provide a detailed Section 508 Conformance Test Plan. The Test Plan shall describe the scope of components that will be tested, an explanation of the test process that will be used, when testing will be conducted during the project development life cycle, who will conduct the testing, how test results will be reported, and any key assumptions.

**Section 508 Test Results:** When developing or modifying ICT pursuant to this contract, the Contractor shall provide test results in accordance with the Section 508 Requirements for Technology Services provided in this solicitation.

**Section 508 Accessibility Conformance Reports:** For each ICT item offered through this contract (including commercially available products, and solutions consisting of ICT that are developed or modified pursuant to this contract), the Offeror shall provide an Accessibility Conformance Report (ACR) to document conformance claims against the applicable Section 508 standards. The ACR shall be based on the Voluntary Product Accessibility Template Version 2.0 508 (or successor versions). The template can be found at <https://www.itic.org/policy/accessibility/vpat>. Each ACR shall be completed by following all of the instructions provided in the template, including an explanation of the validation method used as a basis for the conformance claims in the report.

**Other Section 508 Documentation:** The following documentation shall be provided upon request for ICT items offered through this contract:

Documentation of features provided to help achieve accessibility and usability for people with disabilities.

Documentation on how to configure and install the ICT Item to support accessibility.

Documentation of core functions that cannot be accessed by persons with disabilities.

Documentation of remediation plans to address non-conformance to the Section 508 standards.

- COR – Contracting Officer's Representative
- DHS - Department of Homeland Security
- TM - Technical Monitor

Active Directory - A central component of the Windows platform, Active Directory service

provides the means to manage the identities and relationships that make up network environments. Windows Server 2016 makes Active Directory simpler to manage, easing migration and deployment. Integrated with Windows Server 2016 R2, Active Directory gives the organization out-of-the-box functionality needed to centrally configure and administer system, user, and application settings.

Classified Information - Means any knowledge that can be communicated or any documentary material, regardless of its physical form or characteristics, that—

(1)(i) Is owned by, is produced by or for, or is under the control of the United States Government; or  
ii) Has been classified by the Department of Energy as privately generated restricted data following the procedures in 10 CFR 1045.21; and

(2) Shall be protected against unauthorized disclosure according to Executive Order 12958, Classified National Security Information, April 17, 1995, or classified in accordance with the Atomic Energy Act of 1954.

HSPD-12 PIV Cards- Homeland Security Presidential Directive 12 (HSPD-12) dated August 27, 2004, entitled “Policy for a Common Identification Standard for Federal Employees and Contractors,” directed the promulgation of a federal standard for secure and reliable forms of identification for Federal employees and Contractors. It further specified secure and reliable identification that is issued based on sound criteria for verifying an individual employee’s identity, strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation, can be rapidly authenticated electronically and is issued only by providers whose reliability has been established by an official accreditation process.

Key Operator - A Government designee of the requiring activity assigned to replace toner cartridges manage the operation and administrative settings for Production Machines to which they are assigned. They shall also be the secondary contact for service calls.

NIST Standards- National Institutes of Standards and Technology (NIST): A non-regulatory federal agency within the U.S. Department of Commerce. NIST's mission is to promote U.S. innovation and industrial competitiveness by advancing measurement science, standards, and technology in ways that enhance economic security and improve our quality of life.

## 4.8 Enterprise Architecture Compliance

All solutions and services shall meet DHS Enterprise Architecture policies, standards, and procedures. Specifically, All FEMA Employees and Contractors shall comply with the following Homeland Security Enterprise Architecture (HLS EA) and FEMA Enterprise Architecture (FEMA EA) requirements:

- Compliance with the DHS HLS EA shall be derived from and aligned through the FEMA EA.-- All developed solutions and requirements shall be compliant with the FEMA EA.
- All IT hardware/software/solutions shall be compliant with the HLS/ FEMA EA Technical Reference Model (TRM) Standards and Products Profile.
- If new hardware, software, or infrastructure components are required to develop, test, or implement, these products will be coordinated through the FEMA formal Technology Insertion (TI) process
- All products are subject to DHS/FEMA Enterprise Architecture review and approval.
- No product(s) may be utilized in any environment that are not included in the FEMA EA TRM Standards and Products Profile.
- Description information for all data assets, information exchanges and data standards, whether adopted or developed, shall be submitted to the Enterprise Data Management Office (EDMO) for review, approval and insertion into the DHS Data Reference Model and Enterprise Architecture Information Repository.
- Development of data assets, information exchanges and data standards will comply with the DHS Data Management Policy MD 103-02 and all data-related artifacts will be developed and validated according to

DHS data management architectural guidelines.

- Applicability of Internet Protocol Version 6 (IPv6) to DHS-related components (networks, infrastructure, and applications) specific to individual acquisitions shall be in accordance with the DHS Enterprise Architecture (per OMB Memorandum M-05-22, August 2, 2005) regardless of whether the acquisition is for modification, upgrade, or replacement. All EA- related component acquisitions shall be IPv6 compliant as defined in the U.S. Government Version 6 (USGv6) Profile (National Institute of Standards and Technology (NIST) Special Publication 500-267) and the corresponding declarations of conformance defined in the USGv6 Test Program.

## **5.0 Government Furnished Resources**

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

GFE and GFP will remain the assets of the Government and under Government control at all times.

- a) Electrical utilities to power the MFDs
- b) Network LAN connection
- c) Active Directory connection
- d) Static IP Addresses for each device
- e) Test and production environments (Contractor is responsible for failure of any Contractor supplied hardware or software, including Contractor software installed on GFE)
- f) IT administrator support when configuring equipment and software
- g) Conference rooms for initial training sessions
- h) Computer within Government space provided per this contract

The Government will provide all necessary information, data, and documents to the Contractor for work required under this contract.

The Contractor shall not release Government furnished information, data, and documents to outside parties without the prior and explicit consent of the Contracting Officer.

## **6.0 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 and SOW 6.0.

1) The Government will not provide security for Contractor property other than the security inherent to the area where they are installed.

2) The Contractor shall maintain sufficient insurance to protect itself against loss or damage as a result of fire, theft or disappearance or acts of nature.

3) The Contractor shall assume all responsibility for loss of use or damage except when negligence exists on the part of the Government. Negligence is defined as, but not limited to, using other than Contractor provided

supplies and parts that are defective or not acceptable for use on Contractor provided equipment.

## **7.0 Government Contract Administration**

### **7.1.1 CONTRACT OFFICER REPRESENTATIVE**

The Government will designate a Contracting Officer's Representative (COR) who will be authorized to monitor the Contractor's performance under this contract. The COR will be the government's administrative point of contact (POC) for the Contractor. The COR is not empowered to make any commitments, nor is he/she authorized to make any changes which affect the prices, terms, or delivery as specified in the contract. However, the COR will be the POC for bringing these issues to the Contracting Officer (CO) and for relaying communications between the contractor and the Contracting Officer. When weather or other factors interfere with contractor performance, the COR will work with the Contracting Officer and contractor to find a mutually agreeable adjustment to the terms of the contract.

### **7.1.2 CONTRACT TECHNICAL MONITOR**

The Government will designate a Technical Monitor (TM) who will be authorized to receive Contractor reporting information, report equipment malfunctions to the Contractor, designate Key Operators, re-order supplies, perform a monthly supply inventory. The TM will be the government's technical point of contact (POC) for the Contractor. The TM will coordinate the installation and removal of Contractor provided equipment and supplies during performance.

### **7.1.3 KEY OPERATORS**

The Government will designate a Key Operators in writing to monitor Contract equipment and report issues to the Technical Monitor. Key Operators will be located nearby the Contractors equipment stationed at CRC West. Key Operators may provide information to the Contractors Technician, however only the Technical Monitor can order maintenance services from the Contractor.

## **8.0 Invoicing and Payment Terms**

The Contractor shall e-mail an electronic copy of the invoice for the previous month's activity to the following FEMA Finance Center e-mail address FEMA-Finance-Vendor-Payments@fema.dhs.gov for payment processing.

The FEMA Finance Center will date/clock stamp the invoice and forward to the COR for final approval. Note: if e-mail is unavailable then the Contractor shall mail the invoice to the following FEMA Finance Center address:

#### **Invoices shall be presented to:**

Federal Emergency Management Agency FEMA Finance Center  
PO Box 9001  
Winchester, VA 22604  
(540) 540-1900

FEMA-Finance-Vendor-Payments@fema.dhs.gov Invoices shall contain the following information:

- a) Contractor name and address
- b) Invoice date and number
- c) Contract number, contract line-item number and order number,
- d) Description, quantity, unit of measure, unit price and extended price

- e) Taxpayer ID Number
- f) Payment terms including discounts for prompt payment
- g) Name and address of contractor official to whom payment is being sent (must be the same as that in the contract or in a proper notice of assignment).
- h) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.
- i) Electronic funds transfer (EFT) banking information
- j) Any other information or documentation required by the contract.
- k) See contract clauses for further invoicing instruction.

Invoices will be paid NET 15 days or sooner after receipt from the Contractor of a proper invoice.

## **9.0 Government Acceptance Period**

The COR will review deliverables prior to acceptance and provide the contractor with an e-mail that provides documented reasons for non-acceptance. If the deliverable is acceptable, the COR will send an e-mail to the Contractor notifying it that the deliverable has been accepted.

### **9.1 The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal.**

In the event of a rejected deliverable, the Contractor will be notified in writing by the COR of the specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions.

### **9.2 The COR will have 05 business days to review deliverables and make comments. The Contractor shall have 03 business days to make corrections and redeliver.**

### **9.3 All other review times and schedules for deliverables shall be agreed upon by the parties based on the final approved Project Plan.**

The Contractor shall be responsible for timely delivery to Government personnel in the agreed upon review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to assure that the established schedule is maintained.

## **10.0 Deliverables**

The Contractor shall consider items in BOLD as having mandatory due dates. Items in italics are deliverables or events that must be reviewed and/or approved by the COR prior to proceeding to next deliverable or event in this SOW. or purposes of delivery, all deliverables shall be made by close of business 4:30pm local time at destination, Monday through Friday, unless otherwise stated in the Delivery Order. The Contractor shall provide all written reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Windows and Microsoft Office applications). All deliverables submitted in electronic format shall be free of any known computer virus or defects.

## DHS Statement of Work (SOW)

ITEM	SOW REFERENCE	DELIVERABLE/EVENT	DUE BY	DISTRIBUTION
1		Equipment Utilization Report	Monthly	COR, Contracting Officer
2	2.1.4	<i>Installation Report</i>	3 days from installation date	COR, Contracting Officer
3		Removal Report	Within 3 business days of removal	COR, Contracting Officer
4	2.3.2	Maintenance Reports	Within one week of service	COR, Contracting Officer