Environmental Protection Agency (EPA)

EZ Tech
Managed Print Services

Request for Quote
GSA Schedule 36 / SIN 51-500

December 13, 2012

EZ Tech Managed Print Services

Request for Quote

The United States Environmental Protection Agency (USEPA), Office of Acquisition Management (OAM), intends to award a task order for EZ Tech Managed Print Services (MPS). This requirement shall be a Small Business Set-a-Side conducted under Federal Acquisition Regulations (FAR) Part 8.4 Federal Supply Schedules (FSS) and competed under Schedule 36 SIN 51-500 Managed Print Services. The terms and conditions of the contractors' corresponding GSA Federal Supply Schedule contract apply to this task order as appropriate.

1. STATEMENT OF WORK

The contractor shall comply with Attachment I, EZ Tech MPS Statement of Work (SOW).

2. CEILING PRICE

The ceiling price of this task order is **to be inserted at the time of award,** inclusive of the Base and Option Periods for all Contract Line Item Numbers (CLINs).

3. PERIOD OF PERFORMANCE

The period of performance of this task order is as follows:

Base Period:	Date of Award plus 12 months
Option Period 1:	TBD plus 12 months
Option Period 2:	TBD plus 12 months
Option Period 3:	TBD plus 12 months

4. CONTRACT LINE ITEM NUMBERS (CLINs)

BASE PERIOD

CLIN 0001 – Phase-In Transition Support

(a) Period of Performance: Date of award plus 30 days.

(b) CLIN Pricing: The fixed price of this CLIN is **to be inserted at the time of award** in accordance with the contractor's proposed pricing. Refer to the following sections of the SOW for a description of services to be included in the fixed price of this CLIN:

Section	Title
5.1 (except 5.1.2)	Security Provider Transition (except Phase Out)
5.5 (only 5.5.1)	Management Plans and Procedures and Organization (only Phase In Plan)

5.6.1 Task Order Kick-Off Meeting

(c) Invoicing: Invoices shall be submitted in accordance with section 6 "Invoices – RTP Finance" below.

(d) Inspection and Acceptance: Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996).

(e) Payment: Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price	Quantity	Unit of Measure	Total Price
0001	**Phase-In Transition Support**	*	**1**	**Lot**	*

*To be inserted by the government at the time of award.

CLIN 0002 – Managed Print Services

(a) Period of Performance: Date of award plus 12 months.

(b) CLIN Pricing: The fixed price of this CLIN is **set forth below**. The contractor shall comply with the all sections of the statement of work, with the exception of the following:

Section	Title
4.4	Device Discovery
4.5	Spend Analysis
4.6	Right-Sizing and Optimization
4.7	Training
4.8	Emergency Support
5.5.1	Phase-In Plan
5.5.2	Phase-Out Plan

The Price per Page is as follows:

	PRICE PER PRINT		Base Period	
CLIN	Minimum Prints	Maximum Prints	Unit Price	Total Price
0002	41,000,000	41,000,000	*	*

Option CLIN 0002A	41,000,001	41,500,000	*	*
Option CLIN 0002B	41,500,001	42,000,000	*	*
Option CLIN 0002C	42,000,001	42,500,000	*	*
Option CLIN 0002D	42,500,001	43,000,000	*	*
Option CLIN 0002E	43,000,001	43,500,000	*	*
Option CLIN 0002F	43,500,001	44,000,000	*	*
Option CLIN 0002G	44,000,001	44,500,000	*	*
Option CLIN 0002H	44,500,001	45,000,000	*	*
Option CLIN 0002I	45,000,001	45,500,000	*	*
Option CLIN 0002J	45,500,001	46,000,000	*	*
Option CLIN 0002K	46,000,001	46,500,000	*	*
Option CLIN 0002L	46,500,001	47,000,000	*	*
Option CLIN 0002M	47,000,001	47,500,000	*	*
Option CLIN 0002N	47,500,001	48,000,000	*	*
Option CLIN 0002O	48,000,001	48,500,000	*	*
Option CLIN 0002P	48,500,001	49,000,000	*	*
Option CLIN 0002Q	49,000,001	49,500,000	*	*

*To be inserted by the Government at the time of award

(c) Invoicing: Invoices shall be submitted in accordance with section 6 "Invoices – RTP Finance" below.

(d) Inspection and Acceptance: Performance will be inspected and accepted in accordance

with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth Appendix 11 of the SOW.

(e) Payment: Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price Print per Page	Quantity	Unit of Measure	Total Price
0002	Managed Print Services	*	#	Per Page	#

*To be inserted by the Government at the time of award.
#To be inserted by the contractor upon submission of invoice.

CLIN 0003 (Optional) – Device Discovery

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.5	Device Discovery

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0004 (Optional) – Spend Analysis

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or**

option exercise. Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.6	Spend Analysis

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0005 (Optional) – Right-Sizing and Optimization

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.7	Right-Sizing and Optimization

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0006 – Training

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or**

option exercise. Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.8	Training

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0007 (Optional) – Emergency Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.9	Emergency Support

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) **Payment:** Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0008 (Optional) – Phase-Out Transition Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to

be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
5.1.2	Phase-Out
5.5.2	Phase-Out Plan

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

OPTION PERIOD 1

CLIN 0102 – Managed Print Services

(a) Period of Performance: TBD plus 12 months.

(b) CLIN Pricing: The fixed price of this CLIN is **to be inserted at the time of award and/or option exercise**. Refer to paragraph (b) under CLIN 0002 for a description of services to be included in the fixed price of this CLIN. The Price per Page is as follows:

	PRICE PER PRINT		Option Period 1	
CLIN	Minimum Prints	Maximum Prints	Unit Price	Total Price
0102	41,000,000	41,000,000	*	*
Option CLIN 0102A	41,000,001	41,500,000	*	*
Option CLIN 0102B	41,500,001	42,000,000	*	*
Option CLIN 0102C	42,000,001	42,500,000	*	*
Option CLIN 0102D	42,500,001	43,000,000	*	*
Option CLIN 0102E	43,000,001	43,500,000	*	*

Option CLIN 0102F	43,500,001	44,000,000	*	*
Option CLIN 0102G	44,000,001	44,500,000	*	*
Option CLIN 0102H	44,500,001	45,000,000	*	*
Option CLIN 0102I	45,000,001	45,500,000	*	*
Option CLIN 0102J	45,500,001	46,000,000	*	*
Option CLIN 0102K	46,000,001	46,500,000	*	*
Option CLIN 0102L	46,500,001	47,000,000	*	*
Option CLIN 0102M	47,000,001	47,500,000	*	*
Option CLIN 0102N	47,500,001	48,000,000	*	*
Option CLIN 0102O	48,000,001	48,500,000	*	*
Option CLIN 0102P	48,500,001	49,000,000	*	*
Option CLIN 0102Q	49,000,001	49,500,000	*	*

*To be inserted by the Government at the time of award.

(c) Invoicing: Invoices shall be submitted in accordance with section 6 "Invoices – RTP Finance" below.

(d) Inspection and Acceptance: Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth Appendix 11 of the SOW.

(e) Payment: Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price Print per Page	Quantity	Unit of Measure	Total Price
0102	**Managed**	*	#	**Per Page**	#

	Print Services				

*To be inserted by the Government in accordance with paragraph (b) above.
#To be inserted by the contractor upon submission of invoice.

CLIN 0103 (Optional) – Device Discovery

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.5	Device Discovery

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0104 (Optional) – Spend Analysis

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.6	Spend Analysis

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL

CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0105 (Optional) – Right-Sizing and Optimization

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.7	Right-Sizing and Optimization

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0106 – Training

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.8	Training

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0107 (Optional) – Emergency Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.9	Emergency Support

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0108 (Optional) – Phase-Out Transition Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

OPTION PERIOD 2

CLIN 0202 – Managed Print Services

(a) Period of Performance: TBD plus 12 months.

(b) CLIN Pricing: The fixed price of this CLIN is **to be inserted at the time of award and/or option exercise**. Refer to paragraph (b) under CLIN 0002 for a description of services to be included in the fixed price of this CLIN. The Price per Page is as follows:

	PRICE PER PRINT		Option Period 2	
CLIN	Minimum Prints	Maximum Prints	Unit Price	Total Price
0202	41,000,000	41,000,000	*	*
Option CLIN 0202A	41,000,001	41,500,000	*	*
Option CLIN 0202B	41,500,001	42,000,000	*	*
Option CLIN 0202C	42,000,001	42,500,000	*	*
Option CLIN 0202D	42,500,001	43,000,000	*	*
Option CLIN 0202E	43,000,001	43,500,000	*	*
Option CLIN 0202F	43,500,001	44,000,000	*	*
Option CLIN 0202G	44,000,001	44,500,000	*	*
Option CLIN 0202H	44,500,001	45,000,000	*	*
Option CLIN 0202I	45,000,001	45,500,000	*	*
Option CLIN 0202J	45,500,001	46,000,000	*	*
Option CLIN 0202K	46,000,001	46,500,000	*	*
Option CLIN 0202L	46,500,001	47,000,000	*	*

Option CLIN 0202M	47,000,001	47,500,000	*	*
Option CLIN 0202N	47,500,001	48,000,000	*	*
Option CLIN 0202O	48,000,001	48,500,000	*	*
Option CLIN 0202P	48,500,001	49,000,000	*	*
Option CLIN 0202Q	49,000,001	49,500,000	*	*

*To be inserted by the Government in accordance with paragraph (b) above.

(c) Invoicing: Invoices shall be submitted in accordance with section 6 "Invoices – RTP Finance" below.

(d) Inspection and Acceptance: Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth Appendix 11 of the SOW.

(e) Payment: Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price Print per Page	Quantity	Unit of Measure	Total Price
0202	**Managed Print Services**	*	#	**Per Page**	#

*To be inserted by the Government in accordance with paragraph (b) above.
#To be inserted by the contractor upon submission of invoice.

CLIN 0203 (Optional) – Device Discovery

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section **Title**

4.5	Device Discovery

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0204 (Optional) – Spend Analysis

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.6	Spend Analysis

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0205 (Optional) – Right-Sizing and Optimization

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title

4.7 Right-Sizing and Optimization

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0206 – Training

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.8	Training

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0207 (Optional) – Emergency Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title

4.9 Emergency Support

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0208 (Optional) – Phase-Out Transition Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

OPTION PERIOD 3

CLIN 0302 – Managed Print Services

(a) Period of Performance: TBD plus 12 months.

(b) CLIN Pricing: The fixed price of this CLIN is **to be inserted at the time of award and/or option exercise**. Refer to paragraph (b) under CLIN 0002 for a description of services to be included in the fixed price of this CLIN. The Price per Page is as follows:

	PRICE PER PRINT		Option Period 3	
CLIN	Minimum Prints	Maximum Prints	Unit Price	Total Price

0302	41,000,000	41,000,000	*	*
Option CLIN 0302A	41,000,001	41,500,000	*	*
Option CLIN 0302B	41,500,001	42,000,000	*	*
Option CLIN 0302C	42,000,001	42,500,000	*	*
Option CLIN 0302D	42,500,001	43,000,000	*	*
Option CLIN 0302E	43,000,001	43,500,000	*	*
Option CLIN 0302F	43,500,001	44,000,000	*	*
Option CLIN 0302G	44,000,001	44,500,000	*	*
Option CLIN 0302H	44,500,001	45,000,000	*	*
Option CLIN 0302I	45,000,001	45,500,000	*	*
Option CLIN 0302J	45,500,001	46,000,000	*	*
Option CLIN 0302K	46,000,001	46,500,000	*	*
Option CLIN 0302L	46,500,001	47,000,000	*	*
Option CLIN 0302M	47,000,001	47,500,000	*	*
Option CLIN 0302N	47,500,001	48,000,000	*	*
Option CLIN 0302O	48,000,001	48,500,000	*	*
Option CLIN 0302P	48,500,001	49,000,000	*	*
Option CLIN 0302Q	49,000,001	49,500,000	*	*

*To be inserted by the Government in accordance with paragraph (b) above.

(c) Invoicing: Invoices shall be submitted in accordance with section 6 "Invoices – RTP Finance" below.

(d) Inspection and Acceptance: Performance will be inspected and accepted in accordance with FAR 52.246-4, Inspection of Services—Fixed Price (AUG 1996), including conformance with the Service Level Agreements set forth Appendix 11 of the SOW.

(e) Payment: Payment shall be made within 30 calendar days of receipt of the contractor's invoice and based on successful completion, inspection, and acceptance of the services required by the SOW as set forth in paragraph (b) above and in accordance with the following payment schedule:

CLIN	Description	Fixed Price Print per Page	Quantity	Unit of Measure	Total Price
0302	Managed Print Services	*	#	Per Page	#

*To be inserted by the Government in accordance with paragraph (b) above.
#To be inserted by the contractor upon submission of invoice.

CLIN 0303 (Optional) – Device Discovery

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.5	Device Discovery

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0304 (Optional) – Spend Analysis

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.6	Spend Analysis

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0305 (Optional) – Right-Sizing and Optimization

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.7	Right-Sizing and Optimization

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0306 – Training

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.8	Training

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0307 (Optional) – Emergency Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

Section	Title
4.9	Emergency Support

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

CLIN 0308 (Optional) – Phase-Out Transition Support

(a) Period of Performance: To be determined upon exercising optional CLIN and issuance of a modification pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(b) CLIN Pricing: The price of this CLIN is **to be inserted at the time of award and/or option exercise.** Refer to the following section of the SOW for a description of services to be included in the ceiling price of this CLIN. This CLIN is subject to the ordering procedures set forth in Section 5 below.

(c) Invoicing: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(d) Inspection and Acceptance: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

(e) Payment: Requirements will be set forth in the modification authorizing any work under this CLIN pursuant to Section 5, ORDERING UNDER OPTIONAL CLINS.

5. ORDERING UNDER OPTIONAL CLINS

(This applies to CLINs issued after award.)

(a) Request for CLIN Quote (RFCQ)

(1) The types of CLINs to be issued under this task order include Time-and-Material (T&M) and Firm-Fixed Price (FFP). Each CLIN will be subject to the appropriate clauses and provisions that apply to that type of CLIN. CLINs will be issued as FFP to the maximum extent practicable.

(2) Each RFCQ will include the following:

i. A description of the work to be performed, including scope and period of performance;
ii. The components of the quote (i.e., technical response requirements, cost or pricing instructions, ODC ceiling, project plan, if applicable);
iii. The type of CLIN to be issued (i.e., T&M or FFP);
iv. The time frame for submission of the quote;
v. Any other relevant instructions to the Contractor.

(b) CLIN Quote Submission

(1) Upon receipt of the RFCQ, the contractor shall acknowledge receipt via email or phone. The contractor shall submit a quote to the Contracting Officer within 10 working days of receipt of the RFCQ, unless otherwise specified therein.

(2) For purposes of pricing T&M and FFP CLINs, the contractor shall provide an estimate of the labor hours to be incurred during the applicable period of the task order. The appropriate labor rate from Attachment IV will be applied to the estimated hours to be incurred during the applicable period.

(3) Price quotes shall be based on rates no greater than the fixed loaded labor rates set forth in Attachment IV. Any T&M CLIN ceiling shall be determined by multiplying proposed hours by rates no greater than those set forth in Attachment IV, plus ODCs and any applicable indirect rates set forth in section 11.3 Indirect Costs . For FFP CLINS, the FFP shall not exceed the proposed hours multiplied by rates no greater than those set forth in Attachment IV, plus ODCs.

(4) The rate, or rates, set forth in Attachment IV cover all labor expenses, including direct labor costs, overtime, clerical labor, administrative labor, management labor, fringe benefits, overhead, general and administrative expenses, and profit.

(5) Costs associated with the submittal of quotes for individual CLINs shall not be reimbursed as direct charges against the task order.

(c) CLIN Issuance

(1) The Contracting Officer may issue modifications for work ordered hereunder by regular mail, facsimile, or by electronic commerce methods.

(2) Issued modifications will include the following:

i A description of the work to be performed, including a specific reference to the applicable task(s) of the SOW;
ii. CLIN price;
iii. The type of CLIN issued (i.e., T&M or FFP);
iv. The period of performance of the CLIN;
v. Inspection and acceptance criteria;
vi. The payment schedule;
vii. Invoicing instructions;
viii. ODCs, if applicable;
ix. Terms, conditions, and clauses specific to the particular CLIN not otherwise set forth herein; and
x. Any other relevant instructions to the Contractor.

6. INVOICES – RTP FINANCE

(a) Invoices shall be prepared in original and at least one copy (unless specific otherwise), containing the following information: Purchase Order Number, description of commodities/services furnished, period of performance, taxpayer ID number, and amount due. Additionally, all monthly invoices shall contain, at a minimum, a list of printers used during the period of performance of the invoice. The list shall be broken down to each printer used, consumables (toners, drums, fusers, etc) used by each printer, the location of each printer used, and a print per page count for each printer used.

(b) Invoices containing costs for T&M CLINS shall comply with the invoicing requirements set forth in EPAAR 1552.232-70, Submission of Invoices (JUN 1996) Alternate I (JUN 1996).

(c) Invoices shall be submitted to the address specified in Block 21 of the Purchase Order.

(d) For status of invoice payments, contact the Financial Office: (919) 541-0616 (phone) / (919) 541-4975 (fax).

(e) The FedEx/Commercial Courier address for invoices:

US EPA, RTP-Finance
Mail Drop D143-02
4930 Page Road
Durham, NC 27703

(f) Contractors interested in checking the status of payments should use the Department of Treasury's Payment Advice Internet Delivery (PAID) system. It is located on the following website and requires registration: http://www.fms.treas.gov/paid/index.asp

7. OTHER DIRECT COSTS

(This applies only to CLINs issued on a T&M basis.)

Other Direct Costs (ODCs) are items which are allowable and allocable direct costs to the contract for which EPA may reimburse the contractor. Any ODCs exceeding the micropurchase threshold of $3,000 are not authorized unless they are on the contractor's GSA Federal Supply Schedule. ODCs and their respective ceilings will be set forth in the task order modification.

8. APPROVAL OF CONTRACTOR TRAVEL

(This applies only to CLINs issued on a T&M basis.)

(a) Unless exempted from the advanced approval requirements outlined in paragraph (b) below, any contractor travel which may be directly charged to the contract must be authorized in advance by the Task Order Contracting Officer Representative (TOCOR). Travel shall be authorized under this task order only when the travel is required to provide a direct service or specific product to the Government that is identified in the Statement of Work. The contractor shall identify the need for travel and shall clearly identify in an accompanying narrative the relationship of the travel to the direct service required by the Government. Unless/until the TOCOR specifically approves the travel, the contractor shall not bill the EPA for any travel costs incurred. Travel and associated costs for such travel (lodging, per diem, and incidental expenses) shall be allowable only in accordance with the limitations of FAR 31.205-43 and FAR 31.205-46.

(b) The advance approval of travel covered in this clause does not apply to local transportation. Local transportation, for this task order, is defined as travel within 100 miles from the contractor personnel's assigned work location for performance of the task order that does not involve an overnight stay.

(c) To obtain the approval for travel, the contractor shall submit a separate written request (via email) to the TOCOR for each instance of travel for the contractor (including subcontractors/consultants) that is contemplated as a direct charge under the task order. The request shall include (at a minimum) the following information:

(1) Individual(s) traveling. Identify position and affiliation as a contractor/subcontractor employee or authorized consultant.

(2) Description of circumstances necessitating the travel. Identify the tasks that will benefit from the travel and detail the correlation of the travel to the requirements of the statement of work.

(3) Identify the estimated cost to include a cost breakdown. Explain why this is the most cost effective means to fulfill the statement of work requirements.

(d) For approved travel, the contractor shall be reimbursed for allowable and allocable travel costs actually incurred by and paid to the contractor's employees, provided such costs do not exceed the amount that would be payable to an employee of the Environmental Protection Agency conducting the same travel while on Government business. In determining the dollar value of allowable contractor employee travel costs, the limitation of the Federal Travel Regulations effective on the date of travel will apply to contractor employees to the same extent they apply to Federal Government employees.

(e) The contractor may be required to furnish to the Contracting Officer (CO) documentary proof of every travel expenditure that exceeds twenty-five dollars ($25), including receipts for common carrier transportation expenditures. Bona-fide lodging receipts may be required to be submitted by the contractor along with the monthly invoices.

(f) The contractor may elect to reimburse its employees for meals and incidental expenses (as defined in the Federal Travel Regulations) on a per diem basis, and the contractor will be reimbursed for such payments. In no event shall the reimbursement allowed under this provision exceed the standard per diem for meals and incidental expenses allowable under the Federal Travel Regulations.

(g) To the maximum extent practicable, consistent with travel requirements, the contractor agrees to use the reduced air transportation and hotel/motel rates and services provided through available Government discount air fares and lodging rates for bona-fide employee travel that is otherwise reimbursable as a direct cost pursuant to this task order when use of such rates results in the lowest overall cost. The contractor shall submit a request, including pertinent information, for specific authorization to use these rates to the Contracting Officer.

(h) While on travel, contractor personnel shall clearly identify corporate affiliation at the start of any meeting. While attending EPA-sponsored meetings, conferences, symposia, etc. or while on a Government site, contractor personnel shall wear a badge which identifies the individual as a contractor employee. Contractor personnel are strictly prohibited from acting as a

representative of the Agency at meetings, conferences, symposia, etc.

9. MONTHLY FIXED PRICE FINANCIAL REPORT

(This applies only to CLINs issued on a FFP basis.)

(a) The contractor shall furnish one (1) copy each, to the Task Order Contracting Officer Representative (TOCOR) and Contracting Officer (CO), of the Monthly Fixed Price Financial Report.

(b) The report shall specify financial detail for the task order labor, as provided in the format shown in Appendix 6 of the SOW, and include the following information:

(1) For the current reporting period, display: a list of prime contractor employees and each subcontractor employee and their respective labor categories, expended labor hours for the current invoicing period, and the cumulative hours expended by each individual by Contract Line Item Number (CLIN) and location set forth in Appendix 10. For subcontractor employees, also indicate the subcontractor company for which they are employed;

(2) When requested by the CO or other authorized representative, the contractor shall provide copies of individual daily job timecards or other documentation requested by the Government.

(c) The report shall be submitted, via email, to the following addressees on or before the 20th of each month or prior to submitting the current reporting period invoice for payment, whichever is earlier. Distribute reports as follows:

No. of copies	Addressee
One (1) copy	TOCOR
One (1) copy	Contracting Officer

10. CONTRACT ADMINISTRATION REPRESENTATIVES

Contract Specialist(s) responsible for administering this contract:

Contracting Officer:
Paul Dawson
USEPA Headquarters
Ariel Rios Building
1200 Pennsylvania Avenue, N. W.
Mail Code: 3803R
Washington, DC 20460
Office: (202) 564-4473
Email: dawson.paul@epa.gov

Contract Specialist:
Harold Honegger
USEPA Headquarters
Ariel Rios Building
1200 Pennsylvania Avenue, N. W.
Mail Code: 3803R
Washington, DC 20460
Office: (202) 564-6234
Email: honegger.harold@epa.gov

Contracting Officer Representative(s) for this contract:

Task Order Contracting Officer Representative (TOCOR):

TO BE IDENTIFIED AT TIME OF AWARD

Alternate Task Order Contracting Officer Representative(s) (ATOCORs):

TO BE IDENTIFIED AT TIME OF AWARD

Contracting Officer Technical Representatives (COTRs) and Technical Points of Contact (POC):

TO BE IDENTIFIED AT TIME OF AWARD

Office	COTR	Alternate COTR	Technical POC	Alternate Technical POC
*	*	*	*	*

* To be inserted by the government at time of award.

11. TASK ORDER SPECIAL TERMS AND CONDITIONS

11.1 Notice of Clauses Incorporated by Reference

The following clauses are pertinent to this task order and are hereby incorporated by reference:

Federal Acquisition Regulation (48 CFR Chapter 1):

NUMBER	DATE	TITLE
52.217-8	NOV 1999	Option to Extend Services *Fill in: 30 calendar days prior to the expiration of the current period*
52.222-2*	JUL 1990	Payment for Overtime Premiums
52.227-14	DEC 2007	Rights in Data – General

52.232-7	FEB 2007	Payments under Time-and-Materials and Labor-Hour Contracts
52.232-99	AUG 2012	Providing Accelerated Payment to Small Business Subcontractors
52.245-1	JUN 2007	Government Property
52.245-9	AUG 2010	Use and Charges
52.246-4	AUG 1996	Inspection of Services – Fixed Price
52.246-6	MAY 2001	Inspection – Time-and-Material and Labor-Hour
52.252-6	MAY 2001	Authorized Deviations in Clauses *Fill in: (b) EPAAR, 48 CFR Chapter 15*

** This clause is pertinent to CLINs issued on a T&M basis and will be included in those CLINs at the time of issuance, if applicable.*

Environmental Protection Agency Acquisition Regulation (48 CFR Chapter 15):

NUMBER	DATE	TITLE
1552.203-71	AUG 2000	Display of EPA Office of Inspector General Hotline Poster
1552.208-70	DEC 2005	Printing
1552.209-71	MAY 1994	Organizational Conflicts of Interest Alternate I
1552.209-73	JUL 1999	Notification of Conflicts of Interest Regarding Personnel
1552.211-75	APR 1984	Working Files
1552.211-79	OCT 2000	Compliance with EPA Policies for Information Resources Management
1552.223-71	MAY 2007	EPA Green Meetings and Conferences
1552.232-73*	OCT 2000	Payments —Fixed-Rate Services Contract
1552.233-70	JUL 1999	Notice of Filing Requirements for Agency Protests
1552.235-70	APR 1984	Screening Business Information for Claims of Confidentiality
1552.235-71	APR 1984	Treatment of Confidential Business Information
1552.235-79	APR 1996	Release of Contractor Confidential Business Information
1552.235-80	OCT 2000	Access to Confidential Business Information
1552.237-71	AUG 2009	Technical Direction
1552.237-76	JUN 1999	Government-Contractor Relations *Fill in: (e) (1): 3 calendar days* *(e) (2): 3 calendar days*
1552.242-71	JUL 2011	Contractor Performance Evaluations

** This applies only to CLINs issued on a T&M basis.*

11.2 Option to Extend the Term of the Contract Fixed Price (EPAAR 1552.217-77) (OCT

2000) Deviation

The Government has the option to extend the term of this contract for three (3) additional periods. If more than sixty (60) days remain in the effective period of the task order, the Government, without prior written notification, may exercise this option by issuing a task order modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(a) The "Period of Performance" clause will be amended as follows to cover the following periods:

PERIOD	PERIOD OF PERFORMANCE
Option Period 1	October 1, 2013 – September 30, 2014
Option Period 2	October 1, 2014 – September 30, 2015
Option Period 3	October 1, 2015 – September 30, 2016

(b) During the option period(s) the contractor shall provide the services described in Attachment I (Statement of Work), except for those services which are only applicable to the Base Period.

(c) The "Contract Line Item Number Pricing" and "Payment" clauses will be amended to reflect increased fixed prices for each option period as follows:

PERIOD	FIXED PRICE
Option Period 1	TO BE INSERTED AT TIME OF AWARD
Option Period 2	TO BE INSERTED AT TIME OF AWARD
Option Period 3	TO BE INSERTED AT TIME OF AWARD

(This applies only to CLIN 0102, CLIN 0202, and CLIN 0302.)

(d) Upon exercising option periods to include, if any of the Optional Quantity CLINs (e.g., CLIN 102A, CLIN 102B, etc.) are authorized, , the print per page quantities, printer type, and printer location will be specified using the Regional Printers outlined in Attachment IX of the Request for Quote (RFQ) and the EPA locations outlined in Appendix 10 of the SOW.

11.3 Indirect Costs (EPAAR 1552.242-70) (APR 1984)

(This applies only to ODCs under CLINs issued on a T&M basis.)

(a) In accordance with paragraph (d) of the "Allowable Cost and Payment" clause, the final indirect cost rates applicable to this contract shall be established between the contractor and the appropriate Government representative (EPA, other Government agency, or auditor), as provided

by FAR 42.703–1(a). EPA's procedures require a Contracting Officer determination of indirect cost rates for its contracts. In those cases where EPA is the cognizant agency (see FAR 42.705–1), the final rate quote shall be submitted to the cognizant audit activity and to the following designated Contracting Officer: Environmental Protection Agency, Chief, Cost Policy and Rate Negotiation Branch (3804F), Cost Advisory and Financial Analysis Division, Washington, DC 20460.

Where EPA is not the cognizant agency, the final rate quote shall be submitted to the above-cited address, to the cognizant audit agency, and to the designated Contracting Officer of the cognizant agency. Upon establishment of the final indirect cost rates, the contractor shall submit an executed Certificate of Current Cost or Pricing Data (see FAR 15.406–2) applicable to the data furnished in connection with the final rates to the cognizant audit agency. The final rates shall be contained in a written understanding between the Contractor and the appropriate Government representative. Pursuant to the "Allowable Cost and Payment" clause, the allowable indirect costs under this contract shall be obtained by applying the final agreed upon rate(s) to the appropriate bases.

(b) Until final annual indirect cost rates are established for any period, the Government shall reimburse the contractor at billing rates established by the appropriate Government representative in accordance with FAR 42.704, subject to adjustment when the final rates are established. The established billing rates are currently as follows:

Cost Center	Period	Rate	Base
*	*	*	Other Direct Cost(s) (ODC) under T&M CLINs

* To be inserted by the government at time of award.

These billing rates may be prospectively or retroactively revised by mutual agreement, at the request of either the Government or the contractor, to prevent substantial overpayment or underpayment.

(c) Notwithstanding the provisions of paragraphs (a) and (b) of this clause, ceilings are hereby established on indirect costs reimbursable under this contract. The Government shall not be obligated to pay the contractor any additional amount on account of indirect costs in excess of the ceiling rates listed below:

Cost Center	Period	Rate	Base
*	*	*	Other Direct Cost(s) (ODC) under T&M CLINs

* To be inserted by the government at time of award.

11.4 Key Personnel (EPAAR 1552.237-72) (APR 1984)

(a) The contractor shall assign to this task order the following key personnel:

TO BE INSERTED AT TIME OF AWARD

(b) During the first ninety (90) days of performance, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

11.5 Warranty of Services (FAR 52.246-20) (MAY 2001)

(a) *Definition.* "Acceptance," as used in this clause, means the act of an authorized representative of the Government by which the Government assumes for itself, or as an agent of another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract.

(b) Notwithstanding inspection and acceptance by the Government or any provision concerning the conclusiveness thereof, the contractor warrants that all services performed under this delivery order will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this delivery order. The Contracting Officer shall give written notice of any defect or nonconformance to the contractor ***within 30 days from the date of request for payment received for services rendered***. This notice shall state either—

(1) That the contractor shall correct or reperform any defective or nonconforming services; or

(2) That the Government does not require correction or reperformance.

(c) If the contractor is required to correct or reperform, it shall be at no cost to the Government, and any services corrected or reperformed by the contractor shall be subject to this clause to the same extent as work initially performed. If the contractor fails or refuses to correct or reperform, the Contracting Officer may, by contract or otherwise, correct or replace with similar services and charge to the contractor the cost occasioned to the Government thereby, or make an equitable adjustment in the contract price.

(d) If the Government does not require correction or reperformance, the Contracting Officer shall make an equitable adjustment in the contract price.

11.6 Submission of Invoices Alternate I (EPAAR 1552.232-70) (JUN 1996) Deviation

(This applies only to CLINs issued on a T&M basis.)

In order to be considered properly submitted, an invoice or request for contract financing payment must meet the following contract requirements in addition to the requirements of FAR 32.905:

(a) Unless otherwise specified in the contract, an invoice or request for contract financing payment shall be submitted as an original and five copies. The Contractor shall submit the invoice or request for contract financing payment to the following offices/individuals designated in the contract: the original and two copies to the Accounting Operations Office shown in Block 21 on the cover of the contract; two copies to the Task Order Contracting Officer Representative (the Task Order Contracting Officer Representative may direct one of these copies to a separate address); and one copy to the Contracting Officer and/or Contract Specialist.

(b) The Contractor shall prepare its invoice or request for contract financing payment on the prescribed Government forms. Standard Forms Number 1034, Public Voucher for Purchases and Services other than Personal, shall be used by contractors to show the amount claimed for reimbursement. Standard Form 1035, Public Voucher for Purchases and Services other than Personal—Continuation Sheet, shall be used to furnish the necessary supporting detail or additional information required by the Contracting Officer. The Contractor may submit self-designed forms which contain the required information.

(c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual delivery orders, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each delivery order and for the contract total, as well as any supporting data for each delivery order as identified in the instructions.

(2) The invoice or request for contract financing payment that employs a fixed rate feature shall include current and cumulative charges by contract labor category and by other major cost elements such as travel, equipment, and other direct costs. For current costs, each cost element shall include the appropriate supporting schedules identified in the invoice preparation instructions.

(3) The charges for subcontracts shall be further detailed in a supporting schedule showing the major cost elements for each subcontract. The degree of detail for any subcontract exceeding $5,000 is to be the same as that set forth under (c)(2).

(4) The charges for consultants shall be further detailed in the supporting schedule showing the major cost elements of each consultant. For current costs, each major cost element of the consulting agreement shall also include the supporting schedule identified in the invoice preparation instructions.

(d) Invoices or requests for contract financing payment must clearly indicate the period of performance for which payment is requested. Separate invoices or requests for contract financing payment are required for charges applicable to the basic contract and each option period.

(e)(1) Notwithstanding the provisions of the clause of this contract at FAR 52.216–7, Allowable Cost and Payment, invoices or requests for contract financing payment shall be submitted once per month unless there has been a demonstrated need and Contracting Officer approval for more frequent billings. When submitted on a monthly basis, the period covered by invoices or requests for contractor financing payments shall be the same as the period for monthly progress reports required under this contract.

(2) If the Contracting Officer allows submissions more frequently than monthly, one submittal each month shall have the same ending period of performance as the monthly progress report.

(3) Where cumulative amounts on the monthly progress report differ from the aggregate amounts claimed in the invoice(s) or request(s) for contract financing payments covering the same period, the contractor shall provide a reconciliation of the difference as part of the payment request.

11.7 Government Property (EPAAR 1552.245-70)

(a) The contractor shall not fabricate or acquire, on behalf of the Government, either directly or indirectly through a subcontract, any item of property without prior written approval from the Contracting Officer. If the Contracting Officer authorizes the contractor to acquire and/or fabricate equipment for use in the performance of this delivery order, the equipment shall be subject to the provisions of the "Government Property" clause and listed on the delivery order via modification.

(b) The Government will provide the item(s) of Government property to the contractor for use in the performance of this task order as outlined in the statement of work. This property shall be used and maintained by the contractor in accordance with the provisions of the "Government Property" clause:

The "EPA Contract Property Administration Requirements" provided below apply to this contract.

U.S. Environmental Protection Agency
Contract Property Administration Requirements

1. *Purpose.* This document sets forth the requirements for the U.S. Environmental Protection Agency (EPA) contractors performing Government property management responsibilities under

EPA contracts. These requirements supplement those contained in the Government Property clause(s) and Part 45 Government Property of the Federal Acquisition Regulation (FAR).

2. *Contract Property Administration (CPA)*

a. *EPA Delegation.* EPA delegates all contract property administration to the EPA Contract Property Coordinator (CPC). The delegations apply to all EPA contracts issued with or that have the potential to receive, purchase or acquire Government Property or include the Government Property clauses. In addition to administering all contract property, the CPC provides technical expertise and assistance to the Contracting Officer (CO) and Task Order Contracting Officer Representative (TOCOR) to Government Property.

b. *Disagreement* s. Notwithstanding the delegation(s), as necessary, the Contractor may contact the CO. In the event of a disagreement between the Contractor and the CPA or the CPC the Contractor should seek resolution from the CO.

3. *Requests for Government Property.* In accordance with FAR 45.102, the Contractor shall furnish all property required for performing Government contracts. If a Contractor believes that Government property is required for performance of the task order, the Contractor shall submit a written request to the CO. At a minimum, the request shall contain the following elements:

a. Contract/Task Order number for which the property is required.

b. An item(s) description, quantity and estimated cost.

c. Certification that no like contractor property exists which could be utilized.

d. A detailed description of the task-related purpose of the property.

e. Explanation of negative impact if property is not provided by the Government.

f. Lease versus purchase analysis shall be furnished with the request to acquire property on behalf of the Government, with the exception of requests for material purchases. The Contractor may not proceed with acquisition of property on behalf of the Government until receipt of written authorization from the Contracting Officer.

4. *Transfer of Government Property.* The Contracting Officer initiates the transfer of the government property via a modification to the task order. The transferor (EPA or another Contractor) shall provide to the transferee, the receiving Contractor, the information needed to establish and maintain the property records required of FAR 52.245–1, as well as all of the applicable data elements required by Attachment I of this clause. The transferee, the receiving Contractor, should perform a complete inventory of the property before signing the acceptance document for the property. Accountability will transfer to the receiving Contractor upon receipt and acceptance of the property, in accordance with FAR 45.106.

5. *Records of Government Property.*

a. In accordance with FAR 52.245–1, the Contractor shall create and maintain records of all Government property, regardless of value, including property provided to and in the possession of a subcontractor. Material provided by the Government or acquired by the Contractor and billed as a direct charge to the contract is Government property and records must be established as such.

b. Support documentation used for posting entries to the property record shall provide complete, current and auditable data. Entries shall be posted to the record in a timely manner following an action.

c. When Government property is disclosed to be in the management and/or control of the Contractor but not provided under any contract, the Contractor shall record and report the property in accordance with FAR 52.245–1.

6. *Inventories of Government Property.* The Contractor shall conduct a complete physical inventory of EPA property at least once per year. The Contractor shall report the results of the inventory, including any discrepancies, to the CO. Reconciliation of discrepancies shall be completed in accordance with the schedule negotiated with the CO. See section 10 herein, Contract Closeout, for information on final inventories.

7. *Reports of Government Property.* EPA requires an annual summary report, for each contract, by contract number, of Government property in the Contractor's possession. The annual summary is due as of September 30th of each year, and upon contract termination or expiration.

a. For each classification listed on the EPA Property Report form, with the exception of material, the Contractor shall provide the total acquisition cost and total quantity. If there are zero items in a classification, or if there is an ending balance of zero, the classification must be listed with zeros in the quantity and acquisition cost columns.

b. For material, the Contractor shall provide the total acquisition cost only.

c. The reports are to be received at EPA by the CPC by October 5th of each year.

d. Distribution shall be as follows:

Original to:	CPC
One copy:	CO

e. The Contractor shall provide detailed reports on an as-needed basis, as may be requested by the CO or the CPC.

8. *Disposition of Government Property.* The disposition process is composed of three distinct phases: identification, reporting, and final disposition.

a. *Identification.* The disposition process begins with the Contractor identifying Government property that is no longer required for contract performance. Effective contract property management systems provide for identification of excess as it occurs. Once Government property has been determined to be excess to the accountable contract, it must be screened against the Contractor's other EPA contracts for further use. If the property may be reutilized, the Contractor shall notify the CO in writing. Government property will be transferred via contract modifications to other contracts only when the COs on both the current contract and the receiving contract authorize the transfer.

b. *Reporting.* Government property shall be reported in accordance with FAR 52.245–1. The Standard Form, SF 1428, Inventory Disposal Schedule, provides the format for reporting excess Government property. Instructions for completing and when to use the form may be found at FAR 52.245–1(j). Forward the completed SF 1428 to the CPC. The SF 1428 is available at *http://www.arnet.gov/far/current/html/FormsStandard54.html* . Superfund property must contain a Superfund notification and the following language must be displayed on the form: "Note to CO: Reimbursement to the EPA Superfund is required."

c. *Disposition Instructions.*

(i) *Retention.* When Government property is identified as excess, the CO may direct the Contractor in writing to retain all or part of the excess Government Property under the current contract for possible future requirements.

(ii) *Return to EPA.* When Government property is identified as excess, the CO may direct the Contractor in writing to return those items to EPA inventory. The Contractor shall ship/deliver the property in accordance with the instructions provided by the CO.

(iii) *Transfer.* When Government property is identified as excess, the CO may direct the Contractor in writing to transfer the property to another EPA Contractor. The Contractor shall transfer the property by shipping it in accordance with the instructions provided by the CO. To effect transfer of accountability, the Contractor shall provide the recipient of the property with the applicable data elements set forth in Attachment I of this clause.

(iv) *Abandonment.* Abandoned property must be disposed of in a manner that does not endanger the health and safety of the public. The CO shall notify the Contractor in writing of those items EPA would like to retain, have returned or transferred to another EPA Contractor. The Contractor shall update the Government property record to indicate the disposition of the item and to close the record. The Contractor shall also obtain either a signed receipt or proof of shipment from the recipient. The Contractor shall notify the CO when all actions pertaining to disposition have been completed. The Contractor shall complete an EPA Property report with changes, to include supporting documentation of completed disposition actions and submit it to the CPC.

9. *Decontamination.* In addition to the requirements of the "Government Property" clause and prior to performing disposition of any EPA Government Property, the Contractor shall certify in writing that the property is free from contamination by any hazardous or toxic substances.

10. *Contract Closeout.* The Contractor shall complete a physical inventory of all Government property at contract completion and the results, including any discrepancies, shall be reported to

the CO. In the case of a terminated contract, the Contractor shall comply with the inventory requirements set forth in the applicable termination clause. The results of the inventory, as well as a detailed inventory listing, must be forwarded to the CO. The Contractor shall update all property records to show disposal action. The Contractor shall notify the CO, in writing, when all work has been completed under the contract and all Government property accountable to the contract has been disposed. The Contractor shall complete a FINAL EPA Property report with all supporting documentation to the CPC.

Attachment I. *Required Data Element* —In addition to the requirements of FAR 52.245–1(f)(vi), Reports of Government Property, the Contractor is required to maintain, and report the following data elements for EPA Government property (all elements are not applicable to material): Name and address of the administrative Contracting Officer; Name of the Contractor representative; Business type; Name and address of the contract property coordinator; Superfund (Yes/No); No. of Subcontractor/Alternate

11.8 Designation of Property Coordinator

The contract property coordinator:

Karen Murray
Environmental Protection Agency
1200 Pennsylvania Ave., NW
Mail Code: 3204R
Washington, DC 20460
Phone: 202-564-2539
Email: murray.karen@epa.gov

The CPC is the Contracting Officer's designated representative on property matters. The contractor shall furnish all required information on property to the contract property coordinator.

11.9 Government Furnished Data (EPAAR 1552.245-71)(SEP 2009)

(a) The Government shall deliver to the Contractor the Government-furnished data described in the contract. If the data, suitable for its intended use, is not delivered to the Contractor, the Contracting Officer shall equitably adjust affected provisions of this contract in accordance with the "Changes" clause when:

(1) The Contractor submits a timely written request for an equitable adjustment; and
(2) The facts warrant an equitable adjustment.

(b) Title to Government-furnished data shall remain in the Government.

(c) The Contractor shall use the Government-furnished data only in connection with this contract.

(d) The following data will be furnished to the Contractor on or about the time indicated:

To be determined at the time of task order award and/or at the time the work is ordered.

11.10 Tax

The Federal Government is exempted from paying state and local taxes. The tax exempt number is 52-085-2695. See Attachment VII, Contractor Certifications, for Representation by Corporations Regarding a Felony Conviction under Federal Law or Unpaid Tax Liability and Unpaid Federal Tax Liability & Felony Criminal Violation certifications to be submitted with the contractor's quote

11.11 Clauses Incorporated by Reference (FAR 52.252-2) (FEB 1998)

The resulting order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

http://www.arnet.gov/far/
http://farsite.hill.af.mil/reghtml/regs/other/epaar/epaar1toc.htm

12. INSTRUCTIONS, CONDITIONS, AND NOTICES TO VENDORS

12.1 Type of Contract (FAR 52.216-1) (APR 1984)

The Government contemplates award of a Fixed Price (FP) task order with both Fixed Price (FP) and Time-and-Material (T&M) CLINs resulting from this solicitation.

12.2 Anticipated Award Date

For quote preparation purposes, contractors may assume a transition start date from date of award thru March 31, 2013 with an effective date for Managed Print Services of April 1, 2013.

12.3 Technical Questions

Contractors must submit all technical questions concerning this solicitation in writing to Harold Honegger, Contract Specialist, at honegger.harold@epa,gov. EPA must receive all questions no later than November 25, 2012. EPA will answer questions that may affect quotes in an amendment to the solicitation, with the exception of questions requesting EPA's preference in vendors' responses to the TORFQ. EPA will not reference the source of any question.

12.4 Submission Instructions and Requirements

Contractors shall comply with the following instructions for preparing their Task Order Quote. Failure to do so may result in the contractor's quote being non-compliant with the terms and conditions of their General Schedule (GS) Contract.

12.4.1 General Requirements

This procurement is being conducted pursuant to FAR 8.4. These instructions are provided for the development of a clear, concise, and coherent quote. Contractors are urged to prepare a quote that is specific and sufficiently detailed to allow a complete evaluation of your method for satisfying the requirements set forth in the statement of work.

12.4.2 Organization.

Contractors are advised to supply all information in the sequence and format specified below. Contractor quotes and supporting documentation must provide sufficient basis for a thorough evaluation. It is suggested that the quote be placed in binders with dividers clearly indicating each factor set forth below. Each of these sections is linked to the corresponding evaluation criteria detailed in the Evaluation Criteria section (section 12.7) of this TORFQ.

12.4.3 Charts

Contractors are encouraged to use, whenever appropriate, quantitative and graphical methods to portray facts, wherever possible, through the use of charts, lists, matrices, diagrams, tabulations, etc. Type size limits do not apply to charts, as long as they are clear and easily readable.

12.4.4 Format

Contractors shall submit one (1) original (i.e., printed hardcopy) of quotes in three separate volumes as follows:

Volume I: Technical Quote
Volume II: Price Quote
Volume III Plans

Each volume shall also be contained on a CD to be submitted with the hardcopy version. Separate CDs for each volume are not required. Additionally, contractors shall submit an electronic, editable version (i.e., Word, Excel) of each volume of the quote to the Contracting Officer and Contract Specialist at the email addresses specified in section 10.

12.4.5 Page Limitations

The page limitations of the contractor's quote, containing all volumes, are set forth below:

EZ Tech MPS Contractor Quote	Page Limit
Volume I: Technical Quote	25*
Socioeconomic Status	*
Past Performance	*
Corporate Experience	*
Key Personnel	*

Volume II: Price Quote	**
Volume III: Plans	80***

* Combined limit of 25 pages of text for Volume I.
** No page limit for Volume II. See section 12.5.2 for requirements.
*** Combined limit of 80 pages of text for Volume III. Page limitations on individual plans are set forth in section 12.5.3

All pages shall consist of 8 ½" x 11" paper, using no less than 12 point font and no less than 1" margins. Pages shall be double-sided with each side counting as one page. Type size limits do not apply to tables and figures provided they are clear and easily readable.

The following items are excluded from the above stated page limitation: letters of transmittal, cover page, table-of-contents, dividers, pages left intentionally blank, contractor certifications, resumes, and letters of intent. However, resumes shall not exceed 2 single-sided pages or 1 double-sided page for each individual and are required for each individual proposed as "Key Personnel". Key Personnel, at a minimum shall include an Account Manager, but the contractor may submit other key personnel as they feel necessary.

Foldout pages used to display any information, including tables, diagrams, milestone schedules, etc. or text in paragraph form, are counted as 2 pages; foldout pages with information printed on both the front and back of the page will be counted as 4 pages. All pages contained in the quote, included the foldout pages, will be considered and counted in the total number of 8 ½" x 11 pages, even if the text or figure does not cover a full page.

Contractors are strongly encouraged to be as succinct and as clear and concise as possible in writing the technical quote and adhering to the page limitations set forth in this TORFQ. In the event a contractor exceeds the specified page limit for the technical quote (Volume I) or each submitted plan (Volume III), the Government will remove excess pages from the back of Volume I or from the back of individual plans and they will not be evaluated. Each section of the quote shall stand on its own merits without reference to any other section.

NOTE: No cost information shall be submitted in any other volume other than Volume II.

12.4.6 Notation

Each page submitted as part of the contractor's quote for any volume shall indicate the TORFQ Number: RFQ-OEI-13-0001.

12.4.7 Due Date and Time

Email submissions of the complete quote (Volume I, II, and III) must be submitted by 4:00 PM ET on January 14, 2013. Any quote received after the email submission due date and time outlined above shall be considered late and will not be evaluated for a possible award under this solicitation. Hardcopy and CD versions of the complete quote must be received in the designated Government office via FEDEX within 10 calendar days of electronic submission due

dates.

12.4.8 Designated Government Office

Bid and Proposal Room
C/O Harold Honegger
Ronald Reagan Building
1300 Pennsylvania Ave., NW
Room # 62207
Washington, DC 20004

The hours of operation for the Bid and Proposal room are 8:00 AM to 4:30 PM Monday thru Friday, excluding Government holidays.

12.5 Quote Instructions

12.5.1 Technical Quote (Volume I)

The technical quote shall be written to include the following sections:

Cover Letter / Table of Contents

This section shall include a cover letter, a table of contents indentifying the major sections of the technical quote, and Attachment VII - Contractor Certifications. Contractors shall also briefly (in no more than one sentence) state their socio-economic status in their cover letter.

Section 1 – Socioeconomic Status

It is the policy of the Government to encourage full participation of small businesses in the procurement process. Socioeconomic status shall consist of a detailed description of the contractor's socioeconomic status as established by the Small Business Administration (SBA).

Section 2 – Past Performance

In this section, for each of the projects addressed in Section 3, Corporate Experience, the contractor shall provide past performance references as it relates to Attachment I (Statement of Work), including references' names, roles in the project, email addresses and phone numbers. Contractors should not provide general information on their performance on the identified contracts and subcontracts as general performance information will be obtained from the references. The Government reserves the right to include past performance information obtained through other sources, such as Government databases of past performance information, as part of the evaluation. If a contractor does not submit the past performance information required, and EPA becomes aware that the contractor, in fact, has relevant past performance history, the contractor may be deemed ineligible for award.

Section 3 – Corporate Experience

The contractor shall provide a minimum of three (3) examples of projects of similar size, scope, and complexity to this procurement. The contractor should demonstrate their ability to successfully perform contracts similar in size, scope, and complexity to this procurement. Contractors may provide information on awards or other indications of achievement and information on problems encountered and corrective actions taken on the identified contracts and subcontracts. If a teaming arrangement is proposed, each contractor in the teaming arrangement will be evaluated on its corporate experience. In the case of a teaming arrangement where the prime contractor is relying on the corporate experience of a partner or subcontractor, the contractor must clearly explain "whose" experience, and "how" that experience is relevant to the effort required under the statement of work. The following information should be provided for corporate experience:

- A narrative explaining the details of the work performed and how they relate to this procurement in terms of size, scope, and complexity to the effort required by the statement of work that it has performed for Federal, State and local governments, and commercial businesses.
- Name of contracting activity (include address, phone number & fax number)
- Point of Contact (name, title, telephone number, e-mail address) for technical performance
- Contract number.
- Contract title.
- Contract type.
- Total contract value.
- Dollar value of relevant work if different than Total Contract Value. Include the name of project and contract number.
- Period of performance.
- Specify, by name, any key personnel who participated in this contract and are proposed to support the task order resulting from this TORFQ. Indicate their contractual roles and duration and extent of involvement in those contracts.
- Administrative Contracting Officer, telephone number, and E-mail address (if available).
- Program manager/Project Officer, telephone number, and E-mail address (if available).
- List of subcontractors (if applicable).

Section 4 – Key Personnel

Contractors shall describe their key personnel proposed for this task order in accordance with Appendix 12 of the statement of work. Resumes, letters of intent, any specialized expertise, and their experience in projects of similar size, scope, complexity, and results should be included in this section. The contractors should demonstrate their ability to select, maintain, and retain key personnel. The contractor should identify any continuous training provided to key personnel and indicate the percentage of time each key personnel is available to devote to this task order in relation to other assigned duties. An Account Manager, at a minimum, should be included as Key Personnel.

12.5.2 Price Quote (Volume II)

The Price Quote shall be written to include the following sections:

Cover Page

This section shall include the Vendors' corporate name, address, phone, fax, DUNS, TIN, GSA Schedule contract number, point of contact (POC) name, POC title, POC phone, and POC email address.

Section 1 - Price Quote

Contractors shall submit a written price quote by the date and time indicated in this TORFQ. Pricing shall be in accordance with the established parameters outlined in paragraph 4 entitled Contract Line Item Numbers (CLINs) above. All pricing and terms of this purchase order will be governed by the Vendors' GSA Schedule 36 SIN 51-500. The contractor's submission must identify its GSA Schedule Contract number and expiration date of the GSA contract.

Contractors shall provide a fixed price for Print per Page for EPA printers as outlined in paragraph 4 entitled Contract Line Item Numbers (CLINs) above. All contractors shall use the format outlined in Attachment X when submitting their price quote. Contractors should use Attachment III, which provides a list of EPA printers and their locations, as a guide in developing their price quote. The fixed price for Print per Page shall be the same regardless of the type of printer or location thereof. For T&M pricing, contractors should use Attachment IV in preparing their price quote for CLINS that involve labor categories and fixed loaded labor rates.

Contractors are encouraged to offer price discounts. When discounts are offered, quotes must identify both the GSA Schedule 36 SIN 51-500 contract number and the discounted rate for each print per page pricing and labor category being discounted. In addition, the price quote shall detail the following elements for each CLIN:

- All proposed items not on the Vendor's GSA Schedule contract (i.e., Open Market Items)
- All proposed Other Direct Costs (ODCs)
- Source of pricing for all costs, including the GSA contract number, SIN, and uniform resource locator (URL) to access the pricing information on-line
- The applicable GSA Schedule contract indirect rates (i.e., G&A and Materials)

Section 2 - Assumptions and Conditions

This section shall describe any assumptions and conditions on which the Price Quote is based.

Section 3 – Sample Reports

As part of the price quote, contractors shall provide a sample invoice representative of their proposed invoicing structure. At a minimum, the invoice format shall be one consolidated invoice for all locations with each location individually itemized and totaled. Additionally, a sample format for the required Monthly Fixed Price Financial Report is provided in section 9 and Attachment VI of this TORFQ. Contractors may propose an alternative format with their price quote to be evaluated for content and its ability to satisfy the requirements of section 9.

Section 4 – Wage Determinations

If a contractor proposes any labor categories subject to the Service Contract Act, the contractor shall identify those labor categories and provide the applicable wage determination number and a certification that the wages paid to these employees are at least the prevailing rates and fringe benefits as set forth on the following site, respective to the applicable geographical location: http://www.wdol.gov/sca.aspx. The wage determination certification shall be completed and submitted within this section of the price quote.

Section 5 – General Financial and Organizational Information

See Attachment VIII, General Financial and Organizational Information. This attachment shall be completed and submitted within this section of the price quote.

12.5.3 Plans (Volume III)

Contractors shall submit the following plans to be evaluated in accordance with the evaluation criteria set forth in section 12.6 of this solicitation. Within each plan, contractors shall address the following elements described herein and adhere to the page limitations defined herein and in section 12.4.5:

- **Preventative Maintenance Plan (10 pages):** The Preventative Maintenance Plan (PMP) shall include the following elements:

  - ✓ Have sufficient management, qualified and certified technicians, and delivery personnel to service and support the requirements under this task order within the specified response times.
  - ✓ Designate an Account Manager to oversee this task order and coordinate necessary administrative matters and issues with the COR or CO.
  - ✓ Provide OEM-qualified service technicians for all digital imaging print equipment provided for under this task order for the life of the equipment and the full duration of the task order.
  - ✓ Perform maintenance in compliance with Original Equipment Manufacturer (OEM) standards and guidelines to ensure OEM warrantees are not voided.

- **Device Management Plan (10 pages):** The Device Management Plan (DMP) shall include the following elements:

- ✓ Proactive monitoring and alerts.
- ✓ Security compliance.
- ✓ Configuration settings.

- **Data Collection Plan (10 pages):** The Data Collection Plan (DCP) shall include the following elements:

  - ✓ How the SP will collect printing device data using an automated process.
  - ✓ How the SP will collect printing device data using a manual process (The EPA has some printing devices where Data Collection Agents (DCAs) will not be authorized for deployment such as on the EPA's isolated CBI network.)
  - ✓ A detailed listing of the metrics to be collected.
  - ✓ A sample report showing how the information will be made available to the EPA.

- **Phase-In Plan (10 pages):** The Phase-In Plan (PIP) shall include the following elements:

  - ✓ Detailed plan and procedures to document the approach to addressing various aspects of managing the task order and specific tasks as outlined in the statement of work.

- **Operational and Staffing Plan (10 pages):** The Operational and Staffing Plan (OSP) shall include the following elements:

  - ✓ Organization chart, contact information for the main POCs, timelines, general operating procedures, staff training policies, transition plans and any additional information the SP considers relevant.
  - ✓ Strategy and detailed approach to meeting staffing requirements.
  - ✓ Shall include, at a minimum, key personnel.

- **Operational Level Agreements (10 pages):** The Operational Level Agreements (OLA) shall include the following elements:

  - ✓ OLAs will address all services provided that require activities by EPA staff and/or third-party service providers to support the delivery of the services required under the statement of work.

- **Quality Assurance/Quality Control Plan (10 pages):** The Quality Assurance/Quality Control Plan (QAQCP) shall include the following elements:

  - ✓ Comprehensive QAQCP that addresses the requirements detailed in Appendix A.11.
  - ✓ How the contractor will plan, implement, document, and assess QA and QC under the task order.
  - ✓ Plans to monitor, measure and adjust procedures responsible for providing high quality services, thereby ensuring a high level of customer satisfaction.

- ✓ Ability to ensure appropriate Government surveillance of contractor performance in measuring, quantifying, tracking, and reporting operational performance (i.e., decision-making), program implementation, project management, customer satisfaction, and results, where feasible.
- ✓ Use of efficient methods and effective cost controls throughout performance.

- **Conflict of Interest Plan (10 pages):** Any contractor (or member of its team (and/or subcontractor)) having a conflict of interest as defined under FAR Part 9.5 must identify the conflict as soon as it is known and provide a recommended mitigation plan to resolve any actual or apparent COI. The contractor shall submit their COI certification from Attachment VII with their COI plan. The certification doesn't count towards the page limitation of the COI plan.

12.5.4 Contractor Teaming Arrangements

EPA is neutral (neither positive nor negative) regarding teaming arrangements. Contractors may propose a teaming arrangement in accordance with GSA's guidance on Contractor Teaming Arrangements (CTA), found at www.gsa.gov/contractorteamarrangements, and FAR Part 9.6, Contractor Team Arrangements. If a contractor proposes a teaming arrangement, they shall also include a GSA Schedule Contractor Teaming Arrangement (CTA) document in accordance with GSA's "Elements of a CTA Document" found at http://www.gsa.gov/portal/content/202253. The CTA shall designate a primary team contractor to be responsible for communications with the EPA and receiving technical direction. EPA will evaluate the proposed technical solution in accordance with section 12.7 Evaluation Criteria. In the case of a teaming arrangement, contractor-specific information (i.e. Past Performance, Corporate Experience, Key Personnel, and Price) will be evaluated on a total solution basis, as the collaboration of contractor-specific information from each contractor will be combined into one solution and evaluated as the total solution for the quote.

12.6 Evaluation Criteria

EPA intends to issue a task order to the responsible contractor whose quote conforms to the Task Order Request for Quote (TORFQ) and is most advantageous to the Government, price or other factors considered. In accordance with FAR 8.4, EPA will evaluate and make an award based on the evaluation of the Pass/Fail Factors and Scored Technical Factors set forth below, combined with overall price, to determine the solution with the highest quality and lowest risk providing the most advantageous solution to the Government.

12.6.1 Technical Factors

Technical quotes will be reviewed and evaluated as follows:

12.6.1.1 Pass/Fail Factors

EPA will evaluate the technical quote on a pass/fail basis to determine the acceptability of the quote. The Vendor shall submit all items requested in the TORFQ, to include those outlined

below. At this stage of the evaluation, **both** the submittal *and* content of the following items will be considered in determining acceptability:

- **Preventative Maintenance Plan:** The Preventative Maintenance Plan (PMP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Device Management Plan:** The Device Management Plan (DMP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Data Collection Plan:** The Data Collection Plan (DCP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Phase-In Plan:** The Phase-In Plan (PIP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.6.3 Plans of this solicitation.

- **Operational and Staffing Plan:** The Operational and Staffing Plan (OSP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Operational Level Agreements:** The Operational Level Agreements will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Quality Assurance/Quality Control Plan:** The Quality Assurance/Quality Control Plan (QAQCP) will be evaluated as acceptable or not on the basis of submitting the required document and the inclusion of the elements set forth in section 12.5.3 Plans of this solicitation.

- **Conflict of Interest Plan:** The Conflict of Interest (COI) Plan, COI Certification, and any required non-disclosure statements will be evaluated together as acceptable or not acceptable on the basis of submitting the required documents, identifying any current or potential COIs (if applicable), and proposing a mitigation strategy in response to current and potential COIs (if applicable).

Notwithstanding the evaluation of a contractor's technical or price quote, a contractor who submits any of the above listed plans that is unacceptable at time of award may be deemed non responsible. Matters of Responsibility are determined by the Small Business Administration (SBA).

12.6.1.2 Scored Technical Factors

Quotes will be evaluated based on strengths, weaknesses, and risks in accordance with each of

the technical evaluation factors identified below. Evaluation of the factors will also consider completeness and clarity, degree of compliance with the TORFQ, and the risk of the proposed approach. The evaluation factors and their respective weights are described in detail below:

Small Business Status (50 Points): Status as a small business will be evaluated based on the contractor's business classification established by the Small Business Administration (SBA). It is the policy of the Government to encourage full participation of small businesses in the procurement process. Quotes received from small businesses shall receive the maximum points for this evaluation factor.

Past Performance (25 Points): Quotes will be evaluated based on information obtained by contacting the contractor's supplied references and/or on information obtained from other sources of past performance information as determined useful and relevant by the Government. Quotes will be evaluated on the extent to which they show relevant performance and likelihood of success in meeting the Government's requirements as identified in the statement of work. Contractors with no past performance shall be evaluated as neutral.

Corporate Experience (15 Points): The contractor will be evaluated on its demonstrated corporate experience in performing printer support service projects of similar size, scope, complexity, and results. More recent experience will be rated more favorably.

Key Personnel (10 Points): The contractor will be evaluated on the expertise and experience of proposed key personnel; specifically, the information included in the submitted resumes.

12.6.2 Price Factor

In accordance with FAR 8.4, EPA will evaluate and make an award based on the solution providing the "best value" to the Government. The Total Task Order Evaluated Price is set forth in Attachment X, and is based on the maximum quantities of pages assuming all options are exercised. Use of these quantities does not represent any guarantee that the government will ever exercise options in these amounts. The Government intends to conduct a price realism analysis to determine if the contractors' proposed labor categories and amounts for all optional CLINs covering the base period and all option periods are realistic. Unrealistic prices are subject to upward adjustment by the government. Additionally, "best value" will be determined by a trade-off between a combination of EPA's evaluation of the technical factors and overall price, including any adjustments for unrealistic pricing of the optional CLINs covering the base period and all option periods. In making this comparison, the Government is more concerned with obtaining superior technical and management capabilities than with making an award at the lowest overall price to the Government. For this solicitation, all evaluation factors other than cost or price, when combined, are significantly more important than cost or price. In the event that the quotes become more equal in their technical merit, the evaluated cost or price becomes more important.

12.7 Conflict of Interest

As a regulatory Agency, US EPA is sensitive to Conflict of Interest and Potential Conflict of Interest (Refer to section 12.5.3 Plans). If the plan required in section 12.5.3 is not applicable, the contractor shall certify accordingly in Attachment VII, Contractor Certifications.

12.8 Representation of Limited Rights Data and Restricted Computer Software (FAR 52.227-15) (DEC 2007)

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at 52.227-14, Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at 52.227-16, if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at 52.227-14 included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

Refer to the section entitled "Representation of Limited Rights Data and Restricted Computer Software" of Attachment VII, Contractor Certifications, for the representation certification.

12.9 Contractor Certifications

See Attachment VII, Contractor Certifications. All documents contained in the attachment shall be completed and submitted as part of the Cover Letter / Table of Contents section of Volume I, Technical Quote as indicated in section 12.6.1 herein.

12.10 Provisions Incorporated by Reference

The following provisions are pertinent to this solicitation and are hereby incorporated by reference:

Federal Acquisition Regulation (48 CFR Chapter 1):

NUMBER	DATE	TITLE
52.217-5	JUL 1990	Evaluation of Options
52.252-5	APR 1984	Authorized Deviation in Provisions Fill in: (b) EPAAR, 48 CFR Chapter 15

Environmental Protection Agency Acquisition Regulation (48 CFR Chapter 15):

NUMBER	DATE	TITLE
1552.209-70	APR 1984	Organizational Conflicts of Interest Notification
Provision EPA-2012-5		Representation by Corporations Regarding a Felony Conviction or Unpaid Federal Tax Liability

12.11 Solicitation Provisions Incorporated by Reference (FAR 52.252-1) (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The Contractor is cautioned that the listed provisions may include blocks that must be completed by the Contractor and submitted with its quote or offer. In lieu of submitting the full text of those provisions, the Contractor may identify the provision by paragraph identifier and provide the appropriate information with its quote or offer. Also, the full text of a solicitation provision may be accessed electronically at these addresses:

http://www.arnet.gov/far/
http://farsite.hill.af.mil/reghtml/regs/other/epaar/epaar1toc.htm

Attachment I

Statement of Work

Environmental Protection Agency
Information Technology

EZ Tech

Managed Print Services

Statement of Work

(CONFIDENTIAL)

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Section 1: Introduction

1.1 Overview

This document is a Statement of Work (SOW) for the Environmental Protection Agency (EPA) Information Technology (IT) Managed Print Services (MPS) acquisition. With this SOW, EPA is putting forward requirements for this Task Order as one of three contracts that will support agency computing users. These three separate contracts will cover MPS, Desktop Support Services (DSS) and hardware procurement. This SOW describes the scope of MPS and cross contract touch-points, performance requirements and expectations for MPS.

Precise methods for meeting these requirements are not specified in the SOW; instead, this document identifies the administrative and technical responsibilities; performance and regulatory requirements; and the scope of support that will form the basis of the Task Order resulting from this acquisition. Functions and activities will be handled as Price Per Page (PPP) and Firm Fixed Price (FFP) or Time and Materials (T&M) for optional Contract Line Items (CLINS) cost structures. All work performed must comply with applicable regulations and guidelines as set forth in this document or as instructed by the Contracting Officer Representative (COR) pursuant to the Technical Direction clause of this Task Order.

For the purposes of this document, the term "Service Provider" (SP) refers to a private sector company that will develop, assemble and execute a comprehensive solution to the MPS requirements outlined in this SOW. As used within this document, the term "user" covers EPA staff and designated non-EPA entities: federal, non-federal and SPs with whom EPA has agreements to extend IT support services. These users support management, research, programmatic and administrative functions within EPA.

1.2 Purpose

EPA is building upon its current services incorporating lessons learned and best practices to provide an exceptional user experience. This SOW provides a clear understanding of the MPS to be provided by the SP to EPA users. EPA also seeks SP support to obtain a better understanding of the current print services environment and identify areas of improvement. The SP will also assist in identifying additional sustainable offerings as optional, consumable solutions where available.

1.3 Objectives

EPA's objectives for this Task Order will be achieved through SP adherence to the Service Level Agreements (SLAs) defined in Appendix A.11. EPA MPS will be designed to provide the following:

a) Highly integrated and responsive printing services support that, first and foremost, strives to provide an exceptional user experience while obtaining the best value business solution for printing equipment and services.

b) A structure capable of meeting the needs of EPA's varied user communities.

c) The highest quality products and service to address all registered concerns quickly and accurately in a manner that considers the needs of the users and the Agency.

1.4 Scope

Under the terms of this Task Order, the SP will provide printing services support for EPA printing resources. The support provided is required to meet the printing needs of EPA's users located within EPA office space. The SP will also support EPA as it implements a refresh of its printing devices. Planning for this refresh will begin during the first year of this Task Order with implementation beginning in the second year. (See section 4.2.6.) At the start of this Task Order, service will include users at EPA's Headquarters in Washington, D.C. and throughout the country and will cover approximately 1,500 printing devices. During the term of this Task Order other EPA Regional Office may choose to participate at their discretion. Should all choose to participate, the total number of printing devices woud be approximately 3,500. The SP shall be responsible for accomplishing the tasks within the SOW, ensuring support at the same level for all current and future EPA print device vendors. The SP will provide the following services:

a) MPS Support Line.
b) Maintenance Services.
c) Break Fix Services.
d) Preventative Maintenance Services.
e) Usage Monitoring Services.
f) Consumable Supply Services.
g) Configuration and Security Compliance Services.
h) Technology Refresh Design Planning Services.

1.5 Organizational Environment

This section describes the structure of EPA. It describes EPA's mission, organization and the Office of Environmental Information (OEI) through which MPS services, as detailed in the Service Requirements, will be managed.

1.5.1 Environmental Protection Agency

EPA's mission is to protect human health and the environment. Since 1970, EPA has worked for a cleaner, healthier environment for the American people. EPA employs 18,000 people across the country, including offices in Washington, D.C.; 10 Regional Offices; and more than a dozen laboratories and other locations. EPA users come from a variety of disciplines and more than half are engineers, scientists and policy analysts. In addition, many employees are legal, public affairs, financial, information management and computer specialists. EPA is led by its Administrator, who is appointed by the President of the United States.

More information about EPA, including organizational charts, can be found on EPA's website at http://www.epa.gov/epahome/aboutepa.htm.

1.5.2 Office of Environmental Information

OEI is the central IT organization within EPA. The Assistant Administrator for OEI serves as the Chief Information Officer (CIO) for the Agency. OEI, under the supervision of the CIO, is responsible for advancing the creation, management and use of information technology and data as a strategic resource to enhance public health and environmental protection and for promoting informed decision-making and improved public access to information about environmental conditions. Additionally, OEI is responsible for providing the ability to access, use and communicate environmental program and administrative information.

OEI is responsible for the effective implementation and management of the MPS services. As specified in the Task Order, OEI is responsible for regular reporting to the Office of Management and Budget (OMB) to ensure the SP is cost effective and efficiently delivering MPS services across the Agency.

Each Program Office and Regional Office has a liaison to OEI who is also responsible for IT management within that organization. Designees in the program offices are referred to as Information Management Officers (IMO). Designees in the Regional Offices are referred to as Information Resources Management (IRM) Branch Chiefs (BCs).

The Office of Technology Operations and Planning (OTOP) within OEI is EPA's focal point for policy, management and implementation of EPA's IT infrastructure. It is responsible for oversight of federal and EPA IT statutes, regulations and standards. OTOP sets hardware, software and telecommunications standards; operates EPA's internal information technology infrastructure; and organizes strategic planning for IT and security. MPS will be managed by OTOP.

1.5.3 Assistive Technology Center

The SP will be required to provide support for assistive technologies at all EPA-supported facilities in compliance with Section 508. (See Section 3.2.5 for further details.) To support EPA users who require assistive technologies, EPA operates an Assistive Technology Center (ATC). The ATC is located in the basement of EPA East, 1201 Constitution Ave. NW, Washington, D.C., room B132. The ATC houses computers equipped with a variety of accessibility tools. These tools are samples of the types of tools that can be used to enable employees who are deaf or hearing-impaired or who have mobility, visual and/or cognitive disabilities to work with electronic and information technology. The ATC's mission is to work with employees and managers to find accessible solutions for users with unique desktop accessibility requirements, to facilitate the acquisition and installation of those tools, to provide a place where system developers may test Agency applications and websites for compliance with accessibility requirements, and to present assistive technology tool demonstrations and provide hands-on try-outs and education. Approximately 14 percent of users are provided support through the ATC.

1.6 EPA Cross-Functional Oversight and Coordination

The Director of the Enterprise Desktop Solutions Division (EDSD) is responsible for oversight of MPS and integration of touch-points between two other contract vehicles for the provisioning of services to EPA, Desktop Support Services and Hardware Procurement. The COR and Alternate Contracting Officers (ACOR) will serve as the key points of contact (POC) for the management, operation and application of this program.

1.6.1 Cross-Functional Oversight Team

The Cross-Functional Oversight Team will serve as EPA's POCs to the SP across all EPA locations. The COR is the POC for EPA at the Task Order level. The organizational structure of EPA's Cross-Functional Oversight Team will be determined by the EDSD Director at a later date; however, the Team can expect to collaborate with the SP project managers and site leads. Further details about the role of the Cross-Functional Oversight Team are provided in Section 5.2.1.

1.7 Operating Environment

This section describes the government and SP's responsibilities for providing MPS services and the processes for funding MPS services, as detailed in Section 4: Service Requirements, using EPA's Working Capital Fund (WCF).

1.7.1 Service Location

The SP shall provide break-fix on-site support, at all EPA locations for MPS supported printing devices. (See Appendix A.10).

1.7.2 Working Capital Fund

A WCF is a financial tool for managing common administrative services within a federal agency and represents the Agency's IT Service Catalog. WCFs are consistent with the President's Management Agenda and with Federal Accounting Standards Advisory Board criteria for managerial cost accounting.

Funding of the EPA WCF is provided by fees collected from other Agency appropriations and other federal agencies to offset costs incurred for providing Agency administrative support for computer and telecommunication services, financial system services, employee relocation services and postage.

1.7.2.1 Service Usage (Workload) Submission

Usage, or workload, is the financial data delivered by the SP to report the amount of service provided under the WCF in the unit of measure required by the WCF service. Depending on the service provided the unit of measure will vary. Examples include hours, cost, number of months, counts or quantities. Specific units of measure and required formats will be provided by EPA annually in conjunction with exercising a task option year.

1.7.2.2 Information Required to Submit Service Usage

The SP shall report service usage under the WCF in the unit of measure required for the WCF service. If the unit of measure is SP costs, the usage report must

match the SP's invoice for the period. Otherwise, usage is generated by capture methods for the WCF and shall be inclusive of service provided to the WCF customers through the last day of the prior month. Usage shall be submitted in eBusiness, provided at a minimum no later than the seventh day of the calendar month and shall be successfully validated no later than the tenth calendar day of the month. EPA will grant the SP access to eBusiness to submit usage. Usage input files shall adhere to the following requirements:

a) Files shall be composed of both header and detail records.
b) Header records include the service code and summarize the detail records that follow.
c) A separate header record shall be created for each service for which usage will be submitted.
d) The SP shall be required to correct and resubmit any usage files that fail eBusiness validation.
e) Files shall be in a fixed width text file format.
f) Not all services will have the Date, Time, Phone Minutes Used, Phone Calls or Category fields. For services where these fields are not applicable the information should be left blank.
g) Negative amounts such as credited usage should be submitted with a negative sign (-) before the usage. For example, -1234.000 would credit usage for -1234.000 units.
h) The Start Date and End Date of usage detail records should not span across months.

Table 1-1: WCF Usage Report Format Header Requirements

Header Record Requirement	
Field Name	Explanation
Record Type	The record type for header records is H. Header records summarize the detail lines that follow.
Service Code	Service Code that pertains to the detail records that follow.
Number of Records	Number of detail records that follow this header record.
Usage	Total Usage for this service code. Total Usage is the sum of the usage detail records.

Detail records will contain the data fields described below for usage that is summarized in the header record

Table 1-2: WCF Usage Report Format Detail Record Requirements

Detail Record Requirement	
Field Name	Explanation
Record Type	The Record Type for detail records is D. The detail record type represents individual usage records.
RegistrationID	eBusiness Registration ID.
Usage	Usage amount in units.
Stdt	Start Date of service provided for the usage in YYYYMMDD format.

Detail Record Requirement	
Field Name	Explanation
Enddt	End date of service provided for the usage in YYYYMMDD format.
Date	Date (optional) in YYYYMMDD format. Historically provided for Teleconferencing services.
Time	Time (optional) in HHMMSS military time format. Historically provided for Teleconferencing services.
Phmins	Phone Minutes Used (optional). Historically provided for Voice services
Phcalls	Phone Calls (optional). Historically provided for Voice services.
Category	Category code (mandatory/optional dependent per product).

Section 2: Equipment Base

This section describes the current printing equipment baseline including all program offices. At the start of this Task Order and throughout the base year, service will include users at EPA's Headquarters in Washington, D.C. and throughout the country and will cover EPA-owned printing devices with a manufacture date later than January 2006. See Appendix A.10 for EPA locations. During the subsequent option years other EPA Regional Offices per Appendix A.3 may choose to participate at their discretion. Should all regional offices choose to participate, the total number of EPA-owned printers would be limited to 3,500 printers. The equipment base statistics are provided for estimation purposes only and in no way obligates EPA to meet the quantities or inhibits EPA's ability to add additional quantities but not more than 3,500 during the life of the Task Order, should EPA's requirement increase in excess of the estimated quantities.

Currently the printing hardware profile includes the following categories of devices detailed in Table 2-1: EPA Print Device Listing below:

Table 2-1: EPA Print Device Listing

Print Device Statistics				
Device Type	Print Device	Average Age in Months	Average Page Usage per Month	Count
Network Printers (NP)	HP Color LaserJet 4700	40	3839	318
Multifunction	HP Color LaserJet 4730 MFP	65	3766	4
Multifunction	HP Color LaserJet CM4540 MFP	22	2114	8
Multifunction	HP Color LaserJet CM4730 MFP	47	5194	250
Network Printers (NP)	HP Color LaserJet CP4520 Series	20	2224	7
Network Printers (NP)	HP LaserJet 4350	74	1942	1
Network Printers (NP)	HP LaserJet P4015	45	2399	404
Network Printers (NP)	HP LaserJet P4515	41	964	3

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Section 3: Task Order Specifications

EPA has decided to participate in the GSA contract plan 51 500 Managed Print Services (MPS). MPS includes equipment and services required to manage imaging output that may include printing, scanning, copying, and fax in a system that monitors and reports status, needs and usage trends on regular basis.

The SP shall achieve the outcomes described in this SOW and meet the performance standards defined by the Service Level Agreements (SLAs) (See Appendix A.11). The SP shall perform the SOW requirements in accordance with the Information Technology Standards, herein referred to as directives.

3.1 Period of Performance

The task order is established with a base period of twelve (12) months from time of award and three (3) option periods of 12 months each.

3.2 Information Technology Standards Compliance

All SP work shall comply with pertinent federal and EPA information processing guidelines, telecommunications standards and procedural guidelines as well as industry best practices. The SP shall observe the policies, procedures and formats published as follows. Additional directives may be provided by the COR. These directives are updated by EPA as technology and process changes occur and will be incorporated into this SOW by a Task Order (TO) modification.

The SP shall ensure all covered EPA printing devices comply with EPA policies as detailed in Appendix A.5 and with the requirements as detailed herein or have obtained an approved waiver from the COR and such waiver has been incorporated in the MPS Task Order via TO modification. Upon identification of a compliance breach the SP shall:

a) Take appropriate actions to bring the system into compliance with EPA policies.
b) Document violations.
c) Make recommendations to the COR concerning possible changes to policies and procedures to minimize future compliance breaches.

3.2.1 Federal Policies and Regulations

The SP shall ensure that all work performed under this Task Order is in compliance with all applicable and formally published federal regulations detailed in Appendix A.4.

3.2.2 EPA Policies and Procedures

The SP shall additionally ensure all work performed under this Task Order complies with all applicable and formally published EPA regulations detailed in Appendix A.5 and with the formal EPA interpretation of these documents.

3.2.3 Industry Best Practices

The SP shall apply accepted industry best practices to all aspects of this Task Order. These include the principles embodied in Information Technology Infrastructure Library (ITIL) Version 3, Project Management Body of Knowledge (PMBOK), and those of other industry leaders. The SP shall apply these and other methodologies to enhance the quality of support provided under this Task Order.

3.2.4 Facility Security and Physical Access

EPA develops and maintains current lists of personnel with authorized physical access to facilities containing information systems (except for those areas within the facilities officially designated as publicly accessible) and issues appropriate authorization credentials (badges and identification cards). The SP shall coordinate all on-site support with the COR, between the hours of 6AM and 6PM local time, in advance of any site visits in order to gain access to EPA facilities. All MPS SP technicians shall be accompanied by a member of the DSS support staff or another EPA approved escort at all times while on site at an EPA facility unless approved for unescorted access by the COR.

3.2.5 Section 508

Section 508 of the Rehabilitation Act requires federal agencies to make their electronic and information technology accessible to people with disabilities. Section 508-36 CFR Part 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended (See Appendix A.5 for additional information). This Act applies to all federal agencies that develop, procure, maintain or use electronic and information technology. All electronic and information technology procured or serviced under this Task Order must meet the applicable accessibility standards specified in Section 508-36 CFR Part 1194.2, unless an Agency exception to this requirement exists. The SP shall provide support to users requiring Section 508 technology wherever MPS support is provided in accordance with this SOW.

3.2.6 English Language

The SP shall provide all communication including those to the COR, users and other SPs in English using clearly understood terms consistent with those used by EPA.

Section 4: Service Requirements

SP Managed Print Services are designed to:

a) Provide the EPA a solution to deliver more business value to the Government by optimizing the EPA's printing environment to match business needs, and keeping it optimized over time.

b) Allow the Government's personnel to focus on higher-value work and more strategic projects while SP manages the day-to-day operations for the printing environment.

c) Allow the Government's personnel to be more productive and effective through accelerated, streamlined and enhanced communications.

The specific objectives for the Government are:

- Cut down on administrative costs.
- Bring print services process under a single umbrella – agency-wide.
- Billings at lowest organizational level.
- Expansion capabilities.
- Reduce printing costs.

In performing this SOW, the SP shall provide the support resources required to meet or exceed EPA performance standards and metrics specified in Appendix A.11 - SLAs.

4.1 Support Line

The MPS SP shall provide EPA with a dial up support line to provide initial troubleshooting as well as scheduling for on-site support and part(s) delivery. This will be utilized by the EPA DSS support staff in order to request support or place Break Fix Service requests for printing devices. This number shall be available from 6 a.m. to 9 p.m. eastern standard time (EST) Monday through Friday, excluding federal holidays. To the maximum extent possible, it shall be answered by a live person during these times. In the event a person is not available to answer a call, the caller will be connected to voicemail, with live support accessible or phone call returned within 1 hour of the initial support request (See Appendix A.11- SLAs).

During troubleshooting calls, the SP support staff shall:

a) Attempt to correct problems remotely before sending a technician

b) Ensure any parts required for an on-site support are available at the time of the site visit by identifying needed parts during a support call and (either by having them delivered to the site in advance of a site visit or brought to the site by the technician)

Support services provided outside these hours on an emergency or extended basis will only be included in the scope of support only if the Emergency Support Optional CLIN defined in section 4.9 is exercised. Response times will vary with each situation, and some require SP response within four hours. See Table 4-1: EPA DSS Service Desk Priority Levels below for details. Calculation of the start time for service requests submitted will be based on the timestamp of the call as recorded within EPA's incident

tracking system BMC-Remedy. If the timestamp is after hours the start time shall be considered start of the next business day.

4.1.1 EPA DSS Service Desk Priorities

This section provides the details of the DSS Service Level Priorities as an example of the level of support that will be enforced by Operating Level Agreements (OLAs) or Memorandums of Understanding (MOUs) between the DSS SP and the MPS SP upon award of this task order.

Table 4-1: EPA DSS - Service Desk Priority Levels

Priority	Description	Examples	Target Completion Rate
1	Percentage of Priority Level 1 Tickets for the month that took less than or equal to 2 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	▪ Premier/Executive User requests (based on list provided by the COR not to exceed 2% of support environment) ▪ CSIRC incident (i.e., security violation, loss of PII or vulnerability flagged in the network or received through the SRI) ▪ Account Activation/Deactivation (Password Resets, Account Lockouts) ▪ Break/Fix incidents that prevent the user from accessing or utilizing their computer	95% in 2 hours or less
2	Percentage of Priority Level 2 Tickets for the week/month that took less than or equal to 4 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system	▪ User or users having some form of computer (software/hardware) trouble that causes significant disruption to work activities. ▪ Examples include an inability to access critical applications (MS Word, Email), network printer outage, printer consumables	90% in 4 hours or less
3	Percentage of Priority Level 3 Tickets for the week/month that took less than or equal to 8 hours to correct and resolve, as recorded and reported in the EPA Remedy ticketing system.	▪ A single user is impacted where there may be a workaround. Examples include a personal printer is not functioning, speakers not working. ▪ Basic proficiency training on enterprise software applications (Microsoft Office), Lotus Notes Email, Remote Access). ▪ All incidents that have not been classified as a Priority Level 1 and 2 will be classified as a Priority Level 3.	90% in 8 hours or less
4	Percentage of Priority Level 4 Tickets for the week/month that took less than or equal to 4 hours to complete by the requested install/start date as recorded and reported in the EPA Remedy ticketing system	▪ Change Request not coming from a Premier/Executive User will have an install date for all Moves, Adds, and Changes (MAC) as requested by the client. If no request date is given, the default value will be 3 full business days from the request. Examples include: – Software/hardware requests – Change/move requests, or – Miscellaneous requests designated by EPA or approved by COR as non-critical/low priority.	95% on or before the requested Move, Add, Change (MAC) date/time

4.2 Managed Print Services

Upon award of the MPS Task Order, the SP shall manage the EPA print environment at EPA's Headquarter sites (See Appendix A.10) by providing the necessary consumables (excluding paper and transparencies), repairing devices, complying with preventative maintenance schedules, recycling toner as well as the other requirements as defined within this SOW. The list of sites to be managed will not change during the base year of this Task Order. The SP shall conduct Device Discovery and Deployment Planning (as scheduled by the COR) services as part of the base award. During the option years, and as new Program Offices/Regional Office come on board the MPS Task Order, upon execution of a TO modification authorizing new sites, the SP shall conduct Device Discovery and Deployment Planning services or other optional services provided as optional CLINs to address the inclusion of Program Offices as defined in section 4.4 Device Discovery (Optional CLIN), 4.5 Spend Analysis (Optional CLIN) and 4.6 Right-Sizing and Optimization Plan (Optional CLIN) below.

4.2.1 Break Fix Services

For service calls placed by the EPA DSS Tier IV support technician, the SP shall dispatch a technician to arrive at the site requiring service within four (4) hours of notification for all noncritical devices requiring onsite service in accordance with the priority levels defined in Table 4-1: EPA DSS Service Desk Priority Levels. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for the next business day.

Response time on a service request begins when the order is placed by the EPA DSS technician. EPA will track service requests within their ticketing system, BMC Remedy. Coordination between these SPs shall be addressed via a MOU or OLA between the SPs and approved by the COR. Break Fix Service requests received after normal hours of operation shall begin the following business day at 6 a.m. EST Monday through Friday, excluding federal holidays. The SP may be required to provide services outside these hours on an emergency or extended basis. (See Section 4.9 Emergency Support).

The SP shall dispatch a repair technician to arrive at the site requiring service within two (2) hours of notification for devices designated by EPA for critical use (approximately 2% of the printer fleet as defined by the government) as defined in Table 4-1: EPA DSS Service Desk Priority Levels requiring onsite repair service. If the response window extends past core hours from the time of notification, the remaining time shall begin at the start of the core hours for the to the next business day.

After determining that printing equipment cannot be repaired under a Break Fix Service activity, SP shall:

a) Communicate the status of the equipment to the DSS SP technician requesting the activity (this ensures the Remedy ticket is updated accordingly).

b) Communicate the status of the equipment to the EPA COR.