

Federal Aviation Administration (FAA)

Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) and Simplified Purchase Team (SPT)

AAQ-580



STATEMENT OF WORK (SOW)

For

PRINTER CONSUMABLES

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1. Background

1.1 Overview

The Federal Aviation Administration (FAA) seeks to enter a 60-month single award Indefinite Delivery Indefinite Quantity (IDIQ) contract for the purchase of printer consumables within the 48 United States, and the District of Columbia, to include non-foreign Outside Continuous United States locations. The FAA intends to acquire multiple brands and models of printer consumables set forth in Attachment IV – Printer Consumables List. A primary objective of the FAA is to control costs, and to prevent excessive orders while delivering quality customer service. To help achieve this objective, the FAA has in place an important agency-wide strategic sourcing program called SAVES (Strategic Sourcing for the Acquisition of Various Equipment and Supplies) issued by the FAA. The SAVES Program enables the FAA to purchase selected commodities for less while maintaining or improving the quality of purchases and supplier service levels.

This SOW outlines the products that fall within the strategic sourcing of office supplies.

1.2 Associate Contractors

The Contractor should be aware of and coordinate with the on-going FAA contracts/activities listed below. The Contractor may have to interface with the contractors listed below since they will be performing related efforts at the time of award of this contract.

Contractor/Organization	Type of Supplies or Services Being Provided
Veracity Engineering	Contract Strategy and Planning Support
CEXEC	Contract Strategy and Planning Support
Enterprise Engineering Services, LLC.	Contract Strategy and Planning Support

1.3 Acronyms and Abbreviations

AMS	Acquisition Management System
ATC	Air Traffic Control
CONUS	Continental Unites States
CO	Contracting Officer
COR	Contracting Officer Representative
ETA	Estimated time of Arrival
FAA	Federal Aviation Administration
FOB	Free on Board
IAW	In Accordance With
IDIQ	Indefinite Delivery Indefinite Quantity
MAR	Monthly Activity Report
MSRP	Manufacturer's Suggested Retail Price
NLT	No Later Than
OCONUS	Outside Continental Unites States
OEM	Original Equipment Manufacturer
P-Card	Government issued purchase (credit) card
POC	Point of Contact
RMA	Return Merchandise Authorization
SAVES	Strategic Sourcing for the Acquisition of Various Equipment and Supplies
SKU	Stock Keeping Unit

SOT	Supply Order Tracking
SOW	Statement of Work
USDA	United States Department of Agriculture

2 Applicable Documents

The following specifications, handbooks, orders, standards, and drawings form a part of this SOW and are applicable to the extent specified herein. The latest version of these documents as of the contract date must apply. Copies of the referenced documents may be obtained as follows:

- Electronic Information Technology (EIT) must be compliant with Section 508 of the Rehabilitation Act of 1973. CONUS/OCONUS Quote Responses should be available as 508 compliant.

3 Requirements

3.1 Program Management

3.1.1 Program Administration

The Contractor must provide a web portal for Supply Order Tracking (SOT) personnel and authorized FAA personnel, to track orders and/or to search for printer consumable information, such as: Manufacturer Part #, SKU, toner description, unit cost and availability. Contractor support is required to address FAA inquiries related to items purchased under this Contract during business hours (8am to 5pm Monday through Friday Eastern Time except federal holidays and other observed Government days such as any other day designated by Federal Statute, Executive Order, or by President's Proclamation).

At a minimum, the Contractor must perform the following tasks:

3.1.1.1 Point of Contact (POC)

The Contractor must provide a designated POC to handle SOT-related inquiries. The Contractor must respond to all customer service requests by the FAA within two (2) business hours at least 90% of the time. This includes requests from the SOT personnel, CO and COR. Request and response dates and times must be recorded in the Service Log of the Monthly Activity Report IAW Section 3.1.8.2.

3.1.1.2 Web Portal

The Contractor must provide a web portal for SOT personnel to with search functions for Manufacturer Part #, SKU, and product availability. The portal should also provide real-time order tracking and status updates. It should include search functions for Manufacturer Part #, SKU, and product availability as well as order status information such as Search Start and End dates, SOT system generated Request (REQ) and Request Item (RITM), Vendor Order, Part Number, Ship to Name, Order Status (Processing, Shipped-InTransit, Partially Shipped, Back Order, Delivered, Cancelled or Unapproved), Purchase Order/Requisition Number, Ship to Address, Shipment Tracking Order and Order Total Amount (see Section 3.3 Shipping and Tracking for additional information).

3.1.1.3 Order Confirmation

Email Confirmation: The Contractor must send an email confirming receipt of the Quote Request Form (See Attachment I) within two (2) business hours of receiving an order via email (DS-1).

Quote Response: The Contractor must respond to each request order with a quote response for each order that includes the order number, an itemized list of ordered products, quantities, prices, unit costs, total cost, and delivery date within two (2) business days 90% of the time. If an item(s) cannot be provided by the

vendor (e.g. discontinued, unavailable, restricted (i.e. voltage), backordered (temporarily unavailable, identify ETA), out of stock (not guaranteed to be available again, identify ETA), non-OEM or other categories determined by FAA), the Contractor must note this on their reply to the Quote Response (See Attachment I) and the order must be processed without these items to avoid delays. If the item is backordered, the Contractor must notify the SOT within two (2) business days (DS-2), 100% of the time, of order placement that some of the items are backordered and provide SOT personnel with an estimated delivery date. If an item is identified as non-OEM on the Quote Response, the FAA must be given the opportunity to discuss the equivalent substitution (non-OEM) for processing or to cancel the order.

3.1.4 Financial Reporting

The Contractor and sub-contractor(s) must establish and maintain a financial control system that plans and controls cost and schedule. The system must also assess and report project cost and schedule status to the FAA.

The Contractor must prepare and submit invoices reports IAW DS-3:

3.1.5 Contract Status Monitoring

The Contractor must conduct monthly and quarterly meetings with the FAA to discuss, at a minimum, contract progress, review performance and administrative issues, opportunities for cost efficiencies and savings, and issues and concerns of both parties.

3.1.5.1 Monthly Reviews

The monthly review meeting will be conducted via teleconference.

3.1.5.3 Agendas

The Contractor must prepare and submit agendas (DS-4) for all meetings to the Government for approval no later than three (3) business days prior to the meeting. Upon receiving approval of the review agenda, the Contractor must promulgate the agenda, date, and location to all attendees. Delivery of the agendas are required prior to the meetings. The format for the agenda must be provided by the Contractor for government approval.

3.1.5.4 Attendance

The Contractor must make their designated POC (IAW Section 3.1.1.1) personnel available to conduct the meeting and to respond to FAA questions.

3.1.5.5 Meeting Minutes

The Contractor must record, prepare, and submit to the FAA the minutes and action items from each meeting (DS-5) NLT one (1) calendar day after the meetings. The Contractor must track action items identified at each meeting. For each action item, the Contractor must assign an agreed upon suspense date and provide status at agreed upon intervals until the action item is closed. The Contractor must respond to all action items in writing with a written closure statement or plan for closure.

3.1.8 Reporting

3.1.8.1 Ad-Hoc Reports

The contractor should assist in creating Add-Hoc Reports that cannot be crated via the Web Protal.

3.1.8.2 Monthly Activity Report (MAR)

The Contractor must provide complete MAR reports (DS-6). These MARs must be provided monthly to the COR showing all purchases made by the agency. The MAR must be delivered no later than the 10th calendar day of the month following the reporting period in accordance with Attachment V – Monthly Activity Report (MAR).

The Government reserves the right to change the required content of the Monthly Activity Report (MAR) at no additional cost to the Government.

3.2 Printer Consumables

The Contractor must supply the full range of FAA's toner and printer consumable needs. This includes toner and printer consumables as defined in Attachment IV – Printer Consumables List. Products on the Printer Consumables List may be updated by the FAA monthly to address additions, deletions, and substitutions based on the FAA's requirements. Requests for additions by the FAA will be sent to the Contractor via email from the CO. The Contractor shall reply with a quote for the addition(s) which will then be reviewed by the CO no later than seven (7) business days after a quote is requested. For new items, the contractor must provide the MSRP. The Percentage Discount per Brand, agreed at the time of award, will be applied to each new item at the applicable escalation rate for each option period and will be added to Attachment IV – Printer Consumables List via a contract modification.

Special requests to update pricing must be requested by the Contractor in writing to the COR and the CO. Contractor's request for price adjustment ("Request") shall be supplemented with justification and supporting manufacturer documentation. The CO will approve or reject the request, in writing.

Toner and Printer Consumables being discontinued will only be removed after the Contractor provides written notification to the COR. The Contractor will be responsible for submitting to the COR a recommendation for a substitute item(s) for the discontinued item(s) as a replacement. The CO will provide final approval of substituted items recommended by the Contractor. Any changes to the to Attachment IV – Printer Consumables List will be made via a contract modification.

All printer consumables delivered must be new (not opened/not refurbished).

3.2.1 Procurement of Printer Consumables

The Contractor must procure products (e.g., toner and printer consumables) specified in Section 3.2 composed of the highest percentage of bio-based material practicable. Refer to the Department of Agriculture (USDA) listing of bio-based products on the USDA bio- preferred website. In order to comply with Executive Orders 13423 and 13514, and the FAA Green Procurement Plan (GPP), the Contractor must provide EPEAT-registered (<http://www.epeat.net>), and Energy Star certified (<http://www.energystar.gov>) or other energy-efficient products listed on the Department of Energy Federal Energy Management Program (FEMP) Product Energy Efficiency Recommendations product list when applicable. If applicable, the Contractor must obtain and convey appropriate warranties acquired printer consumables to be delivered to the FAA.

The Contractor must provide OEM products whenever possible. Generic or off-brand products (non-OEMs) may only be substituted when OEM products are not available, and with prior approval from the CO before making a substitution. The Contractor may propose alternate cartridges if OEM cartridges are not available. Non-OEM cartridges must meet all the salient physical, functional, or performance characteristics of the OEM cartridge. The Contractor must provide the COR, the item number, description, hyperlink, and source

of the Non-OEM cartridge being proposed. Final approval/rejection for the Non-OEM cartridge will be per the FAA CO.

Refurbished or reconditioned products are not to be considered for substitution.

3.2.1.1 Efficiency

A primary objective of the FAA is to control costs, prevent excessive orders while delivering quality customer service. The Contractor must provide a plan, for FAA approval, to prevent excessive orders (too many orders from the same customer, location that could result in items expiring before being utilized, etc.) (DS-7).

3.2.2 Delivery Service Level

3.2.2.1 CONUS

The Contractor must deliver printer consumables to CONUS locations free of charge, to the delivery point (individual office, room, or desk) specified at time of order placement. CONUS Delivery includes all locations within the 48 Continental United States and the District of Columbia.

3.2.2.2 OCONUS

For items delivered OCONUS, the Contractor may charge additional shipping charges upon review and approval from the FAA CO. The Contractor must provide the terms and conditions for the OCONUS shipment, including overnight, economic, and/or priority shipping options and their respective shipping costs to the CO for approval prior to order placement. The Contractor must maintain 98% on time delivery based on CONUS and OCONUS delivery timeline.

3.2.2.1 Free on Board (FOB) at Destination

Contractor must ensure inside desktop delivery FOB destination for all ordered items where desktop delivery is permitted by the location. These sites include over 850 facilities located in the 48 contiguous states and the District of Columbia (CONUS). FAA orders must include a delivery acknowledgment/ proof of delivery for tracking purposes, made available via the Contractor's web portal.

3.2.2.2 Item Conditions

The Contractor must deliver orders free of any damage within four (4) business days of order placement for items delivered within the 48 contiguous states and the District of Columbia at least 98% of the time. For OCONUS orders the timeline starts once the CO provides OCONUS order approval.

3.2.2.4 Security Clearances

The Contractor is not expected to have Security Clearances for the performance of this contract.

3.2.2.5 Substitutions

The government will reserve the right to request an equivalent substitution or cancel the order when an item is unable to be delivered within 4 business days.

3.2.2.6 Partial orders

Contractor must notify the government within 24 hours after realizing any problems filling an order or any anticipated delivery delays (DS-8). The government must have the option to cancel that item or wait for the later delivery. The 98% on time shipping baseline will not include any items for which the Contractor has

notified the government that items are backordered or that there are delivery problems at time of order placement.

3.2.2.7 Returns

Return of damaged products are the Contractor's financial responsibility and liability. If ordered items are received in damaged condition (are broken, cracked, scratched, etc.), the Contractor must replace items at the Contractor's expense upon written notification from FAA, but must not exceed an additional 48-hour delivery time upon written notice of receipt of damaged goods. The Contractor must provide a returned merchandise authorization (RMA) and prepaid shipping label with each replacement order. If the number of items received exceeds the number ordered, the excess must be returned at the Contractor's expense. If a refund is required, the Contractor must process the refund back to the original method of purchase (i.e. a credit to the purchase card used or a check returned to accounting for a delivery order).

3.2.2.8 Recycling

The Contractor must provide a capability for recycling used Toner and Printer Consumables to include return shipping labels and boxes at no additional cost to the Government for used, expired, and obsolete items purchased under this contract (DS-9).

3.3 Shipping and Tracking

The Contractor must provide an email or online shipping and tracking information within two (2) business days as shown in Attachment II – CONUS Quote Response and Attachment III – OCONUS Quote Response) (DS-10) if the tracking information is available at the time Attachment II is due.

The Contractor must provide at a minimum, a web portal with the following capabilities and/or characteristics for SOT/SOT and authorized FAA personnel:

- Secure access to obtain other status information
- Access to accept orders only from authorized registered
- Access to create an order
- Access to product availability and delivery options
- Detailed product information including FAA price and item photograph when available
- Allow purchases by Government Purchase Card and pre-established account number
- Establish by default, delivery option timeframe as specified in Section 3.2.2.
- Allow search by vendor Order Number, Contact name, Request Item (RITM), and Ship to address,
- Option to download and print a catalog of products
- Order Details (to include, billing address, shipping address, items, POC, price quantity, order total, and Tracking number)
- Order Status (Confirmation, Processing, Shipped-Intransit, Partially Shipped, Back Order, Delivered, Cancelled and Unapproved.
- Access to technical and program assistance via telephone and online customer support team during Business Hours

Note: Shipping locations and printer models may change through the life of the contract based on printer lifecycles.

The Contractor is required to provide a Post Award demonstration (DS-11) of the vendor web portal with the SOT team to ensure accessibility among users. The demonstration will be scheduled by the COR following award.

3.4 Travel

The Contractor is not expected to travel for this effort.

3.5 Quality Assurance

The Contractor must provide and maintain quality system as a means of assuring compliance with the requirements of the contract. The table below describes the items and the quality measurements.

Item	Medium	Measure
Customer Service Response Time Limits	Email CONUS/OCONUS Quote Response to 9-natl-sot@faa.gov	Provides all CONUS/OCONUS Quote Responses for SOT Quote Request Form within two (2) business days at least 90% of the time.
	Phone call, email to 9-natl-sot@faa.gov , meeting, etc. with SOT personnel	Responds to all customer service requests within two (2) business hours at least 90% of the time.
	Email to 9-natl-sot@faa.gov	Provides response to FAA Discrepancy Report including new order numbers and delivery dates within two business days.
	Email semimonthly invoices to 9-natl-sot@faa.gov , COR, and 9-AMC-AMZ-FAA-APIInvoices	Provides all semi-monthly invoices within five (5) calendar days after the semi-monthly reporting period. Invoices cover the first period of the month, from 01-15 th , and the second period of the month, from the 16 th through the last day of the month.
Invoices for SOT system orders	Service Log (MS Excel) email to 9-natl-sot@faa.gov	Reports no later than the tenth (10 th) calendar day of each month.
	Email to 9-natl-sot@faa.gov or phone call to SOT personnel	Notify customers within two business days of the initial request of order placement that some or all the items are backordered and provide the SOT personnel with an estimated delivery date 100% of the time. The customer must be given the option of requesting an equivalent substitution or cancelling the order.
Backordering	Shipment delivery	All items should be delivered within four (4) business days of completed CONUS/OCONUS Quote Response confirmation to SOT personnel.

Delivery Requirements	Financial & Data Report, Delivery Report, Service Log (per Customer Service Response Time Limits), Customer Service Report, and Quote Discrepancies, Invoice Discrepancies. <i>(Resource Conservation/Recycling reported annually)</i> 9-natl-sot@faa.gov	Reports no later than the tenth (10 th) calendar day of each month.
Monthly Activity Reports (MAR)	Teleconference or videoconference	Conducts quarterly, or as required by the Government.
Quarterly Program Review Attendance	MS Word document emailed to 9-natl-sot@faa.gov	Send to 9-natl-sot@faa.gov and COR by close of business on the following business day.
Quarterly Program Review Minutes	MS Word document emailed to 9-natl-sot@faa.gov	Send to 9-natl-sot@faa.gov and COR by close of business on the following business day.
Meeting Minutes (for Scheduled and Ad-Hoc meetings)	MS Word document emailed to 9-natl-sot@faa.gov	Send Draft to 9-natl-sot@faa.gov and to the COR within ten (10) calendar days of contract award. Send final to 9-natl-sot@faa.gov and to the COR within ten (30) calendar days of contract award.
Process for recycling used Toner and Printer Consumables	Teleconference or videoconference	Attended by the designated Contractor POC as per section 3.1.1.1 Point of Contact.
Post Award demonstration of the vendor web portal with the SOT team to ensure accessibility among users.	Teleconference or videoconference	Presented by the designated Contractor POC as per section 3.1.1.1 Point of Contact.

3.6 Deliverables Schedule (DS)

	Item	SOW Section	Medium	Frequency
DS-1	Quote Request Form Acknowledgement	3.1.1.3	Email to 9-natl-sot@faa.gov	Within two (2) business hours of receiving an order via email

DS-2	Back ordering	3.1.1.3	Email to 9-natl-sot@faa.gov or phone call to SOT personnel	For each order that has backordered item
DS-3	Invoices	3.1.4	Email semimonthly invoices to 9-natl-sot@faa.gov , COR, and upload the invoice to Delphi.	Provides all semi-monthly invoices within five (5) calendar days after the semi-monthly reporting period. Invoices cover the first period of the month, from 01-15 th , and the second period of the month, from the 16th through the last day of the month.
DS-4	Agendas	3.1.5.3	MS Word emailed to 9-natl-sot@faa.gov and the COR	Three (3) calendar days prior to the meeting
DS-5	Meeting Minutes	3.1.5.5	MS Word emailed to 9-natl-sot@faa.gov and the COR	NLT one (1) calendar day after the meetings
DS-6	Monthly Activity Reports	3.1.8.2	Per Attachment V – Monthly Activity Report (MAR) emailed to 9-natl-sot@faa.gov and the COR	NLT the 10th calendar day of the month following the reporting period
DS-7	Plan to prevent excessive orders	3.2.1.1	MS Word document emailed to the COR	Delivered to the COR within ten (10) calendar days of contract award and execution of each contract options.
DS-8	Partial orders	3.2.2.6	Email to 9-natl-sot@faa.gov	Within 24 hours after realizing any problems filling an order or any anticipated delivery delays
DS-9	Process for recycling used Toner and Printer Consumables	3.3.3	MS Word document emailed to the COR	Delivered Draft to the COR within ten (10) calendar days of contract award. Deliver Final to the COR within ten (30) calendar days of contract award.

DS-10	Shipping and Tracking	3.3	Per Attachment II – CONUS Quote Response and Attachment III – OCONUS Quote Response emailed to 9-natl-sot@faa.gov	Within two (2) business days after the order is placed
DS-11	Post Award demonstration of the vendor web portal with the SOT team to ensure accessibility among users.	3.3	Teleconference, videoconference or in-person	To be scheduled by the COR

3.7 Attachments

ITEM	DESCRIPTION
Attachment I – Quote Request Form (CONUS and OCONUS)	Example request of a quote to vendor
Attachment II – CONUS Quote Response	Example CONUS quote response from vendor
Attachment III – OCONUS Quote Response	Example OCONUS quote response from vendor
Attachment IV – Printer Consumables List	List of Printer Consumables
Attachment V – Monthly Activity Report (MAR)	Excel spreadsheet for reporting metrics (Excel Tabs)