ATTACHMENT C STATEMENT OF WORK

C.1. STATEMENT OF WORK

C.1.1. OBJECTIVES

C.1.1.1. BACKGROUND

This procurement is open to all of NASA including its Contractors as authorized by their Contracting Officer. This includes the NASA centers: NASA Headquarters, Ames Research Center, Dryden Flight Research Center, Goddard Space Flight Center, Johnson Space Center, Kennedy Space Center, Langley Research Center, Glenn Research Center, Marshall Space Flight Center, Stennis Space Center, Jet Propulsion Lab and related facilities (e.g. Goddard Institute for Space Studies, Wallops Flight Facility, White Sands Test Facility, Independent Verification and Validation Facility, etc.). These contracts will also be available for use by other Federal Agencies and their Contractors as authorized by their Contracting Officer.

Information technology and information processing resources management permeates almost every element of NASA. Data rates from NASA missions are significant and increasing rapidly along with the complexity of data relationships and information extraction. Accessibility, presentation quality and data formatting are increasingly important in a world of more and more intensive computation, analysis and sophisticated graphics. The need for efficient and powerful software and hardware geared towards the various information processing tasks extends from end users' tools to high end compute, storage, archive and analysis servers.

NASA's mission and analysis requirements in all areas of science and engineering are becoming increasingly complex and more demanding in terms of their computational and data requirements. Some applications generate data volumes reaching hundreds of terabytes and even petabytes. Many of NASA's scientific applications are data intensive and present significant challenges in the management of data resources and dataflow between the storage and compute resources. NASA's data intensive computing requirements are particularly acute in the areas of analysis, visualization and accessibility.

One of NASA's goals is to optimize the productivity of the individual through the utilization of consistently more powerful computers utilizing the latest in supporting peripherals combined with higher level and more user friendly software on standardized but customizable systems.

Computer facilities throughout NASA are being continuously enhanced by incorporating evolving improvements in state-of-the-art computer system technologies to maintain NASA at the forefront of scientific and engineering processing performance and capabilities and to provide the user community of researchers and engineers with the most sophisticated and powerful computer tools available. The original SEWP contracts helped establish UNIX as the unifying computer system within NASA's scientific and engineering environment. In continuing support of the activities that utilize these computer systems NASA is implementing Indefinite Delivery/Indefinite Quantity (IDIQ) contracts of the latest computer system technologies. These standard based computer systems will continue to enhance and unify computational and graphics capabilities to the scientific and engineering community supporting NASA missions.

C.1.1.2. APPLICATION AND COMPUTATIONAL ENVIRONMENT

In the accomplishment of its mission, NASA utilizes a wide diversity of general and special purpose digital computers ranging from Compute Clusters, High Speed Specialized Processors, Scalable Parallel Processors and High End Storage systems to wide array of desktop and portable tools. These systems, while diverse in capability, are functionally interoperable through their support of IP networking and interoperability standards. These systems provide interoperability and portability through their implementation of IT standards. They allow users to move between machines in a heterogeneous networked environment while maintaining an interoperable user environment.

NASA's mission, for example, in the Geodynamics, Geophysics, Earth Resources, and Hydrological Sciences areas of investigation, is based on programs of basic and applied research as well as data analysis and

interpretation and is conducted to span virtually the entire breadth of terrestrial utilization of space-acquired data. These include investigative studies of the Earth's gravitational and magnetic fields, crustal differentiation, surveying and mapping of crustal magnetic anomalies, computing general ocean circulation and major currents, determination of tectonic plate motion, and monitoring and predicting atmospheric circulation. In the resource observation areas, specific topics being investigated include mapping of geobotanical anomalies; crop, forest, and rangeland mensuration and classification; and determination of soil moisture - vegetation relationships. Ice and snow pack properties and surface imperviousness - water runoff relationships are also studied. These investigations include the study of future systems involving advanced higher resolution multi-element sensors.

NASA's requirements for computing resources will continue to increase dramatically for all types of systems and tools, and for a wide range of power and capacity. A family of scientific and engineering computer systems along with alternate, standards-based operating systems and supporting equipment and software will provide a wide diversity of interoperable functions within NASA and ensure the availability of the best tools for all of the core competencies at NASA.

Computer networking is a key element of the computer system environment. NASA maintains an extensive network environment with tens of thousands of active network nodes in dozens of domains. The NASA environment is primarily Ethernet based, and NASA is continually researching emerging technologies to supplement the existing infrastructures where needed. Computer systems will need to support the current highest performance network technologies. NASA aggressively deploys network technology that capitalizes on its existing investment while promising long-range viability. This includes extending the reach of NASA's services both internally and to external service providers including those that are Cloud based.

Cloud computing and the related X As A Service (e.g. Software As A Service) are increasingly important to NASA and the Federal Government. Private Clouds (e.g., containers); Public Cloud Services (used, for example, to offload data, storage and/or respond to computational capacity), Community Clouds (used, for example, to consolidate similar requirements throughout a Center or Agency) along with the many variations of Cloud Services are prevalent in new and emerging requirements and therefore are an important aspect of the SEWP V offerings.

C.1.1.3. ACQUISITION OBJECTIVES

This acquisition's first objective is to have hardware and software available to address an increasingly difficult, complex, and changing set of NASA-specific scientific and engineering problems while also providing IT product-based solutions to assist all Federal Agencies in meeting their IT needs. For example, problems such as the design and development of complex instrumentation, correlative data analysis between multiple data sources and high-resolution display and animation of complex three-dimensional objects stress the resources of today's most powerful scientific and engineering computer systems and high-speed networks. Yet each of these problems requires computational platforms that are highly extensible in different key areas of computer system technology. In addition increased requirements for distributed computing and sharing of resources and data have created a data and network-intensive computational environment while the need for efficiency and cost savings has resulted in a need for consolidation and cloud-based services. Ideally this first objective would be met with hardware and software that provide flexibility, functionality, high-speed connectivity and a performance growth path that can address NASA's technical and interoperability requirements as our science and engineering requirements continue to expand. Additionally the need for facility consolidation and cloud-first solutions necessitates an acquisition strategy inclusive of hardware, software and services that can leverage virtualization, public and private cloud services and facilities and software-as-a-service along with related cloud-based products and services.

This acquisition's second objective is to assist the Government in minimizing incompatibilities and maximizing strategic decision making across the IT infrastructure. This objective is met firstly by focusing on commercial and standards based technology and acquisition practices. Secondly, information flow between industry and the Government end-user is paramount in providing the Government with the knowledge to make informed decisions. It is therefore a goal of this contract to not only provide basic technical information but to also facilitate information related to a variety of topics including but not limited to supply chain management, energy savings and accessibility features, and program and past performance. With a full suite of standardized products and ready access to key data, it is anticipated that NASA and other Federal Agencies will have the ability to use these contracts for strategic IT purchases.

A third objective is to provide NASA with a wide range of IT, communications, audio-visual and related hardware, software and product based services to support, interconnect, and enhance NASA's scientific and engineering capabilities. To support the variety of systems and computing related needs and continue to promote and stimulate vendor competitiveness, contractors associated must include access and/or support to the widest possible variety of appropriate companies. In addition, these systems must include enhancements that provide leading edge technology to the computer system group. This objective is met in part through the technology refreshment process to add new companies and technology to make enhanced new technical capabilities available.

Finally, it is imperative that SEWP embraces innovative procurement transactions and processes. This objective is to facilitate processes that will place a minimal administrative burden on the customer, contractor, and the Government. The Government believes that this can only be accomplished through electronic and automated means. Hence every effort will be made to utilize automated processes for order processing, tracking, delivery, invoicing, and payment. The Government envisions a virtual system in which the customer is empowered to choose what goods and services they need to accomplish their mission, order them (if within their authority) receive them directly, and authorize payment. This empowerment of the customer necessitates the continued enhancement and automation of today's conventional procurement processes. At a minimum this will require standardized electronic communication processes for order processing, pricing exhibits, and management reporting. Further, this system will continue to evolve as standards mature and enabling technologies become available. It is expected that the Government and industry will partner together in this effort.

While the goal of this SEWP RFP is to provide the widest range of IT product solutions through a competed set of contract awards, a post-award plan is to determine if a small group of non-competed set-aside contracts would be beneficial to the Government to fill in any additional related capabilities.

Overall, this consolidated effort will provide the Government with hardware, software, Audio-Visual products and related services that represent the best overall value to the Government in fulfilling its mission. Further, this effort will minimize the Government's administrative costs, and provide the ability to fulfill our users' needs in a timely manner.

Because the scientific and engineering requirements depend on interoperability and standards, combined with the broad base of commonality among requirements, functions, and available COTS solutions, it is assumed that overlap will exist between contracts and across groups. Additionally, any overlap will ensure that end-users will have access to appropriate and complete solutions to meet their varied requirements. Therefore, no single contract will have exclusive rights to provide any given technology nor will end-users be confined in their choice of contracts they utilize. The end-user's decisions will be based on a Best Value and Fair Opportunity determination as required in FAR 16.505(b).

Scope

NASA implements many different missions and projects to meet a wide range of requirements. In addition, other Government agencies will utilize any resultant contract if they determine the available hardware, software, and related products and services meets their technical requirements and represent a Best Value to that organization. As such it is intended that deliverables under this contract may be utilized by: Government civil servants, Government on-site (or near-site) contractors, Government off-site contractors, Principal investigators, or Universities through grants or cooperative agreements and Government-Owner Contractor-Operated (GOCO) organizations. Therefore, deliverables under the contract are not limited to NASA-specific requirements, although any such deliverable will be available for NASA's usage. While SEWP Contractors are required to provide CONUS delivery, Federal Agencies with OCONUS locations may utilize the SEWP contracts based on mutually agreed upon delivery arrangements.

Regardless of the mandatory items defined, proposed and provided by each class, the scope of all contracts is the same – Information Technology and Audio Visual products including hardware; software; maintenance; warranty; product based engineering, installation and implementation services; and product training.

C.1.2. GOVERNMENT'S OPERATING PLAN

There will be a SEWP Program Management Office (PMO) staffed by Government, and NASA support service contract personnel. The PMO will be located at NASA Goddard Space Flight Center (GSFC) and will serve

four main functions: contract management, technical oversight, administrative support, and customer support. The full NASA SEWP Team will consist of the SEWP Executive Committee, SEWP Contracting Officer(s), the SEWP Contracting Officer's Representative (COR), SEWP Technical Specialists, and NASA SEWP Program Manager and Deputy Program Manager.

The SEWP PMO will be the focal point for SEWP Contractors and customers by serving as a clearinghouse of information and services relevant to the SEWP contracts. The SEWP PMO is not responsible for promoting the Contractor's products or for conducting market research for the Contractor's products.

C.1.2.1. Executive Committee, CO(s), COR, Technical Specialists

The SEWP Executive Committee will oversee and direct the management of the SEWP contracts. The SEWP Contracting Officer(s) will perform functions normally associated with such position(s). The SEWP COR will conduct post award implementation and administration. Technical Specialists may be appointed by the Executive Committee to assist the COR in reviewing and approving all Technology Refreshment proposals from the Contractor to ensure appropriate scope and conformance with SEWP objectives. The COR will maintain a close working relationship with the Contractor regarding current and future technology and the technical breadth and depth of the contract. The Executive Committee, Contracting Officer(s) and COR will be located at GSFC. The Technical Specialists may be located at various NASA Centers and other agencies.

C.1.2.2. SEWP POCs

SEWP Point of Contact (POC) serves two main functions within their respective agencies:

1. Contact person within their agency to answer questions and provide guidance to Government and Contractor employees interested in using SEWP;
2. Person to serve as a liaison between the NASA SEWP Office and their agency, providing feedback and receiving updates to/from the NASA SEWP office on current issues and future goals of SEWP

Agencies may have multiple POCs. A POC can be identified as a Contracting POC, a Technical POC, or both. Agencies are not required to identify a POC in order to utilize the SEWP contracts.

C.1.2.3. SEWP PMO Management Services

The SEWP PMO will maintain a database containing all information relevant to order and contract monitoring. The SEWP database will be the official repository for pricing exhibits, electronic reports, summaries of purchase orders, and other contract related information. The SEWP PMO will validate orders to ensure orders are from a federal agency or authorized federal contractor and that the orders include a valid contract number, a signature and date, and a total dollar amount. As detailed in Attachment D, all orders, except for direct credit card orders, will be routed through the SEWP PMO office prior to issuance to the Contractor to ensure that appropriate scope, pricing, authorization limits, and other contract and program requirements are monitored at all times. Pricing information will be remotely accessible by Contractors and customers in order to facilitate the generation of contractually correct orders. The database will be populated via electronic processes as defined in Attachment D.

Contractor information systems for order processing and quote generation must be populated with pricing data synchronized with the SEWP database. This will ensure consistency between the Contractor information systems and the SEWP database of record. The data relevant to each Contractor's SEWP contract will be available for access and downloadable by the Contractor on a 24 hours a day, 7 days a week basis. Each time a change is made in the SEWP database relative to a Contractor's offerings, the new data must be updated in the Contractor's order processing and quote generation systems by the Contractor.

The SEWP PMO will be responsible for supporting Points of Contacts (POCs) and customers at NASA field centers and other federal agencies.

The SEWP PMO will monitor and facilitate the processing of SEWP orders. These services include problem determination, escalation and resolution, and other front line support services for SEWP customers, Contractors and POCs.

C.1.2.4. SEWP PMO Automation Services

The SEWP PMO will maintain a Web home page containing pricing, order status, promotional and technical support information and other information deemed relevant to the support of the SEWP contracts. The SEWP home page will be accessible to all SEWP customers, POCs and Contractors. It will include product and manufacturer search capability along with on-line Request for Quote tools that may be used by SEWP customers to request and verify quotes from the Contractor.

The SEWP PMO will implement electronic services to facilitate the paperless processing of SEWP orders, reports, pricing exhibits and other relevant business documents. The implementation will be in accordance with the SEWP e-reporting architecture, as described in Attachment D.

C.1.2.5. PMO Technical Services

The SEWP COR and/or the Technical Specialists, assisted by the SEWP PMO, will research emerging technologies and assess their applicability to the SEWP contracts regarding price, performance, interoperability, standards, and comprehensive functional capabilities. The SEWP PMO will refer customers requesting requirements analysis information and services to assist in determining the optimal use of products offered on the SEWP contracts to the Contractors most appropriate for resolving the customer's needs.

The SEWP home page will maintain links, documents and software relevant to the technical support needs of SEWP customers. A link to the Contractors SEWP Web site will be provided through SEWP's Website.

C.1.3. CONTRACTOR RESPONSIBILITIES

C.1.3.1. TECHNICAL SERVICES

C.1.3.1.1. World Wide Web Services

The Contractor shall maintain a public website for publishing a full complement of contract related resources to the SEWP PMO, SEWP POCs, and SEWP customers. These resources shall include but not be limited to:

1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.

3) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Opportunity Clause found within the body of the Contract

4) On line program support information including:

    a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.

    b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.

    c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.

5) Links to related Web resources such as corporate home pages and the SEWP home page

The Contractor shall provide these SEWP-specific Web capabilities within one month of contract award.

The Contractor's SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

C.1.3.1.2. Systems for Operational Capability Demonstration

If the Government determines a need to verify the technical capabilities or otherwise demonstrate required functionality of base systems and base products, the contractor shall deliver those products prior to placement of

the first delivery order after contract award to undergo operational capability demonstration (OCD). If the contractor submits a technology refreshment proposal for a base system or base product, the Contractor shall, upon Government request, deliver or otherwise provide access to the proposed base system or product to the SEWP PMO where it may, at the discretion of the COTR and/or Technical Specialist, undergo an OCD to verify the proposed system/product meets the required specifications. Title to the equipment and responsibility for the timely maintenance and security of the equipment shall remain with the Contractor during the OCD. Dysfunctional equipment or equipment that fails to pass OCD or does not provide adequate system security as defined by current NASA policy, shall be removed from the SEWP PMO by the Contractor and replaced with corrected equipment. If the equipment fails due to Government negligence, then the Government will be responsible for repair charges.

C.1.3.1.3. SEWP Technical Support

The contractor shall provide to the SEWP, at no additional expense, a full complement of technical support services including:

1) Timely nondisclosure briefings on emerging technologies relevant to SEWP.
2) Commercially available technical specifications, either on-line or in hard-copy form, for all base system components, with such documents for all products available on the Contractor's SEWP contract available by request.
3) Continuous adherence to any relevant Government, NASA, and Goddard security requirements.

C.1.3.2. PROGRAM OFFICE SUPPORT

The Contractor shall staff a program office that will facilitate communications, electronic reports, order processing and troubleshooting, customer support services, contract modifications, process improvements, technical support services, and any other services deemed necessary to the success of the Contractor's SEWP contract.

The Contractor Program Office will consist of at least a designated Program Manager. The Contractor Program Manager will serve as the main Point of Contact between the Contractor and the SEWP PMO and is responsible for ensuring all contractual and program requirements are fulfilled. The Contractor's Program Manager's full contact information must be provided and maintained on the SEWP Home website and at the SEWP PMO.

The Contractor Program Manger must be dedicated solely to a single Contractor.

Other Contractor staff, such as Deputy Program Manager, sales lead, technical support, contract support, etc. providing support for the SEWP Contract must be identified to the SEWP PMO.

C.1.3.2.1. Communication Services

The Contractor shall have the ability to communicate with the SEWP PMO and Government customers via telephone, facsimile, and e- mail. Communication will include technical, administrative, contract management, and customer support issues.

C.1.3.2.2. Customer Support Services

The Contractor shall provide, free of charge to SEWP customers, the following customer support services:

1) Timely and accurate sales quotes based on current SEWP offerings and prices.
2) Timely dispatch of up-to-date hard and soft copy ordering guides.
3) Commercially available technical specifications, either on-line or in hard-copy form, for any product available on the Contractor's SEWP contract, per a customer's request.
4) Configuration analysis to determine the suitability, correctness and availability of a Contractor's offerings to the customer's requirements.

C.1.3.2.3. Program Manager Meetings

The Contractor shall meet regularly with the SEWP PMO to review the state of the Contractor's SEWP contract, to discuss improvements to technical and administrative processes, and to incorporate customer feedback into the SEWP processes. There will be 2 to 4 mandatory Program Manager Meetings annually inclusive of the SEWP Annual Meeting. Except for the Annual Meeting, the meetings will be held at or near GSFC.

Each Contractor Program Manager will meet annually on a one-on-one basis with a SEWP Contract Holder Relationship Manager

C.1.3.2.4. Sales and Program Training

The SEWP PMO shall provide, free of charge to the contractor, the following training services:

1) Within 6 months of contract award, the contractor will arrange for at least 1 SEWP Contract and Program training session. The training will be provided either at the contractor's facility or a mutually agreed upon site. The training will be free of charge and presented by the SEWP PMO and is a 2-hour session. Through this initial required session and any necessary follow-ons, it is expected that all sales agents and other contractor staff associated with this contract will attend at least one such session.
2) Periodically, throughout the contract period of performance, courses for new employees and/or refresher courses for current employees will be arranged with the SEWP PMO. If major changes or issues arise either directly with the contractor or with the SEWP Program as a whole, follow-up training sessions may be made mandatory at NASA SEWP Program Manager's discretion.

C.1.3.3. ORDERING GUIDES

The Contractor shall publish an electronic ordering guide suitable for downloading and printing by SEWP customers. The guide shall be available prior to placement of the first delivery order after contract award. Updated versions shall be available no later than 10 business days following each contract modification. The ordering guides should contain the following components:

1) Program support information including:
    a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
    b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
    c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
2) Overview information about the Contractor and the SEWP contracts.

C.1.3.4. ELECTRONIC PROCESSES

The Contractor must be able to automatically transmit, receive and process information to and from the SEWP PMO via electronic means as identified in Attachment D. General policies and procedures shall be established and published (Attachment D) by the SEWP PMO to be followed by the Contractor when using electronic methods for transmitting, receiving, and processing business documents. The Contractor must comply with these policies and procedures.

It is the goal of this procurement to utilize the Internet for the exchange of all relevant business documents. It is also desirable to accommodate a broad and diverse customer base. Where a customer is not yet able to transmit electronic documents, it may be necessary for the Contractor to process traditional paper documents. It is not the policy of this procurement to encourage paper orders, merely to accommodate them where electronic ordering is not yet possible.

For order processing, at a minimum, the Contractor shall be able to process the following electronic documents:

1) Delivery Order
2) Order Status Reports
3) Post Order Reports

4) Administrative Handling Fee Reports

For technology refreshment and contract modifications, at a minimum, the Contractor shall be able to process the following electronic documents:

1) Technology Refreshment Requests

C.1.3.5. TECHNOLOGY REFRESHMENT PROPOSALS

The SEWP Technology Refreshment (TR) process is the method by which contractors shall update offerings on their SEWP contracts. TRs shall be initiated by the Contractors, evaluated by a SEWP Technical Specialist or COR to ensure price and scope compliance, if approved added to the SEWP database of record, and then forwarded to the SEWP Contracting Officer for contract modification.

Approved TRs shall be reviewed by the SEWP Technical Specialist or COR on a timely basis. TRs including only price decreases and/or administrative changes will be automatically approved and may be submitted as often as necessary. While there is no limit to TR submittals per contractor, contractors are expected to keep their TR submittals at a reasonable level

All pricing exhibits and pricing information relevant to the TR will be submitted to the SEWP PMO as described in Attachment D.

C.1.3.6. MANUFACTURER / RESELLER REQUIREMENTS

These Contracts require the establishment of Manufacturer / Reseller relationships with as large and as inclusive as possible a set of major manufacturers. This is to provide adequate coverage of the breadth of the requirements for NASA, and fosters a competitive environment for the various types of equipment.

Due to the large dependency on manufacturers for providing the required products in these categories, the contractor must continuously demonstrate the ability to negotiate with the wide range of contractors to obtain the appropriate product based solution services, support, materials, and pricing structure.

C.1.3.7. SUPPLY CHAIN MANAGEMENT

To assist the Government in assessing the security and risks associated with supply chain management, the contractor must supply the following information:

1) Prior to requesting the addition of an item, the contractor must indicate the relationship between the contractor and manufacturer as one of the following:
    a. The contractor is the manufacturer
    b. The contractor is an authorized reseller (i.e. the manufacturer has a direct relationship with the contractor and is officially identified as a reseller for that manufacturer) for all items produced by that manufacturer
    c. The contractor is an authorized reseller (i.e. the manufacturer has a direct relationship with the contractor and is officially identified as a reseller for that manufacturer) for a subset of items produced by that manufacturer. The product lines the contractor is an authorized reseller for must be identified
    d. The contractor obtains the manufacturer's items through either an authorized partner or distributor. The authorized partner/distributor must be identified
    e. The contractor obtains the items through an unknown/unidentified source
2) When submitting an item to be reviewed for addition to their contract, the contractor must provide one of the following
    a. If the contractor is the manufacturer or has previously identified themselves as an authorized reseller, then nothing further is needed at the item level
    b. If the contractor is not the manufacturer and/or has not identified themselves as an authorized reseller, they can either leave the item identified as coming from a third party or unknown source or provide item level information on the provenance or product level authorization that mitigates supply chain risk

When the contractor states that they are an authorized reseller for a manufacturer, they:

1) Must provide a point of contact (POC) at that manufacturer who will verify that statement
2) May identify standards/certifications held by the manufacturer that mitigate, reduce or eliminate supply chain and related security issues. Example standards / certifications include the Open Trusted Technology Provider Standard (O-TTPS) and Common Criteria (CC)

C.1.4. GENERAL CONTRACT REQUIREMENTS

C.1.4.1 SOFTWARE LICENSING

The contractor shall, wherever possible, provide software licensing and/or maintenance arrangements with either site-wide, contract-wide, bulk purchase discounts or credits, or other structures to provide competitive software pricing and availability.

C.1.4.2. MANUALS AND PUBLICATIONS

The contractor shall furnish the most current version of ordered documentation to the end user.

C.1.4.3. COMPLIANCE WITH FIP STANDARDS

All equipment and software acquired under this acquisition must conform to specified applicable Federal Information Processing Standards Publications (FIPS PUBS).

C.1.4.4. CABLING

The contractor shall provide all cables, cable connectors and termination needed for installation and operation of the equipment, as a standalone system unless otherwise stated by the Government.

C.1.5. WARRANTY

At anytime during the standard commercial warranty period, the Government shall have the option of purchasing extended warranty. The Government shall additionally have the option to purchase mission critical warranty uplift to provide greater coverage than provided by the extended warranty where such mission critical warranty is commercially available. This section describes the terms for coverage under basic warranty, extended warranty and, where noted, the enhanced coverage for mission critical warranty uplift.

C.1.5.1. RESPONSIBILITIES OF THE GOVERNMENT

Government personnel will not perform maintenance or attempt repairs to equipment while such equipment is under warranty unless agreed to by the parties via modification to a Delivery Order.

Subject to security regulations, the Government will permit access to the equipment that is to be under warranty.

The Government will provide time for contractor-sponsored modifications within a reasonable time after being notified by the contractor that the modification is ready to be made. The modification will be made outside the normal principal period of service unless another mutually agreeable time is decided upon.

The Government will maintain site requirements in accordance with the equipment environmental specifications furnished by the manufacturer and agreed to at time of award.

C.1.5.2. RESPONSIBILITIES OF THE CONTRACTOR

When on-site warranty service is purchased, the contractor shall provide on-site warranty service, labor and parts. Warranty service does not include electrical work external to the equipment, the furnishing of supplies, and adding or removing accessories, attachments, or other devices. It does not include repair of damage resulting from accident; transportation between Government sites; neglect; misuse; failure of electrical power, air conditioning, humidity control; or causes other than ordinary use.

All products purchased from this contractor must be fully warrantable by the original equipment manufacturer (OEM) unless the contractor has clearly identified on their quote an alternative method (e.g. third party) is available or else that no warranty is available for this product. If the Government requires OEM warranty, it is fully the contractor's responsibility to work with the OEM to provide that warranty.

While the contractor's personnel are at the Government facility, the contractor is responsible for compliance with all laws, rules and regulations governing conduct with respect to health and safety - not only as they relate (i) to its employees and agents, but (ii) also to other personnel and to property at the site regardless of ownership. While on Government premises and in possession of Government property, the contractor is responsible for such property and any damages thereto.

Should the Government make alterations or install attachments that affect the service of this system, the continuation of warranty service on the system shall be subject to mutual agreement. Should the alterations or attachments increase or decrease the service costs to the contractor, adjustment to service charges shall be made on an individual installation basis. If such alterations or attachments create a safety hazard, the contractor may discontinue warranty service on the hazardous equipment.

Contractor-sponsored alterations or attachments to the system shall be made only with the consent of the Government.

The Contractor shall take full responsibility for providing all diagnostic software programs that are utilized during service of the applicable systems. The Contractor shall maintain the diagnostic routines so that they are compatible with the revision levels of the computer components.

C.1.5.3. COMMERCIAL WARRANTY

The Contractor shall provide the Government with warranty equivalent to their commercial warranty offerings in terms of response time, principal period of service. In lieu of a commercial warranty, at a minimum, warranty shall be offered in one year increments with the following coverage: five days a week (Monday through Friday) and for eight (8) hours a day during business hours, with a next day response time.

C.1.5.4. PREVENTIVE MAINTENANCE

For large computer systems and other products that require periodic preventive maintenance, the contractor shall specify in writing the frequency, duration, and quality of preventive maintenance provided to purchasers of basic and extended warranty. The quality of the preventive maintenance shall be equivalent to that provided by the contractor for leased equipment. Preventive maintenance shall be performed during 8 a.m. to 5 p.m. local time, or outside that time period upon mutual agreement between the contractor and Government. The Government has the right to defer scheduled PM at its own discretion.

C.1.5.5. QUALITY OF REPAIR SERVICE

The following sections describe the quality of repair services.

C.1.5.5.1. Level of Parts Replacement

The level of replacement of worn or defective parts shall be consistent with the original manufacturer's design of the equipment. Field maintenance technicians shall not try to repair faulty modules on-site if the equipment was designed for the replacement of modules. The Contractor has responsibility for repair or replacement of all faulty equipment of the system including cables, cabinets, power supplies, or other items necessary to return the system to operational status.

C.1.5.5.2. Quality of Parts

Only new standard parts or parts equivalent to new parts in performance shall be used in effecting repairs. Parts that have been replaced shall become the property of the Contractor. Any parts that are not new must be identified during the quoting period.

C.1.5.5.3. Field Engineering Changes

The Contractor shall install all required field engineering changes within 30 days (based on reasonable access to the place of performance) after Original Equipment Manufacturer (OEM) availability of the change. Concurrence of the Government shall be required prior to the installation of the field engineering changes and they shall be installed at no additional cost to the Government during the basic or extended warranty period.

C.1.5.5.4. Spare Parts Inventories

The Government does not require that the contractor keep spare parts needed to complete repairs in the local area. If the contractor chooses to keep spare parts locally in order to expedite repairs then title to such spare parts, unless installed in Government owned equipment, shall remain with the Contractor.

C.1.5.5.5. Pre-maintenance Inspection

If extended warranty is purchased for equipment for which basic warranty has previously expired, the Contractor is entitled to perform, at no charge to the Government, within 15 days from the receipt of the Delivery Order requesting extended warranty, a pre-maintenance inspection in order to certify that at the time the contractor commences extended warranty coverage the equipment meets current OEM specifications. If any equipment is not up to current OEM Revision levels by OEM standards, the Contractor shall submit an estimate, within the 15 day period. The estimate shall detail the price of labor and parts to be performed to bring that equipment up to the OEM maintenance level. The Government may choose to accept the Contractor's estimate or to have the OEM, a third party, or previous contractor, perform the upgrade. If the Government chooses not to have the piece of equipment or a system brought up to OEM maintenance level, the Contractor is not obligated to maintain that piece of equipment or that system.

C.1.5.6. TEMPORARY OFF-SITE REMOVAL OF EQUIPMENT FOR SERVICING

Prior to the removal of any equipment the Contractor shall comply with all local Government property management policies.

C.1.6. USED EQUIPMENT AND MATERIALS

Equipment and materials must be identified at the quote level as used and/or reconditioned/refurbished and must be warranted with the same terms as new materials and with the warranty length as per current commercial practice of the original equipment manufacturer.

C.1.7. INSTALLATION

The Government may order computer systems, software, components and other equipment with no installation. However, the contractor shall offer installation of all system hardware, system software, and cabling. This does not need to include attachment to a network or configuration of network parameters.

C.1.7.1. Site Preparation

Where required, the Government will provide the Contractor access to sites for the purpose of evaluating environment, power, and safety requirements prior to a scheduled installation date. The Government must authorize all new electrical and LAN installations. If power changes or alterations are required for installation, all such alterations will be performed by the Government. The Contractor should make every effort to place equipment that requires the standard 115-120V capacities for CONUS installations unless otherwise requested by the Government.

C.1.8. REHABILITATION ACT AMENDMENTS OF 1998 – SECTION 508 APPLICABILITY

All items which are identified as EIT in terms of Section 508 (Accessibility) requirements must be noted by the contractor as compliant, non-compliant, or requiring Agency Review based on how the equipment meets or does not meet the applicable standards for that technology.

EIT is information technology (IT), as defined at FAR 2.101, and any equipment or interconnected system or subsystem of equipment, which is used in the creation, conversion, or duplication of data or information. EIT includes:

- telecommunication products, such as telephones;

- information kiosks;
- transaction machines;
- World Wide Web sites;
- Software and Operating Systems
- Computers
- multimedia (including recordable media); and
- office equipment, such as copiers and fax machines.

EIT is defined by the Access Board at 36 CFR 1194.4 and in the FAR at 2.101.

C.1.8.1. Applicable Standards

One or more of the following 508 standards apply to all SEWP EIT line items

- Software Applications and Operating Systems (1194.21)
- Web-based Intranet and Internet Information and Applications(1194.22)
- Telecommunications Products (1194.23)
- Video and Multimedia Products (1194.24)
- Self Contained, Closed Products (1194.25)
- Desktop and Portable Computers (1194.26)

The contractor must comply with these technical standards at 36 CFR 1194. The contractor must provide a completed Voluntary Product Assessment Template (VPAT) and/or document how each product was tested for Section 508 conformance. All Section 508 standards will be complied with in performing this contract.

C.1.8.2. Manufacturer's 508 Compliance

Whenever the contractor requests a new manufacturer to be added to the available SEWP manufacturer's list per Section D.3.1. Manufacturer Request, one or more of the following must be provided concerning the applicability, compliance and available information with regard to 508 compliance:

- indicate that the manufacturer has no EIT applicable products; or
- provide a link to the manufacturer's 508 VPAT information for applicable EIT equipment; or
- provide a link to other documentation on how each product from the manufacturer was tested for 508 compliance; or
- provide the SEWP PMO with all applicable VPAT's and/or other documentation on how each product from the manufacturer was tested for 508 compliance; or
- indicate that 508 applicable information is available on a per item basis by contacting the contractor

C.2. STATEMENT OF WORK FOR CONTRACTOR SUPPLIED PRODUCTS

While the SEWP contracts are primarily used as a purchase vehicle for the Federal Government, the Government may utilize the contracts as a basis for contractor-supplied products and services that include but are not limited to contractor-supplied Multi-functional devices (MFDs), managed services, cloud services, etc..

An example of this type of arrangement would be a set of multi-functional printers located at Goddard Space Flight Center which will remain the Contractor's property, but fully accessible by Goddard employees.

Note that the requirements in this section are only in effect if specifically stated at the delivery order level. Additional terms and conditions may be added by the Government on a given delivery order.

C.2.1. Supplies for On-Site Contractor-supplied Products

The Contractor shall supply all consumable supplies required for full operations of the supplied products. For

example this would include toner, paper and all other printer related consumables for an MFP solution.

C.2.2. Payment for Contractor-supplied Products

Unless otherwise stated at the delivery order level, payment will be based on a firm fixed unit price (e.g. cost per number of copies for an MFP) that is metered, invoiced and paid on a monthly basis.