

C. STATEMENT OF WORK

C.1. OVERVIEW / BACKGROUND.

The Library of Congress Digital Scan Center produces high-quality digital duplicates of Library collections materials to facilitate preservation and public access to the collections. This contract will provide service and support for two pieces of equipment in the Library's Digital Scan Center: ScanRobot and DL Mini Robotic Book Scanner.

C.2. SCOPE

This contract is needed to follow the existing service agreement with the sole source, U.S. Distributor, for the two scanners identified above. This contract will be for the duration of one year.

C.3. REQUIREMENTS

The Contractor will provide a one-year maintenance agreement that includes both of the following:

- Treventus ScanRobot
- 4DigitalBooks DL Mini Robotic Book Scanner

The maintenance agreements shall include each of the following specifications:

3.1. Software Licenses and Upgrades

Software required for the effective use of the scanning machines is licensed by the Contractor and will be supported throughout the period of performance. This includes any upgrades to the software to fix bugs discovered throughout the period of performance or any upgrades due to the release of new software.

3.2. Firmware Upgrades

The Contractor will provide and remotely install any firmware upgrades available during the performance period.

3.3. Parts and Parts Delivery

The Contractor will provide spare or replacement parts that are required due to manufacturing defects. Such parts will be packaged and shipped by the Contractor to the following address:

Library of Congress
James Madison Memorial Building,
Digital Collections Management & Services Division, Digital Scan Center, LM 556
101 Independence Avenue, SE
Washington, DC 20540

All replaced parts will have a one-year warranty from the time of purchase. Should a part require repair instead of replacement, the Contractor shall coordinate with the COR whether such a repair will occur at the Library or the Contractor's facility. If the repair is required at the Contractor's facility, the Library will accept responsibility for shipping the parts to the Contractor.

3.4. Repair Services, Remote and Onsite

The Contractor shall be available for repair services at the following levels:

3.4.1. 1st Level Repair Services

Shall include phone diagnosis and remote connection to devices. The Contractor's technician will remotely assist the Library technician in completing the repair. The Contractor's technician shall be available Monday through Friday from 8:30 AM – 4:30 PM US Central Time, excluding

federal holidays. The Library agrees to install and make available an Ethernet network link for remote diagnosis and maintenance by the Contractor.

3.4.2. 2nd Level Repair Services

This level of repair may occur in the event that 1st Level Repair cannot resolve an issue or error. 1st Level Repair must occur first in order to troubleshoot and diagnose the nature of the problem and identify the next steps for repair. 2nd Level Repair Services will be requested, coordinated, and approved by the COR. 2nd Level Repair Services are not included in this contract.

C.3.5. Annual Maintenance Visit

The Contractor shall provide an onsite maintenance visit during the period of performance to service both scanning devices and the accompanying software. During this time, the Contractor will have uninterrupted access to the machines. The Contractor shall coordinate with the COR to schedule the annual visit at least one month in advance. The visit shall include all hardware, software, firmware, and machine testing and maintenance to ensure the successful use of the scanners throughout the year.

C.4. SCHEDULE OF EVENTS/DELIVERABLES

Reference	Description of Event/Deliverable	Due Date
Section C.3.	One Year of Service, Support, and Annual Visit.	Services will be scheduled or provided as described above. Payment for the annual service contract will be invoiced, in full, two months from the performance start date. Payment will be 30 days from invoice and COR acceptance.