

**Department of Homeland Security (DHS)  
United States Citizenship and Immigration Services (USCIS)  
Office of Intake and Document Production (OIDP)  
Document Management Division (DMD)  
Eastern Form Center (EFC) / Western Form Center (WFC) /  
Corbin Production Facility (CPF)  
STATEMENT OF WORK (SOW)**

**Hardware Maintenance Support and Consumables for RICOH Pro 8320S Printers for EFC/  
WFC/CPF**

**1. PROJECT TITLE:**

Hardware Maintenance Support and Consumables for RICOH Pro8320S Printers for the DHS/USCIS/DMD, Eastern Form Center (EFC) located in Williston, VT, Western Forms Center (WFC) located in Montclair, CA and the Corbin Production Facility (CPF) located in Corbin, KY.

**2. BACKGROUND:**

Currently, the EFC, the WFC and CPF have a total of 13 RICOH Pro8320S Printers that U.S. Citizenship and Immigration Service (USCIS) utilize to generate several types of paper notices.

**3. SCOPE:**

USCIS has a requirement to procure a full-service hardware maintenance and consumable agreement for industrial printers to support notice printing services, which includes double sided printing. The Office of Intake and Document Production (OIDP) prints over 38.6 million paper notices every year with estimated annual impressions of 210,600,000. Historical data demonstrates a typical 20% annual increase in notice printing. USCIS/OIDP expects this trend to continue.

The table below lists the current equipment the Contractor shall be required to maintain.

<b>Equipment</b>	<b>Item Number</b>
RICOH Proc 8320 S	409238
VACUUM FEED LCIT RT5120	409082
DECURL UNIT DU5070	409337
HIGH-CAPACITY STACKER SK5040	409093
FINISHER SR5110	409249
POSTSCRIPT3 UNIT TYPE S12	409331
DATA ERASE WITH HD SURRENDER	HDSTANDARD
XG-PCS20820D RIC AMP SURGE PROTECTOR	007138MIU

**4. PLACE OF PERFORMANCE:**

The place of performance shall be at the equipment location site which is currently listed below. The Contracting Officer's Representative (COR) will provide the Points of Contact information for all sites at the time of contract award.

- Eastern Forms Center (EFC), 124 Leroy Road, Williston, VT 05495
- Western Forms Center (WFC), 5160 Richton Street, Suite G, Montclair, CA 91763
- Corbin Production Facility (CPF), 203 Allison Blvd, Corbin, KY 40701

No billable travel will be authorized in connection with this award.

## 5. SPECIFIC TASKS

The Contractor shall provide qualified personnel to provide maintenance support services to meet the Government's needs as described below. The full-service maintenance contract shall include all preventive maintenance, software maintenance, hardware maintenance, training, parts, labor, service, and all required consumables, except paper, for unlimited number of impressions on each Ricoh Pro8320S printer. Additionally, preventive maintenance services, shall at a minimum, include assessing and reporting the condition of currently operational equipment, replacing any component(s) that require repair or reach end of life, including consumable component items. In addition to preventive maintenance, the Contractor shall provide corrective maintenance on the equipment identified in section 6 of this SOW.

5.1 The Contractor shall identify a designated Point of Contact (POC), or alternate, who will be available at all times during the life of this contract to serve as the Government's liaison for all matters related to the performance of this contract. The Contractor shall identify all user scheduled preventive maintenance required and provide a schedule. The Contractor shall identify all vendor scheduled preventive maintenance required and provide a schedule.

5.2 If maintenance service is being provided by a third party, not covered in standard vendor references, then documentation shall be provided from that third party to attest to the maintenance service being provided.

5.3 The contractor shall perform all registration of maintenance plan. USCIS shall not need to process any paperwork to obtain other service coverage. The contractor shall ensure that USCIS is provided the ability to verify the maintenance service status. The contractor shall provide a Maintenance Summary Report and Hardware Maintenance Plan, due ten (10) business days after the award, which defines the details of how the contractor will maintain the printers. This shall include escalation processes, contact information, and any additional information that USCIS will require.

5.3.1 The Maintenance Summary Report shall be provided in Microsoft Excel format. The report file name shall include Contract Number and "Maintenance Summary Report." The Data Elements required within the report for each EIN with required maintenance reporting shall include a separate Excel row shall be provided for each device/serial number, Make/Model of device, location number unit, summary of all contract years for the same EIN in the same grouping of the report (i.e. EIN less the 1st digit year indicator). Information shall include maintenance agreement number (if different), maintenance provider, period of performance start date, and period of performance end date.

5.3.2 The Hardware Maintenance Plan shall be provided in Microsoft Word format. The report file name shall include Contract Number and "Hardware Maintenance Report." The Data Elements required within the maintenance report shall include contact information, escalation processes, any additional information that USCIS will require for maintenance service, if procedures are different for individual EINs then the details shall be clearly identified for each EIN for each component.

5.4 The contract is for a fifty-four (54) month or 60 million impressions, whichever comes first, onsite maintenance plan. Contractor's maintenance personnel shall respond to corrective maintenance service call/request with confirmation phone call within two hours of receiving the service call. The Contractor will troubleshoot, repair, and return equipment to service within 24 hours to minimize interruption of notice

printing operations. A normal business day at operational sites is Monday through Friday between 8:00 a.m. and 4:00 p.m. at the sites' local time. Eastern Time for the EFC and CPF and Pacific Time for the WFC.

5.5 Maintenance and Support Service may be directly supplied by the Contractor, the Original Equipment Manufacturer (OEM), or OEM certified third party vendor or a combination. The proposal shall identify how maintenance service is being provided and if it is different for different years of the required 54-month period. When the service requires replacement of the full unit or a component of a unit, the replacement shall be of the same configuration as the item to be replaced. If the item is no longer available, then the replacement shall be a configuration approved for use by the Government under the same functional requirements.

5.6 The Contractor shall ensure proper disposal of end of life, non-operational components, equipment and fluids in accordance with all applicable Federal, State and local laws & regulations. Hard drives replaced under warranty will not be returned to the vendor. The Government will destroy or dispose of these based on the sensitivity level of the system from which they are removed. Any included hard drive shall provide FIPS 140-2 certified encryption (please provide the NIST FIPS 140-2 certificate #)

5.7 The contractor shall provide supply management as part of the fixed price charges for each item. The purpose of supply management is to provide consistent oversight, reporting, and configuration across all locations. This includes functions such as: order tracking, issue resolution and reporting, etc. All correspondence from the Contractor, to include backup documentation for invoices, shall contain the printer serial number, EIN and location as a reference.

5.8 The Contractor shall provide maintenance, repair service support, and equipment specific spare parts to ensure the equipment remains fully functional through the equipment lifecycle, in accordance with the equipment performance specification. This includes ad hoc assessments of the equipment and service recommendations to the equipment.

5.9 The Contractor shall make available all required equipment consumables on a monthly basis. Delivery schedule and quantity of RICOH black Toner Cartridge-828553 Pro OEM will be determined ten business days after award. Delivery schedule and quantity for all other consumables will be determined 60 days after award

5.10 The Contractor will provide training sessions to all designated USCIS personnel anytime during the contract period at no additional charge. A representative will schedule and conduct training of the designated key operator(s) and the casual operators. Training will cover, at minimum, loading the printer, clearing paper jam(s), loading and changing of toner including toner waste cartridge, operation of any physical printer settings, settings to assist with setting printer up for USCIS custom paper, creation of print job profile and required cleaning procedures.

## 6. DELIVERABLES AND DELIVERY SCHEDULE:

The Contractor shall submit the deliverables that are indicated in the table below to the government in an electronic format and hard copies as requested. Reports shall be submitted in a format that data is searchable and exportable (i.e. MS Excel). Reports shall include details identified in the applicable section/task number.

Section / Task Number	Deliverable Description	Due Dates
5.1	Vendor/User Scheduled/Preventive Maintenance Schedule	Ten (10) business days after the award
5.3.1	Maintenance Summary Report	Ten (10) business days after the award
5.3.2	Hardware Maintenance Plan	Ten (10) business days after the award
5.4	Service Call / Corrective Maintenance	Confirmation phone call within 2 hours of receiving the service call. The Contractor Shall Complete the Repairs Within 24 Hours
5.6	Proper Disposal of All Components, Equipment & Fluids End of Life	As Required in Accordance with All Applicable Federal, State, & Local Laws & Regulations
5.8	Ad Hoc Assessments & Service Recommendations	As Required
5.9	Consumable Delivery	Monthly

#### 7. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION:

No Government-furnished equipment and information will be furnished during contract period.

#### 8. PERIOD OF PERFORMANCE:

The Period of Performance will be a 54-month maintenance and consumables agreement.

Base Period: 12 Months – 15 May 2023-14 May 2024

Option Period #1 12 Months – 15 May 2024-14 May 2025

Option Period #2: 12 Months – 15 May 2025-14 May 2026

Option Period #3: 12 Months – 15 May 2026-14 May 2027

Option Period #4: 6 Months – 15 May 2027-14 Nov 2027

Total Period of Performance: 54 Months – 15 May 2023 – 14 Nov 2027

#### 9. INVOICE PROCEDURES

The Contractor shall submit invoices on a monthly basis for all items ordered under a CLIN which have been received and accepted by the government. All invoices and supporting documentation shall be submitted electronically as defined in invoice procedures. The contractor may invoice for more than one CLIN on an invoice, but the invoice must clearly state the CLIN number.