

**Statement of Work  
For  
Desktop Printers, Toner, and Cables  
8/14/08**

**1. Introduction**

Los Alamos National Laboratory requires Desktop Printers and Accessories on an as needed basis in support of the Laboratory mission.

This Statement of Work (SOW) establishes the requirements and tasks to be performed by the Subcontractor in providing items through a web-based supplier hosted punchout catalog. The Subcontractor shall provide the necessary management, administrative, operational (including adequate facilities and inventory), and logistical effort necessary to accomplish the SOW requirements.

This SOW does not include services such as on-site work, non-warranty repairs, rentals, fabrications, kitting, or design services. The aforementioned services are not authorized under this SOW and shall not be provided by the Subcontractor.

Wherever the term Supplier is shown in attachments it shall be deemed to mean Subcontractor.

**2. Scope**

Provide as requested the items as defined in the following United Nations Standard Products and Services Classification (UNSPSC) codes.

Laser Printers will be provided in accordance with established LANS IA Standards IA Number IA-DC-D-080401

With the exception of multi-manufacture printer cables and toner, only Hewlett Packard brand Laser printers Models HP P1505 (CB412A), HP P2015d (CB366A#ABA), and HP 1600 (CB373A#ABA-N) may be sold under the terms of this subcontract.

**UNSPSC Inclusion**

43202216	Printer Connection Cable
43212105	Laser Printers
44103103	Printer or Facsimile toner

**Exclusions: None**

The Laboratory reserves the right to add additional UNSPSC Codes and/or expand UNSPSC Code inclusions to obtain required support.

**3. Subcontractor's Administrative Requirements**

- A. The Subcontractor shall have the following communications: 1) e-mail, 2) facsimile (Fax), 3) dedicated printer for delivery labels, 4) reporting capabilities, 5) and comprehensive Internet interface capabilities and computer system resources required in Appendixes 1 through 3.
- B. The Subcontractor shall provide a full time (Mon-Fri, 8 a.m. to 5 p.m. Mountain time) technical support person for this subcontract.
- C. The Subcontractor shall identify one individual to act as the Subcontract Coordinator and one individual who will serve as the Alternate Subcontract Coordinator. These Subcontract Coordinators will be dedicated to the Laboratory account, provide excellent customer service, and be thoroughly familiar with the products being offered for sale under the Subcontract. These Coordinators will be the point of contact for contractual matters, and be knowledgeable of the Subcontractor's support of the Oracle iProcurement system.
- D. The Subcontractor's Subcontract Coordinator or Alternate Subcontract Coordinator shall attend periodic performance, administrative, and user committee meetings as required by the LANS Contract Administrator or designee.
- E. The Subcontractor shall operate and maintain an electronic ordering system which ensures accountability and control of all Purchase Orders (POs).
- F. The Subcontractor shall retain PO records, price lists, catalog price changes, all documentation relating to price list changes, invoices, and all other subcontract related documentation for three (3) years in accordance with the General Provisions.
- G. The Subcontractor shall maintain inventory levels sufficient to support LANS' POs. Unusually high item usage, which affects the Subcontractor's ability to meet applicable delivery service level requirements, shall be documented and forwarded to the Contract Administrator within 30 days of identification for evaluation and resolution.
- H. The Subcontractor shall not use LANS' internal electronic mail system to distribute product information, sales flyers, announcements, etc.
- I. The Subcontractor shall promptly notify the Contract Administrator or designee of any errors, omissions, or difficulties that may impact the efficient and effective performance of the subcontract.
- J. The Subcontractor shall acquire, operate, and maintain required hardware, software, and communication tools as listed in Appendixes 1 through 3. These items shall be and shall remain the property of the Subcontractor.
- K. The Subcontractor shall assign a minimum of two individuals who shall have limited on-line access to LANS' Oracle Application. A LANS provided Cryptocard must be obtained for each individual who will have access to the on-line system. Security background investigations will be performed on each of these employees

and each of these individuals shall be required to take LANS' on-line Annual Security Training. LANS shall arrange for the security background checks, and the Subcontractor shall be responsible for all costs associated with obtaining the employee investigations. The current estimated cost of the background investigation is \$370.00 each. The Subcontractor shall pay for all costs associated with the security background checks in advance. Subcontractor shall promptly notify the Contract Administrator concerning lost or stolen Cryptocard(s) and return the Cryptocard(s) to the Contract Administrator upon the termination or reassignment of an employee. The subcontractor shall be responsible for the cost of replacement Cryptocard(s).

#### 4. LANS' Responsibilities

LANS will:

- A. Electronically transmit PO data to the Subcontractor through LANS Oracle iProcurement application.
- B. Maintain the Catalog Purchasing System. Functions include electronic transmission of order data, receiving, payment, and measurement of Subcontractor performance.
- C. Provide training to Subcontractor personnel regarding PO processing, bar coding procedures, and other unique requirements of the subcontract.
- D. Assist with the Oracle iProcurement application interface during implementation.

#### 5. Packaging Procedures

The Subcontractor shall:

- A. Properly package items to protect them from damage and theft. Because each PO is handled a minimum of three times during the delivery process, items shall be packaged using sturdy materials such as cardboard boxes and/or Kevlar packaging materials. Packaging must be compliant with industry standards or better. Items should be packaged in a manner that will reduce LANS' volume of waste. In addition, fragile materials must be packaged to protect from damage and to ensure that the opportunity for scratches, breaks, dents, etc. is avoided. Items arriving at LANS' receiving department will be inspected and those that have visual damage will be rejected.
- B. The PO label will serve as the delivery label and packing list. Each package shall have a delivery bar code label. Packages without attached bar code labels will not be received. If LANS receiving personnel are unable to electronically read (scan) the bar code label, the package may be rejected and returned to the Subcontractor. Concealed damage should be reported by LANS to the Subcontractor within 15 business days of delivery.
- C. Items to the same requester and same Designated Delivery Point (DDP) may be consolidated in the same package. The delivery bar code label for each PO

contained in a package must be attached to the exterior of the package and the packing list must be inclusive of every item in the package. All bar code labels must be affixed to the same side of the package.

- D. The Subcontractor is required to clearly flag packages for any Releases that require LANS to property tag the contents, with a 1" x 3" (minimum) patriot blue label. This requirement is needed to clearly flag and identify Releases that contain items that the Subcontractor has not already property tagged and requires LANS to tag appropriately.

## 6. Delivery Requirements

The F.O.B. point for all shipments made under this subcontract shall be "Destination – Sellers Choice and Expenses". The F.O.B. point for all shipments shall be Building SM30, Bikini Atoll Road, Los Alamos, NM 87545. No premium transportation is allowable under this subcontract and will not be reimbursed by the Laboratory.

The Subcontractor shall:

- A. Deliver all packages to Building SM-30, Bikini Atoll Road, Los Alamos National Laboratory every weekday, except for LANL designated closures, between 8:30am and 9:30am unless another time is negotiated with LANS' Receiving Department or the PO allows for a drop shipment directly to another facility for a LANL specific project. This delivery window will be adhered to without exception throughout the term of the subcontract. Failure to meet the required delivery window may result in the shipment being returned to the Subcontractor.

LANL Designated Closures:

- New Year's Day
- President's Day
- Independence Day
- Columbus Day
- Thanksgiving Day
- Christmas Day
- Martin Luther King Jr's. Birthday
- Memorial Day
- Labor Day
- Veteran's Day
- Day after Thanksgiving
- Other LANS designated days, such as the Winter closure

- B. Accept any return items from the Laboratory for credit up to fifteen (15) workdays after delivery. Provide a Return Merchandise Authorization Number to DPR for returns. A new PO shall be issued for replacement items. Replacement items shall be shipped immediately to LANS.
- C. Pick up any return items from LANS on the next delivery following notification that the return is ready to be picked-up by the Subcontractor. Match returned items with credits that appear on the weekly invoicing, by comparing the RMA roster with weekly invoice statements.

- D. A manifest, indicating Release/PO numbers and the total number of Releases/POs and packages shall be provided to LANS receiving personnel with each delivery.
- E. Expedited shipping cost will not be reimbursable under the terms of this subcontract. All freight costs are included in the price schedule of the subcontract and no additional shipping costs will be reimbursed.

## 7. Returns

This Return Policy and Procedure will apply to those orders accepted for return.

- A. The Laboratory shall provide a return form which will be utilized for all returns. This return form shall serve as the return manifest for the Subcontractor.
- B. The Subcontractor shall provide a Return Merchandise Authorization (RMA) number for each return in accordance with this return policy and an Authorized Return Service (ARS) label from carrier (if Subcontractor utilizes third party carrier such as Fed Ex, UPS, etc).
- C. The Subcontractor shall schedule a pick-up date and time from ASM Distribution Center. All returns shall be picked-up at SM-30. Subcontractor may utilize their own vehicle(s) or a third party carrier to meet this requirement.
- D. Products described in section (E) below may be returned to the Subcontractor within 15 days for replacement or adjustment.
- E. Products acceptable for return:
  - 1. Products not supplied in accordance with Customer's order(s).
  - 2. Products which are damaged or defective at the time of receipt by the Customer.
  - 3. Products ordered in error (unless identified below as not acceptable for credit).
- F. Products not acceptable for return:
  - 1. Products which are personalized or customized.
  - 2. Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new.

## 8. Subcontractor Responsibilities For Property Numbering

LANS requires all controlled personal property to be assigned a property number, tagged with a barcode label, and recorded in the official property database. Controlled personal property is defined as "equipment" with an acquisition of \$5,000 or more or is classified as "sensitive" on LANS Sensitive Property Listing (Appendix 4 to SOW).

- A. Items that require bar code property numbers will be indicated on the PO. The Subcontractor must affix a property number bar code label on all designated items such that the property can be readily identified as owned by the U.S.

Government/NNSA DOE and easily accessible for automated inventory (bar code scanning). LANS will furnish the bar code property number labels. The Subcontractor is responsible for safeguarding these labels, and recording their receipt. This information must be captured in a formal Property Numbering log book as described below:

B. Property Numbering Procedures:

The Subcontractor shall identify all items that require bar code property numbers from the PO. The Subcontractor shall record the bar code property number, serial number, manufacturer, model number, PO number, short item description, unit price, requester name and group, and date in the Purchase Order Collaborator module of the electronic ordering system.

Please note that part numbers are not considered model numbers and must be distinguishable. Serial numbers are the manufacturer's control number and shall not be confused with the model number or the part number.

The Subcontractor shall affix the bar code property number label to the item in a visible location that is easy to scan using a hand held bar code scanning device, located where it can be easily read from the item's normal operating position, and affixed where it does not interfere with the performance of the item. The Contract Administrator and ASM-PM will provide training on proper placement of the bar code property number labels and will provide hands on instruction for on-line entries into the Purchase Order Collaborator module. LANS's Property Management Group has the sole responsibility for determining which items are to be property numbered.

The Subcontractor shall record the bar code property number, serial number, unit price, PO number, short item description, requester name and group, and date in the Property Numbering log book. A copy of the Subcontractor's Property Numbering log book for each month must be provided to LANS upon request within five working days.

- C. For all bar code property numbered items, the Subcontractor will affix the PO Delivery Label to the outside of the package for easy identification and processing by LANS. Each property tag is created in duplicate; one is to be affixed to the item, and the second is to be affixed to the outside of the delivery package, adjacent to the Delivery label.
- D. For all bar code property numbered items that are returned, a new bar code property number will be issued for the replacement item in accordance with the procedures identified above. The former property number will be retired by the Subcontractor and this action will be recorded in the Property Numbering log book. The Subcontractor shall identify by notation which bar code property numbered item the new item is replacing.
- E. The Subcontractor is required to meet a 100% compliance level for adherence to the procedures for bar code property numbering. LANS will conduct an evaluation

of the Subcontractor's bar coding process to ensure compliance and to make recommendations as required.

**9. GOVERNMENT PROPERTY TAGGING**

LANS requires that any item on the "U.S. Government Property" Label List (Appendix 5 to SOW) be tagged with a blue "U.S. Government Property/Los Alamos" tag. The Subcontractor shall affix a LANS provided blue "U.S. Government Property/Los Alamos" tag to the following items, provided they do not meet the requirements set forth in Paragraph 8, entitled "Subcontractor Responsibilities for Property Numbering".

Printers: Any printer with minimum acquisition cost less than \$300

**10. Warranty Labeling Specifications**

- A. Warranty tagging procedures shall not supersede or affect any warranty statement or guaranty made by any manufacturer. Warranty tags are only intended to convey warranty period information.
- B. To determine the warranty beginning date, the Subcontractor shall use the delivery date to the designated Laboratory delivery point in Los Alamos, New Mexico.
- C. All property numbered items shall have warranty tags applied by the Subcontractor.
- D. Items costing less than \$100.00 shall not have a warranty tag applied by the Subcontractor.
- E. Warranty tagging applies to hardware items only. Software items shall not have warranty tags applied by the Subcontractor.
- F. The Subcontractor shall apply warranty tags in such a location as to be easily read.
- G. Warranty tags shall be self-adhesive and non-conductive.
- H. Warranty tags shall include the following information and subscribe to the format below:

**WARRANTY INFORMATION**

Purchase Order number # \_\_\_\_\_  
Delivery Date \_\_\_\_\_  
Warranty End Date \_\_\_\_\_  
Vendor Name and Phone Number \_\_\_\_\_  
Vendor Internet Address \_\_\_\_\_

## Appendix 1 to SOW Minimum Computing Requirements

The specified hardware requirements and communications tools listed below allow the Supplier to use the Laboratory's Oracle and ClearOrbit systems. The Purchasing module exists in Oracle, while the Receiving module is a third-party bolt-on application called ClearOrbit.

This list of standard requirements identifies mandatory items and minimum configurations as well as recommended components to facilitate efficiency, and will satisfy the requirements of both Oracle and ClearOrbit. You may access ClearOrbit using the following method.

The Web (HTTP/S) - standard internet web browsing, using Cryptocard authentication via VPN

This method requires IP/Net or Brokered Printing to allow print requests originating at LANL and transmitted directly over the internet, to satisfy labeling requirements.

For standard access to Oracle and ClearOrbit, mandatory equipment requirements include: the computer (Item 1), the printer (Item 2), the software components listed including the OS "add-ons"; and the communication components identified. The computer requirements identify those that provide the minimum configuration as if the machine were dedicated only to the Catalog Purchasing system function and one of the "Network requirements" listed. The Uninterruptible Power Supply (UPS) identified in 1b is also a minimum standard. Upgrades for additional features beyond the basic Catalog Purchasing system functionality are the Subcontractor's prerogative.

The Procurement Help Desk (PHD) at (505) 606-0368 or email address [phdhelp@lanl.gov](mailto:phdhelp@lanl.gov) may be contacted for clarification of requirements.

### Hardware

1. Personal Computer (PC) Requirements
  - A. IBM compatible PC with minimum configuration:
    - 1) CPU: 1.7 GHz Pentium or AMD class processor or above is preferable
    - 2) RAM Memory: 512 MB minimum or greater
    - 3) Monitor capable of supporting resolution of 1024x768 or greater
    - 4) Operating System (OS): Windows 2000 Pro or XP Pro
    - 5) Hard Drive: 40 GB capacity
    - 6) 10/100 MB Ethernet NIC
    - 7) CD-ROM: 52x24x48 CD-RW (to allow for back-up capability to removable media)



- B. Uninterruptible Power Supply (UPS): 350VA / 200Watt (or larger to meet the above CPU system).

2. Printer Options

Zebra Printers – Model 105 SL

Note: Zebra's ZPL II®-based desktop printers offers programming flexibility with ZBI™ and ZebraLink™ advanced printer management. Select from serial, parallel, or internal Ethernet connectivity via Zebra's ZebraNet® PrintServer II, (one only).

3. Computer Software

Operating System: Windows XP Professional or Windows 2000 Professional Microsoft Internet Explorer 6.0 with Windows security updates Service Pack 1

- A. OS "Add-on": Java Applets
  - B. Microsoft Office Suite 2003 or above
  - C. VPN Client (Virtual Private Network) provided by LANL
  - D. Web browser must be Microsoft Internet Explorer version 6.0 or less Service Pack 1 or Service Pack 2. If the Supplier uses Service Pack 2, then pop-up blocker must be turned OFF in order to allow the LANL domain to be accessed.
  - E. Pop-up blockers from third party software (Yahoo, Google, Norton, etc.) must be set to allow the domain "LANL.GOV", or have the blocker turned off.
4. Cyber Security Remote Access Requirements

Subcontractor's accessing LANL's network with a crypto card will have access to LANL's yellow network; therefore, must comply with the following:

- A. Must have all relevant security patches for your operating systems.
- B. Must have up-to-date virus protection software.
- C. Account Requirements – If capable, all accounts require passwords that meet the following requirements:
  - i. Length of 8 non-blank characters (minimum),
  - ii. Three of the four alphanumeric groups (lower case letters, upper case letters, special characters, or numbers) must be used, and
  - iii. Password cannot exceed the maximum age of 180 days.
- D. Rules of Use for Off-Site Access
  - i. Classified processing is not allowed.

- ii. Authenticate with single use passcodes (one-time use password list or Crypto card generated passcode) or an encrypted password and session (encrypted web session).
- iii. Clear browser's cache and delete cookies with personal information after closing the connection to the LANL web services. Clearing can be automated on LANL-owned and user-controlled systems, but must be manually performed on non-user controlled systems.
- iv. Examine files from off-site systems for malicious content (e.g., anti-virus, anti-spyware) before introduction to a LANL information system.
- v. Ensure virus definition file on the off-site computer is the most recent version.
- vi. Must read, understand, and comply with requirements in P218 *Cyber Security Access Controls* upon award.

5. Communications

Internet Service Provider (ISP) Requirements

- A. One (1) dedicated voice grade telephone line with a modular jack hookup is required per personal computer. Options for increased internet transaction speed include: T1, T3, ISDN, Cable, and DSL. **Communications using one of these options are preferred.**
- B. The Subcontractor shall have its own ISP.
  - 1) Ability to consistently connect and maintain a relatively high transfer speed.
  - 2) The Subcontractor should be aware of the connection time limit that an ISP will maintain their connection to the VPN Client.
  - 3) The Subcontractor should not use ISPs that use graphical intensive interfaces (AOL, etc.) or that use "pushing" of graphical components or banners for marketing purposes which may slow connection speed.
- C. Subcontractor shall have an email address that is accessible by its employees, who can receive orders from LANL. If the Supplier's ISP/email address should change, LANL must be notified immediately in order to provide uninterrupted communication.
- D. If the Subcontractor's network is using Network Address Translation (NAT) to access the Internet, the Subcontractor must provide static IP's for all those Clients using VPN, or a pool of dynamic IP addresses sufficient to provide each VPN client a unique address. For further information on NAT and VPN, please contact ASM-ASM Systems Support team.

NOTE: The ISP and attendant communication costs are the sole responsibility of the Subcontractor.

6. Network Requirements (for Subcontractors with established Local Area Networks [LANs])

IP Address Resolution for Label Printing – The Oracle Purchase Order Collaborator label printing setup requires ClearOrbit to transmit information directly over the internet to a supplier's printer. For this to happen, the Subcontractor must support one of the following network scenarios.

- A. The Subcontractor must dedicate one public domain IP address to each label printer. This assumes that the Subcontractor owns and has registered enough public domain IP addresses to cover all label printers it intends to use.

OR

- B. The Subcontractor must leverage a single, existing public IP address and use NAT to translate packets bound for <subcontractor.public.ip>: 9100 into packets bound for <internal.printer.ip>: 9100. NAT would also need to be used for printer communication inbound and outbound through port 161.

NOTE: Specific Port Configuration is required to assist Subcontractors with the setup of the required Purchase Order Collaborator (POC) application ports. A list of network ports and settings required for the POC implementation of ClearOrbit Port Requirements for subcontractors can be obtained upon request.

#### 7. Documentation and Label Media Requirements

The Subcontractor is responsible for the acquisition and cost of the Purchase Order (PO) delivery labels as well as for maintaining a sufficient in-house supply of paper on which to print PO forms for use as internal packing lists throughout the term of the Subcontract, including option periods. In processing a PO, an average of one (1) to four (4) delivery labels is required; however, this is dependent on the number of packages required to fulfill the respective PO.

PO delivery label form dimension: width 4 inches, length 6 inches. (4"x6")

**Appendix 2 to SOW  
ORACLE GUIDE**

This Appendix contains 45 pages. See separate electronic file titled "Appendix 2 to Statement of Work.pdf". If you did not receive this file electronically contact the Contract Administrator on the RFP Cover letter immediately (solicitation blurb).

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**Appendix 3 to SOW  
Xtend Process Control (Clear Orbit)**

Note to Offerors: This Appendix contains 69 pages. See separate electronic file titled "Appendix 3 to Statement of Work.pdf". If you did not receive this file electronically contact the Contract Administrator on the RFP Cover letter immediately (solicitation blurb).

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**Appendix 4 to SOW  
 Sensitive Property List  
 Revision 5 – 4/23/08**

Sensitive Property is property that is:

- Subject to formal property controls
- Easily converted to personal use or sold for cash
- Susceptible to theft
- Not expended during use or incorporated within other property

Acquisition Cost Threshold:

- 1) All listed property costing \$300 or more must be barcoded and recorded in LANL's property database.
- 2) Computers, applicable cameras, and unclassified weapons must be barcoded regardless of acquisition cost and recorded in LANL's property database.

**Note:** Property that does not meet the sensitive property criteria, but has an original acquisition value of \$5K or greater and is not expendable due to use is also subject to formal controls.

Description	Comments
Cameras, Still & Digital*	Except disposable, Polaroid, close-up, oscilloscope, x-ray, and surveillance cameras. Charge Coupled Device (CCD) sensors are excluded. <b>No minimum acquisition cost.</b>
Personal Computers	Includes desktops, servers, workstations, laptops*, handheld*, and personal digital assistants (PDAs)* with PC connectivity. <b>No minimum acquisition cost.</b>
Portable Telephones	Cellular, satellite, and mobile wireless phones only. Portable telephones can only be purchased through CTN-4.
Portable Video Projectors*	
Printers	Laser, ink-jet style & multifunctional office equipment that combines a printer function along with fax, copying, etc.
Radios, two-way*	Hand-held and mobile units. Radios can only be purchased through CTN-4.
Recorders, Video Recording Devices*	Video, tape, video cassette (VCR), dictation machines, digital, compact disc (CD), digital virtual disc (DVD), and digital media players (like Ipods and MP3 players), TV cameras, film movie cameras, and analog or digital video recorders. Excludes mounted surveillance cameras.
Scanners, Computer	
Unclassified Weapons*	Firearms, tanks, howitzer, stun gun etc. <b>No minimum acquisition cost.</b>

**\*Restricted Sensitive Property Items – Group Leader or their designee's approval must be obtained prior to acquisition required regardless of value.**

**Appendix 5 to SOW  
 "U.S. Government Property" Label List  
 Revision 4 – 2/14/08**

"U.S. Government Property" labeled property:

- Does not meet the criteria of sensitive property or have a value of \$5K or greater
- Is subject to informal property controls
- Is easily converted to personal use or sold for cash
- Is susceptible to theft
- Is not expended during use or incorporated within other property

Description	Comments
Appliances	Microwave ovens, refrigerators, ice machines, air purifiers, vacuum cleaners, bottle water stands
Cameras	Disposable, Polaroid, oscilloscope, x-ray, surveillance.
Computer Peripherals	Monitors, modems, zip drives, external hard drives
Handheld Electronics	Calculators, organizers, dictionaries, thesaurus
IT Components	Thumb-drives, televisions
Laboratory and Test Equipment	Centrifuges, incubators, ovens, mixers, washers, autoclaves, balances, oscilloscopes
Material Handling Equipment	Hand carts, hand trucks, pellet jacks
Multimedia Equipment	DVD players, CD players, video players, televisions, Ipods, MP3 players with an acquisition value less than \$300.
Office Machines	Copy machines, faxes, scanners, typewriters with an acquisition value less than \$300.
Optical Devices	Binoculars, night vision devices, telescopes, microscopes
Portable telephones	Any phones that are not barcoded but were procured by LANL
Portable Power Equipment	Power gardening equipment (pneumatic, electric, battery or gas), generators, pumps, compressors, welders, chain saws
Portable Video Projectors	With an acquisition value less than \$300.
Printers	Any printer with minimum acquisition cost less than \$300

Note: Expense items, including furniture, will not have a "U.S. Government Property" label.