

## Statement of Objectives (SOO) for Non-Complex, Low-Dollar Threshold Commercial Service

### Statement of Objectives Preventive and Remedial Maintenance of Copiers

#### 1.0 Objectives.

1.1. The Contractor shall provide remedial and preventive maintenance for 30 Model 123 copiers, located at Building 1502, Ft. Detrick, Maryland, for a period of one year, with four one-year option periods, if exercised by the Government.

1.2. The Contractor shall maintain the copiers in accordance with the Original Equipment Manufacturer (OEM) standards. Equipment failures, non-availability, or maintenance shall not interfere with operations for more than three hours per week.

1.3. Repairs and resolutions to problems shall be made in a timely manner, with notification to the Government of expected repair time within thirty (30) minutes of the repair call.

1.4. For emergency repairs, the response time shall be within one hour of notification to the Contractor.

1.5. The Contractor shall submit a monthly maintenance and repair report to the Contracting Officer's Representative (COR).

#### 2.0 Service Level Monitoring

2.1. Periodic and random monitoring of these services shall be performed by the COR in accordance with the approved Contractor's Quality Assurance Plan.