

Virginia Information Technologies Agency



Exhibit 2.1

Description of Services

End User Printing and Hardware

VA-180915-XERX: Managed Print Services

COMMONWEALTH OF VIRGINIA
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)
SUPPLY CHAIN MANAGEMENT DIVISION

11751 MEADOWVILLE LANE
CHESTER, VIRGINIA 23836

Table of Contents

1.0	Introduction	3
2.0	Common Services.....	5
2.1	General	6
2.1.1	Installations, Moves, Adds and Changes (IMACs).....	8
2.1.2	Supplier Personnel.....	9
2.2	Field Services and Technical Support Services	10
2.2.1	VIP Support.....	10
2.3	Hardware Services.....	11
2.3.1	Product Selection	11
2.3.2	Refresh and Replacement	12
2.4	Security	13
2.4.1	Security Incident Response, Planning and Investigation	18
2.4.2	Security Configuration Compliance	19
3.0	Managed Print Services.....	20
3.1	Initial Operating Capability	24
4.0	Enhanced Services.....	25
4.1	Value Added Services	25

1.0 Introduction

This **Exhibit 2.1 (Description of Services – End User Printing and Hardware)** sets forth the Services that Supplier will provide, as of the Commencement Date unless otherwise specified. Further, this **Exhibit 2.1 (Description of Services – End User Printing and Hardware)** sets forth the processes and systems that the Supplier will provide and in conjunction with **Exhibit 2.2 (Description of Services – Cross-Functional)** describes the Supplier's obligations to work with other VITA suppliers in the Managed Environment to deliver integrated end-to-end Services to Customers.

The primary goals of this Contract are to:

- Assume the existing services from Incumbent to mitigate Customer impact of change
- Provide a comprehensive Managed Print Services environment, with all support, repair, and consumables covered on a per page basis.
- Offer a variety of devices and capabilities (e.g., workgroup, multifunction, scanning, mobile print)

Additionally, VITA expects Supplier to:

- a. Assume all hardware and services for network based printing and imaging providing for service takeover, transition, and evolution in order to replace all hardware and services currently provided by Commonwealth's incumbent supplier, Northrop Grumman Services Corporation under the Commonwealth Infrastructure Agreement (CIA) including:
 - i. Assume ownership and management/maintenance/lifecycle refresh of hardware
 - ii. Provide all services necessary to print, image, scan
 - iii. Lifecycle management
 1. Develop and implement a refresh program
 2. Provide IMAC service and break fix services
 3. Disposal of hardware per VITA Rules
 - iv. Provide all print consumables (except paper)
 - v. Coordinate all activities with MSI
 - vi. Provide management tools and reporting through MSI
 - vii. Desktop printer support as an option
- b. Mitigate risk and document the Services environment
 - i. Comprehensive review and detailed documentation of the Managed Print Services at supported sites

- ii. Analyze and address technologies and systems which comprise those Services to ensure that the environment complies with all VITA Rules
- c. Evolve the current environment to improve performance and efficiencies; enable and/or transition to next generations of methods for End User computing and Services; take advantage of the ever-changing technology landscape while decreasing costs to VITA and VITA Customers.
- d. Provide Services that are flexible, rapidly provisioned, cost effective, transparent, and elastic to meet VITA and Customer needs while preserving enterprise requirements such as Security and compliance management.
- e. Provide detailed plans, assumptions and dependencies to VITA, VITA Customers, other suppliers or Services, and any other stakeholders for any migrations, transformations, new or enhanced technology adoption.
- f. Provide new Managed Print Services to meet the future needs of VITA and VITA Customers.

Supplier will integrate with the MSI Supplier during the development, implementation and execution of its own Service Management Processes to ensure consistency and integration across all Suppliers. Supplier will work together with the MSI Supplier delivering integrated Services and will share Service Level responsibilities as defined in **Exhibit 3.1 (Service Level Matrix)**.

The Supplier confirms that unless otherwise specifically stated, it will provide a solution that supports all of the business processes described in this Description of Services and its Exhibits, and that all Services, unless otherwise specifically stated, are included within the Base Charges described in **Exhibit 4 (Pricing and Financial Provisions)**. Accordingly, the Supplier also confirms that Customers will not incur any other charges for the requirements described in this Description of Services.

The Supplier will provide a plan for on-boarding and transition including approach and methodology, necessary staff and skill sets, roles, governance and communication. Detailed guidance is provided in **Exhibit 2.4 (Implementation Plan)**, **Exhibit 2.4.1 (Implementation Milestones)**, and **Exhibit 5 (Personnel and Human Resource Provisions)**.

Ref#	Requirement	Comply (Y/N)	Supplier Response
R1.	2.0 Common Services		
R2.	<i>Common Services are meant to apply to all sections of this document.</i> <i>Supplier's responsibilities include:</i>		
R3.	1. Adhere to and perform the Cross Functional requirements contained in <u>Exhibit 2.2 (Description of Services - Cross Functional)</u>	Y	
R4.	2. Supplier will provide VITA and Customers a multi-tier Support Level environment (e.g., variety of standard offerings in "tiers" or "bundles", optional enhancements, etc.).	Y	
R5.	3. Provide End User Services onsite support during Business Hours or 24x7x365 on Site or Customer-basis.	Y	
R6.	4. Provide VIP User support on a 24x7x365 basis.	Y	
R7.	5. Provide ability to reduce or enhance support on a temporary basis, up to and including 24x7x365, as an optional service (which may be a short-term or long-term basis to support cyclical business needs, emergencies, etc.) by Site or Customer.	Y	
R8.	6. Implement services to ensure confidentiality, integrity, privacy, and authenticity of the information stored in and/or transmitted to/from the Managed Environment, in accordance with the VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R9.	7. Drive continual service improvement of provisioning processes to ensure processes are up to date and meet or exceed industry best practices; do not conflict with any new or upcoming changes that may impact the enterprise; and comply with VITA Rules.	Y	
R10.	2.1 General		
R11.	<i>Supplier's responsibilities include:</i>		
R12.	1. Provide effective end-to-end management, monitoring, and reporting in accordance with the SMM and VITA Rules	Y	
R13.	2. Communicate to Users in English, using terms that are clearly understood by the Users and consistent with those used by Customers.	Y	
R14.	3. Identify, build, and conduct User training in accordance with the SMM.	Y	
R15.	4. Provide recommendations on Knowledge Base entries in accordance with the SMM and VITA Rules.	Y	
R16.	5. Perform and document systems tests and implementation plans on all hardware/software created, owned, deployed, or managed by the Supplier.	Y	
R17.	6. Maintain ongoing institutional knowledge of VITA and Customer environment via knowledge capture processes and personnel retention policies.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R18.	7. Evaluate and test all applicable patches, releases, service packs, upgrades, and configuration changes in a test environment, to include regression testing in accordance with the SMM and VITA Rules	Y	
R19.	8. Make all documentation pertaining to tested changes available to VITA authorized or designated personnel (which may include other suppliers).	Y	
R20.	9. Provide the ability to deliver all the security and audit logs to VITA authorized or designated personnel (which may include other suppliers).	Y	
R21.	10. Maintain spare supported End User Devices to enable timely Incident Resolution and device repair.	Y	
R22.	11. Act as SMEs on all standard software and hardware that comprise the User's client.	Y	
R23.	12. Provide additional temporary resources as needed or at VITA's direction in the event of a Major Incident, Problem, or Event to restore Services to the normal state.	Y	
R24.	13. Provide, install, implement, and configure any tools necessary for the execution of the Services in accordance with the SMM and VITA Rules.	Y	
R25.	14. Support drivers and Managed Print Device software on variety of platforms such as Apple, Microsoft, and other Operating Systems, including necessary support for	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	Users to utilize all Print Device functions (e.g., duplex printing, stapling).		
R26.	15. Support drivers and Managed Print Device software on variety of platforms such as Apple, Microsoft, and other Operating Systems.	Y	
R27.	16. Perform requirements gathering for all activities as defined in the SMM.	Y	
R28.	17. Support piloting of new Managed Print Devices.	Y	
R29.	18. Support testing of Services over VITA-approved network connectivity (e.g., wired, wireless, and remote).	Y	
R30.	2.1.1 Installations, Moves, Adds and Changes (IMACs)		
R31.	<i>Supplier's responsibilities include:</i>		
R32.	1. Provide IMAC services at designated VITA Sites.	Y	
R33.	2. Provide all installations, de-installations, system access, cascades, moves, adds, upgrades, configuration changes and changes for Hardware and software in accordance with the SMM and VITA Rules.	Y	
R34.	3. Coordinate, plan, and schedule all IMACs in accordance with the SMM and VITA Rules.	Y	
R35.	4. Test the Equipment, software, and related Services after the implementation of the IMAC to ensure proper function and connectivity	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	(e.g., network access, file open and print capabilities, remote connectivity, Internet/intranet access), in coordination with the MSI.		
R36.	5. Provide desk-side orientation relevant to the Users receiving the IMAC.	Y	
R37.	6. Establish and support process to expedite IMAC requests in coordination with the MSI.	Y	
R38.	2.1.2 Supplier Personnel		
R39.	<i>Supplier's responsibilities include:</i>		
R40.	1. Provide personnel that are adequately trained and have appropriate technical skills and competencies to provide support for the Services in accordance with the SMM and VITA Rules	Y	
R41.	2. Where reasonably practical or as directed by VITA, provide personnel that are dedicated to VITA and are not supplying services to multiple clients of the Supplier.	Y	
R42.	3. Seek to transition existing personnel or perform appropriate knowledge transfer to ensure knowledge continuity from existing environment.	Y	
R43.	4. Keep Supplier personnel training up to date.	Y	
R44.	5. Provide documentation and proof of training and certification to VITA upon request.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R45.	6. Provide service Personnel who are fully trained and certified by the OEM in direct Support of their product(s) and device(s).	Y	
R46.	2.2 Field Services and Technical Support Services		
R47.	<i>Supplier's responsibilities include:</i>		
R48.	1. Provide field services support for Managed Print Devices at VITA Sites.	Y	
R49.	2. Provide break/fix software and Hardware support (including OEM-certified warranty repairs) in accordance with the SMM and VITA Rules.	Y	
R50.	3. Perform asset disposal in accordance with the SMM and VITA Rules.	Y	
R51.	4. Provide field services support training on new products and services as they become part of the Supplier's responsibilities; provide proof of training as requested	Y	
R52.	5. Work with Customer personnel or other supplier staff as may be required to effect resolution, asset management updates, etc.	Y	
R53.	2.2.1 VIP Support		
R54.	<i>Supplier's responsibilities include:</i>		
R55.	1. Provide support for VITA-identified VIP Users in accordance with the SMM and VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R56.	2. Provide expedited onsite IMAC and break/fix support for VIP Users.	Y	
R57.	2.3 Hardware Services		
R58.	<i>Supplier's responsibilities include:</i>		
R59.	1. Provide hardware that underpins Managed Print Device solutions, including: printers, cables, and consumables.	Y	
R60.	2. Provide hardware from a variety of manufacturers for all classes of Managed Print Devices (e.g., Lexmark, Xerox, HP).	Y	
R61.	3. Provide capability to source and provision all VITA approved Devices in all VITA locations.	Y	
R62.	4. Test all new Manage Print Device models and provide a "certified" status to the VITA upon completion.	Y	
R63.	2.3.1 Product Selection		
R64.	<i>Supplier's responsibilities include:</i>		
R65.	1. Work with MSI to populate the Service Catalog which provides a level of choice to satisfy Customer business needs. At a minimum, this should include:	Y	
R66.	1.1. A variety of types of Managed Print Devices, with a range of capabilities: small workgroups, large workgroups, multifunction devices, etc.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R67.	1.2. A variety of types of standalone Scanners.	Y	
R68.	1.3. A variety of OEMs (e.g., Lexmark, Xerox, HP).	Y	
R69.	1.4. A variety of feature sets, including collation, stapling, double-sided, mobile printing.	Y	
R70.	2. Work with VITA to evaluate price, Hardware components, warranty, service history, and availability as part of Managed Print Device selection determination.	Y	
R71.	3. Provide proof of concept or test devices on a non-chargeable basis.	Y	
R72.	4. Ensure Hardware offerings comply with VITA Rules, architecture standards, and hardware manufacture recommendations.	Y	
R73.	5. Continually evolve Hardware offerings with current standards in the marketplace.	Y	
R74.	2.3.2 Refresh and Replacement		
R75.	<i>Supplier's responsibilities include:</i>		
R76.	1. Provide multiple service Refresh options (e.g., Two-year, Three-year, Four-Year), which may vary by device.	Y	
R77.	2. As a component of the Currency Plan, develop a Refresh plan for all Managed Print Devices.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R78.	3. Perform on-demand out of cycle Managed Print Device Refreshes.	Y	
R79.	4. Ensure that no Managed Print Devices are outside of OEM support, except as approved by VITA.	Y	
R80.	5. Supplier will Refresh Devices which will maximize the benefit for VITA and Customers (the oldest Devices and those with the highest business impact shall have Refresh priority) while minimizing the business disruption caused by the Refresh.	Y	
R81.	6. Within the term of the refresh cycle, repair or replace failed, damaged, or failing components, including:	Y	
R82.	6.1. Toner	Y	
R83.	6.2. Fusers	Y	
R84.	6.3. Rollers	Y	
R85.	6.4. Power cords / AC adapters	Y	
R86.	2.4 Security		
R87.	<i>Supplier's responsibilities include:</i>		
R88.	1. Ensure devices are encrypted and functioning for use by Customers in accordance with the SMM and VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R89.	2. Ensure that End User Devices are properly configured and functioning with all required security software and device configurations, in accordance with the SMM and VITA Rules, prior to releasing to Customers.	Y	
R90.	3. Ensure correct rights and permissions to End User Devices and related tools are assigned in accordance with the SMM and VITA Rules.	Y	
R91.	4. Identify Users who are no longer with the Supplier and ensure that access privileges are removed in accordance with the SMM and VITA Rules.	Y	
R92.	5. Ensure personnel are trained in Security requirements within the Managed Environment (e.g. VITA Rules, Agency-specific policies, applicable Federal regulations).	Y	
R93.	6. Maintain administrative and System accounts in accordance with the SMM and VITA Rules.	Y	
R94.	7. Ensure that all Software and Hardware comply with authentication and security requirements in accordance with the SMM and VITA Rules.	Y	
R95.	8. Ensure environmental logs from all devices are transmitted to the SIEM system in accordance with the SMM.	Y	
R96.	9. Coordinate efforts to ensure Security Management activities are kept up to date, managed effectively, have the appropriate tools and access, and are reported in accordance with the SMM and VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R97.	10. Identify Security improvement opportunities and provide recommendations to MSI, MSS, and VITA in accordance with the SMM.	Y	
R98.	11. Establish and maintain mechanisms to safeguard against the unauthorized access, destruction, loss, or alteration of Customer data.	Y	
R99.	12. Provide, deploy, and maintain a solution to protect devices that are directly connected to the Internet in accordance with the SMM and VITA Rules.	Y	
R100.	13. Perform and support security audits to check the effectiveness of the security procedures and controls in accordance with the SMM and VITA Rules.	Y	
R101.	14. Initiate corrective actions in respect of any potential or actual security issues, risks, or noncompliance in accordance with the SMM and VITA Rules, and as directed by VITA or the MSI.	Y	
R102.	15. Provide an audit status report detailing ongoing work and actions identified and completed in accordance with the SMM and VITA Rules.	Y	
R103.	16. Implement, operate, and maintain the approved cross-Service Tower solutions that meet all VITA's virus protection requirements in accordance with the SMM and VITA Rules.	Y	
R104.	17. Upon notification alert or acknowledgement of a malicious event, take immediate steps to	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	asses and remediate in accordance with the SMM and VITA Rules.		
R105.	18. Recommend new Supplier Security Tools included as part of the Services (including any Equipment and Software products) that would reduce malware infection on Workstations or improve the cleanup of infections on Workstations and decrease the need for reimaging Workstations.	Y	
R106.	19. In coordination with the MSI, leveraging new Supplier Security Tools that would improve VITA's business processes and performance.	Y	
R107.	20. Maintain the technical and functional specifications and requirements for the Supplier Security Tools and any interfaces in accordance with the SMM and VITA Rules.	Y	
R108.	21. Educate and train Supplier Personnel and support professionals in the use of Supplier Security Tools in accordance with the SMM and VITA Rules.	Y	
R109.	22. Provide role-based access to monitoring and reporting interfaces for the VITA Security Tools.	Y	
R110.	23. Provide access to a raw feed as well as to monitoring and reporting interfaces for the Supplier Security Tools dedicated to VITA in accordance with the SMM and VITA Rules.	Y	
R111.	24. Use VITA and MSS provided or approved tools to diagnose and resolve Security/Malware/Spyware/Virus incidents.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R112.	25. Provide Support for all Incidents related to virus, malware or spyware and work with VITA, MSI, and MSS in the event of a potential security risk or breach, virus, malware or spyware outbreak to collect, disseminate, and report data from potentially compromised systems in accordance with the SMM and VITA Rules.	Y	
R113.	26. Partner with VITA, MSS, and MSI to test new security tools and updated versions and report and provide feedback on the effectiveness of each new security tool in accordance with the SMM and VITA Rules.	Y	
R114.	27. Notify VITA or VITA designees (which may include Customers or other suppliers) of any health check, internal assessment, or internal security audit violations.	Y	
R115.	28. Identify internal security violations, including Enterprise Security policies, and remediate risks that are identified in accordance with the SMM and VITA Rules.	Y	
R116.	29. Develop and implement remediation plans for security audit and assessment findings in accordance with the SMM and VITA Rules. Remediation of Supplier non-compliance and deficiencies will be completed at Supplier's expense.	Y	
R117.	30. Coordinate audit related activities for in-scope functions in accordance with the SMM and VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R118.	31. Make reports available to VITA for evaluation of remediation plans and results in accordance with the SMM and VITA Rules.	Y	
R119.	32. Maintain all security documentation related to VITA's enterprise security architecture for Equipment, Software, and Networks in accordance with the SMM and VITA Rules.	Y	
R120.	33. Monitor and manage activities to ensure Security Software is installed on devices connected to the VITA network.	Y	
R121.	34. Provide ongoing feedback to improve various security Software and monitoring tools, ensuring products are running efficiently.	Y	
R122.	35. Install, update and maintain Malware Protection Software and systems in accordance with the VITA security requirements for all Software and Equipment in the VITA Environment.	Y	
R123.	36. Respond to Malware infections in accordance with the SMM and VITA Rules.	Y	
R124.	2.4.1 Security Incident Response, Planning and Investigation		
R125.	<i>Supplier's responsibilities include:</i>		
R126.	1. Respond to Security Incidents in accordance with the SMM and VITA Rules.	Y	
R127.	2. Provide, as requested by VITA or MSI, any logs or alert/events information to assist in	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	responding to Security Incidents in accordance with the SMM and VITA Rules.		
R128.	3. Provide immediate on-demand automated electronic Software deployment solution for Security Incidents detection, remediation, and prevention efforts in accordance with the SMM and VITA Rules.	Y	
R129.	4. Monitor for and resolve suspicious activity or patterns that may be indicative of an End User Device issue requiring Resolution (e.g., virus, rogue application).	Y	
R130.	5. Provide support to security team to identify and collect Hardware affected by any security event.	Y	
R131.	6. Make Supplier Personnel available for interviews by VITA incident response teams.	Y	
R132.	2.4.2 Security Configuration Compliance		
R133.	<i>Supplier's responsibilities include:</i>		
R134.	1. Comply, implement, document, and enforce device configurations in accordance with the SMM and VITA Rules.	Y	
R135.	2. Provide automated detection and enforcement of VITA critical security components, configuration settings, and patch policies in accordance with the SMM and VITA Rules.	Y	
R136.	3. Detect, in accordance with the SMM and VITA Rules, when previously applied policies are no longer in effect and reapply those policies.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R137.	3.0 Managed Print Services		
R138.	<i>Supplier's Responsibilities include:</i>		
R139.	1. Provide Managed Print Services to:		
R140.	1.1. Print documents and images (in a variety of formats including: Legal, Letter, Wide, Ledger, Large Format, etc.).	Y	
R141.	1.2. Scan to a variety of outputs including (Email, Fax, Files Store).	Y	
R142.	1.3. Copy.	Y	
R143.	1.4. Print in monochrome and color.	Y	
R144.	2. Provide and support standalone Scanners.	Y	
R145.	3. Provide all consumables (excluding paper) including Ink, fuser, rollers, staples, etc.	Y	
R146.	4. Provide printing services which include take over, transition and evolution of printing hardware and services.	Y	
R147.	5. Provide access control capability to print resources.	Y	
R148.	6. Provide Level 2 and Level 3 Support to Users regarding Managed Print Services issues and problems.	Y	
R149.	7. Manage Customer Print and Imaging Devices, including: perform monitoring activities as necessary, provide the Services and perform	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	advanced Event detection, Fault Code detection and isolation.		
R150.	8. Monitor Print and Imaging Devices for Availability and remediate outages in accordance with SLAs and the SMM.	Y	
R151.	9. Manage the utilization of Print and Imaging Devices in accordance with the SMM and VITA Rules.	Y	
R152.	10. Actively collect, based on VITA defined measurement frequencies described in the SMM, and store metrics including:	Y	
R153.	10.1. Printer Consumable status (e.g., percentage remaining) for Print and Imaging Devices.	Y	
R154.	10.2. Pages per Printer Device (both monochrome and color).	Y	
R155.	10.3. Scans per Managed Print Device.	Y	
R156.	10.4. Differentiation of page activity by copies vs. prints.	Y	
R157.	10.5. Average coverage per page.	Y	
R158.	10.6. Report of print consumption by Customer, group, or User	Y	
R159.	11. Perform trend analysis and reporting to, including:	Y	
R160.	11.1. Allow Customer to generate custom reports on individual and groups of	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	Print and Imaging Devices by user selected variable(s).		
R161.	11.2. Manage at least thirty-six (36) months of history.	Y	
R162.	11.3. Provide an annual forecast based on history and forward looking expectations.	Y	
R163.	12. Perform capacity planning and forecasting in coordination with the MSI.	Y	
R164.	13. Manage the print queues to ensure appropriate routing of print jobs.	Y	
R165.	14. Evaluate VITA's technology refresh requirements and schedules for Print and Imaging Devices in coordination with the MSI.	Y	
R166.	15. Perform all installation, moves, additions, and disposal of equipment necessary to provide the Managed Print Services at no additional cost.	Y	
R167.	16. Provide regular preventative maintenance in accordance with OEM recommendations or as would be required to maintain service expectations.	Y	
R168.	17. Maintain spare devices, repair parts, and consumables (e.g., toner, fusers, etc.) to minimize downtime per SLAs.	Y	
R169.	18. Perform testing and execution of Patch updates (including firmware updates) to the	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
	Print and Imaging Devices in accordance with the SMM and VITA Rules.		
R170.	19. Support VITA and the MSI in the development, recommendation and implementation of standards for Print and Imaging Services.	Y	
R171.	20. Provide and maintain Printer topology drawings by Location.	Y	
R172.	21. In coordination with the MSI and other Tower Suppliers, maintain and update a driver store for printing devices, to either distribute automatically or allow Users (as approved) to download and install print drivers.	Y	
R173.	22. Provide additional printing options where print queues are not possible or available (e.g., direct IP printing).	Y	
R174.	23. Store and update current and previous configurations for Print and Imaging Devices for the duration of the Term and maintain historical data in accordance with the SMM and VITA Rules.	Y	
R175.	24. Provide safe disposal of all Equipment and consumables in accordance with the SMM and VITA Rules.	Y	
R176.	25. Provide administration and management of all print and imaging related software in accordance with the SMM and VITA Rules.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R177.	26. Develop and publish FAQs, wikis, and other self-help documentation to guide Users on the installation of clients in coordination with MSI.	Y	
R178.	3.1 Initial Operating Capability		
R179.	<p><i>“Initial Operating Capability” includes the set of activities associated with the analysis, planning, and execution of the transfer of all current Networked Print and Imaging Services from Incumbent to Supplier. These requirements are intended to ensure a seamless transfer on the Commencement Date that is not disruptive to Customers.</i></p> <p><i>Supplier’s responsibilities include:</i></p>		
R180.	1. Assume the ownership, operation, management, and maintenance of all Networked Print and Imaging Services and devices in accordance with the SMM and VITA Rules.	Y	
R181.	2. Assume responsibility for performing all existing projects, and work orders open as of, or scheduled beyond, the Commencement Date in accordance with the Customer’s approved project schedule, the SMM, and VITA Rules.	Y	
R182.	3. Support all existing Devices, Software, and Service configurations currently performed by Incumbent, to include those not planned for inclusion in Supplier’s Service Catalog.	Y	

Ref#	Requirement	Comply (Y/N)	Supplier Response
R183.	4. Purchase and maintain eligible Incumbent Print and Imaging Devices:	Y	
R184.	4.1. Perform break/fix services	Y	
R185.	4.2. Perform Device Replacement for all Incumbent Devices and Services.	Y	
R186.	5. Perform asset disposal in accordance with the SMM and VITA Rules.	Y	
R187.	6. Examine existing Customer printer contract commitments for potential cost savings opportunities and report findings.	Y	
R188.	7. Support all VITA and VITA Customer sites and Service Hours currently supported by Incumbent.	Y	
R189.	4.0 Enhanced Services		
R190.	4.1 Value Added Services		