

MARCH 21, 2016

## **White Hardware Support Agreement**

### **1. STATEMENT OF WORK**

#### **1.1 Background**

Centers for Medicare and Medicaid Services (CMS) is a federal Agency within the Department of Health and Human Services (HHS). The Agency was created in 1977 to administer the national Medicare and Medicaid programs. These programs provide health insurance benefits to millions of beneficiaries. CMS has Regional Offices (ROs), located in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco, and Seattle.

CMS has approximately 3,200 employees housed in a headquarters complex located at 7500 Security Boulevard, Baltimore Maryland 21244-1850 and approximately 600 employees located at satellite locations. The CMS headquarters is primarily responsible for the national oversight of the Medicare and Medicaid programs.

The purpose of this contract is to obtain a Hardware Support Agreement to cover CMS White's automated storage and retrieval equipment. The CMS White's Automated Storage and Retrieval system consists of a variety of computer-controlled systems for automatically placing and retrieving loads of CMS distributed publications from defined storage locations.

#### **1.2 Scope**

Under the Hardware Support Agreement, the covered equipment in Centers for Medicare & Medicaid Services will receive repair on all machine-based failures, with no additional charges for labor, parts or travel expenses.

Under the Hardware support Agreement, contractor's local technician will arrive on site within 24 hours of notification of a failure not reconcilable over the phone during normal business hours (8:00am to 5:00pm, Monday thru Friday).

Under the Hardware Support Agreement, CMS will receive two (2) visits during the term of the contract (scheduled in advance) to perform periodic maintenance and evaluate equipment condition.

Under the Hardware support Agreement, CMS will have unlimited phone support access to the White Inc. 24/7 Customer Hotline.

#### **1.3 Expectations:**

- Repairs on covered equipment
- Local technician available for a 24 hour notification response time
- 2 Scheduled Preventive Maintenance checks
- 24/7 Customer Service Line access