

# Statement of Work

#  Self-Service Check-in Kiosks

## Background

The Social Security Administration (SSA) is improving its field office kiosk technology for visitors to check-in and perform simple self-help services.  We seek a solution easily usable by all members of the public that visit our field offices and accessible to people with disabilities.  The kiosks shall be:

* Standalone, enclosed, custom-designed units
* Ruggedized for use in semi-supervised, indoor locations
* Zero client based systems with USB peripheral devices installed inside the kiosk cabinet
* Accessible and usable, as defined by the agency technical, accessibility, and usability requirements
* Purchased by the agency
* Installed by the contractor
* Serviced for 12 months by the contractor and with the option for the contractor to service up to 9 years

Because the check-in kiosk solution needs to be deployed in the near future, the Agency requires an accelerated design, manufacturing, and installation schedule. The fluid circumstances associated with the COVID-19 Pandemic may impact Agency plans, but as of the issuance of this solicitation, the Contractor shall deliver as many as 1,600 new kiosks to all of the Agency’s field offices within the contract ordering period (contract base year and option year one). The kiosks are located in nearly 1,250 field office locations in the contiguous 48 States, Alaska, Hawaii, and the District of Columbia (see Appendix 1 Delivery Locations and Unit Amounts). Prior to manufacture, the Contractor shall deliver a design prototype for the Agency to perform testing.

The Visitor Intake Process (VIPr) is used by SSA field office staff to manage the intake and workflow of field office visitors. In the early 2010s, a self-check-in kiosk was piloted and is now implemented across SSA field offices using off-the-shelf components. Some field offices have had cabinets made and others arrange the components on a desk or counter surface. The current self-check-in kiosk asks a few questions about the users’ visit and asks them to enter their Social Security Number (if they have one). The self-check-in is now compulsory in most field offices. Most users only interact with the touchscreen. A separate number pad is provided for blind and low vision users. Because many blind visitors are assisted by another member of the public, the design allows use of both the keypad and touchscreen in the same session. While a sighted person may elect to use the keypad to enter their Social Security Number (SSN), our user studies indicate that the vast majority of sighted users interact only with the touchscreen number pad. After the user enters their information, the kiosk instructs the user to either return with needed documentation or prints a “Waiting Room” ticket. The new design shall include an improved number pad and a navigation keypad that is easier to use by blind users.

### User sessions are rather short (less two minutes) and SSA staff then manage the visitors through application workflows. Currently, an audio session for blind users is launched when they begin using the keypad and audio is played over speakers. With the hardware purchased under this solicitation, there are no speakers and a new audio session shall be launched whenever a user plugs in their headphones. The session resets any time the headphones are removed. The Contractor shall not include external speakers in the design so that blind users perceive a private kiosk session. A navigation keypad shall change system focus and visible indication of focus with or without headphones inserted. Interaction of Agency Designed Software and Kiosk Hardware

The agency will design and host the kiosk software on its own network and software infrastructure. However, Agency’s software will include accessibility features that rely on hardware components that shall be provided by the Contractor. For instance, the software is designed to start a screen reader when a user inserts a headphone jack into the kiosk; this requires that the Contractor shall provide a headphone jack sockets that include a tip switch that detects the insertion and removal of a headphone jack. Additionally, software will also rely on the use of a tactile navigation keypad which can be customized to support different navigation methods, so the Contractor shall provide a navigation keypad that supports the Agency’s software design. The Contractor shall provide hardware equipment and peripherals necessary for the proper functioning of the kiosks software.

## Technical Specifications

1. The Contractor shall provide and maintain the Kiosk furniture and hardware equipment including peripherals.
2. The agency will design and host the software on the Agency’s network and software infrastructure.
	1. The Contractor will not receive a copy of the software nor have remote access to the software
3. The kiosk shall be rugged, spill resistant, indoors, and free-standing so that the Agency will not be required to attach the kiosk to any wall, floor, or other support.
	1. The agency will supply the text and graphic design for all signs, logos, Braille instructions, and component labels after the Contractor completes their final design.
	2. The kiosk shall be certified under UL 962 Household and Commercial Furnishings or similar UL certification.
	3. At the time of the initial delivery, the Contractor shall provide one month’s consumable supplies.
		1. An average office will consume 1,600 feet of printer paper
	4. All clients, printers, and monitors shall be FCC Class A certified and display the FCC certification sticker externally on the device.
4. All kiosk hardware and physical human interfaces shall be enclosed and mounted within the kiosk cabinet and connect to the zero client by USB connector or USB encoder with connector.
5. Kiosk shall be a single, stand-alone unit:
	1. The kiosk shall be designed so component substitutions and hardware refreshments can be accommodated with minimal alterations to the existing unit and to minimize the cost of installing future component replacements.
	2. Single 110 volt, 60 cycles per second power cord that shall distribute power to all kiosk hardware with an easily accessible on/off switch. The Contractor shall provide a power cord that is a minimum of 8 feet long. Some sites will not be within 8 feet of a location where power oulets and data drops can be installed. For these installation sites, the Contractor shall provide a longer power cord. The kiosk shall not draw more than 15 amps of power.
	3. Powered USB hub to accommodate all current peripheral hardware devices and at least five (5) future USB devices.
	4. Single exit point and external wire management/protection for a Ethernet CAT 5 wire and power cord.
	5. Hardware components shall be fixed and not move or tilt. Adjustments shall only be performed by the agency and not by users.
	6. Access panel for SSA staff to restock printer supplies, and access hardware components (i.e. peripherals, power, and network cables).
	7. The kiosks are semi-supervised, and with the exception of consumable supplies (e.g. paper rolls), the kiosk shall not have parts that are tethered or that the public can remove.
	8. The kiosk shall be capable of operating at full functionality 24-hours per-day, 7 days per week with a possibility of thousands of transactions per day.
6. PCoIP Zero-Client shall
	1. Connect to agency servers through a private network.
	2. Use power distributed from within the kiosk cabinet.
	3. Use a Teradici TERA2321 chip, its equivalent, or a newer version of the Teradici chipset compatible with the latest versions of VMware’s Horizon View Virtual Desktop Infrastructure technology (version 7.0 and newer).
	4. Use a PCoIP protocol compatible with the agency's existing VMware Horizon View Virtual Desktop Infrastructures (VDI) infrastructure.
	5. Be managed through the Teradici PCoIP management console.
	6. Have a default password set to "Administrator".
	7. Clear the management state of all zero clients.
	8. Include a minimum of six (6) 2.0 or later USB ports.
	9. Include a DVI video output and compatible cables, and compatible with touchscreen DVI port (see Section 7.4).
	10. Include a minimum of 512 MB Memory.
	11. Be compatible with an external touch screen monitor (zero client cannot be an "all-in-one" solution integrated with a monitor).
	12. Include a standard desktop 104 key USB keyboard shipped separately (keyboard is for troubleshooting purposes and is not installed in or on the kiosk cabinet).
	13. Include an Ethernet adapter.
		1. Ethernet interface shall be an integrated 10/100/1000 Mbps interface, conforming to IEEE 802.3 10 Base-T, IEEE 802.3u 100Base-TX, & 1000Base-T Ethernet standards.
		2. Shall include a built-in RJ-45 connector with a straight in plug connection; spring-loaded or angle connections do not qualify.
		3. Shall support Internet Protocol Version 6 (IPv6).
	14. The zero client shall be set to factory defaults.
	15. The zero client's management state shall be cleared.
7. The kiosk shall include an open frame touchscreen:
	1. Using Projected Capacitive (PCAP), IntelliTouch Surface Acoustical Wave (SAW) or AccuTouch five-wire resistive technology.
	2. Have an aspect ratio of 5:4 or 16:9 mounted inside the kiosk cabinet in landscape orientation.
	3. Include a USB touch controller.
	4. Include a DVI port.
		1. DVI adapters add a vulnerability and are acceptable when connections are secured from inadvertent disconnection.
	5. Shall be a 19 inches or larger antiglare touchscreen with integrated privacy screen sealed behind a layer of protective glazing.
	6. Shall be compatible with the Teradici zero client (TERA2321 chipset and newer).
	7. Shall include Teradici firmware On Screen Display (OSD) on the zero client and shall recognize and be able to calibrate the monitor (for a one-time, initial setup). Calibration performed via the Windows operating system is not acceptable.
	8. Shall Operate within the VIP virtual infrastructure using a standard Windows Human Interface Device (HID) driver.
	9. Shall use the internally distributed power from within the kiosk cabinet.
	10. Shall have protective glazing to prevent breaking, reduce glare, and permit frequent sanitization without degradation, including loss of clarity;
		1. Field offices currently may use the following sanitizers on the touchscreen: Lysol Brand Clean & Fresh Multi Surface Cleaner; Purell Professional Surface Disinfectant Wipes; and Sani-Cloth Prime Germicidal Disposable Wipes.
8. Privacy filter
	1. The touchscreen shall include an integrated privacy filter to prevent viewing from the left or right of a user in front of the kiosk (i.e. filtering horizontal view points).
	2. To accommodate both standing and wheelchair users, the privacy filter shall not impair viewing on the vertical axis (the low viewing height is 40 inches and the high viewing height is 60 inches).
	3. The public shall not be able to remove the privacy filter.
	4. The privacy filter shall not degrade the performance of the touchscreen contact sensitivity.
9. Open frame thermal ticket printer
	1. POS receipt printer
	2. USB connectivity
	3. Compatible with Windows 7x 32, Windows 7x 64, Windows 8x 64, Windows 10 x32, Windows 10 x64, and all current versions of Microsoft Windows.
	4. Minimum 203 dpi x 203 dpi resolution
	5. Minimum 2.83 in. print zone width
	6. Minimum print speed of 4 in. per second for text
	7. Built-in paper cutter
	8. Ram installed
		1. The amount of printer RAM will be sufficient to operate with the zero client in the SSA virtual machine infrastructure and without adding to user wait times.
	9. Flash Memory
		1. Flash memory will be sufficient to accommodate any updates for future features, maintenenace, and security and without adding to user wait times.
	10. Multi-language support including: English, Spanish, French, Armenian, traditional Chinese, simplified Chinese, Korean, Polish, Russian, Somali, Hmong, Vietnamese, Portuguese, Arabic, Armenian, Bosnian, Cambodian, Farsi, Guajarati, Hindi, Punjabi, and Tagalog and Creole-Haitian
	11. Power shall be supplied from within the kiosk cabinet
	12. Printer dispensers shall not:
		1. Interfere with access/operation of user interfaces.
		2. Allow paper to fall to the floor.
10. The kiosk shall include a Human Interface Device (HID) navigation keypad used primarily by blind users and shall:
	1. Be an open frame navigation keypad designed for kiosk installation and intuitive for blind users.
	2. Have a center “activate” button surrounded by arrow buttons (i.e. up, down, left, right).
	3. Include a headphone jack socket with a two function tip switch.
		1. The tip switch detects the insertion of a headphone jack by sending a Windows keycode to the system.
		2. The tip switch detects the removal of a headphone jack by sending a Windows keycode to the system (not the same keycode as for jack insertion).
		3. 3.5 mm illuminated headphone jack socket accepting Tip Sleeve, Tip Ring Sleeve, and Tip Ring Ring Sleeve headphone devices.
		4. Uses the same USB connections as the HID navigation keypad.
	4. Have a button to activate help instructions and/or change volume level.
	5. Include keys/buttons that have tactilely discernable shapes (i.e. arrow or triangle shape at the tip of an arrow shaped button).
	6. Include buttons and a headphone jack socket that illuminates with the same color light as the 12 key keypad (see Section 11). Illumination is only necessary when the keypad is in use.
	7. Prevent simultaneous key presses.
	8. Allow a blind user to tactilely discern the purpose of each key without inadvertently activating the key.
	9. Not require more than 5 lbs of force to activate keys/buttons.
	10. Have programmable firmware:
		1. Every key and both tip switch functions can be mapped to any Windows Human Interface Device (HID) keycode .
		2. Key mapping shall include support for modifier keys (Alt, L-Shift, R-Ctrl, etc.).
		3. Either delivered to specification or programmable onsite.
11. The kiosk shall include a 12 key number keypad:
	1. Twelve key descending layout (i.e. 1 through 3 on the top row).
	2. Tactile bump or “pip” on the "5" key.
	3. Last row has "Clear"; "0"; and "Enter".
	4. Keys shall have black text on an light colored and illuminated background.
	5. The keypad buttons shall be illuminated with the same color light as the navigation keypad (see Section 10). The illumination is only necessary when the keypad is in use.
	6. Programmable firmware:
		1. Every key can be mapped to any Windows Human Interface Device (HID) keycode .
		2. Either delivered to specification or programmable onsite.
	7. Keys shall not require more than 5 lbs of force to activate.
12. There shall be a surface to attach Braille instructions.
	1. Braille instructions shall be printed on a 6 inches by 6 inches stainless steel removable plate to allows for future changes to text.
	2. The agency will provide the Braille text after the Contractor completes a final design.
13. The navigation keypad, the 12 key keypad, and Braille instructions surface shall be contiguous on a single surface either to the right of or underneath the touchscreen
	1. If to the right of the touchscreen arranged in the following order from the top:
		1. Braille instructions surface
		2. Number keypad (oriented with numbers 1 through 3 at the top.)
		3. Navigation keypad (oriented vertically with the arrow keys to the top and the headphone socket to the bottom.)
	2. If underneath the touchscreen, arranged in the following order from the left:
		1. Braille instructions surface
		2. Number keypad (oriented with numbers 1 through 3 at the top)
		3. Navigation keypad (oriented horizontally with the arrow keys to the left and the headphone socket to the right.)
	3. The keypads shall be internally mounted, forward facing, and mounted higher than 34 inches and lower than 48 inches from the floor.
14. Bar/QR scanner
	1. USB connection
	2. Power will be supplied from within the kiosk cabinet via USB connection or kiosk power distribution.
	3. Scanner will read 1D, 2D, QR, and PDF417 codes.
	4. Scanner will be omnidirectional and read codes from both printed paper and smartphones.
	5. The scanner shall be installed within easy reach of all users, at an optimal angle for easy access by all users, and be free of obstructions for fast error free reading of codes on paper and smartphones without the user needing to pan or tilt the scanner.
		1. To accommodate all users, the scan area shall be higher than 34 inches and lower that 48 inches.
	6. Flash ROM for easy firmware updates through the SSA zero client.
	7. Miniumum swipe speed of 90 inches per second and the firmware shall allow for slower speeds. The zero client and virtual Windows environment may require slower speeds depending on location, network quality of service, and system loads.
	8. The scanner shall be internally mounted, forward facing, and on the left side of kiosk.
		1. The scan area can face forward or down based on usability best practices.
15. Kiosk cabinet accessibility
	1. Universal Design kiosk. This means a design that is usable by all people, to the greatest extent possible, and without the need for adaptation. The agency has done research and usability testing and found some optimal dimensions based on both legal requirements and usability research.
	2. The kiosk, signage, labels, keypads, and Braille instructions shall not have sharp edges or use abrasive materials.
	3. All user controls, printer slots, readers, Braille instructions, headphone jack socket, and signage shall be forward facing.
	4. Universal and accessibility heights, angles, and dimensions:



Figure 1 Example of accessible heights, angles, and dimensions

* + 1. Figure 1 is an example of design heights, angles, and dimensions using the guidelines below and that make a kiosk more usable to a wide range of people with a disability and people without a disability. It does not represent a cabinet shape or design:
			- All user interfaces and print dispensers are forward facing or are mounted on forward facing surfaces.
			- Top edge of the touchscreen no higher than 50 inches from the floor. (note: The Software design prevents interfaces from occupying the top two inches of the screen)
			- The top edge of the touchscreen shall not be more than 20 inches deep (depth measured from the edge or surface closest to the user).
			- User interfaces and print dispensers shall be not be more than 20 inches deep (depth measured from the edge or surface closest to the user).
			- Interfaces to the left or right of the touchscreen are at the same angle of the touchscreen and shall not be behind the touchscreen face (blind users rarely feel behind the face of the monitor).
			- Touchscreen angled away from the user between 58 to 65 degrees from horizontal. Optimal angle is 63 degrees from horizontal (angled 117 degrees away from user).
			- The touchscreen shall not move or tilt (majority of users do not notice adjustable options).
			- No user interfaces and print dispensers shall be below 34 inches from the floor.
			- Protruding or intruding horizontal or near horizontal surface below the touchscreen that have human interfaces or Braille shall be no more than 10 degrees from horizontal (for optimal Braille reading angle).
			- A protruding horizontal or near horizontal surface below the touchscreen shall:
			- Not protrude more than 12 inches from the bottom edge of the touchscreen.
			- If knee space is provided, it shall be exactly 27 inches from the floor.
			- Knee space below the protrusion should have a depth of at least 50% of the protrusion.
			- If toe space is provided, it shall be at least 9 inches high, no more than 6 inches deep, and when combined with knee space (if any), shall be at least 100% of the protrusion's depth.
	1. Manual wheelchairs, electric wheelchairs, and electric scooters shall easily roll over pedestals and base plates.
		1. Wheelchairs user shall not encounter a change in level higher than 0.25 inches from the floor unless a bevel edge is used surrounding the wheelchair user area.
		2. If a beveled edge is used, the baseplate or pedestal cannot be higher than 0.50 inches and the slope of the bevel shall be 1:2.
		3. Baseplates and pedestals shall have a slip resistant surface.
	2. Pedestal/baseplates shall allow a wheelchair user to position their feet to either side of the kiosk as in Figure 2.
		1. Some locations will have multiple kiosks in relatively small locations so baseplates and pedestal should be designed for both wheelchair turning space and the placement of kiosks near one another.

Figure 2 Wheelchair users able to use the device from a forward or feet to the side position



* 1. No portion of the kiosk cabinet shall be wider than 23 inches. Baseplates and pedestals are not considered part of the kiosk cabinet.
1. Agency Tier One Support
	1. Because the Agency is providing and independently managing the network infrastructure and all software, the Agency will provide Tier One support. Tier One support will address the following types of issues:
		1. Virtual Desktop Infrastructure (VDI) related issues: Zero client auto-configuration failures, monitor calibration issues, virtual desktop functionality problems, access to the VIP kiosk application, printer software issues, access to virtual desktop sessions, page layout (margins, font type, font size) of printed tickets, peripheral driver issues.
		2. Endpoint software interface issues.
		3. Network issues: Lack of connectivity to the network, DHCP issues, network switch port issues, network switch configuration issues.
		4. VIP kiosk application issues: VIP Kiosk application functionality and page flow issues, VIP Kiosk application malfunctions, inaccessibility, and outages.
		5. VIP application issues used by SSA staff.
		6. Training, VIP historical data, and Management Information (MI) central reports issues.
		7. Slow-Scan TV (SSTV) issues
		8. Facility power issues
		9. Miscellaneous issues unrelated to the endpoint hardware or the kiosk cabinet
	2. The Contractor shall provide support and maintenance as defined in Section 17.
	3. Tier One support will request Tier Two support when the issue is determined to be a kiosk or hardware failure (Reference Section 17.5).
	4. Tier One support shall supply Tier Two support with logistical information (i.e. location, serial number(s), description of the issue, and components that likely need repair or replacement) and a field office contact to arrange an on-site service call
	5. Local field offices will only report issues to Tier One support and will not report issues directly to Tier Two support.
2. Kiosk Life-cycle Support and Maintenance
	1. The Contractor shall install and service kiosks in the Contiguous 48 States, the District of Columbia, Hawaii, and Alaska, and shall provide maintenance as described in this SOW for all installed units as the minimum service required. The Contractor may offer services in addition to what is outlined in this SOW.
		1. The Contractor is responsible for conducting any necessary site surveys and coordinating with SSA staff to arrange for site access. Office layout, power outlet, or data drop changes will be addressed by a different contractor. Site surveys will determine if each location is ready for delivery and will at least check for the following:
			* Required flat surface to install the kiosk
			* Power outlet within range of the kiosk location
			* Data drop within range of the kiosk
			* Sufficient area for wheelchair and turn around access (i.e. Section 508 and ADA guidelines)
			* Sufficient path to the kiosk for wheelchair access
			* Traffic flow issues
			* Safety issues
	2. The Contractor shall include a one year warranty with the purchase of each kiosk. The warranty will ensure kiosks are returned to service within two (2) business days.
	3. Once the warranty has expired, maintenance shall begin on the Kiosk Units.The agency will have the option to renew maintenance through the life of the contract by exercising the appropriate Contract Line Item Number (CLIN) for maintenance for each option year.
	4. The Contractor shall not install any remote monitoring hardware or software on or in the kiosks. This includes any components that may perform their own monitoring (e.g. firmware update checks, licensing audits, and other remote monitoring or maintenance functions).
	5. The Contractor shall provide a Tier Two support desk to process all kiosk and hardware issues
		1. The Contractor shall provide a toll-free telephone number available from 8:00am to 5:00pm local time Monday through Friday to accept calls for kiosk and hardware issues and generate a service ticket.
		2. The Contractor shall provide an internet-based web page available 24 hours, seven days a week (24x7) for reporting kiosk and hardware issues and generate a service ticket.
		3. Tier Two support shall contact the designated field office contact within two (2) hours of a service ticket being entered to schedule the on-site service. On site service is required 8:00am to 5:00pm Monday through Friday. If service tickets are received during non-business hours, a service person will contact field office staff within 2 hours of the beginning of the next business day.
		4. The contractor shall use a service management system to track the service history of each kiosks, the components in each kiosk, and to help plan the roll-out of future hardware refreshments. This system must not rely on remotely communicating with the kiosks. The service management system will track the following information in order to effectively communicate between SSA Tier One support and the Contractor supplied Tier Two support:
			* Ticket ID
			* SSA description of issue
			* Ticket acceptance date and time
			* Dispatch schedule
			* Service Tech name (as it appears on ID)
			* Service Tech phone number
			* SSA field office address
			* SSA field office site code
			* SSA field office contact name
			* SSA field office contact email
			* SSA field office contact phone
			* Expected Service window (day and time)
			* Ticket status
			* Description of actions taken
			* Date and Time kiosk is returned to service
			* Closure communication with date/time sent
		5. In order to meet needed maintenance requirements, the contractor may elect to warehouse or depot kiosks and hardware components.
		6. The Contractor shall ensure kiosks are fully operational and returned to service within two (2) business days of an initial Tier Two request unless the local field office staff elect to schedule a visit outside of the two (2) business day window (excluding Federal Holidays).
		7. On-site Tier Two service staff shall make every effort to avoid disrupting the workflow of Agency field offices.
		8. To coordinate activities and effort, on-site Tier Two service staff shall have access to Agency Tier One support staff via email and phone and at least one field office point of contact.
	6. Sanitation, Destruction, and Disposal of Government Property
		1. When SSA has determined that Government property must be destroyed and disposed, the Contractor shall accomplish the destruction of Federal personal property in accordance with the Federal Regulation 41 CFR102-36.305-330 (Federal Regulation 41 CFR102-36.305-330).
		2. Links to several publications related to personal property disposal for the Federal Government can be found at: https://www.gsa.gov/portal/content/136021
		3. The GSA Personal Property Disposal Guide is a reference for all aspects of personal property disposal and can be found at: https://www.gsa.gov/graphics/fas/PersonalProperty\_DisposalGuide\_2011.pdf
		4. Destruction and disposal of Federal Personal Property shall be accomplished at the direction of the COR. In support of this task, the Contractor shall prepare and submit to the COR a Property Disposal Report that documents the final disposition of equipment and that all regulations and procedures have been followed.
	7. Technology Substitutions and Replacements: The agency’s requirement for the delivery of all items will extend through life of the contract and its maintenance requirements; perhaps exceeding the technological life of the hardware initially delivered. Technology provided becomes obsolete; it may be in the best interest of the agency and the Contractor to substitute an item of newer technology. This is acceptable, if the conditions below are satisfied:
		1. The item(s) substituted shall be fully compatible with the rest of the proposed solution and shall meet or exceed the specifications of the items being replaced.
		2. The cost of the item(s) substituted shall be equal to or lower than the cost of the items being replaced, or represent a substantial increase in functionality or performance to represent “best value” at the higher price.
		3. The Agency reserves the right to test and approve the proposed substitution at least 60 calendar days prior to field installation at no additional cost. The Contractor shall provide two (2) evaluation units (unless otherwise agreed) to the Agency for testing at no additional cost. If the Agency accepts the substitution, it reserves the right to purchase any evaluation unit(s) at the price(s) established in this agreement or at a lower cost. Otherwise, if the Agency rejects the substitution or chooses not to purchase any evaluation unit(s), the Contractor shall pick up the evaluation unit(s) at no additional cost to the Agency or provide pre-paid shipping labels.
		4. The Contractor shall provide a technical substitution in writing to the Contracting Officer including proposed pricing, technical literature, and 508 compliance information.
		5. Upon completion of Agency testing, the CO will provide a written or electronic mail confirmation of acceptance or the reasons for rejection to the Contractor within 30 working days from the date of receipt of the evaluation unit(s).
		6. The substitution of item(s) shall be by mutual agreement; however, the Agency will not unreasonably withhold its consent to any proposed technology substitutions requested by the Contractor.
		7. If the Agency rejects a proposed substitution, the Contractor shall correct the deficiency and resubmit its substitution request or replace the component in accordance with the specification. The Contractor shall not make any deliveries with substitutions without approval of the CO.
		8. If the Agency accepts the substitution(s) and any proposed alterations to the cabinet or design to accommodate the substitution, the Contractor shall submit a per unit estimate to field replace the item(s) being substituted and a detailed rollout plan.
		9. Delivery, installation and maintenance of the substituted product shall meet or exceed all the terms and conditions of this contract.
	8. Technology Refreshment:
		1. The Agency’s requirement for the delivery of all items will extend through the life of this agreement. New technology will become available throughout the contract and it may be in the best interest of the Agency and the Contractor to include item(s) of newer technology on this contract. This is acceptable if the conditions below are satisfied:
			* The item(s) added should be fully compatible with the rest of the proposed solution.
			* The cost of the item(s) substituted shall be equal to or lower than the cost of the items being refreshed, or represent a substantial increase in functionality or performance to represent "best value" at the higher price.
		2. The Agency reserves the right to test and approve the planned refreshment at least 60 calendar days prior to field installation at no additional cost. The Contractor shall provide two (2) evaluation units (unless otherwise agreed) to the Agency for testing at no additional cost. If the Agency accepts the substitution, it reserves the right to purchase any evaluation unit(s) at the price(s) established in this agreement. Otherwise, if the Agency rejects the substitution or chooses not to purchase any evaluation unit(s), the Contractor shall pick up the evaluation unit(s) at no additional cost to the Agency or provide pre-paid shipping labels
			* The Contractor shall provide any technical refreshments in writing to the Contracting Officer including proposed pricing, technical literature, and Section 508 documentation.
			* Upon completion of Agency testing, the CO will provide a written or electronic mail confirmation of acceptance or the reasons for rejection to the Contractor within 30 working days from the date of receipt of the evaluation unit(s).
			* The refreshment of item(s) shall be by mutual agreement; however, the Agency will not unreasonably withhold its consent to any proposed technology refreshments requested by the Contractor.
			* If the Agency rejects a proposed refreshment, the Contractor shall correct the deficiency and resubmit its refreshment request or replace the component in accordance with the specification. The Contractor shall not make any deliveries of refreshed items without the approval of the CO.
			* If the Agency accepts the refreshment(s) and any proposed alterations to the cabinet or design to accommodate the refreshment, the Contractor shall submit a per unit estimate to field replace the item(s) being refreshed and a detailed rollout plan.
			* Delivery, installation and maintenance of the refreshed products shall meet or exceed all the terms and conditions of this Contract.
	9. Service Reporting Requirements

Summary of Reports

|  |  |  |
| --- | --- | --- |
| **Report Name** | **Due Date** | **Recipient** |
| Security Screening | 15th of every month | COR |
| Inventory Report | 15th of every month | COR |
| Performance Metrics | 15th of every third month | COR |
| Replaced Equipment  | 15th of every month | COR |

\*All reports shall be delivered to the COR via email.

**NOTE: FAILURE TO COMPLY WITH ANY OF THE BELOW REPORTING REQUIREMENTS MAY DELAY THE PROCESSING OF YOUR INVOICE. TIMELY SUBMISSION OF ALL REQUIRED REPORTS WILL BE TAKEN INTO CONSIDERATION WHEN EVALUTING CONTRACTOR PERFORMANCE.**

* + 1. Security Screening Report: The Contractor shall maintain an electronic file with all cleared employees and provide the COR with a copy on the last Friday of every month. The report shall include the following:
			- Employee Name
			- Employee SSN
			- Suitability Determination Date and Reference Number
			- Status of screening (i.e. Approved, Pending, Denied)
		2. Inventory Report: On the tenth (10th) working day of every month, the Contractor shall provide a summary report to the COR, as well as, a complete inventory of all kiosks and hardware installed, kiosks replaced or refreshed due to equipment failure, and components replaced or refreshed due to equipment failure for the reporting period.
		3. Performance Metrics Report: The Contractor shall submit a Performance Metrics Report Quarterly (on the last Friday of every third month and the following Friday for Federal Holidays) to the COR. At a minimum, the Contractor shall include the following information:
			- Number of Tier Two service requests
			- Average time to answer Tier Two service requests
			- Average time needed to return a kiosk to full service
			- Number of requests that exceed maintenance requirements (i.e. return to service exceeds 2 business days)
1. Training
	1. The Contractor shall provide on-site training to at least five Agency designated persons. The training will be at SSA headquarters and will demonstrate how to use and maintain the kiosk, how to troubleshoot equipment failures, and how to request Tier Two service requests.
	2. The Contractor shall provide both written and video training instructions on the use and maintenance of the kiosks and how to troubleshoot equipment failures.
2. Prototype Testing
	1. The contractor shall deliver a working prototype of the kiosk and all hardware for validation testing prior to the manufacture of the kiosks with their hardware for final delivery .
	2. The Agency will test using the requirements in Sections 3 through 15 and the Section 508 requirements in Section 20.
	3. After testing, the COR shall deliver a list of items needing modification
		1. The contractor shall address these modifications to the Agency’s satisfaction before manufacturing begins.
3. Section 508 and Accessibility Requirements
	1. The contractor shall ensure the deliverables conform to the following Section 508 requirements:

| **Chapter** | **Standard** |
| --- | --- |
| Functional performance criteria from 36 CFR Part 1194, Appendix C, Chapter 3 apply to this acquisition | 302 Functional Performance Criteria |
| Software standards from 36 CFR Part 1194, Appendix A, E207 apply to this acquisition | E207 Software (WCAG 2.0 A & AA Success Criteria and Conformance Requirements)Note: The Agency is developing and supplying all of the software and so these requirements will only result in the need for hardware modifications when the hardware interferes with the normal operation of web and assistive technologies. |
| Hardware standards from 36 CFR Part 1194, Appendix C, Chapter 4 apply to this acquisition | * 402 Closed Functionality
* 404 Preservation of Information Provided for Accessibility
* 405 Privacy
* 406 Standard Connections
* 407 Operable Parts
* 408 Display Screens
* 409 Status Indicators
* 410 Color Coding
* 411 Audible Signals
 |
| Support documentation and services standards from 36 CFR Part 1194, Appendix C, Chapter 6 apply to this acquisition | * 602 Support Documentation
* 603 Support Services
 |

* 1. Acceptance Testing

The Agency will validate conformance with the Section 508 standards identified in this section (Section 20) by testing a working prototype delivered prior to the manufacture of kiosks (see Section 19). The agency has also included many technical requirements needed for access for people with a disability, these requirements are much more specific than the Section 508 standards, and shall be tested simultaneous with Section 508 testing. As described in Section 19, the COR will deliver a list of items needing modification before manufacturing begins.

* 1. Site Survey, Installation, Configuration & Integration Services

When the contractor provides installation, configuration or integration services for hardware pursuant to this contract, the contractor shall not install, configure or integrate the equipment and software in a way that reduces the level of conformance with the applicable Section 508 standards. SSA reserves the right to perform testing on a contractor’s information and communications technology (ICT) solution in order to validate the contractor has installed, configured or integrated the ICT solution in a way that does not reduce the level of conformance with the applicable Section 508 standards. As necessary, the contractor shall be responsible for requesting a site survey to determine the installation location of each kiosk(s).

* 1. Acceptance after Installation

The COR will coordinate inspection of hardware to verify it meets the requirements stated through the statement of work. The field office will have 15 days after installation to evaluate the kiosks and/or accessories and make sure they are functional per the requirements. There will be a formal acceptance of the deliverable issued by the CO after agreement by the COR and PM. Acceptance is the formal recognition that the supplies or services received have conformed with quality and quantity requirements found in the contract. (Reference FAR Subpart [52.212-4](https://www.acquisition.gov/far/html/52_212_213.html%20%20) Contract Terms and Conditions—Commercial Items).

* 1. Maintenance Upgrades, Substitutions, Replacements, and Refreshments

The contractor shall ensure maintenance upgrades, substitutions, replacements, and refreshments to equipment and software pursuant to this contract do not reduce the original level of conformance with the applicable Section 508 standards at the time of contract award. The Agency reserves the right to evaluate maintenance upgrades, substitutions, replacements, and refreshments using a Voluntary Product Accessibility Template (VPAT) version 2.1 or later, or by requiring the contractor to provide test units to the Agency for it to perform hands-on Section 508 and accessibility testing before acceptance.

* 1. Service Personnel

The contractor shall ensure the service personnel providing the labor hours have the knowledge, skills and ability necessary to address the applicable Section 508 standards defined in the contract.

* 1. Support Services and Accessibility

The contractor shall comply with the Section 508 Standards 36 CFR Part 1194, Appendix C, Chapter 6 for information and communication technology (ICT) deliverables and services in this contract. The contractor’s support services shall accommodate the communication needs of end-users with disabilities based on the following minimal criteria:

* + - * If the contractor provides support services through an internet-based website, the contractor shall ensure the site is conformant with the Section 508 Standards 36 CFR Part 1194, Appendix C, Chapters 3 and 5.
1. Optional Design Task One (Sidecar option):

Future iterations of the VIP kiosk may support new functions and features. Specifically, low level authentication methods may be deployed to allow self-services to retrieve requested documents, provide requested status of claims, and perform other services that currently require SSA staff. If this optional design task is executed, the Contractor will work with the agency to draw designs and produce sidecar design prototypes for approval. After the Agency approves the designs the contractor shall present a final cost estimate for the manufacture, delivery, and servicing of the modified kiosk. Some of the technology the agency is considering may include:

* 1. Document printer
		+ - 8.5 inch by 11 inch paper
			- 300 DPI
			- Paper capacity of 1,000 sheets before refill
			- USB connection to zero client
			- Power will be supplied from within the kiosk cabinet
			- Paper refill and maintenance access will not be accessible to the public.
			- Paper dispenser will safely retract, destroy, and/or render unreadable any printouts that are not collected by the user after a customizable period of time (note: most print jobs are more than a single sheet of paper).
	2. Dedicated ID document scanner capable of scanning both sides of dual-sided identity. documents without the user flipping the document over. Required scanning resolution is 300dpi at 24-bit color. Supported documents shall include:
		+ - US Driver's Licenses and State-issued identity cards
			- Common Access Card (CAC) and Personal Identity Verification
			- (PIV) cards
			- Form I-551 Permanent Resident Card
			- Form I-94 Arrival/Departure Record
			- Form I-766 Employment Authorization Card
			- Form I-872 American Indian Card
			- The information page of foreign or U.S.-issued passports
			- To discern document security features, the scanner should have the capability to scan documents at wavelengths in the visible light, ultraviolet, and infrared spectra.
	3. Near-Field Communication (NFC) reader capable of interfacing with mobile devices, e-Passports, and EMV Cards, with the ability to extract the photo from e-Passports.
	4. Network controlled power supply for remote control of internal power supply
	5. This task option shall begin with a Product and Business Needs Discovery exercise to inform a follow-on design phase.
	6. The Contractor shall propose at least one design for review by the agency. The agency will provide feedback on the design(s). The designs shall be delivered as drawings and as 3D mock-ups.
	7. The contractor shall deliver a prototype for each proposed sidecar option for testing and evaluation.
	8. After feedback from SSA, the contractor shall finalize the design(s) and cost estimates for approval by the agency.
	9. The agency will have the option to purchase sidecar units in quantities of 50, 100, and 1,000 for rollout to field offices.
1. Optional Design Task Two (Web Cameras option):

In the future, the VIP kiosks may enable low level authentication of users using an ID scanner. This solution may require web cameras to capture facial images for comparison with scanned IDs. If this task/option is called, the Contractor will work with the agency to draw designs and produce design prototypes for approval. After the Agency approves the designs the contractor shall present a final cost estimate for the manufacture, delivery, and servicing of the modified kiosk. This design option shall include:

* 1. The Contractor shall provide two web cameras with microphones able to capture facial features
		+ - Camera one will be capable of capturing facial features of users at an average height of 40 inches
			- Camera one will be capable of capturing facial features of users at an average height of 60 inches

**Appendix 1**

**Delivery Locations**

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