

Office of the Chief Information Officer FM/EUS Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	Technical Writing/ Document Development	John Queen 305-8676

1. BACKGROUND

The Customer Information Services Division (CISD) within the Office of Technical Support Services is charged with the responsibility of developing, delivering and distributing informational end user documentation pertaining to information technologies. End user documentation consists of user guides, announcements, bulletins, newsletters and other forms of printed and electronic material used to keep PTO employees and contractors informed and educated concerning office automation, network and other information technology initiatives. Additionally, the Customer Services Division (CSD) within the Office of Technical Support Services is charged with the responsibility of providing office automation support services through PTO's Help Desk. CSD requires the development of Technical Notes and the development of technical writings for the Help Desk's intranet web site to effectively support office automation initiatives at the PTO.

2. STATEMENT OF WORK

- A. *User Guides and Service Guides.*** Contractor shall prepare user and service guides consisting of 12 to 40 pages pertaining to the use of commercial off the shelf (COTS) software and government developed software applications. The target audience for many developed publications is PTO-wide, while other publications are developed for specific smaller target audiences. The Contractor shall develop user guides using PageMaker 6.5 software matching the publication specifications and technical standards established by CISD. For each user or service guide, the Contractor shall be responsible for delivering a camera ready PageMaker 6.5 document in both electronic and hard copy formats within three weeks from initial assignment. . The contractor will be required to meet with PTO management, service providers, and end users, in determining scope, content, and procedural issues contained in each guide. The development of new guides, along with existing guides requiring revision, will be required at the approximate rate of 2 or 3 per month.
- B. *CIO News:*** The Customer Information Services Division requires development assistance in preparing *CIO News*, an information technology newsletter produced quarterly from the Office of the Chief Information Officer. *CIO News* is delivered to all PTO employees. Contractor support requested includes the authoring of information technology and office automation articles; layout and design of each issue; printing and distribution of each issue. Each issue consists of 8-16 pages. The contractor will be required to meet with PTO management, service providers, and end users, in determining scope and content of each issue.

C. *Publication fulfillment and distribution services:* The Customer Information Services Division requires assistance in the fulfillment and distribution of publications.

1. **Fullfillment services:** Fulfillment services include printing, collating, folding, stapling, hole-punching, and bundling of publications developed within the PTO. Generally, publications developed with a target audience of 500 or less will require fulfillment services. Publications developed for PTO-wide distribution do not require fulfillment services (they are provided by the GPO contractor who prints the publications).
2. **Distribution services:** Distribution services include sorting, counting, packaging, labeling and delivering completed publications. All developed publications will require distribution services. The contractor will be provided with 70 to 75 PTO-wide distribution points, with quantities, contact names, and locations for each.

A. *Technical Notes:* The Customer Information Services Division requires development assistance in creating Technical Notes for use by OCIO staff personnel and OCIO Help Desk personnel. Each Technical Note must be developed in accordance with the OCIO Technical Notes Directives System, must be approved by CISD, and must be made available in both electronic and hard copy formats. Each Technical should consist of 2 to 15 pages, depending on scope and content. The contractor will be required to meet with PTO management, service providers, and end users, in determining procedural issues that are required for each Technical Note.

3. GOVERNMENT FURNISHED MATERIAL

Contractor shall provide all hardware and software required for use in production of this task order.

4. LEVEL OF EFFORT

The government's best estimate for the level of effort required to complete individual user guides and service guides is 80-120 hours each; for Technical Notes 40-60 hours each; for *CIO News* 60-80 hours each; and for fullfillment services, varies based on complexity and scope of services required. All hours are based on historical trends of producing similar publications, documents, and services performed by PTO personnel.

5. PLACE OF PERFORMANCE

Work shall be performed at PTO offices.

6. SCHEDULE OF DELIVERABLES

All deliverables shall be hand delivered to the PTO Task Manager or, in his absence, the COTR. An electronic copy will be delivered to the COTR. Due dates are expressed as the number of business days from the task order execution date (TOED).

Deliverables		Due Date
Meeting	Introduction of staff and negotiation of work	No later than TOED + 5

	schedule	
Progress Meeting	Preliminary progress of publication delivered electronically. (Use zip format if document exceeds 1 disk capacity).	5 business days after initial meeting
Deliverable of Final Draft	Final draft delivery of any given publication, delivered electronically and in hard copy (B&W acceptable).	Within 15 business days after initial meeting

Technical reviews will be conducted as requested by the COTR, by the PTO Task Manager, or by the Contractor.

7. APPLICATION FOR INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)

AIS-LCM is required under this task order.