

Office of the Chief Information Officer FM/EUS Statement of Work		
COTR	Task Title	Task Manager
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1. BACKGROUND

The primary mission of the U.S. Patent and Trademark Office (USPTO) is to issue patents and trademarks. To that end, the timely and accurate loading to and updating of a diverse number of databases is an integral part of the day-to-day operation within the USPTO Data Center, located in Two Crystal Park, 11th floor. USPTO requires a contractor staff in order to provide the data load and data load software support that will ensure that all databases are current and available to PTO's user community.

2. STATEMENT OF WORK REQUIREMENTS

As part of the requirements of the contract, the Contractor shall provide data load software support and perform multiple Patent and Trademark data loads but is not limited to the following:

I. Data Load Support

A. Weekly Issue Patent Image Data Load

The Contractor shall load the Weekly Issue Patent Image Data onto four CSIR Image Servers. The Contractor shall operate the load five days a week, 8 hours per day. This includes but is not limited to the following:

- Load Weekly Issue Patent Image Data in TIFF onto image servers.
- Update associated indices
- Record all down time
- Update error log
- Create a back-up of all data that has been successfully loaded

B. Trademark Weekly Application and Registration Image Data Loads

The Contractor shall load both Trademark application and registration cropped images from cartridges onto the X-Search server. The Contractor shall operate the load five days a week, an hour per day. This includes but is not limited to the following:

- Mount cartridge
- Execute load command

- Dismount cartridge
- Verify load status
- Record all down time
- Update error log

C. Patent Images on the Web (POTW)

The Contractor shall load all existing Weekly Issue Patent Image Data from Tagged Image File Format (TIFF) when received and placed in local image files for subsequent display on the Internet (Web). The Contractor shall operate the load on a weekly basis. This includes but is not limited to the following:

- Create a tape copy of the existing patent image data from TIFF
- Load Weekly Issue patent image data in TIFF on EMC
- Record all down time
- Transfer daily logs from POTW1 and POTW2 UNIX servers to PTOWEB1 server

D. Global Patent Information Data Load

The Contractor shall transfer from a desktop workstation all Global Patent Information data “front page data”, from a HP server onto Symmetric devices. The Contractor shall operate the load five days a week, an hour per day. This includes but is not limited to the following:

- Execute load command from desktop workstation
- Verify load status
- Record all down time
- Update error log

E. ScienceServer/Elsevier (Non-Patent Literature) Data Load

The Contractor shall load all existing non-patent literature data from CD-ROMs onto UNIX servers. The Contractor shall operate the load five days a week, eight hours per day. This includes but is not limited to the following:

- Mount CD-ROM
- Execute load command
- Dismount CD-ROM
- Verify load status
- Record all down time
- Update error log

E. Foreign Image Data Load

The Contractor shall load all existing Foreign Patent Image Data for both the European and Japanese Patent Offices. The Foreign Image Data shall be loaded from both cartridge and CD-Rom onto Symmetric devices as tagged image file format (TIFF) images. The Contractor shall operate the load seven days a week, twenty-four hours per day. This includes but is not limited to the following:

- Mount CD-ROM/Cartridge
- Execute load command
- Dismount CD-ROM/Cartridge
- Verify load status
- Record all down time
- Update error log

G. Computer Search Support Text Data Load

The Contractor shall load Patent data (USPAT, USOCR, EPO, JPO and Derwent data), into Oracle and index into BRS/Search. The Contractor shall operate the load five days a week, eight hours per day. This includes but is not limited to the following:

- Utilize the COTS load utilities(i.e., BRS Loads, SQL Loader) to store a copy of BRS formatted documents and USPAT Green Book formatted documents in Oracle
- Verify load status
- Record all down time
- Generate load/summary reports

H. Trademark Daily BRS-Update Monitoring Process

The Contractor shall monitor the Trademark daily BRS-Update process. The Contractor shall monitor the process five days a week, three hours per day. This includes but is not limited to the following:

- Logging into the designated server (THOR)
- Verify the execution of the load
- Monitoring the load process
- Verifying the load status
- Confirming the completion of the load
- Record all down time

I. Data File Delivery Update Monitoring Process

The Contractor shall monitor the Data File Delivery (DFD) Update process. The Contractor shall monitor the process weekly to confirm the execution and completion of the load process.

II. Data Load Software Support

The Data Maintenance Branch is an integral part of the Data Center Operations Division, which is currently not staffed to perform several data support troubleshooting and corrective processes to ensure the accuracy of the US Patent Text and Image databases. Contracted assistance is required for the functions performed in assuring the validity of load process, correcting errors with the text and image data load, and ad hoc assistance when required to insure the accuracy and validity of the pertinent databases.

The Contractor shall provide the following Data Load Software Support Functions:

The contractor shall provide support in the troubleshooting of apparent software problems, investigate errors that may be causing software problems, and correct all support software problems that occur in the load processes and verify the operability of all load systems after corrections have been completed.

The contractor shall isolate and reload patent(s) that fail to process successfully through the text BRS data load process. Provide recovery of the text load due to failures.

The contractor shall isolate and reload patent(s) that fail to process successfully through the CSIR image load process. Provide recovery of image load due to failures.

The contractor shall provide support of the entire load process for both the Weekly Issue Text and Image Load.

The contractor shall investigate all loads which terminate abnormally to determine if the problem is procedural or requires a programmer to be called to solve the problem.

The contractor shall respond to ad hoc requests for analysis, special load processing, and file load support in exigent situations.

The contractor shall respond to ad hoc requests for production assistance from USPTO systems and operations personnel, Production Control, or any other USPTO office as required.

The contractor shall provide support in performing, maintaining and tracking the back-ups of all text and image data that is successfully loaded.

The contractor shall provide programming support to load/reload patent(s).

Corrections will be made in the shortest time possible in order to resume any load that is in a "Wait State" due to software problems.

This support will be provided on a 7 days per week, 24 hours per day basis.

3. GOVERNMENT FURNISHED MATERIAL

The Government will provide access to all staff, workspace, procedures, equipment, and materials needed. The equipment and space provided, does NOT include office space nor any equipment or furniture needed by the employee(s) to perform tasks other than data loads. It refers to computer room space used to house the data load equipment and the data load equipment itself.

4. LEVEL OF EFFORT

The PTO has identified the following types of labor categories of personnel needed:

IBM Mainframe Computer Operator: At least a year of experience on the IBM mainframe or equivalent. Experience with TSO, ADABAS and NATURAL and UNIX is desired.

Key Contact Designation: The Contractor's Staff Systems Programmer on this task will be the key contact person to act as a single point of contact for investigating problems, performing the problem investigation, and accomplishing problem resolution.

5. PLACE OF PERFORMANCE

Work will be performed in the space which currently houses the equipment that is used to perform the data load activities which is located in the computer room of Crystal Park II, Crystal City, VA.

6. SCHEDULE OF DELIVERABLES

All deliverables shall be delivered to the COTR (electronic form preferred).

Deliverable:

Load Status Reports

Load Error Reports

Ad hoc and standardized reports

Schedule:

Weekly

Weekly

As required

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

AIS/LCM is required under this task order.