

Office of the Chief Information Officer Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	Warehouse Operations	Tom King/305-8999 Excess POC: Dawn Cassidy 305-4312

1. BACKGROUND

Currently, the contractor in support of the PTO operates a warehouse in Alexandria, Virginia. This warehouse is used to support a variety of different task orders. Amongst the uses of the warehouse are: single point of shipping and receiving for desktop equipment (includes CPU, monitor, printer, etc); single point of process, for property management purposes, for all delivered desktop equipment; process Return Merchandise Authorization (RMA) request for defective equipment; process excess equipment; delivery equipment to the PTO campus for installation; and remove equipment from the PTO campus for excessing. The purpose of this task order is to consolidate all those activities in to one task order.

2. STATEMENT OF WORK REQUIREMENTS

1. The contractor shall abide by all OCIO Task Manager Directives, Service Level Agreements (SLA), Operational Support Plans and Technical Notes.
2. The contractor shall provide support from 6:30 AM to 4:30 PM, Monday through Friday (excluding Thanksgiving, Christmas, and New Year's).
3. The contractor shall thoroughly document all work they perform in the appropriate problem/change record. Contractor shall update the record within two (2) hours of performing the work.
4. The contractor shall use the mobile (Psion) units to record all hardware changes for asset management purposes and to document all field service work performed.
5. The contractor shall scan all new equipment delivered to the warehouse within two (2) working days from date of receipt (ex. if delivery occurs on Monday, all assets must be scanned by COB Wednesday).
6. The contractor shall scan all assets brought to the warehouse for excess immediately to CFGS000100132 and to a CFGE skid within five (5) working days. CFGE skids will be completed with ninety-five percent (95%) accuracy or the incorrect skids will be redone at no cost to the government.
7. The contractor shall ensure the use of both the DO and CD numbers in all databases used.

8. Contractor shall send the list of recently delivered hardware to the Scheduler (currently Demita Durant) within four (4) hours of receipt of the hardware at the warehouse.

3. GOVERNMENT FURNISHED MATERIAL

The Government shall furnish hand-held Psion units and all pertinent documentation.

4. LEVEL OF EFFORT

No work outside the scope of this Task Order will be performed without the written direction of the COTR.

5. PLACE OF PERFORMANCE

Work shall be performed throughout the various buildings occupied by the PTO in Crystal City, VA; Franconia/Springfield, VA; and Newington, VA and in the contractor-leased facilities in Crystal City and Alexandria, VA.

6. SCHEDULE OF DELIVERABLES

All deliverables shall be delivered to the PTO COTR and Task Manager (electronic form preferred).

Deliverable		Due
Return Merchandise Authorization (RMA) Report	The report will have two (2) parts. Part I must include information pertaining to parts returned to the manufacturer. This includes: the DO#, the part being returned, the reason for the return, and, when applicable, the CD bar code label number. Part II must include all RMAs returned to the USPTO and their disposition (spare pool, returned to user, etc.).	COB Friday
Spare Pool Report	The report shall include change record number, customer business area (OCIO, Patents, Trademarks,	1 st working day of each month
Warehouse delivery report	Report should include: DO #, customer POC (name and phone number), type/make/model and quantity of hardware, person requesting delivery	Within four (4) hours of receipt of the hardware at the warehouse
Warehouse contents report	Report should include: DO #, customer POC (name and phone number), type/make/model and quantity of hardware, date of receipt	By COB each day
Hardware activity report	Report showing all hardware moved from the warehouse the previous week. Report should include: reason for movement (e.g., deployment, testing, staging, excess, etc.), DO #, type/make/model and quantity of hardware, date of movement from the warehouse, current location	By COB each Monday
Excess Skid Report	Report should include the skid number (i.e., CFGE), date skid is initiated (i.e., scanned), date skid is certified, location, date shipped, security seal number, and remarks.	By COB each day
Assets Boxes for Excess (<i>For those assets no longer inventoried such as mice, keyboards, modems, etc.</i>)	Report should include the skid number (i.e., CFGE), box number, description and quantity of contents, date skid is initiated (i.e., scanned), location, date shipped, security seal number, and remarks.	By COB each Monday

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

AIS-LCM is required under this task.