

## Proposed Task for CBSI

Office of the Chief Information Officer IEB Support Statement of Work		
COTR	Task Title	Task Manager
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### IEB Support

Background: The United States Patent and Trademark Office (USPTO), Office of Chief Information Officer (OCIO), maintains a service to test and evaluate any hardware and/or enterprise COTS software that is to be deployed to the desktop either connected to USPTOnet or free standing. The office that performs this duty is currently known as Infrastructure Engineering Branch (IEB). Prior to this effort IEB support was handled as part of CLIN 002, TEF Support. Because of the reduction of the effort IEB requires less staff.

Task: It has been estimated that IEB requires two CBSI staff.

#### 1. STATEMENT OF WORK

1. The Contractor shall not make any changes, modifications, alterations, or enhancements to the USPTO's hardware or enterprise level COTS software without detailed change records being approved by the USPTO. In addition, the Contractor must abide by all Service Level Agreements (SLA) and Standard Operating Procedures (SOP).
2. The Contractor shall provide support daily.
3. The Contractor shall receive all assignments from the USPTO Task Manager or designee verbally, electronically via e-mail and/or the USPTO Tracking System(s).
4. In addition to meeting service call response and resolution times, the Contractor shall be required to meet standards of customer satisfaction established by the USPTO. Customer satisfaction measurements shall measure Contractor staff attributes such as professionalism, courtesy, expertise, attitude, and helpfulness.
5. The USPTO will provide all space and equipment required to successfully execute the terms of this task.

6. All documentation, software manuals, diagnostic routines, and any other aids (hereinafter-called documentation) necessary to perform this task shall be provided by the office requesting service, either USPTO or other contractor.
7. The Contractor shall participate in technical evaluations of proposed new desktop or portable hardware and enterprise COTS software for use at the USPTO. The Contractor shall work with the USPTO to certify the serviceability and maintainability of the desktop automation technologies introduced for use at the USPTO.
8. The Contractor shall perform configuration management services utilizing USPTO supplied software, currently PVCS, for all associated documentation as needed to support the configuration identification and management of the desktop hardware and for all enterprise COTS software packages selected for deployment by IEB.
9. The Contractor shall perform a Root Cause Analysis (RCA) for desktop or portable hardware and/or software problems when requested by the USPTO for services covered by IEB, in accordance with applicable USPTO Technical Notes.
10. The Contractor shall provide baseline configuration, documentation, and deployment strategy for all enterprise COTS desktop enhancements and changes. The Contractor shall ensure the currency of all operational documentation.
11. The USPTO shall provide the Contractor access to maintenance tracking systems. Currently, the tracking system used by the USPTO is EAMS. In opening, tracking and closing service calls, the Contractor shall adhere to policies and procedures as set by the USPTO.
12. The Contractor shall create a service request record if necessary in a USPTO provided maintenance tracking system for all calls received from customers via the USPTO Task Manager or problems identified by the Contractor. The Contractor shall close out all calls assigned to IEB in the USPTO's tracking system upon problem resolution.
13. The Contractor shall track all calls assigned to the IEB and recorded in the USPTO's maintenance tracking systems and provide status of such calls as requested. If, within twenty-four (24) hours of the service rendered, the customer reports continued or recurring problems or reports incomplete service, the Contractor shall reopen the service. The Contractor shall retain records of all follow-up calls, including the date, time, and results

- 14. The contractor shall ensure that notification of pending deployments is provided to the Product Support Services Branch so that the notification(s) and coordination can be made with the customer as appropriate.
- 15. The Contractor shall be responsible for portable microcomputer evaluation including laptop, notebook, and palm top machines. Includes pre-purchase evaluation and software evaluation. Hardware support for laptops is NOT covered in this section.

2. GOVERNMENT FURNISHED MATERIAL

All necessary hardware and software necessary to perform any testing will be provided to the contractor. The contractor will provide a suitable machine for each person on this task for use as a daily workstation.

3. LEVEL OF EFFORT

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

4. PLACE OF PERFORMANCE

Work might be performed throughout the various buildings occupied by the USPTO in Crystal City, VA but will be primarily accomplished in the IEB.

5. SCHEDULE OF DELIVERABLES

All update deliverables shall be electronically entered in the appropriate USPTO tracking system. The report shall be delivered electronically as an attachment to an e-mail message.

Deliverable		Due
Update	Update of Appropriate Tracking System(s)	As events warrant but no later than 24 hours after completion.
Report	Monthly Status of all projects including completed tasks, works in progress, and potential problems and/or concerns.	2 workdays prior to the 10 <sup>th</sup> of each month

6. APPLICATION OF LIFE CYCLE MANAGEMENT FOR AUTOMATED INFORMATION SYSTEMS (LCM-AIS)

The Contractor shall adhere to the principles, goals, and applicable procedures of Life Cycle Management for Automated Information Systems. Specifically, the Contractor shall provide information that USPTO will use to maintain the USPTO Technical Reference Model. The Contractor may draft sections of Operational Support Plans, Production Installation Plans, or Detailed Designs for desktop hardware and enterprise baseline software.