

Office of the Chief Information Officer Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	Desktop Hardware Move Group	Carol Thornton 305-9494

## 1. BACKGROUND

The Desktop Hardware Move Group is responsible for moving and surplusing all OCIO supported desktop hardware and some small, miscellaneous hardware at PTO. This hardware may include, but is not limited to, personal computers, desktop printers, bar code readers, glare-guards, scanners, modems, scanners, LAN probes, routers, hubs, stand-alone servers, DVD towers, jukeboxes, and laptop-docking station.

## 2. STATEMENT OF WORK REQUIREMENTS

1. Contractor shall abide by all OCIO Task Manager Directives, Service Level Agreements (SLA), Operational Support Plans and Technical Notes.
2. Contractor shall provide support from 6:30 AM to 6:00 PM, Monday through Friday (excluding holidays).
3. Contractor shall maintain a minimum 95% customer satisfaction rating at all times. This translates to Contractor receiving no more than 5% "re-opened" and "unsatisfactory" ratings. Ratings will be measured through the Customer Quality Check process. The rating levels given during the quality checks are: outstanding, very good, satisfactory, unsatisfactory and re-open.
4. 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.
5. If Contractor performs a site visit, Contractor shall always leave a completed work service form with the customer. If the customer is at the site, Contractor shall notify the customer before leaving the site.
6. Contractor shall not close or resolve any records without obtaining confirmation from the customer that the service has been performed or the problem has been resolved; an exception is made if 3 attempts to contact a customer over a 3-day period do not produce a response from the customer.
7. Contractor shall perform a Root Cause Analysis (RCA), for problems that they resolve, when requested by the Task Manager.
8. Contractor shall use the mobile (Psion) units to record all hardware changes for asset management purposes and to document all field service work performed.

9. Contractor shall be responsible for resolving problems associated with desktop hardware moves. Contractor shall respond to problems within two (2) hours. Response is defined as speaking to the customer, leaving voice mail message for the customer, sending an email message to the customer or leaving a work service form at the customer's site. Contractor shall resolve/circumvent problems within four (4) hours. These commitments apply to all problems and requests assigned to the Contractor, unless otherwise stipulated in this Task Order (TO) or Service Level Agreements.
10. Contractor shall be responsible for all PTO desktop hardware moves.
11. Contractor shall, on average, move/surplus up to fifteen (15) desktop hardware units per day. A unit may be a CPU and all its peripheral or a single stand-alone device, such as a network printer.
12. Contractor shall complete requests to move/surplus ten (10) or fewer desktop hardware units within one (1) day of receipt of request. Exceptions may be made if customer requests a later, specific move/surplus date or if the move/surplus schedule is already fully booked. If a unit can't be moved/surplused within one (1) day because the schedule is booked, Contractor shall notify the task manager within two (2) hours. Notification shall be by electronic mail.
13. Contractor shall complete requests to move/surplus more than ten (10) desktop hardware units within five (5) days of receipt of the request. Exceptions may be made if customer requests a later, specific move/surplus date or if the move/surplus schedule is already fully booked. If units can't be moved/surplused within five (5) days because the schedule is booked, Contractor shall notify the task manager within two (2) hours. Notification shall be by electronic mail.
14. Contractor shall notify the customer of the time at which the move will begin. Contractor shall arrive within thirty (30) minutes of this time.
15. Contractor shall ensure that hardware is locked down and fully functional at the conclusion of the move.
16. Contractor shall be responsible for service requests to lockdown PTO desktop hardware.

### **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 and in the contractor leased facilities in Crystal City, VA and Alexandria, VA.

**6. SCHEDULE OF DELIVERABLES**

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

<b>Deliverable</b>		<b>Due</b>
Completed Moves Report	The report should include change record number, customer business area (OCIO, Patents, Trademarks, Executive, customer name, move location (from and to), type of equipment, quantity, property custodian, move date, reinstall date, temporary storage location (if applicable)	COB Monday
Scheduled Moves Report	The report should include change record number, customer business area (OCIO, Patents, Trademarks, Executive, customer name, move location (from and to), type of equipment, quantity, property custodian, move date, reinstall date, temporary storage location (if applicable)	COB Monday
Problem and Change Records	Contractor shall fully document all customer support related activities in the appropriate problem and change records	Records updates must be made within one hour after the completion of an activity
RCAs	Root Cause Analysis reports	Within two days of assignment

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

AIS-LCM is required under this task.