

Office of the Chief Information Officer FM/EUS Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	User ID and Password Administration	Joseph Johnston 305-4215

## 1. BACKGROUND

The United States Patent and Trademark Office (USPTO) is located in Arlington, Virginia and is geographically dispersed across an eighteen building campus. The PTO Information Systems Security Program ensures that PTO's data and information technology assets are adequately safeguarded. The Program is multifaceted and entails the administration of data access through the use of security software, assignment of access rules, and provision of user identifiers and passwords. The Program is guided by United States Laws, Rules, and Regulations regarding Information Systems Security and the Department of Commerce's and PTO's security policies and Rules of the Road.

The Office of Information Systems Security (OISS) is responsible for the administration of all user ID's and Passwords to PTOnet Systems.

## 2. STATEMENT OF WORK REQUIREMENTS

- (1) The Contractor shall provide resources with expertise in the latest network technologies employed by USPTO.
- (2) Contractor Personnel assigned to this task shall have completed a security background investigation. This background check will be performed by an external agent at the contractor's cost. The results of this background investigation will be formally presented (in writing) to the Task Manager. The Task Manager will review the results of the Background Investigation and make the final determination as to the suitability of any personnel proposed for this Task.
- (3) The Contractor shall not make any changes, modifications, alterations, or enhancements to USPTO's infrastructure, hardware, or software without detailed change records being approved by USPTO. In addition, the Contractor shall abide by all Service Level Agreements (SLA) and Standard Operating Procedures (SOP) established by USPTO.
- (4) The Contractor shall create a service request record in a USPTO provided maintenance tracking system for all access account request received from customers. The tracking systems shall serve as the central repository of information used by information systems personnel in fulfilling requests throughout USPTO. The Contractor shall assign the call, as appropriate and when necessary, for action. The Contractor shall inform the customer that the account request has been resolved. The Contractor shall close out all calls in USPTO's tracking system upon fulfilling the request.

- (5) The Contractor shall adhere to applicable security policy and rules, Technical Notes and Standard Operating Procedures (SOPs) that pertain to Information Systems Security at the PTO.
- (6) The Contractor shall meet standards of customer satisfaction established by the USPTO. Customer satisfaction measurements measure Contractor staff attributes such as professionalism, courtesy, expertise, attitude, and helpfulness.
- (7) The Contractor shall provide on-site 5:30 AM to 10:00 PM, 16.5 hour per day, 5 day per week (15.5x5) Login and Password administration support to OISS (PM (excluding Federal Holidays observed by USPTO)).
- (8) The Contractor shall perform enterprise management of USPTO automated information systems (AISs) Login ID's and Passwords using the Enterprise Wide Login system (EWL). The Contractor shall respond to events and outages on EWL ,contact designated individuals responsible for supporting those systems, escalate as necessary, and report on the progress of restoration. Procedures for such action are outlined in the EWL Operational Support Plan (OSP).
- (9) The Contractor shall perform a Root Cause Analysis (RCA) for EWL problems when requested by USPTO.
- (10) The Contractor shall conduct security audits as requested by USPTO.
- (11) The contractor shall fulfill ninety-five percent (95%) of the following request per the time frames outlined below.

Create new PTOnet Login ID and Password	Within 1 day after receipt of approved request by OISS
Create <a href="#">Mail@Home</a> ID and have materials ready for user	Within 3 days after receipt of approved request by OISS
Create new E-mail account	Within 1 day after receipt of approved request by OISS
Create new firewall ID	Within 1 day after receipt of approved request by OISS
After verifying the identify of a users, create a new PKI certificate or renew an existing certificate and provide user with an identification number and authorization code.	Within 1 day after receipt of approved request by OISS
Move PTOnet logon access to a different file server	Within 3 days after receipt of request by OISS
Delete PTOnet ID, firewall ID, E-mail ID, and <a href="#">Mail@Home</a> ID	Within 1 day after receipt of request by OISS
Revoke PKI certificates and recover PKI keys.	Within 3 days after receipt of request by OISS

**3. GOVERNMENT FURNISHED MATERIAL**

The Government shall furnish change and problem tracking system(s), Enterprise Wide Login System (EWL), Exchange e-mail system, PKI Certificate system, all pertinent SLAs, SOPs, and software for the performance of this task. The acquisition of office space and equipment (compatible with PTOnet) for contractor personnel, beyond the single space provided in section 5 below, is the responsibility of the contractor.

**4. LEVEL OF EFFORT**

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

**5. PLACE OF PERFORMANCE**

Work shall be performed at a location specified by the Government. This location will have provisions (both equipment and office space) for two contractors. Due to the coverage requirements of this task, the contractor shall rotate personnel into and out of this location to support this task.

**6. SCHEDULE OF DELIVERABLES**

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

Deliverable		Due
Report	Monthly Activity Report (details accomplishments)	Monthly
Report	Monthly Task Expenditure Report (details hours billed per individual on Network Operations Support Task)	Monthly

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

AIS-LCM is required under this task.