

Office of the Chief Information Officer FM/EUS		
COTR	Task Title	Task Manager
Tom King 305-8999	Patent Workstation upgrades and relock/lock of hardware, Preventative Maintenance and Optimization	Tung Nguyen 305-9391

1. BACKGROUND

The USPTO is constantly deploying applications that require additional resources and the latest hardware and software. This task is to provide an upgrade of the existing workstations with the latest tools by visiting each workstations and upgrade on-site. The deployment requires that each workstation receive an upgrade in memory to a level of 128 MB, preventative maintenance and optimization of each system and replacing or placing new locks on each workstation configuration or stand-alone piece of hardware. The number of workstations required to be upgraded and supported will be limited to users in the patent examining corps totaling 3200. Approximately 4500 workstations and /or stand-alone system will require new locks.

2. STATEMENT OF WORK

Part I (Patent Examiners):

Provide hardware and software support for 3200 patent examining corps users as specified throughout the patent organization. **Requirement is to support at a minimum of 100 patent customers daily.** Support may include deployment of new software, hardware, and preventative maintenance. There are a total of 3200 workstations that will receive an optimization and preventive maintenance and at least 2200 of these workstations will also need to receive a memory upgrade to 128 MB.

- Complete all necessary documentation to insure the deployment of memory and locks are completed in accordance with installation instructions.
- Upgrade the current examiners desktop workstations to meet the requirement specified by TEF, both hardware and software.
- Optimize each workstation to include; check each workstation and configure to the NT Enterprise Baseline, Patent Cost Center version, Update examiner tools, defrag hard drives (page file defrag) and upgrade memory to 128 MB when required.
- Perform preventative maintenance on workstations and components to include; clean monitors, vacuum and wipe keyboards, vacuum and clean printers and clean optical lens in CD ROM Drives. Preventative maintenance will only be performed on workstations and components that are specified by the task manager.

Part II (Patent Support Personnel):

Provide hardware and software support for approximately 1000 patent examining corps users as specified throughout the Patent organization. Support may include deployment of new software, hardware, and preventative maintenance and a memory upgrade to 128 MB.

- Upgrade the current desktop workstations to meet the requirement specified by TEF, both hardware and software.
- Optimize each workstation to include the following: update any workstations that aren't running the current baseline and have the current Service Pack, defrag hard drives (page file defrag), replace any non-CAT5 patch cables, ensure that Diskkeeper is set-up to run daily during non-production hours, record the customer name/location/workstation ID of any workstations with modems, and upgrade memory to 128 MB when required.
- Perform preventative maintenance on workstations and components to include; clean monitors, vacuum and wipe keyboards, vacuum and clean printers and clean optical lens in CD ROM Drives. Preventative maintenance will only be performed on workstations and components that are specified by the task manager.
- Begin task on or about April 20, 2000 or immediately after awarded. Complete task no later than July 30, 2000. Perform task during the hours of 6:30 AM and 7:00 PM), Monday through Friday.
- Upgrade a minimum of 20 workstations per day. The schedule of workstations to be done each day will be provided by the task manager no later than noon of the prior day. The schedule shall include the customer's name (where appropriate) and location. Work will mainly be scheduled by area (e.g., all PCs in PK2, 7C16). SIRA will ensure that customers are notified that work is to be performed in their area at least one day in advance.
- Contractors shall be available from 6:30 AM to 11:30 AM each morning to follow up on problems that may have resulted from the work performed the previous day.
- This task may be halted at the direction of the task manager for any reason.

Part III (RAM Upgrade):

Provide memory upgrade to 128 MB to approximate 300 Workstations. The task will be completed either one weekend (perform on Saturday and Sunday) or two weekend (perform two Saturdays). The task should start from April 29, 2000 and should be completed on May 7, 2000.

3. GOVERNMENT FURNISHED MATERIAL

- All software applications and hardware components (this includes memory and locks) will be furnished by USPTO.

4. LEVEL OF EFFORT

- The level of effort is based on a best estimate of the number and types of support required.

5. PLACE OF PERFORMANCE

- The work will be required in all of the buildings occupied by the Patent Organization. (CP2, CP3, CP4, CP6, PK1, PK2, PK3, PK5, CM1, & CQ4).

6. SCHEDULE OF DELIVERABLES

- Part I:
 - Task to begin NLT November 22,, 1999 or immediately after award to be completed NLT January 16, 2000
 - This task may be halted at the direction of the task manager for any reason.
 - Daily status report on location and number of systems upgraded.
 - This task will be performed after hours (after 6:00 PM and before 6:30 AM), Monday through Friday.
 - Contractors shall be available from 6:30 AM to 11:30 AM each morning to follow up on problems that may have resulted from the work performed the previous night.
- Part II:
 - By noon each day, provide a status report, in Excel format, of any workstations optimized the previous day. The report shall include the following: customer name (where appropriate), workstation ID, CFG and CD numbers of all workstation components, description of work performed, note as to whether or not workstations contains a modem, and any work that had to be deferred (along with the reason for deferment). The contractor shall also note any workstations that were on the schedule but could not be optimized for some reason (e.g., customer location incorrect, customer refused service, etc.).

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

AIS-LCM is required under this task.