

CIO End User Support (EUS) Services Solicitation No. DOC-52-PAPT-08-01009.

The United States Patent and Trademark Office (USPTO), an organization with an employee base of approximately 7,000, has a requirement for Information Technology End User Support Services for the Chief Information Officer (CIO) of the USPTO. These services fall under the Information Technology Operations and Maintenance (ITOM) services described in paragraph number 3 of the USPTO's future requirements synopsis found at the following link

<http://www.uspto.gov/web/offices/ac/comp/proc/special.htm>. These services are similar to the End User Support Services that are currently being performed under the Facilities Management and End User Support (FMEUS) contract number 50PAPT201025, with Trawick and Associates. Services similar to the Facilities Management and Help Desk services currently being performed under the subject Trawick contract will be acquired under separate RFPs and separate RFP announcements. In addition, due to potential conflicts of interest, if an offeror receives award of a contract for Help Desk Tier 1 Services, that offeror will be barred from receiving award of a contract for Help Desk Tier 2 and 3 Services as well as End User Support Services. The End User Support services to be acquired under this announcement are as follows: Audio/Visual (A/V) Tech Support, Desktop Deployment and Moves (DDM), Desktop Field Support (DFS), Integrated Enterprise Baseline Support (IEBS), Inventory Support Team, Lab Desktop Support, Network Operations, SIRA Delivery, Storage Administration, Technical Writing, Warehouse Operations and WebTA Call Center. Award of contract is planned on or before 30 June 2008. The USPTO anticipates this requirement to be for a one-year base period and four, one-year option periods. This requirement is designated as a 100% small business set-aside. The NAICS Code associated with this project is 541513 Computer Facilities Management Services, (size standard is \$23M). The solicitation, DOC-52-PAPT-08-01009, is anticipated for release to the vendor community in March of 2008 and will only be available via the Internet at the USPTO procurement web site at <http://www.uspto.gov/web/offices/ac/comp/proc/>. Potential offerors are responsible for accessing the website. Interested parties must respond to the solicitation in order to be considered for award of any resultant contract. There is no written solicitation document available, telephone requests will not be honored, and no bidders list will be maintained. Potential offerors are requested to direct all questions via email to [EUS@uspto.gov](mailto:EUS@uspto.gov).