

SYNOPSIS FOR CIO HELP DESK SERVICES – SOLICITATION DOC-52-PAPT-08-01020

CIO Help Desk Services Solicitation No. DOC52PAPT0801020. The United States Patent and Trademark Office (USPTO), an organization with an employee base of approximately 10,000, has a requirement for Information Technology Help Desk Services for the Chief Information Officer (CIO) of the USPTO. These services are described in paragraph number 4 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 Help Desk support services that are currently being performed under the Facilities Management and End User Support (FMEUS) Contract Number 50PAPT201025, with Trawick and Associates.

The period of performance for this requirement is anticipated to be a one-year base period and four, one-year option periods with contract award projected for summer 2008. This requirement is designated as a 100% small business set-aside, and it is anticipated that award will be made to a single vendor with significant call volume experience of at least 600 calls per day. The NAICS Code associated with this project is 541519 Other Computer Related Services (size standard is \$23M).

The solicitation is anticipated for release to the vendor community on or about June 1, 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 for ALL information related to the procurement. 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 HDS1020@uspto.gov.

The previous two (2) synopses for CIO Help Desk Tier 1 Services (under former Solicitation DOC52PAPT0801013) and CIO Help Desk Tier 2 and 3 Services (under former Solicitation DOC42PAPT0801014) posted in FedBizOpps on February 29, 2008 ARE CANCELED. This announcement combines and replaces both of the synopses previously issued on February 29, 2008 and deletes the conflict of interest provision in the previous synopses (and paragraph 4 of the Special Notices announcement posted on the USPTO Procurement web site) which stated “a vendor awarded a contract for Help Desk Tier 1 services will be barred from award of any of the following services: Help Desk Tier 2 and 3, FM and EUS Services due to potential conflicts of interest.” ALL POTENTIAL OFFERORS MAY NOW PARTICIPATE UNDER NEW SOLICITATION NO. DOC52PAPT0801020 FOR USPTO CIO HELP DESK SERVICES.