

CIO Help Desk Tier 1 Services Solicitation No. DOC-52-PAPT-08-01013.

The United States Patent and Trademark Office (USPTO), an organization with an employee base of approximately 7,000, has a requirement for Information Technology Help Desk Tier 1 Support 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 Tier 1 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 Help Desk Tier 2 and 3, Facilities Management (FM) and End User Support (EUS) Services currently being performed under the subject Trawick contract will be acquired under separate RFPs and separate RFP announcements. In addition, it is anticipated that the 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. Award of contract for Help Desk Tier 1 Support Services 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 541519 Other Computer Related Services, (size standard is \$23M). The solicitation, DOC-52-PAPT-08-01013, 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 [HDTier1@uspto.gov](mailto:HDTier1@uspto.gov).