

PLEASE SEE “HELPFUL HINTS” FROM GSA’S 7 STEPS TEAM AT END OF DOCUMENT

Statement of Work
for
Social Security Administration
Nationwide LAN Maintenance and Relocation Services

1.0 Scope.

1.1 Objective. The objective of this performance-based contract is to obtain the contractor’s services to maintain and relocate Government-owned Token Ring and Ethernet local area networks (LAN) and associated peripheral equipment. This equipment is located in Social Security Administration (SSA) and Disability Determination Service offices throughout the United States, including its territorial possessions.

1.2 Background. The Social Security Administration has approximately 2,300 local area networks containing approximately 49,000 components located in the 10 SSA regions throughout the United States. These regions include the District of Columbia, Hawaii, Alaska, Puerto Rico, Guam, America Samoa, the Virgin Islands, and the Mariana Islands. Historically, there have been approximately 5,000 maintenance service calls and 140 relocations under the current contract in a 12 month period. Most relocations are within a 50 mile radius.

2.0 Definitions and References.

2.1 Definitions.

Critical equipment means (a) any equipment that effects the operation of a LAN and (b) any equipment that has been designated critical equipment by SSA at the time of the service call. The following equipment is usually designated as critical equipment:

- control access units,
- lobe attachment modules,
- repeaters,
- LAN laser printers,
- form printers,
- print servers,
- network servers,
- file servers,
- database servers,
- CD ROM towers,
- routers,
- switches,

- bridges (local and remote),
- cable (break/loss connectivity),
- server tape backup units,
- server uninterruptible power supply, and
- server network interface cards.

Non-critical equipment means any equipment that is not designated critical equipment.

Normal business hours are the hours of 8:00 a.m. to 5:00 p.m., local time.

Successful completion and *successfully completed* mean that equipment and software has been restored to full operation.

2.2 References.

SSA Electronic and Information Technology (EIT) Accessibility Requirements
http://www.ssa.gov/oag/_acquisition.htm

3.0 Tasks. The Contractor shall perform the following tasks:

3.1 Repair or replace equipment upon receipt of a service call from the SSA Remote Operations Control Center (ROCC). Do this work during normal business hours unless otherwise directed by the ROCC.

3.2 Relocate equipment as directed in a relocation order issued by the SSA Project Officer.

3.3 Indefinite-Delivery-Indefinite-Quantity Task Orders. Render additional services as specified in task orders issued in accordance with the Indefinite-Quantity and Ordering clauses of this contract. The scope of these additional services includes repairs and modifications to local area networks, component installation, network analyses, and providing advice about network usage.

4.0 Reports. The Contractor shall prepare the following reports and submit them as specified.

4.1. Service Incident Report. Prepare a Service Incident Report immediately upon the completion of each maintenance service operation. Sign the report and obtain the signature of the person who requested the maintenance service to indicate that the work was completed satisfactorily. Leave a copy of the report with the person who requested the maintenance service. Each Service Incident Report shall contain the following information:

- data and time the service request was received,
- date and time of Contractor's arrival at the service site,
- location of the equipment serviced,
- manufacturer, type, model and serial number(s) of each piece of equipment that was serviced or replaced,
- time spent performing the service,
- description of the cause of the malfunction,
- description of any part(s) or components that were replaced,
- description of any repairs performed on parts or components that were not replaced,
- description of the cause of the malfunction, and
- the date and time that service was successfully completed.

4.2 Replaced Equipment Report.

Report all equipment replacements in each calendar month. Prepare the report using Microsoft Access®. Deliver one electronic (email or 3.5-inch floppy disk) copy of the report to the SSA Project Officer not later than 45 calendar days after the last day of each month. The report shall contain the following information for (a) each item of equipment that was replaced and (b) each item of replacement equipment:

- manufacturer,
- type,
- model,
- serial number,
- description of equipment, and
- location at which the equipment was installed (street address, city, state, zip code).

4.3 Maintenance Summary Report.

Report all maintenance service calls received in each calendar month summarized by device descriptions. Prepare the report using Microsoft Excel ®. Deliver one electronic (email or 3.5-inch floppy disk) copy of the report to the SSA Project Officer not later than 45 calendar days after the last day of each month. The report shall contain the following information for (a) each component repaired and (b) each no trouble found call received:

- Description,
- Size of component,
- Quantity

5.0 Performance Requirements Summary. This table specifies the standard for satisfactory performance of the tasks specified in this statement of work.

Task	Performance Standard
3.1 Repair or replace equipment.	<ol style="list-style-type: none"> 1. Ninety-five (95) percent of repairs and replacements of noncritical equipment are successfully completed no later than 5:00 p.m. local time on the business day following the date of receipt of the maintenance service call. 2. Ninety-five (95) percent of repairs and replacements of critical equipment are successfully completed within 6 hours after the receipt of the maintenance service call. 3. All replacement equipment conforms to SSA's 508 Electronic and Information Technology Accessibility Requirements. 4. All replacement equipment performs the same functions and performs them at the same level as the equipment that it replaced.
3.2 Relocation of Equipment	<ol style="list-style-type: none"> 1. All relocations are completed in strict compliance with relocation orders. 2. All packing material used in the relocation is removed from the Government's premises. 3. All installations comply with state and local building and electrical codes. 4. All installations comply with state seismic regulations. 5. No equipment is damaged during the relocation.
4.0 Reports	All reports are provide the specified information, and are understandable, legible, and timely.

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Inspections will be based on the standards in the Performance Requirements Summary in the contract Statement of Work.

Task	What will be inspected	Who will inspect it	When it will be inspected	Where it will be inspected	How it will be inspected
3.1	Replaced component	End User or SLC	At time of completed replacement	At the location of the replacement.	Personal observation. By testing the replaced component.
3.1	Repaired component	End User or SLC	At the time of the completed repair.	At the location of the repair.	Personal observation.
3.1	Incident Report	End user , SLC and/or Project Officer	At the time of completed repair. Random inspection and/or. in the dispute of a service call.	At the end users or SLC location or the Project Officers office.	Personal and/or electronic observation.
3.1	Return to Service Compliance	Project Officer	End of each month and/or randomly	Project Officer location	Personal observation.
3.2	Relocation Activities Deinstallation of equipment	SLC and/or Project Officer	During the deinstallation process.	At the deinstallation site.	Personal observation.
3.2	Packing of equipment	SLC and/or Project Officer	Prior to moving or shipment.	At the shipping and receiving site.	Visual inspection.
3.2	Reinstallation of equipment	SLC and/or Project Officer	Following reinstallation	At relocation site	SLC performs LAN and connectivity testing
3.2	Relocation site and equipment	SLC	Upon completion of relocation installation	At relocation site	Visual inspection of relocation site and property
4.0	Contractor Supplied Reports	Project Officer	Monthly	Project Officer location	Visually

References:

1. Contract clause: FAR 52.246-4, Inspection of Services—Fixed.-Price (Aug 1996)
2. Statement of Work for Nationwide LAN Maintenance and Relocation Services

HELPFUL HINTS FROM THE SEVEN STEPS TEAM:

Social Security's LAN maintenance is a fairly basic maintenance/replacement contract. The Performance Requirements Summary includes the performance standards, and must be looked at in conjunction with the QASP. However, some of the standards are subjective. For example, “All replacement equipment performs the same function and performs them at the same level as the equipment that it replaced.” What is that level?