Task Order Solicitation (TOS) for Computer Technical Support
TOS No. A3-16-01
Statement of Work

1.0 Background

Information & Control Systems Division (ICSD) PC Support Group provides day-to-day computer and related support for more than 2,200 desktops, laptops, mobile computers, devices, printers, and peripherals deployed throughout the Bureau of Sanitation.

The Bureau of Sanitation is currently operating in a Microsoft Windows Active Directory environment. The majority of the clients are running Microsoft Windows XP Professional, Windows 7, Windows 8 and Windows 10 Operating Systems. Microsoft Office is the standard Office Suite application and Google is used for e-mail.

Due to the lack of sufficient City staff to meet the needs in supporting this large number of PCs and peripherals, ICSD must use contract personnel to close this gap in support capabilities.

We are particularly interested in firms that can assign staff with PC support, Customer Service training, experience, and know the issues related to Help Desk support.

2.0 Tasks

The successful Proposer shall:

1. Provide personnel with the appropriate Customer Service, Technical training, and experience to the Bureau of Sanitation/ICSD as required for the ongoing support of Bureau throughout various Sanitation facilities. Proposer personnel shall be grouped into two work/pay levels based on expertise and level of supervision required. The two groups shall be Journeyman level and Intern level.

2. Provide administrative support in the form of weekly timesheets, evaluation reports, sick leave reports and other documentation as necessary. Seek out potential candidates and forward resumes to ICSD for initial review.

3. Provide sick leave, overtime, vacation, and health benefits comparable to industry standards.

4. Provide a liaison to work with ICSD personnel to assist in identifying potential candidates. The liaison shall negotiate with the contract personnel for wage and benefits requirements.

5. Proposer personnel shall be referred to the Bureau by the contract company and shall be interviewed by ICSD personnel to determine their suitability. Only those candidates who successfully pass the interview process shall be accepted for assignment to this project.

3.0 Requirements

All Proposer personnel working on this project shall be engaged with the following activities but not limited to:

1. Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices and other technical tools and products. Working within the Bureau, these professionals must be great communicators and be able to translate their technical knowledge into actionable direction. When they don't have an answer, they know how to research the problem and come up with a solution.

2. Provide prompt responses to questions from employees. Proposer shall troubleshoot, diagnose and resolve problems related to operating systems, hardware and software. Proposer shall also document problems and conversations to create a log utilized by the Bureau that can be referenced by other technicians and for training purposes.

3. Perform first-level diagnosis and troubleshooting support to end-users and customers. Working under minimal supervision, Proposer shall receive calls and inquiries, provide support in accordance with established processes and document incidents and remedies. Proposer shall also escalate complex incidents to ICSD second-level support personnel as required and/or as-needed.

4. Compile reports to track customer workorders to adhere to service-level targets by the Bureau. Run reports to determine malfunctions that continue to occur.

5. Respond to queries either in person or over the phone, write training manuals, train computer users, maintain daily performance of computer systems, respond to email messages for customers seeking help, ask questions to determine nature of problem and walk customer through problem-solving process.

6. Install, modify, and repair computer hardware and software. Clean up computers, run diagnostic programs to resolve problems, resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems, install computer peripherals for users, follow-up with customers to ensure issue has been resolved and gain feedback from customers about computer usage.

7. Install, set up, and/or troubleshoot all Windows versions in use following established ICSD procedures, policies, processes and protocols.

8. Install, set up, and troubleshoot Microsoft Office and other software applications.

9. Configure PC clients for DHCP / DNS operation and know how DHCP/DNS functions.

10. Install, setup, modify, replace, repair and/or troubleshoot hardware and software. This includes but is not limited to PCs, laptops, printers, scanners, multi-functional devices, tablets and other mobile devices as needed.

11. Provide application support for Microsoft Office and other software products.

12. Lift and move computers and/or peripherals up to fifty (50) pounds.

13. Assist in the salvage of retired hardware.

14. Provide support for Help Desk activities as needed, including, but not limited to: taking help desk phone calls/emails/faxes/requests from users, creating work tickets in the City's Help Desk software, routing work tickets to appropriate personnel, communicating details of issues to, and coordinate with other personnel, assisting users with their questions, hardware/software problems/needs, and assisting in completing the work tickets.

15. Other City assigned tasks as needed.

16. Personnel with server and/or networking support experience may also be required on an as needed basis.   The Bureau uses Cisco as our standard network platform.

17. All Contractor personnel must:
    a. Possess a valid California Drivers License and liability insurance.
    b. Be available for work up to 40 hours per week.

18. Distinguishing Characteristics:

    a. Journeyman Level
        Personnel must have sufficient knowledge, ability, and professional experience to work independently, provide support to City computer users, and serve as lead technician for Interns as needed. Serving as "lead" is defined as: being able to work together with one or more Interns engaged in a specific task assigned to the group, coordinating the efforts of the group, and providing the technical know-how needed to complete the task. Selected personnel **must** be able to work 40 work hours per week during regular business hours.

    b. Intern Level
        Personnel may have less knowledge and experience than is expected of the journeyman level but are still required to possess basic skills for providing

computer support in a network environment. Interns may also need more supervision and instruction than the journeyman class. Interns may be post high school students preferably in a computer education program; however, Interns **must** be able to work at least 24 work hours per week during regular business hours.

4.0 Deliverables

1. Resumes shall be required when requested by ICSD to fill vacancies;

2. Weekly timesheets detailing billable hours shall be forwarded to appropriate ICSD personnel for each contractor worked under this agreement for approval and signature.

3. Current position requirements are for a total of nine contractors. This number shall decrease or increase based on the needs of the Bureau of Sanitation. Increase or reduction of positions shall be at the discretion of the Bureau.

4. Contractor must provide IT Help Desk/Customer Service training for assigned personnel with a minimum of 4 course lecture hours from a qualified training institution. Certificate of Completion must indicate that training has been taken in the last year of assignment, and must be provided within the first 90 days of assignment.   The City reserves the right to waive this requirement at the Bureau of Sanitation's discretion.

5.0 Proposal

Each proposal shall include, but not be limited to the following information:

1. Approach to Project - The proposer shall name a liaison to be the contact person between the proposer and ICSD and between the proposer and the contract work force. The proposer shall provide to ICSD the number, experience, and availability of personnel, by name, that shall be assigned to perform the work specified above.

2. Personnel Qualification - Submit resumes detailing qualifications, including education, experience, and work history of all personnel who shall participate in the work. Emphasize expertise that is applicable to the work specified in this TOS.

3. Project Requirements - Proposers understood and complied with project requirements.

4. Statement of Costs - Proposers must include an hourly rate for each pay level as outlined in this TOS. This hourly rate should reflect the total hourly rate to be billed to the City, including wage to employee, overhead for administrative costs, benefits

provided by the proposer, and any other costs. Invoices to the City shall be solely for the hourly charges of each contractor working on the project. There shall be no other charges billable to the City. This cost estimate must also include estimated monthly costs for each pay class based on a forty-hour week.

6.0 Additional Considerations

1. Areas not addressed in the above, which the Proposer believes to be essential shall be include in the proposal for consideration.

2. It should also be noted that the proposals must include MBE/WBE subcontractors as outlined in your contract with the City. Subcontractor firms that were not listed in your original proposal and in your contract cannot be added without use of an approved outreach program. Details of this outreach can be supplied upon request. Proposers are reminded that proposals must include Schedule A - "MBE/WBE/OBE Subcontractors Information Form" with their proposal as outlined in the contract you have with the City. The City has set anticipated participation levels (APL) as follows: 10% MBE, 2% WBE, 1% SBE, 1% EBE, and 1% DVBE.

7.0 Evaluation Criteria

EVALUATION CRITERIA	WEIGHT
PROJECT REQUIREMENTS: - Ability to provide sufficient number of candidates - Ability to provide candidates for both pay classes	30%
PERSONNEL QUALIFICATIONS: - Recent experience in similar projects - Related skills and experience	30%
COST ESTIMATE: - Hourly rate for both classes	40%

8.0 Contact for questions and for submission of proposals:

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