

SW60717 Workstation and LAN Support Services

User Guide

1 Introduction

Central Purchasing has entered into a mandatory¹ statewide contract with three (3) contractors to provide support for Personal and Laptop Computer (Workstation) and Local Area Network (LAN) available to State Agencies, Counties, Cities, Schools, Hospitals, Municipalities, and Political Subdivisions.

Note: Oklahoma Office of State Finance also provides some of these services and shall be contacted first as a potential source for service.

The services covered by these contracts are to allow for:

- a) Workstation and LAN hardware parts and installation.
- b) Workstation and LAN hardware/software troubleshooting services.
- c) Workstation imaging services.
- d) Workstation Desktop Configuration and Installation services.
- e) Workstation relocation services.
- f) Network printer installation and troubleshooting services.
- g) Printer relocation services.
- h) LAN, server and network components, hardware/software, installation, configuration, and troubleshooting services.

1.1 Contract Awards

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1.2 Hardware Configurations

- a) Workstation - The State of Oklahoma has standardized on Dell Workstation and laptop configuration, however, Dell workstation and laptops are for new purchases and the state still has numerous Intel-processor based workstations to be supported.

¹ “Mandatory” generally applies to first time users, agencies that believe they cannot use this contract simply need to follow the “exception” process by writing a letter to the State Purchasing Director stating requirements for an exception. The request will be reviewed by Central Purchasing and a ruling will be made.

- b) Servers - LAN servers to be supported are Intel-processor based.
- c) Printers – LAN and workstation printers are primarily Hewlett Packard.

1.3 Usage

The intended usage of this contract is two-fold.

- a) Government entities can use to establish a Service Level Agreement (SLA) with the contractor(s), by issuance of a Statement of Work (SOW) and a purchase order defining the coverage needed or
- b) By issuing a SOW and purchase order against the contract to provide needed services for a specific project.

1.4 Parts

Parts are offered at a “percentage less than list” i.e. 5% off of list, plus the cost of shipping unless parts required are normally stored at contractor local facility. The “percentage less than list” will be posted and maintained on the DCS website under Statewide Contracts / SW60717.

1.5 The contracts cover the following “ Skill Sets”

The hourly rates for these “skill sets” plus the “price by unit” for services will be maintained on the DCS website under Statewide Contracts / SW60717.

Server Support

- a) Server 2000 operating system and NT Server operating system.
- b) Connectivity of NT Servers, Active Directory services, Server 2000, and SMS Server.
- c) Exchange Server Design and Implementation.
- d) Troubleshooting, problem determination, and resolution of NT Server, Server 2000, etc. in an enterprise environment that includes DHCP, WINS, DNS, SNA, and Domain Controllers.
- e) Microsoft Configuration Services.
- f) Server Backup and Restore Processes.
- g) WIN2000 engineering services.

LAN Support

- a) Troubleshooting, problem determination, and resolution of LAN hardware and software.
- b) Planning, designing, analyzing, implementing, and supporting LAN/WAN environments.
- c) Wireless network peripheral installation and configuration services.

Workstation Support

- a) Installation of Microsoft Windows 2000 and XP operating systems.

- b) Setup of workstation network connectivity.
- c) New workstation agency configuration installation.
- d) Imaging services, both onsite and at contractors office.
- e) Workstation hardware and software installation and configuration.
- f) Workstation relocation.

Printer Support

- g) Network printer installation and configuration in a Microsoft NT or Microsoft 2000 environment.
- h) Troubleshooting network printer hardware and software problems.
- i) Network printers' relocation.

By Unit Services

- a) Workstation imaging.
- b) Workstation Configuration and Installation.
- c) Workstation relocation.
- d) Network Printer Installation
- e) Network Printer Relocation

2 Workflow Process

Step 1.

Agency determines need for Workstation or LAN Support services and creates a Statement of Work (SOW) Form # 050 outlining the required deliverables.

Step 2.

Agency determines which "Skill Sets" or "By Unit Services" are required to complete the SOW and submits the SOW to one, two, or, all three contractors, for a bid response.

Step 3.

Contractors return their bid response for the SOW to the agency. The agency evaluates the response(s) and if acceptable awards the SOW to the contractors by creating a purchase order(s) (PO) for the SOW. **Note:** the selection process should be documented to justify the selection(s) made.

Step 4.

The agency sends a copy of the PO(s) to the contractor(s).

Step 5.

The agency sends a copy of the SOW and the PO(s) to Central Purchasing.

Step 6.

The contractor(s) complete the SOW. See Section 4 for Statement of Work process.

Step 7.

Contractor(s) completes Certification of Completion and Acceptance Form #051 and submits to agency for approval and signature. See Section 5 "Completion of Work" for process details.

Step 8.

Agency completes a Contractor Performance Report Form #052 for each contractor and sends completed form to Central Purchasing.

3 Performance Requirements

- a) The contractor shall provide all services on an as needed.
- b) The contractor's repeated failure to provide defined services, without reasonable basis as determined by the State of Oklahoma, shall constitute a material breach of the contractor's obligations, which may result in cancellation of the contract.
- c) The contractor must function as the single point of contact for the ordering agency, regardless of any subcontract arrangements.
- d) The contractor must notify both the requesting ordering agency and the Department of Central Services, Central Purchasing Division in writing when they are unable to offer services when a specific SOW is submitted to the contractor.
- e) Subcontractors - The ordering agency and the DCS contracting officer shall pre-approve the use of all subcontractors.
- f) Ordering Agency Status Reports - Contractor will provide project status reports to the ordering agency, if requested, of all projects that exceed one week. Such reports will be at a frequency and with a content agreed to between Contractor and the ordering agency.

4 Statement of Work – Form 050

- a) On all projects the ordering agency shall utilize a Statement of Work (SOW) as the means (1) to identify the specific tasks to be performed and (2) to mutually agree upon the total price to be paid to the contractor upon completion of the specified tasks.
- b) At its own discretion, ordering agencies will submit a Statement of Work to one, two, or all three Contractors requesting a written proposal addressing the Statement of Work.
- c) Selection of the contractor(s) to perform the Statement of Work is at the sole discretion of the ordering agency and is not necessarily based upon lowest bid, but should be based on lowest and best.

- d) The contractor and the ordering agency's designated Project Manager must indicate mutual acceptance of the SOW by signing and dating the final SOW. The ordering agency's designated Project Manager (1) must retain one signed copy; (2) must forward the other copy, plus a copy of the Purchase Order, to the Department of Central Service, Central Purchasing Division for inclusion in the contract file and (3) must send one copy to the contractor's Project Coordinator.
- e) The contractor's response to the SOW must be within the scope of the contract and must not change any provision of the contract.
- f) The ordering agency's designated Project Manager shall have the right to terminate the SOW at any time, for the convenience of the ordering agency, without penalty or recourse, by giving written notice to the contractor at least five working days prior to the effective date of such termination.
- g) Changes to the Statement of Work required under this contract must be bilaterally made. Any change to a Statement of Work that alters the deliverables, rates used, or completion schedule must be approved in writing by a revised Statement of Work, signed by the authorized personnel of each party. If necessary, in accordance with State or ordering agency's purchasing procedures, a change order will be issued.
- h) If the Statement of Work contains an estimated schedule, each party agrees to make reasonable efforts to carry out respective responsibilities according to that schedule. The ordering agency will notify Contractor within 5 working days when they believe there is a scheduling problem compared to the criteria outlined in the Statement of Work.
- i) The ordering agency and the contractor will each designate a coordinator who will represent each party in all matters concerning the services provided and will be responsible for the supervision, direction and control of its respective personnel.
- j) Subcontractors must be approved by the ordering agency and Central Purchasing Division prior to performing services outlined in this agreement. Subcontracted work will be specified in the Statement of Work.

Subcontractors must be at least as qualified as personnel Contractor would employ to do the same work. After it determines that a prospective subcontractor is qualified, Contractor will submit the subcontractor's name and address to the Central Purchasing Division's Contracting Officer for approval; the Contracting Officer will provide a written reason for any disapproval.

5 Completion of Work – Form 051

- a) Upon the completion of the requirements under each Statement of Work, the Contractor will obtain a Certificate of Completion and Acceptance, DCS Form 051, to show satisfactory performance and final completion of each order.
- b) Acceptance of the work by signing the Certification of Completion and Acceptance, Form 051 shall be final and conclusive.
- c) Unless otherwise required by the Statement of Work, acceptance shall also be final and conclusive at close of business on the 10th working day after the date that Contractor notifies the ordering agency of its completion of the work and tenders a Certification of Completion and Acceptance, Form 051 for the ordering agency's signature. The Certification is considered final regardless of whether or not the ordering agency signs the Certification, unless, within this period, the ordering agency identifies to

Contractor, in writing with a copy to DCS, valid corrections necessary to a specific portion or portions of the work.

- d) To be valid, corrections identified must be: (1) to work, in which no portion of it has been changed by the ordering agency; (2) due to Contractor independent work performance that fails to conform to the Statement of Work, or due to Contractor failure to follow specific work direction given by the ordering agency; and (3) reasonably verifiable by Contractor.
- e) Work performed specifically to the ordering agency's direction or modifications to the work by the ordering agency, following Contractor completion, shall not qualify for an exception to final acceptance within the 10 working days as described above.
- f) Following final acceptance of the work, as specified herein, payment shall be due in accordance with the terms of this contract, and any further services will require a new SOW and purchase order or modification of the existing one(s) to incorporate changed work and add funds to pay for such work.