



**U. S. House of Representatives  
Maintenance Provider Program**

**COMPREHENSIVE SERVICE PLAN  
Contract OPC0700037**

The office of the Honorable \_\_\_\_\_ has selected Integration Technologies Group, Inc. (ITG) to provide information technology (IT) maintenance services for the performance period of \_\_\_\_\_ through \_\_\_\_\_.

\_\_\_\_\_  
Honorable – Member (*signature*) Date \_\_\_\_\_

Washington DC Service Address:  
\_\_\_\_\_ HOB

District Addresses:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description	Annual Unit Price	Quantity	Total
Comprehensive Service Solution	\$25,500.00		
Additional small locations (3 PCs or less)	\$2,700.00		
Additional large locations (more than 3 PCs)	\$4,500.00		
<b>TOTAL COST</b>			

## **COMPREHENSIVE SERVICE SOLUTION \$25,500.00 annually**

- Support for DC Office and 2 District Offices included
  - Additional small locations (3 PCs or less) @ \$2,700 per year
  - Additional large locations (more than 3 PCs) @ \$4,500 per year
- Service Desk Available 24/7/365 through our 1 (800) number
  - Support after Business Hours @ \$150 per hour
- Telephonic and in-person support to resolve software problems
  - DC Response Times*
    - 1 hour call back
    - 4 hour determination of visit
    - 4 hour onsite
    - 8 hour resolution
  - District Office Response Times*
    - 1 hour call back
    - 4 hour determination of visit
    - 8 hour onsite
    - 12 hour resolution
- Telephonic and in-person support for House office hardware
- Parts or whole unit replacements of equal or greater value provided
- Proactive monitoring of office IT infrastructure
- Problem Management
- Change, Release, Capacity, Availability and Asset Management
- Warranty Management
- 10 Installations or Relocations per year
  - Unlimited simple relocations (unplug, move, and plug in within the same bldg)
  - Additional Installation and Relocations @ \$125 per hour
- Installations will be configured to automatically receive updates
- Hardware/Software Installation Checklist
- Training provided to users on basic system and application functionality
- Site Survey and Configuration Planning
- Systems integration of all hardware performed at ITG's ISO 9001:2000 warehouse and logistics facility.
- Networking and Communications configuration
- Complete security checklists for all installed equipment
- Secure all devices are with the proper security checklist
- Adhere to all applicable House security guidelines
- Equipment not covered by a security checklist submitted for review by the ISSO
- All servers and workstations are protected with anti-virus software
- Anti-virus and spyware cleaning performed upon request
- Preventive Maintenance provided at least twice a year
- Office disk image maintained and updated it at least once every three months.
- Support provided for the House Information Resources data replication service
- DOD-level degauss performed upon removal of any computer or storage device
- Verify patch, service pack or service release provided by HIR within 48 hours
- Technical Assessment provided for new clients
- Detailed Office Profile created and maintained
- Disaster Recovery Plan provided

### ***Terms and Conditions***

- *For service requested and performed outside of normal business hours, a Time & Material rate will apply of \$150.00 per hour-two hour minimum*
- *For Installations or Relocations (as defined in SOO) in excess of 10 per year a Time & Material rate will apply of \$125.00 per hour. Simple relocations (unplug, move, plug in) within the same facility will incur no additional charges*
- *For all Congressional Transition activities the Time and Materials rate of \$125.00 per hour will apply*
- *For support of software not on supported list a Time & Material rate will apply of \$125.00 per hour*

*Any delays to service provided through no fault of ITG, will be cause for an exception to the SLA, and possibly be subject to T & M Charges at a rate of \$150.00 per hour.*

For more information, please contact: **Jeremy Nurse**  
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