



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

**SEAT MANAGEMENT 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	Monthly Unit Price	Quantity	Monthly Total
Comprehensive Service Solution	\$4,202.00		
Additional Single Desktop User	\$124.00		
Additional Single Laptop User	\$150.00		
TOTAL COST			

SEAT MANAGEMENT SERVICE SOLUTION \$4,202.00/month

- All IT equipment for your House Office is included in the Plan
Up to 25 PC Users (20 desktops, 5 laptops)
 - Additional Single Desktop User \$124.00
 - Additional Single Laptop User \$150.00
- Unlimited number of offices and locations are included
- Offices will receive 100% technology refresh every 2 years
- Installation and configuration of all desktops, laptops, printers, servers, switches, and PDAs included
- Term is two years
- Cancelable with 30 days notice
- Uninstalling of existing equipment
- House offices will be offered a credit for disposing of existing equipment
- 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

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