



## D--Region 10 Information Technology (IT) Help Desk Support Services

**Solicitation Number:** PR-R7-09-10289

Agency: Environmental Protection Agency

Office: Office of Acquisition Management

Location: Region VII

**Notice Type:**

Presolicitation

**Original Posted Date:**

May 7, 2009

**Posted Date:**

May 19, 2009

**Response Date:**

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**Original Response Date:**

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**Archiving Policy:**

Automatic, on specified date

**Original Archive Date:**

September 30, 2009

**Archive Date:**

September 30, 2009

30, 2009

**Original Set Aside:**

8a Competitive

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**Classification Code:**

D -- Information technology services, including telecommunications services

**NAICS Code:**

541 -- Professional, Scientific, and Technical Services/541513 -- Computer Facilities Management Services

**Synopsis:**

Added: May 07, 2009 5:30 pm Modified: May 19, 2009 10:32 am [Track Changes](#)

This publication serves as a notice that the U.S. Environmental Protection Agency (EPA) will issue a solicitation for EPA Region 10 Information Technology (IT) Help Desk Support Services. EPA Region 10 mission is to improve and preserve the quality of the environment of the Pacific Northwest and Alaska for present and future generations. EPA Region 10 covers the four states of Alaska, Idaho, Oregon and Washington.

The EPA Regional 10 office, and the location from which contract services will be administered, is the Park Place Building, 1200 6th Avenue, Seattle, Washington. EPA Region 10 Office of Management Programs, Information Resources Unit (IRU) requires Information Technology (IT) Help Desk Support Services be obtained through a contract vehicle in order to serve its customers. IRU is responsible for coordinating information technology (IT) activities and supports and coordinates all telecommunications and network activities in Region 10 in support of EPA's national and regional program objectives. EPA Region 10 requires IT help desk support services in support of its IT activities. EPA Region 10 will provide the Contractor from the Seattle location with workspace, personal computers, printers, telephones, and other equipment and supplies as needed. The Contractor shall be

responsible for the following:

1. Ensuring that help desk is staffed from 7:00 a.m. to 5:30 p.m. each day, Monday through Friday.
2. Ensuring any workspace under its control, including the customer help desk and storage areas, is kept clean and free of debris.
3. Ensuring that workspace and storage areas are clearly identified as contractor space.
4. Providing help desk support services and coordinate information technology (IT) activities for EPA Region 10 staff in various locations within the four states of Alaska, Idaho, Oregon and Washington.
5. Reviewing the EPA Environmental Management System (EMS) Policy and ensuring all Contractor's processes and practices are compliant with the policy to reduce environmental impacts in the workspace.

EPA anticipates issuing invitation for bids utilizing 8(a) competitive procurement process under the 8(a) Streamlined Technology Acquisition Resources for Services (STARS) GWAC Contract for technology solutions Functional Area No. 3 (FA3) and the designated North American Industry Classification System (NAICS) code for this requirement is 541513. EPA will not issue a paper solicitation for this acquisition. Therefore, the purpose of the FedBizOpps announcement is to notify potential 8(a) STARS GWAC Contractors of EPA's requirement and to direct interested parties to the EPA's "Business Opportunities with EPA" Internet World Wide Website at <http://www.epa.gov/oamreg02/region7/PR-R7-09-10289/index.htm> where the solicitation will be posted on or about June 1, 2009.

The contract type to be awarded will be a Firm-Fixed-Price, Performance Based Service Contract and will be for a base year and four one year option periods. Also, this procurement is being conducted under the Federal Acquisition Regulation (FAR) Part 14 Sealed Bidding and EPA intends to use Subpart 14.5-Two-Step Sealed Bidding Method. The tentative contract award date is August 1, 2009. If you have any questions regarding this notice please contact (by email only) the Placement Contracting Officer. No facsimile or telephonic responses will be accepted.

**Contracting Office Address:**

PLMG/RFMB/ACMS 901 North 5th Street Kansas City, KS 66101

**Place of Performance:**

EPA Regional 10 office, and the location from which contract services will be administered, is the Park Place Building, 1200 6th Avenue, Seattle, Washington.  
Seattle, Washington 66101  
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**Primary Point of Contact.:**

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Contracting Officers

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**Opportunity History**

■ Original Synopsis

*Presolicitation*

May 07, 2009

5:30 pm

■ Changed

May 19, 2009

10:37 am