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## Region 7 Information Technology (IT) Support Services

Solicitation Number: PR-R7-09-10369  
Agency: Environmental Protection Agency  
Office: Office of Acquisition Management  
Location: Region VII

<a href="#">Notice Details</a>	<a href="#">Packages</a>	<a href="#">Print</a>	<a href="#">Link</a>
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**Original Synopsis**  
Jun 18, 2009  
10:46 am

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**Solicitation Number:** PR-R7-09-10369  
**Notice Type:** Presolicitation

**Synopsis:**

Added: Jun 18, 2009 10:46 am

This publication serves as a notice that the U.S. Environmental Protection Agency (EPA) will issue a solicitation for EPA Region 7 Information Technology (IT) Support Services. Region 7 covers the four state areas of Missouri, Kansas, Iowa and Nebraska. The Information Resources Management Section (IRMS) supports and coordinates all telecommunication and network activities in Region 7 in support of EPA's National and Regional program objectives.

The EPA Region 7 Regional Office and the primary location from which contract services will be administered is:

U.S. Environmental Protection Agency, Region 7  
901 N 5th St  
Kansas City, KS 66101

The EPA Region 7 IRMS unit requires IT Support Services be obtained through a contract vehicle in order to serve its customers. IRMS is responsible for coordinating IT activities and supports and coordinates all telecommunications and network activities in Region 7. The Government will provide the Contractor with workspace, personal computers, telephones, pagers and other equipment as needed and authorized by the Project Officer. BlackBerry devices will be provided for the purpose of providing help with user setups, testing and troubleshooting. The Contractor may be required to sign property receipts for equipment provided.

The Contractor shall be responsible for the following:

1. Answering call center phones between the hours of 7:00 A.M. and 5:00 P.M. on normal workdays. Between 6:15 A.M. - 7:00 A.M. and between 5:00

**GENERAL INFORMATION**

**Notice Type:**  
Presolicitation

**Posted Date:**  
June 18, 2009

**Response Date:**  
-

**Archiving Policy:**  
Manual Archive

**Archive Date:**  
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**Original Set Aside:**  
N/A

**Set Aside:**  
8a Competitive

**Classification Code:**  
D -- Information technology services, including telecommunications services

**NAICS Code:**  
541 -- Professional, Scientific, and Technical Services/541513 -- Computer Facilities Management Services

P.M. - 6:15 P.M., all calls will be forwarded to a voicemail box giving callers the option to leave a message or be transferred to a technician if the urgency of the situation demands immediate attention such as the user not being able to log into the network or other work stoppage situation.

2. Providing assistance to walk in customers in the Business Center.
3. Staffing the Call Center and Business Center appropriately and providing services during the entire period.
4. Securing all check-out equipment.
5. Tracking inventory, inspecting, and providing any needed maintenance on equipment when returned.
6. Accounting for all check-out items when asked by COTR.
7. Entering help tickets into the Region 7 help desk software.
8. Ensuring any work areas under their control, including the computer room, Personal Computer (PC) training room, and storage areas, are kept clean and free of debris.
9. Ensuring that workspace and storage areas are clearly identified as contractor space.

EPA intends to utilize the two-step sealed bidding process to obtain technical proposals through an 8(a) competitive procurement process under the GSA STARS 3 GWAC. The 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 offerors 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/oam/index.htm>, where the solicitation will be posted on or about June 25, 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 two one year option periods. Also, this procurement is being conducted under the Federal Acquisition Regulation (FAR) SUBPART 14.5-TWO-STEP SEALED BIDDING. The tentative contract award date is August 24, 2009. If you have any questions regarding this notice please contact (by email only) the Contract Specialist. No facsimile or telephonic responses will be accepted.

**Contracting Office Address:**

901 North 5th Street  
Kansas City, Kansas 66101

**Place of Performance:**

U.S. Environmental Protection Agency  
901 N 5th St  
Kansas City, Kansas 66101  
United States

**Primary Point of Contact:**

Tyrone Lewis,  
Contract Specialist  
[lewis.tyrone@epamail.epa.gov](mailto:lewis.tyrone@epamail.epa.gov)  
Phone: 913-551-7664  
Fax: 913-551-9664

**Secondary Point of Contact:**

James E. Price,  
Contracting Officer  
[price.james@epa.gov](mailto:price.james@epa.gov)  
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