



20-031 – IT Service Center Pilot

Title	IT Service Center Pilot
Description	<p>General Dynamics Mission Systems is seeking a company to provide an IT Service Center Pilot in Pittsfield, MA starting February 1, 2021. One to two onsite personnel will be required for approximately 6 months during normal business hours (8:30-5:30, M-F). Typical support requests are listed below.</p> <p>Customer Service:</p> <ul style="list-style-type: none"> • Deliver/Hand out monitors, thumb drives, and power supplies users have ordered. Document in Remedy Asset Management. • Deliver/Hand out loaner laptops and provide loaner power supplies. • Deliver replacements of damaged consumables (e.g. mice, keyboards, monitors and other failed user-replaceable components/consumables). • Provision loaner laptops for users with failed laptops. Document equipment assignment in Remedy and provide failed laptop to Workforce Productivity for processing. • Install additional RAM in laptops (after user requests and additional RAM have arrived, either from vendor or Workforce Productivity staff). • User requests for troubleshooting/problem investigation will be logged into Remedy. Technician will not be providing troubleshooting, but can retain the devices (if requested) for Workforce Productivity techs. • Walk user through standard processes such as: <ul style="list-style-type: none"> ○ Enrolling a mobile phone with Intune ○ Setting/Resetting an RSA PIN ○ Changing a password ○ Creating IT Shop hardware orders/requests <p>Laptop/Desktop Preparation/Configuration:</p> <ul style="list-style-type: none"> • Prepare/provision new hire systems: <ul style="list-style-type: none"> ○ Place General Dynamics image on systems as directed by Workforce Productivity team. ○ Deliver systems to Workforce Productivity team for customization (if needed). ○ When new system is returned (and ready for new hire), position systems with appropriate peripherals. Workforce Productivity team will provide list of what is needed for each new hire, technician will add peripherals from new consumable equipment (e.g. keyboard, mouse, monitor(s), headset, webcam) and will stage for delivery to new hire. ○ Workforce Productivity will provide an assigned RSA token for new hire in an envelope that also has directions on how to assign a PIN (activate it). Workforce Productivity will also provide installation instructions and an invite to a Zoom meeting on day one. Technician will position these items with the hardware associated with the new hire. ○ On day one, provide "IT in a Box" packages to new hires. • Re-image computers for users: <ul style="list-style-type: none"> ○ Workforce Productivity tech copies user data and then provides laptop/desktop to technician for re-imaging. ○ Technician places General Dynamics image on the system. ○ Technician provides imaged system back to Workforce Productivity. ○ Workforce Productivity installs any additional software/user-specific requirements. ○ Workforce Productivity restores user data.

	<p><u>If you can provide the support listed above, email a response including:</u></p> <ul style="list-style-type: none"> • Company capability brief or brochure • Answers to the below questions: <ol style="list-style-type: none"> 1. Can you establish this level of staffing for a service center to support a population of 1,800 in Pittsfield, MA? 2. What is your model for pricing? <ol style="list-style-type: none"> a. Per person serviced / Per hour / labor category? 3. Can you give us some examples of similar efforts that your company has done, with cost data? 4. Can you verify/ensure that only U.S. Citizens are employed, and that your screening aligns with General Dynamics Mission Systems screening processes?
Keyword(s)	Information Technology, Service Center, Customer Service
Response Instructions & Date	<p>Responses will be accepted thru 1/29/2020</p> <p>General Dynamics Mission Systems Innovation Sourcing Network (ISN)[™] is seeking respondents to the following TechScout request. This TechScout request does not contain U.S. export controlled technical data or proprietary information and is approved by General Dynamics Mission Systems for public release and is in the public domain.</p> <p>Send email response to techscout@gd-ms.com</p> <p>TechScout responses should not contain any export controlled technical data or proprietary information.</p> <p><u>Response should include the following information:</u></p> <ul style="list-style-type: none"> • Company capability brief or brochure • Answers to the above questions <p><i>In your response, please identify whether you or your company are located outside the U.S. If located outside the U.S., please identify any home country export controls that will apply to your response. If located in the U.S., please identify whether your company employs non-U.S. manufacturing or design facilities, or foreign nationals in your response.</i></p> <p>Any subsequent interaction between General Dynamics Mission Systems and a non-U.S. based TechScout respondent, or a U.S. based TechScout Respondent with non-U.S. manufacturing, design or foreign national employees must be reviewed and approved in advance for U.S. Export Compliance requirements by the General Dynamics Mission Systems Office of Import/Export Compliance prior to any such interaction.</p> <p>General Dynamics Mission Systems will not be responsible for, nor will it pay for any expense which may be incurred by the supplier in preparation of its TechScout response. Supplier acknowledges and agrees that this TechScout request does not commit General Dynamics Mission Systems to any course of action, including but not limited to, any purchase of supplier's products or services or any future involvement with supplier. The issuance of this request does not bind General Dynamics Mission Systems to accept or review any response, in whole or in part. Subsequent pursuit or action on the part of General Dynamics Mission Systems or the TechScout respondent may require the respondent to comply with aspects of the U.S. International Traffic in Arms Regulations (ITAR) or the U.S. Export Administration Regulations (EAR) including a need to register, or apply for or execute licenses or other authorizations.</p> <p>Firms or individuals from countries subject to U.S. sanctions are not eligible to participate in this TechScout request. (U.S. Sanctions information may be found at: https://www.treasury.gov/resource-center/sanctions/Programs/Pages/Programs.aspx). These sanctions apply comprehensively to Iran, Syria, Sudan, Cuba, and North Korea. In addition, Firms or individuals that appear on the U.S. Government's Consolidated Screening List (available at http://export.gov/ecr/eg_main_023148.asp) are not eligible to participate in this TechScout request."</p>
Questions	Email the Innovation Sourcing Network with any questions or required clarification at techscout@gd-ms.com .