

1 Systems Management (OSM) must be informed in writing or by facsimile of any new serial
2 number(s) of replaced equipment within 30 days of installation. Correspondence shall be
3 forwarded to: Office Systems Management, Longworth House Office Building, Room B-215,
4 U. S. House of Representatives, Washington, D.C. 20515 or Facsimile at 202-226-1277.
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6 (4) Support shall not include:

7 (a) Consumable supplies, unless specified.

8 (b) Restoration of lost data, if the customer was at fault, or if the customer fails to provide
9 the latest readable data backup.

10 (5) Contractor shall provide prompt service upon telephone request from a Member,
11 Committee, Staff or House employee. No order shall be issued for repair of House owned
12 equipment. Contractor must contact Office Systems Management for approval before servicing
13 any equipment if the estimated cost of repair is equal to or greater than sixty (60) percent of the
14 equipment replacement cost.
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16 (6) Contractor shall provide support for all software not on the House Supported Software
17 List.
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19 c. Washington Response Time

20 (1) Contractor's personnel shall be required to:

21 (a) commence work under this contract, upon notification of service problem for equipment
22 owned by the House, within a maximum of four (4) normal business hours, except for
23 delays arising from causes beyond the control and without the fault or negligence of the
24 Contractor,
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26 (b) prosecute the work diligently, and

27 (c) complete the entire work ready for use.
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29 Systems Integrators must provide within the first hour of the four (4) hour maximum functional
30 response time a telephone call back to the House office having the service problem. The
31 Systems Integrator will determine within the four (4) hour maximum functional response time if
32 on-site diagnosis is required to resolve the service problem, in which case a technician must
33 arrive on-site within four (4) business hours from such determination.
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35 (2) If the Contractor fails to deliver the supplies or perform the services to restore the
36 equipment to full operational status within two business days by repair or providing
37 replacement/loaner equipment to the office, the Contractor shall, in place of actual damages,
38 pay to the House as fixed, agreed, and liquidated damages, for each business day of delay, the
39 sum of the rate charge of the item divided by 30 and multiplied by the number of days the
40 equipment was not operational. This liquidated damage charge may be a credit issued by the
41 vendor on the invoice submitted to the House for payment. After notifying the customer that
42 they are entitled to have their equipment up to full operational status within two business days,
43 Contractor may request and customer may agree to an extension. Software not on the
44 Contractor's supported software list (other than a CMS package) is not subject to this two day
45 operational status requirement. The Contractor's supported software list is to be included with
46 the service plans attached to this contract. In the absence of such a list, all software is
47 considered to be subject to the two day operational status requirement.
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