



GASP Contract: Quick Help Guide

GSA ACQUISITION OF SERVICES FOR PBX (GASP) – RASP REPLACEMENT CONTRACT

Contract for regional telecommunications operations and maintenance services in Washington, Oregon, and Idaho

Prime Contractor: **Global Technology Resources, Inc.**

Contract No. **GS-10T-08-ECD-0001**

Performance Period: **12/17/07 – 12/16/09**

GTRI Customer Care Center, Kent Washington

Please direct all customer service and order management questions to this office.

Office Hours: **M-F, 7:30 a.m. to 4:30 p.m.**

Email Orders to: **CustomerCare-Northwest@gtri.com**

Toll Free Number: **1-800-345-0807**

Fax Number: **1-253-437-2125**

Mailing Address: **19625 62nd Avenue So., #C-104, Kent, WA 98032**

Contract and Order Status Information: **<http://fedprograms.gtri.com/>**

GTRI Service Ticket Management

For all after-hours emergencies, please call the Customer Care Center Toll Free Number, 1-800-345-0807, before opening a ticket.

To Open/Submit a Service Ticket or To View Service Ticket Status:

1. Go to <http://fedprograms.gtri.com/> (GTRI's GASP Contract Home Page)
2. Click on the Service Ticket Management Link, on the upper right side of the page
3. Log in by entering your User ID and Password

For more detailed Service Ticket Management instructions, see the Service Ticket Management Reference Guide for End Users at <http://fedprograms.gtri.com/>, or call 1-800-345-0807.



Revised: Feb 03, 9am

Contract Documentation

Purchase Orders
Contract Modifications
Escalation Chart

Site Addresses
PM Schedule
Emergency Restoration plan

Maintenance Support Plan
Quality Control Plan

Management Reports

Contract Performance

Task Order Tracking

Traffic Reports

Government POCs

- CO
- COTR
- COR
- Contract Specialists
- ADR
- Agency Users

- Program Director
- NW Operations Manager
- Project Manager
- Customer Service Representatives
- Technicians
- Subcontractors

GTRI Customer Care

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CustomerCare-Northwest@gtri.com

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GTRI
GLOBAL TECHNOLOGY RESOURCES INC.

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GASP Contract: Agency Orders

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Agency Ordering Procedures

For a complete copy of the GASP Contract and these procedures in full, please contact Duane Taylor, GSA COTR or Kathleen Sewell, GSA Contracting Officer (CO). Your initial point of contact with GSA can be found below. Unsure who to contact? Please contact either GTRI's Customer Care Center or Duane Taylor. For emergency or escalation please contact John Norton below.

GTRI Customer Care Center

CustomerCare-Northwest@gtri.com
1.800.345.0807

Duane Taylor, GSA COTR

duane.taylor@gsa.gov
1.206.220.5002

Emergency or Escalation

John Norton
1.253.315.1856

The CO will authorize Agency Designated Representatives (ADR) to place orders directly with GTRI and to be billed directly by GTRI, i.e. "direct order/direct bill." A two percent surcharge will apply to these orders. The CO will identify to GTRI, in writing, which customer organizations are authorized to use direct order/direct bill and will retain administrative contracting authority.

GSA Managed Systems

GTRI will accept and process orders from ADRs for station changes for relocation of station numbers and software feature changes to station numbers.

GSA Non-Managed Systems

These systems are wholly owned and managed by the Customer Agency. In addition to the provisions above, GTRI will accept and process orders for:

- Station assignment (connect and/or disconnect) or relocation of dial tone service to another physical address.
- PBX common equipment, system feature changes, system maintenance and all other orders affecting the delivery of dial tone or other system services (i.e., voice mail).



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