Message

From: Baker, Todd [Baker.Todd@epa.gov]
Sent: 10/5/2018 7:44:10 PM
To: Andrews, Robert [Andrews.Robert@epa.gov]
Subject: RE: VISION TECHNOLOGIES IT SUPPORT

I should add – my thoughts are to get the service back with Vision Technologies if possible before going out and contracting separately!

From: Baker, Todd
Sent: Friday, October 05, 2018 3:43 PM
To: Andrews, Robert <Andrews.Robert@epa.gov>
Subject: RE: VISION TECHNOLOGIES IT SUPPORT

Robert:

I understand your concern.

After we spoke on Thursday, 10/4/18 about the message you had sent between you and Craig Hamell with a CC: to Mike McDowell, I was able to catch Tim Watkins in the NERL front office to inform him of the situation.

If I have my facts correct, Dan Kinyon is still sitting out there in Las Vegas and he was previously providing this support and could presumably, continue this support. I have Tim Watkins permission to elevate and pursue this with ORD OSIM folks, starting with Craig Hamell and working up/out from there to figure out why the support has been targeted to cease after 9/30/2018. With it being a Friday, I don't expect to get that far until Tuesday, next week.

Todd Baker
919-541-4307

From: Andrews, Robert
Sent: Friday, October 05, 2018 1:38 PM
To: Baker, Todd <Baker.Todd@epa.gov>
Subject: VISION TECHNOLOGIES IT SUPPORT

Good morning Todd,

I would like to sincerely express my concern for onsite IT services. In all Performance Base Service Contracts (PBSC), there is a consistent need for contract services. Meaning there should always be a backup (e.g. service tech or customer service rep) to support our needs. The customer should not have to be delayed or wait for any contractual service request (s) when there's a contract mechanism in place. Case and point below:

1. The University has released the restrooms on the Northside of POS/MSL for use after their renovation project was completed on 9/27/2018. A work ticket was issued yesterday to reactivate the POS Corridor card reader. Currently the card reader is disabled and the intermediate separation door is left unsecured. This door separates UNLV's occupants from NERL's.
2. The EXC Center main entrance doors I would like to reactivate now that the SEE's have completed their work assignment contract.
3. Non-EZTech computer monitors and UPS (s) etc.. need to be remove from the Auditorium, so that I can clear the area for EDDP which stars on 10/15/2018.
4. EZTech received their work tick to through E-Business to exercise the equipment removal and inventory.

I recommend that if Vision Technologies can't provide the IT contractual services required for NERL Las Vegas facilities/security operations, then we should consider contracting another IT contractor until we closed the NERL Las Vegas facilities doors. I don't like to hear that that's not my job or some other excuse when a legitimate service is requested. Time is of essence and I can't fulfill my job responsibilities with negative responses.

Please let me know you thoughts.

Cordially,

Robert W. Andrews Jr.
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