



MEMORANDUM

Date: April 24, 2003

To: Departmental Directors
Departmental Deputy Directors
Departmental Chief Information Officers
Departmental Procurement and Contracting Officers

From: Department of General Services
Executive Office

Subject: OFFICE EQUIPMENT REPAIR SERVICES

The Department of General Services' Office Machine Repair (OMR) has changed its name to Statewide Office Systems Support (SOSS). SOSS will continue to address its statutory requirement (SAM section 2100) to provide statewide comprehensive technical service for personal computers, laser printers, fax machines, peripherals, and other standard office equipment, as it has for the past 60 years.

Additionally, SOSS is a valuable resource to clients during this budget crisis. SOSS can save you money that can be redirected to mission critical areas.

SOSS' expert preventative maintenance, repair and upgrade services will:

- Extend the useful life of your existing office equipment,
- Delay the cost of purchasing replacement equipment,
- Delay the cost of disposal,
- Enhance the usefulness of existing equipment through upgrade options, and
- Minimize equipment downtime, keeping staff as productive as possible.

SOSS will stretch clients' existing budgets through our valuable partnership with the Department of General Services' Property Reuse Program. SOSS keeps a constant watch on surplus property inventory and routinely deploys reconditioned equipment to State clients in need. Within the last six months, over 100 units of office equipment (personal computers, printers, fax machines, shredders) were reconditioned and redeployed back into the State system saving clients on average 80% over purchasing new. Outstanding client relationships and expert knowledge of your equipment needs enables SOSS to advocate your office equipment health.

SOSS also maximizes the use of replacement parts obtained from surplus property equipment. Often these parts are used to keep client's older equipment up and running where new parts are either unavailable or the cost is prohibitive. Our valued clients realize these cost savings.

SOSS' primary mission, during this trying budget time, is to keep your existing equipment properly maintained so that you can concentrate on the larger issues at hand. We are here to protect your office equipment assets, saving you money and always keeping your best interest in mind.

For additional information, contact the SOSS Call Center toll free at 1-866-405-0160 or from Sacramento at 916-227-2309 or visit our web site at www.dgs.ca.gov/soss.

J. CLARK KELSO, Interim Director
Department of General Services

JCK/SLA:gk