TRIRIGA

TRIRIGA is the Computerized Maintenance Management System (CMMS) used by the Smithsonian for work order history, preventive maintenance, asset management, and condition assessment. The Contractor is responsible for providing preventive maintenance plans to the COTR for approval; SI will load approved preventive maintenance plans for each asset. The Contractor shall provide all required data for TRIRIGA as identified below.

TRIRIGA Data

All work required by the Contractor shall be issued via TRIRIGA Work Tasks. The Contractor shall verify and update all mandatory fields prior to completing a work task:

1) Task Name (PM or Corrective)
2) Asset ID
3) Location Information to Room Level
4) Actual Start Date
5) Actual End Date
6) Resolution RCA
    a. For PMs: any discrepancies found during the PM
    b. For Service Calls: work completed
    c. For "IDIQ" work: work completed
7) Notes & Documents – Associated Deliverables as outlined in Section 5
    a. For PMs: attach maintenance service report, test results, or inspection results
    b. For Service Calls: attach field service reports, test results or inspection results
    c. For "IDIQ" work: field service reports, SOW, total cost, approved proposal, invoice, photos of work completed, photos of new equipment installed (including data plate)

All deficiencies noted during RM or PMs requiring additional work outside of the scope of work shall be documented in Tririga by submitting an associated work task as outlined in Section 5.1.2 for review by COTR.

TRIRIGA Data Entry

The Contractor shall manually enter work task documentation directly into TRIRIGA. The Contractor shall ensure all information is updated prior to completing the work task. Work Task completion timeline requirements are as follows:

- Routine Service Calls: 30 days from date issued
- Urgent Service Calls: 7 days from date issued
- Emergency Service Calls: 24 hours from date issued
- Corrective Work Tasks: 30 days from date issued
- Preventive Maintenance Tasks: prior to the PM due date

The Contractor is fully responsible for work up to the limit of liability established in the contract. When work is expected to exceed the recurring work limits, the Contractor shall notify the COTR within two hours of identification for further direction. The Government may issue an associated work task to execute the work exceeding the $2500 limit.

Note: For Urgent and Emergency Service Calls, the work is completed once the initial issue is arrested. If follow up repairs are needed once the initial issue is arrested, the Contractor shall submit an associated work ticket.

If the required work cannot be completed per the timelines listed above, the Contractor must notify the COTR prior to the due date. Only the COTR may place a work task On Hold for the Contractor.

TRIRIGA Access

The COTR will establish accounts for the Contractor once designated personnel receive a Smithsonian Badge ID. Once accounts have been established, TRIRIGA can be accessed at https://fc.si.edu/app/tririga. The Contractor shall provide all necessary computer equipment and Internet Service Provider (ISP) accounts to access TRIRGA for Direct Entry of required data. The Contractor is required to provide IPhones to all personnel who will use the Tririga handheld application. The Contractor shall provide a list of personnel requiring TRIRIGA accounts to the COTR prior to 14 days after contract award.

TRIRIGA Training

The Government will provide or make available initial training on TRIRIGA to Contractor personnel responsible for direct entry of work task data.