

# ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 10

1. CONTRACT/PURCH. ORDER/ AGREEMENT NO. N00033-11-D-6505		2. DELIVERY ORDER/ CALL NO. 0031		3. DATE OF ORDER/CALL (YYYYMMDD) 2012 Dec 13		4. REQ./ PURCH. REQUEST NO. N0003333406101		5. PRIORITY			
6. ISSUED BY MILITARY SEALIFT COMMAND WASHINGTON D.C. 914 CHARLES MORRIS COURT SE WASHINGTON NAVY YARD DC 20398-5540				7. ADMINISTERED BY (if other than 6) <b>SEE ITEM 6</b>		8. DELIVERY FOB <input checked="" type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER  (See Schedule if other)					
9. CONTRACTOR US INFORMATION TECHNOLOGIES NAME JOSEPH MORRONE AND 4800 WESTFIELDS BLVD, STE 250 ADDRESS CHANTILLY VA 20151-4202			CODE 4LYJ5		FACILITY		10. DELIVER TO FOB POINT BY (Date) (YYYYMMDD) <b>SEE SCHEDULE</b>		11. MARK IF BUSINESS IS <input type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input type="checkbox"/> WOMEN-OWNED		
						12. DISCOUNT TERMS		13. MAIL INVOICES TO THE ADDRESS IN BLOCK See Item 15			
14. SHIP TO <b>SEE SCHEDULE</b>			CODE		15. PAYMENT WILL BE MADE BY MILITARY SEALIFT COMMAND WASHINGTON D.C. 914 CHARLES MORRIS COURT SE WASHINGTON NAVY YARD DC 20398-5540		CODE N00033		MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.		
16. TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract.								
	PURCHASE	<input type="checkbox"/>	Reference your quote dated Furnish the following on terms specified herein. REF:								
ACCEPTANCE. THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME.											
NAME OF CONTRACTOR			SIGNATURE			TYPED NAME AND TITLE			DATE SIGNED (YYYYMMDD)		
<input type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies:											
17. ACCOUNTING AND APPROPRIATION DATA/ LOCAL USE <b>See Schedule</b>											
18. ITEM NO.		19. SCHEDULE OF SUPPLIES/ SERVICES				20. QUANTITY ORDERED/ ACCEPTED*		21. UNIT	22. UNIT PRICE		23. AMOUNT
		<b>SEE SCHEDULE</b>									
* If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.		24. TEL: (b) (6)		EMAI (b) (6)		BY: David Little		25. TOTAL \$ (b) (4)		26. DIFFERENCES	
27a. QUANTITY IN COLUMN 20 HAS BEEN <input type="checkbox"/> INSPECTED <input type="checkbox"/> RECEIVED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED											
b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE						c. DATE (YYYYMMDD)		d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE			
e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE						28. SHIP NO.		29. DO VOUCHER NO.		30. INITIALS	
f. TELEPHONE NUMBER		g. E-MAIL ADDRESS				<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		32. PAID BY		33. AMOUNT VERIFIED CORRECT FOR	
36. I certify this account is correct and proper for payment.											
a. DATE (YYYYMMDD)		b. SIGNATURE AND TITLE OF CERTIFYING OFFICER									
						<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		34. CHECK NUMBER		35. BILL OF LADING NO.	
37. RECEIVED AT		38. RECEIVED BY		39. DATE RECEIVED (YYYYMMDD)		40. TOTAL CONTAINERS		41. S/R ACCOUNT NO.		42. S/R VOUCHER NO.	

Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001	Oracle Professional IT Technical Support FFP-LOE FY 13 FUNDS FOR 3.3.1.4 EDW MAINTENANCE FOB: Destination PURCHASE REQUEST NUMBER: N0003333406101	1	Each	\$(b) (4)	\$(b) (4)
				NET AMT	\$(b) (4)
				CEILING PRICE	\$0.00
	ACRN AA CIN: N00033334061010001				\$(b) (4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002	FY 14 Funds for EDW Maintenance FFP-LOE This CLIN shall be funded in the amount of \$(b) (4) for the period of 10/1/2013 through 12/1/2013. This funding shall be in place prior to 10/1/2013 in order to continue performance for the period of 10/1/2013 through 12/1/2013. FOB: Destination				\$0.00
				NET AMT	\$0.00
				CEILING PRICE	\$0.00

## Section C - Descriptions and Specifications

STATEMENT OF WORKSTATEMENT OF WORK**TASK TITLE: EDW MAINTENANCE SUPPORT****PERIOD OF PERFORMANCE: 12 December 2012 – 01 December 2013**

COR/ACOR: As per contract, Section G-3.

Government PM: Jody M. Anderson, (b) (6)

**1.0 SCOPE**

*1.1 Objective:* To obtain contractor services in support of the MSC Enterprise Data Warehouse (MSC-EDW) Maintenance, in accordance with Section C4.4 of the base contract.

*1.2 EDW Maintenance Requirements:* This support includes the impact analysis, design, development, testing, and execution of system change requests for correction of system problems or enhancements requested to the EDW baseline by the MSC TPOC. The support personnel shall respond to user questions resulting from MSC Global Help Desk (GHD) Tier 2 inquiries and provide guidance on proper system process user interaction. The support also includes developing changes to EDW metric reports and associated data interfaces necessitated by customer processing and review.

**2.0 GOVERNMENT FURNISHED EQUIPMENT/MATERIAL (GFE/GFM)**

*2.1 None*

**3.0 EDW MAINTENANCE TASKS AND DELIVERABLES**

The contractor shall provide Maintenance support described as follows:

*3.1 High-Level Task Summary.* The contractor shall follow MSC internal processes as it relates to software maintenance activities as follows:

<b>ID</b>	<b>TASK</b>	<b>DELIVERABLE</b>
3.1	Develop CCRs	Updated CCR forms
3.2	Perform Higher Level Requirements Analysis	Requirements Documentation
3.3	Perform Detailed Requirements Analysis	Detailed Requirements Documents
3.4	Perform Analysis of Alternatives (AoA)	AoA Documentation
3.5	Create Functional Design	Design Documentation
3.6	Create Technical Design	Technical Design Documentation
3.7	Implement Technical Design to Include Deployable Code	Multiple
3.8	Create User Acceptance Test Scripts	Test Scripts
3.9	Develop, Test and Implement Contingency Plan (CP)	Updated and Tested CP
3.10	Perform Closeout Activities	Close-out Documentation
3.11	Expenditure Burn-rate Reporting	Monthly Maintenance Cost Summary Report

*3.2 EDW Maintenance Support:* Contractor personnel shall possess minimum required skills with the hardware and software products identified in the Current Environment and Future Environment listings below. The contractor shall provide a team whose collective functional and technical knowledge provides expertise in the software and hardware Current and Future environment listing. The contractor shall provide services on future versions of these environment modules and/or other modules/COTS/GOTS products that provide the same function.

- **CURRENT ENVIRONMENT**
  - Sun Solaris 10
  - Sybase IQ v15.4 (64-bit)
  - Sybase ASE v15.1 (64-bit)
  - Sybase ETL v4.9
  - Windows 2003 Enterprise Server Edition, 64-bit
  - MicroStrategy v9.x
- **FUTURE ENVIRONMENT**
  - Sun Solaris 10
  - Oracle 11gR2
  - Windows 2003 Enterprise Server Edition, 64-bit
  - MicroStrategy v9.x

The contractor shall evaluate the applicability of maintenance patch releases to the installed software baseline and recommend appropriate changes to the MSC configuration. The contractor shall provide release management support to facilitate migrating of changes from development and test to production instances and shall monitor software organization's version changes, software expirations, and advise the COR accordingly

*3.2.1 EDW Metric Reporting Support:* The contractor shall provide personnel proficient in the areas of data warehousing and appropriate reporting methods and tools for standard and ad-hoc queries reporting. These personnel shall perform design, development, implementation, and maintenance of the representative analysis and reporting approaches described below:

- MSC Data Warehouse development and implementation—this task comprises the development and implementation of data warehouse elements (warehouse and data marts as appropriate) and metrics to enable queries and analysis in support of the following efforts:
- Customer-defined Reporting—provide structure, metrics and appropriate reports for the analysis of areas pertinent to the emerging or existing data warehousing support of the MSC mission
- MBEC Support – provide operational support and metric interface and delivery for the Military Sealift Command Business Execution Cycle reporting needs
- Emerging Requirements—develop structure, metrics and appropriate reports to support emerging requirements analysis
- MSC-EDW Reports maintenance—the contractor shall maintain existing MSC-EDW Reports

*3.3 Tier III Help Desk:* In accordance with section 4.4.1 of the base contract, the contractor shall assign personnel knowledgeable of the EDW implementation to provide Tier 3 Helpdesk resolution support for those issues which cannot be addressed by Global Helpdesk Tier 2 support. Personnel assigned to these tasks must have functional and technical knowledge of system processes and a detailed understanding of the capabilities of the products that comprise the EDW. The contractor shall provide:

- Trouble Ticket Tracking: The contractor shall aid MSC stakeholders to determine system issues, corrective solutions, and tracking of tickets and CCRs until closure.
- EDW Technical Functional Interface: Provide the service of an EDW functional interface

between end users (customers) and the EDW metric development team to identify business requirements, document business rules, and interact with developers and stakeholders to prioritize, create or modify EDW metrics within the guidelines of MSC N63 software development policies

#### 4.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Requirement (Required Service)	Desired Results of Performance (Outcome)	Performance Standard	Acceptable Quality Level (AQL)	Performance Assessment (Sampling Method)
Ensure MSC-EDW is maintained and supported IAW Microstrategy and DoD guidance	98% functional uptime (when the MCDC is operating fully) excluding scheduled maintenance outages and approved service interruptions.	TIA-942	98% operational uptime	Monthly reporting by Operations Division
Assist in IA Patching	99% completion of all IAVA patching  99% completion of all Government approved functionality patching	Approved IA patching to occur within 90 days or as directed by IA authorities	99% completion of all IAVA patching  99% completion of all Government approved functionality patching	Weekly Update Reports IAW section 5 of this SOW.
Assist in incident and problem support/resolution	98% resolution of all incidents/problems	Problem resolution to occur within appropriate timeframe as determined by Program Manager, Customer, and EDW team on case-by-case basis	98% resolution of all incidents /problems	Weekly Update Reports IAW section 5 of this SOW.
Ensure software maintenance and modifications are completed in a timely manner	95% resolution of all maintenance and modification tasks	Maintenance and Modifications timeframe to be determined by Program Manager, customers, and EDW team on a case-by-case basis	95% resolution of all maintenance and modification tasks	Weekly Update Reports IAW section 5 of this SOW.

Incentives, IAW Section C.9.0 of the contract.

#### 5.0 Deliverables

Deliverables will tend to be Program / Project Management or Technical Deliverables. Program / Project Management Deliverables (e.g. Charter, Risk Management Plans, Project Plans (POA&Ms), Lessons Learned and Meeting Minutes) are described in section C4.1 of the contract. Technical deliverables will be in accordance with sections C4.2 through C4.5 of the contract and include items such as requirements documents, design documents, test plans and test scripts.

##### 5.1.1 Weekly Updates

Requirements, IAW the Monthly Status Report.

#### 5.1.2 *Monthly Status Reports* (IAW section C8.4.1 of the contract)

In accordance with the requirements set forth under paragraph C4.1.5 of the contract, the contractor shall provide monthly status reports to the COR by the 15th day of each month, covering the previous month.

- The contractor shall provide a consolidated Plan of Action and Milestones as required.

#### 5.1.3 *Summary Cost Reports* (IAW section C8.4.2 of the base contract)

The contractor shall prepare and submit a report concurrently with each invoice presented for payment. The contractor shall report expenses that can be invoiced under the contract. The report shall include labor expended for the period and cumulatively broken out to identify labor categories, labor rate and specific individuals utilized and the amount of labor hours expended by each; if applicable, labor expenses shall be reported at the SubCLIN level.

The contractor shall use the report format found in the Summary Contract Cost Report (Appendix J-12); alternate formats may be proposed and used, with prior approval of the Contracting Officer.

Contractors must provide a cost summary sheet providing a breakout of costs for each effort and cumulative costs as they relate to the budgeted amounts.

#### 5.1.4 *Monthly Burn Rate Status Report*

This report shall include overall task order burn rate and granular costs specific to associated maintenance tasks assigned.

#### 5.1.5 *Program Management Reviews* (IAW section C8.4.3 of the contract)

- The first review will be conducted 90 days after award. Subsequent reviews will be done at three-month intervals.
- The contractor shall prepare and submit a Program Management Review (PMR) agenda to the COR 5 days prior to the PR meeting and prepare minutes within 5 days after the meeting.

#### 5.1.6 *Quarterly Financial Reporting*

This report shall include:

- Task Order title and number
- An overall summary of the past quarter
- Total amount of funding obligated
- Total amount of funding still available
- Burn Rate
- Any changes to the burn rate identified

## 5.2 **Format of Deliverables**

All documentation deliverables shall be prepared using Microsoft Office products (Word, Excel, Project, and PowerPoint) in a format acceptable by the COR, unless the COR and contractor mutually agree to the use of other software. Delivery shall be via email unless otherwise specified.

<b>Description of Deliverable</b>	<b>Due Date</b>	<b>Media Type</b>	<b>Delivery Point(s)</b>
Weekly Updates	Weekly	Via Email	1 copy to COR 1 copy to Govt PM

Monthly Status Report by Task	15th day of each month, covering the previous month	Via Email	1 copy to COR 1 copy to Govt PM
Summary Cost Report	Concurrently with Contractor Invoice	Via Email	1 copy to COR 1 copy to Govt PM
Monthly Burn Rate Status Report	15th day of each month, covering the previous month	Via Email	1 copy to COR 1 copy to Govt PM
Program Management Review Agenda	5 days prior to each PR meeting	Via Email	1 copy to COR 1 copy to Govt PM
Program Management Review Meeting Minutes	5 days after each PR meeting	Via Email	1 copy to COR 1 copy to Govt PM
Quarterly Financial Reporting	Quarterly	Via Email	1 copy to COR 1 copy to Govt PM

## Section E - Inspection and Acceptance

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
2001	N/A	N/A	N/A	Government
2002	N/A	N/A	N/A	Government

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
2001	POP 12-DEC-2012 TO 30-SEP-2013	N/A	N/A FOB: Destination	
2002	N/A	N/A	N/A	N/A

Section G - Contract Administration Data

ACCOUNTING AND APPROPRIATION DATA

AA: 97 X 4930 ND2A 000 00033 0 000033 2F000000000000000000

AMOUNT: \$(b) (4)

CIN N00033334061010001: \$(b) (4)