

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 9

| | | | | | | | | | | | |
|---|----------------|--|---|---|--|---|--|---|---|---------------------------------|------------|
| 1. CONTRACT/PURCH. ORDER/ AGREEMENT NO. N00033-11-D-6505 | | 2. DELIVERY ORDER/ CALL NO. 0004 | | 3. DATE OF ORDER/ CALL (YYYYMMDD) 2011 Mar 02 | | 4. REQ./ PURCH. REQUEST NO. N0003310556301 | | 5. PRIORITY | | | |
| 6. ISSUED BY MILITARY SEALIFT COMMAND, N1022 914 CHARLES MORRIS COURT SE WASHINGTON NAVY YARD DC 20398-5540 | | | | 7. ADMINISTERED BY (if other than 6) SEE ITEM 6 | | 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) SEE SCHEDULE | | 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 SEE SCHEDULE | | | CODE | | | 15. PAYMENT WILL BE MADE BY MILITARY SEALIFT COMMAND MSC N-83 914 CHARLES MORRIS CT SE WASHINGTON DC 20398 | | | 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 See Schedule | | | | | | | | | | | |
| 18. ITEM NO. | | 19. SCHEDULE OF SUPPLIES/ SERVICES | | | | 20. QUANTITY ORDERED/ ACCEPTED* | | 21. UNIT | 22. UNIT PRICE | | 23. AMOUNT |
| | | SEE SCHEDULE | | | | | | | | | |
| * 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. UNITED STATES OF AMERICA TEL: (b) (6) EMAI BY: Michael Vicory | | <i>Michael J Vicory</i> CONTRACTING / ORDERING OFFICER | | | | 25. TOTAL | | (b) (6) | |
| 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. | | | | | | 31. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | | 34. CHECK NUMBER | | 35. BILL OF LADING NO. | |
| a. DATE (YYYYMMDD) | | b. SIGNATURE AND TITLE OF CERTIFYING OFFICER | | | | 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 |
|---------|---|----------|------|------------|---------------|
| 0001 | FY11 Labor, EDW Maintenance FFP-LOE FOB: Destination PURCHASE REQUEST NUMBER: N0003310556301 | 1 | Each | \$(b) (4) | \$(b) (4) NTE |

| | |
|------------------------------------|-----------|
| NET AMT | \$(b) (4) |
| CEILING PRICE | \$0.00 |
| ACRN AA CIN: N00033105563010001 | \$(b) (4) |

| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|---------|---|----------|------|------------|------------|
| 0002 | FY12 Labor, EDW Maintenance This CLIN shall be funded in the amount of \$(b) (4) prior to the start of its period of performance. FFP-LOE FOB: Destination | 1 | Each | \$0.00 | \$0.00 NTE |

| | |
|---------------|--------|
| NET AMT | \$0.00 |
| CEILING PRICE | \$0.00 |
| | \$0.00 |

Section C - Descriptions and Specifications

STATEMENT OF WORK**STATEMENT OF WORK****TASK TITLE: EDW MAINTENANCE SUPPORT****PERIOD OF PERFORMANCE: 03 March 2011 – 01 December 2011**

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

Government PM:

Primary: Robert Walz, [REDACTED]

Alternate: Eric Doerfler, [REDACTED]

1.0 SCOPE

- 1.1 Objective: The objective is to obtain contractor services in support in support of the MSC Enterprise Data Warehouse (MSC-EDW) Maintenance, in accordance with Section 4.4 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:

| ID | TASK | DELIVERABLE |
|-----------|--|---------------------------------|
| 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 Alternative of Analysis (AoA) | AoA Documentation |
| 3.5 | Create Functional Design Functional | Design Documentation |
| 3.6 | Create Technical Design | Technical Design Documentation |
| 3.7 | Implement Technical Design to Include Deployable | Multiple |

| | | |
|------|---|---|
| | Code | |
| 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**
 - Windows 2003 Server
 - MicroStrategy Version 8.1.2
 - Cognos Series 7 Version 4
 - Red Hat Enterprise Linux Advanced Platform
 - Sybase IQ Version 12.7
 - Sybase ASE Version 12.5.3
- **FUTURE ENVIRONMENT**
 - Sun Solaris 10
 - Sybase IQ v15.0 (64-bit)
 - Sybase ASE v15.0.3 (64-bit)
 - Sybase ETL v4.9
 - Windows 2003 Enterprise Server Edition, 64-bit MicroStrategy v9.0.2

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)

Incentives, if applicable, are as per Section C.9.0 of the base contract.

| Performance Requirement (Required Service) | Desired Results of Performance (Outcome) | Performance Standard | Acceptable Quality Level (AQL) | Performance Assessment (Sampling Meth) |
|---|--|---|---|---|
| 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 reportin Operations Divis |
| 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 sec 5 of this SOW. |
| Assist in incident and problem support/resolution | 98% resolution of all incidents/problems | Problem resolution to occur within appropriate | 98% resolution of all incidents /problems | Weekly Update Reports IAW sec 5 of this SOW. |

| | | | | |
|--|--|--|--|--|
| | | timeframe as determined by Program Manager, Customer, and EDW team on case-by-case basis | | |
| 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 sec 5 of this SOW. |

5.0 Deliverables

Deliverables will tend to be either 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 base contract. Technical deliverables will be in accordance with sections C4.2 – C4.5 of the base contract and include items such as requirements documents, design documents, test plans and test scripts.

5.1.1 Weekly Updates

Requirements are as per the Monthly Status Report.

5.1.2 Monthly Status Reports (per section C8.4.1 of the base contract)

In accordance with the requirements set forth under paragraph C4.1.5 of the base 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 (per 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 per 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 (per section C8.4.3 of the base 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.

| Description of Deliverable | Due Date | Media Type | Delivery Point(s) |
|---|---|-------------------|------------------------------------|
| 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 F - Deliveries or Performance

DELIVERY INFORMATION

| CLIN | DELIVERY DATE | QUANTITY | SHIP TO ADDRESS | UIC |
|------|-----------------------------------|----------|-------------------------|-----|
| 0001 | POP 03-MAR-2011 TO 30-SEP-2011 | N/A | N/A FOB: Destination | |
| 0002 | POP 01-OCT-2011 TO 01-DEC-2011 | N/A | N/A FOB: Destination | |

Section G - Contract Administration Data

ACCOUNTING AND APPROPRIATION DATA

AA: 97 X 4 000 00033 0 000033 2F000000000000000000
AMOUNT: \$ (b) (4)
CIN N00033105563010001: \$ (b) (4)

FUNDS SEPARATED BY FISCAL YEAR

All lines of funding for this task order shall be clearly designated for use within a single Government fiscal year. Funding shall only be used as payment for services performed within the Government fiscal year for which that funding is designated. Funding will only be authorized for its designated fiscal year, and shall not in any manner be used for services performed outside of its designated fiscal year.