

ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 10/01/2008	2. CONTRACT NO. (If any) DTMA1D05005	6. SHIP TO: Channing Jones		
3. ORDER NO. ENTR0500011	4. REQUISITION/REFERENCE NO.	a. NAME OF CONSIGNEE DOT/Maritime Administration, MAR-614		
5. ISSUING OFFICE (Address correspondence to) DOT/Maritime Administration, MAR-380 1200 New Jersey Ave., SE MAR380, W28-201		b. STREET ADDRESS 1200 New Jersey Ave., SE MAR380, W28-201		
Washington DC 20590		c. CITY Washington	d. STATE DC	e. ZIP CODE 20590

7. TO: a. NAME OF CONTRACTOR	f. SHIP VIA
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b. COMPANY NAME STANLEY ASSOCIATES INC		8. TYPE OF ORDER		
c. STREET ADDRESS 3101 WILSON BLVD STE 700		<input type="checkbox"/> a. PURCHASE REFERENCE YOUR:	<input type="checkbox"/> b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
d. CITY Arlington	e. STATE VA	f. ZIP CODE 22201-4443		

9. ACCOUNTING AND APPROPRIATION DATA 2009 - - X4303 - RRF 930 - 40 - ADP - 00 - 700961 - 3040ADP - 0 - 25704 - - 6100 - 6600 - - -	10. REQUISITIONING OFFICE DOT/Maritime Administration, MAR-340
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11. BUSINESS CLASSIFICATION (Check appropriate box(es))	12. F.O.B. POINT
<input type="checkbox"/> a. SMALL <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. EMERGING SMALL BUSINESS	Destination

13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 09/30/2009	16. DISCOUNT TERMS
a. INSPECTION	b. ACCEPTANCE			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	SEE LINE ITEM DETAIL					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOT. (Cont. pages) 17(i) GRAND TOTAL \$458,622.00
	21. MAIL INVOICE TO: Leah MacHugh				
	a. NAME DOT/ Enterprise Services Center (ESC) OFO/FAA, Oklahoma City				
	b. STREET ADDRESS (or P.O. Box) MARAD A/P Branch, AMZ-150 PO Box 25710				
	c. CITY Oklahoma City	d. STATE OK	e. ZIP CODE 73125		

22. UNITED STATES OF AMERICA BY (Signature) 	23. NAME (Typed) Erica L. Williams TITLE: CONTRACTING/ORDERING OFFICER
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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER 10/01/2008	CONTRACT NO. DTMA1D05005	ORDER NO. ENTR0500011
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ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	<p>RMS</p> <p>RMS</p> <p>Eight positions to support NS5/RMS function. The contractor shall provide any proposed modification to the approved organization chart for this Task for COTR approval. The COTR reserves the right to review the Resume for the requisite skills and abilities. Incremental funding for the performance of this Task will be provided by SubCLIN for accounting purposes. All RMS Task support costs incurred from October 1, 2008 will be recognized as allowable and allocable within the FY 09 Fixed Price cited in this Task Order (as prorated monthly). Total FY 09 Fixed Price is \$1,292,229.00. Contractor shall invoice 12 equal monthly invoices or \$107,685.75 as a baseline. Change Orders will be addressed as required.</p> <p><i>Delivery Date</i> <i>Start Date</i> <i>End Date</i> 09/30/2009 10/30/2008 09/30/2009</p>	1.00	LOT	0.000	0.00	
0001AA	<p>SubCLIN for accounting purposes only</p> <p>PR300090012 dated 11/25/2008</p> <p><i>Delivery Date</i> <i>Start Date</i> <i>End Date</i> 09/30/2009 10/01/2008 09/30/2009</p>	1.00	LOT	458,622.000	458,622.00	
OPTION YEAR						
0002	<p>Travel</p> <p>Funding for Travel will be provided by SubCLIN for accounting purposes. No actual travel will be incurred without express written consent of the Assistant Contracting Officer or the the Contracting Officers Technical representative. Costs will be limited to the Federal Travel Regulations, unless otherwise approved in advance by the Procuring Contracting Officer.</p> <p><i>Delivery Date</i> <i>Start Date</i> <i>End Date</i> 09/30/2009 10/01/2008 09/30/2009</p>	1.00	LOT	0.000	0.00	
0003	<p>Other Direct Costs (ODC's)</p> <p>Funding for ODC's will be provided by SubCLIN for accounting purposes. No actual purchases will be incurred without express written consent of the Contracting Officer or the the Contracting Officers Technical representative. Costs will be limited to the original submitted estimates, unless otherwise approved by the Procuring Contracting Officer.</p> <p><i>Delivery Date</i> <i>Start Date</i> <i>End Date</i> 09/30/2009 10/01/2008 09/30/2009</p>	0.00		0.000	0.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17i) ➡ \$458,622.00

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SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

C.1

STATEMENT OF WORK FOR CHIEF INFORMATION OFFICER
MARITIME ADMINISTRATION
ENTERPRISE INFORMATION TECHNOLOGY
NS5/RMS

This Statement of Work encompasses all aspects of Program Support for RMS/NS5, with the exception of NS5 server physical maintenance at Stennis, MS, MARAD HQ, and the three MARAD Operating Areas Division of Pacific Operations, Division of Gulf Operations, Division of Atlantic Operations (DPO, DGO, DAO respectively).

The contractor will provide support in the following functional areas:

1. Project Management
 - a. Provide a dedicated Program Manager for RMS
 - b. Develop Project Plans for rollout of NS5 patches, releases, and antivirus, and any other projects as tasked by the RMS Program Manager
 - c. Resource Management
 - i. Knowledge/Skills/Performance Level Requirements (personnel requirements)
 - d. Develop and maintain contingency plans of NS5 data for all NS5 sites.
 - e. Participate and support RMS meetings and activities (ROP, SMEWG)
2. Database Administration
 - a. Manage NS5 index terms
 - i. Text for standard Job Library
 - ii. Survey and Certificate indexes
 - iii. Job size index
3. System Administration
 - a. RMS Desktop support for MARAD personnel
4. Software Engineering/Technical Management
 - a. RMS maintenance and upgrade
 - i. EPP - Excess Property Program
 - ii. NS5
5. RMS Operations Coordination
 - a. Procurement
 - i. Develop technical specifications for IT hardware and proposed source(s)
 - ii. Asset Tracking - Provide asset management of RMS procured items and RMS assets not in the ship's custody
 - b. Maintain archive of RMS data
 - c. Provide support for RMS training efforts
 - d. Maintain existing NS5 test environment
 - e. Maintain standalone NS5 databases for MARAD personnel
 - f. Database Maintenance
 - i. Creating and deploying new NS5 databases
 - ii. Rollout software releases, patches, scripts, hot fixes, etc. at all NS5 sites
6. Helpdesk Administration
 - a. General Duties
 - i. Provide a dedicated resource for RMS Helpdesk Manager
 - ii. Establish business protocols and operating procedures for Helpdesk functions
 - iii. Reporting (see Deliverables/Reports section below)

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- b. NS5 System Support and Administration
 - i. User Access and Permissions
 - 1. Password Resets
 - 2. Profiles changes
 - 3. Maintain NS5 Index Terms (central library of information)
 - c. Helpdesk Management
 - i. Management and documentation
 - 1. Maintain current list of contact information, including names, e-mail addresses, phone numbers, surveyor, etc. for shipboard NS5 sites.
 - 2. Maintain current master list of NS5-related documentation, including documents generated from MARAD, ABS, Stanley.
 - 3. Maintain an Implementation Status Report to track the implementation of software releases, patches, scripts, hot fixes, etc. at all NS5 sites
 - 4. Assign a Remedy tracking number to all help desk submissions within 48 hours of receipt.
 - ii. Enter and maintain RMS Help Desk issues within Remedy
 - iii. Facilitate RMS Helpdesk Resolution
 - iv. Ticket Escalation (enhancements)
 - v. Create and Maintain RMS Knowledge Base Development
- 7. Replication Administration
 - a. Provide a dedicated resource for RMS Replication Management
 - b. Establish business protocols and operating procedures for replication-related activities
 - c. Contact all NS5 sites that appear on the daily replication report to support identification of the specific cause(s) for not replicating normally. Maintain records of discussions, e-mail exchanges, etc until such time as the issue has been resolved
 - d. Reporting (see Deliverables/Reports section below)
- 8. Shipboard Technical Support to all ships, including RRF, School Ships and Missile Defense Agency (MDA) vessels.
 - a. Shipboard IT Maintenance
 - i. Globe Integrator Configuration
 - 1. Provide communication configuration standard (i.e. scheduled connections)
 - 2. Facilitate upgrades
 - 3. Facilitate maintenance
 - 4. Facilitate issues
 - 5. SEAWAVE Network Access Protocol (SNAP)
 - ii. Helpdesk issues to be tracked in Remedy
 - 1. Troubleshoot issues
 - iii. Workstations
 - 1. Deploy Patches/Updates - Windows, Java, Adobe, Antivirus
 - iv. Install MARAD provided hardware
 - v. Server
 - 1. Deploy Patches/Updates - Windows, Java, Adobe, Antivirus
 - 2. Manage disk space, backup, contingency planning
 - vi. Network Assessments (Switches, Cables, Hubs, Power Supplies, UPS, patch panels, wall terminations, etc.)
 - vii. Develop and manage Network related remedial plan to be performed by other contractors (if not delegated to MARAD ship managers)
- 9. Maintain MARAD NS5 Environment at MARAD HQ, DGO, DPO, DAO
 - a. Hardware Maintenance
 - i. Server
 - 1. Deploy Patches/Updates - Java, Adobe, Antivirus
 - 2. Manage disk space, backup, contingency planning
 - ii. Manage Admin Server Users
 - iii. Manage NS5 Software Implementation Status (e.g., releases, patches, scripts, hot fixes, etc.)
 - b. Database Configuration
 - i. Data Integrity and synchronization
 - 1. Database Comparisons - provide MARAD analysis of data discrepancies between sites
 - c. Ancillary applications
 - i. Facilitate rollout of Management Systems Consulting (MSC) Financial Reporting Tool
 - ii. ABS Database Reporting Application
 - 1. Create and manage NS5 reporting database

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2. Design reports for RMS
3. Manage access

10. General RMS Support
 - a. E-mail Support (RMS distribution lists)
 - b. E-room Management
 - i. Adding/assisting users
 - ii. Manage content
 - c. Facilitate shipboard internet connection (configuration of Ship manager provided internet access to RMS equipment)
 - d. Prepare RMS Software Distribution media
 - i. Facilitate media distribution
 - e. Vendor liaison (ABS, Globe, Prolog, MSC, etc)
 - f. Provide support for Cisco Mesh Network in Alameda

Deliverables/Reports

1. Replication
 - a. Generate a NS5 replication status report (sample to be provided) and submit the report via e-mail. (Note: e-mail Distribution list to be provided by RMS Program Office) Maintain NS5 software release version information for all NS5 sites and include this information on the replication status report.
 - b. Prepare and submit a monthly and cumulative summary of replication success, including various Excel graphs (samples to be provided) by the 10th day of the following month

2. Help Desk
 - a. Provide data summaries (as requested) of help desk activity, including number of requests received, number of open requests, current status, and, number of closed requests, etc.

3. Program Management
 - a. Provide a weekly status report of all RMS-related activities, including accomplishments, near-term tasks, and problem areas.
 - b. Establish and maintain an RMS-related travel schedule
 - c. Provide a monthly program review

4. Software Management
 - a. Provide test results for NS5 software release, including upgrades, hot fixes and patches.
 - b. Provide an implementation state report for all NS5 software, including releases, upgrades, scripts, etc.
 - c. Provide quarterly financial reports to support MAR-614 financial reporting requirements
 - d. Provide EMS-related reports, as requested
 - e. Provide ad hoc reports related to special projects, such as SBS Warehouse disposals as requested

5. Within 15 days of contract award, provide a proposed hardware refreshment schedule, including SeaWave. Subsequently, provide quarterly updates to this proposal.

6. Provide a three year projection of shipboard hardware refresh by August 1st in support of RMB process.

7. Within 15 days of contract award, provide a proposed travel schedule. Subsequently, provide quarterly updates to this proposal.

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SECTION G -- CONTRACT ADMINISTRATION DATA

G.1 ORDER ADMINISTRATION

1. Order Administration

The Contracting Officer's Technical Representative (COTR) for this project is Kathy Thomas tel. (202)366-64176. The Assistant COTR is Robert McLean, tel 202-366-1242. The Contractor shall coordinate all travel with the COTR/ACOTR.

The Contracting Officer is Erica L. Williams, tel (202)366-2803.

2. Invoices and Payment

Vouchers for payment must reference the Delivery Order number and include sufficient documentation to support the invoice amounts. Travel will be reimbursed in accordance with the Federal Travel Regulations. To allow for electronic payment direct to an account include on the voucher the bank routing and account numbers.

Properly documented Invoices must be submitted for payment to MARADInvoices@faa.gov.