

Office of the Chief Information Officer FM/EUS Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	DBA Support	Tai-Lin Mu 305-7993

1. BACKGROUND

The Data Base Administration Division (DBAD) provides maintenance to the Oracle and BRS database environments. This involves ongoing activity in the areas of Oracle and BRS system software maintenance, Oracle database administration, and automation of database services within the Oracle Enterprise Manager (OEM) for Oracle databases as well as writing scripts to automate maintenance of the BRS file system. The objective of this task is to augment current staff by providing Oracle and BRS support to DBAD with a 12x5 Monday through Friday and 24x2 on Saturday and Sunday.

2. STATEMENT OF WORK

1. The Contractor shall provide technical services to monitor and maintain in a 12x5 Monday through Friday and 24x2 on Saturday and Sunday environment, the Oracle and BRS production and test databases running on HP-UX and HP-NT servers. This shall include periodic software upgrades to the Oracle and BRS software.
2. The Contractor shall participate with PTO in the current effort to standardize the implementation of Oracle databases and improve the management and maintenance for the Oracle production and test environments at the PTO. The Contractor must be familiar with the Oracle Enterprise Manger (OEM) version 2.0.4 and must incorporate all Oracle maintenance and management programs, scripts or actions to resolve alerts in Oracle Enterprise Manager. This is a continuous effort.
3. The Contractor shall provide technical support and troubleshooting assistance for the application developers. This support may involve answering questions on Oracle interfaces, and or identifying production anomalies to developers for their corrective actions. This task is a continuous effort.
4. The Contractor shall be responsible for coding, testing and implementing any new program products, processes and scripts used to automate operational activities such as file reorganization, space management and resolutions to system alarms. The Task Manager or DBAD Manager will approve test procedures, and new and revised documentation. The programming services shall include, but not be limited to, the following:
 - Analysis of the requirements,
 - Development of the coding specification and detailed design,
 - Development of programs, libraries, and/or scripts
 - Development of test scripts and data, (A PTO DBA shall assist in this parallel testing.)
 - Development of the installation plan and implementation of all processes and procedures and,
 - Development of documentation of the procedures and methodology applicable to the proper maintenance of the program(s)

5. The Contractor shall document operational procedures to completely describe any new processes and procedures. The Contractor shall log, schedule and track all changes in the Change Management System, Remedy. The Contractor or a member of the computer operations staff shall log all problems resulting from any new processes and procedures in the Problem Management System, Expert Advisor. The Contractor shall be responsible for all corrections to that code and for repairs to the system or database.
6. The Contractor shall receive written and verbal assigned tasks from the Task Manager, COTR or his designated representative.
7. The Contractor shall analyze assigned tasks and provide estimate time frames to complete to the COTR or Task Manager. The Contractor shall provide justification for extending completion time frames by more than two workdays.
8. The COTR or designated representative will monitor and verify the completed services on a weekly basis.

3. GOVERNMENT FURNISHED MATERIAL

PTO shall provide the following:

1. Access to PTO's development and test systems and any required system, application, and data files,
2. Access to appropriate PTO personnel and program documentation as required.
3. Access to escalation procedures and other DBAD procedures.

The above items shall be available to the Contractor no later than the day after the effective date of this task order.

The Contractor shall provide the following:

1. Work space, equipment, tools, and supplies required to perform the task assigned to the DBA while on site at PTO,
2. a PC

Scripts and utilities developed for the PTO during the execution of this contract shall become the property of the PTO.

4. LEVEL OF EFFORT

The amount of work required to perform this task may vary from day to day. However, the Contractor is responsible for ensuring all work is performed within the time frame established by the PTO Task Manager at time of assignment.

5. PLACE OF PERFORMANCE

The Contractor shall accomplish all work performed for this task order at the PTO facility in Arlington, Virginia.

6. SCHEDULE OF DELIVERABLES

BRS database reorganizations will typically be performed nightly.

Oracle services will vary from day to day. However, the Contractor is responsible for ensuring that all production databases are available as scheduled and that all work is monitored daily and completed as scheduled.

All other assigned work must be completed as agreed.

7. APPLICATION FOR INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)

AIS-LCM is required under this task order.