

Attachment-A Statement of Work for Managed Services at ORNL Dated 2022.12.30

❖ Overview

- The Oak Ridge National Laboratory managed by UT-Battelle, LLC. (the Company) requires 24x7x365/366 managed services support for its various software it has including SAP and Microsoft Office 365 (M365) instances.
- SAP currently runs ECC on Hana on premise and S/4 Hana in the Azure Government Cloud. There are interfaces with SuccessFactors and Ariba SAP cloud products as well.
- ORNL's M365 instance currently has 7,500 licensed Microsoft users and experiences an average of 400 end user tickets per month. These numbers are expected to change proportionally as the ORNL staffing levels change. This Is the Statement of work for the services required to be met by the Seller.

❖ Definitions

- **Availability:** Is a measure of the time that support is required. The Company will require 24x7x365/366 availability.
- **DOE:** United States Department of Energy
- **M365:** Microsoft 365
- **SAP:** Systems Applications and Products
- **Seller:** The vendor that supplies Microsoft 365 managed services. This service includes the technical services necessary to deliver and ensure ongoing operations of the M365 technical support as a service
- **Technical Project Officer (TPO):** Person responsible for technical input in the establishment and administration of the subcontract to ensure all technical requirements of the subcontract are met and to verify technical acceptance prior to approval of payment.
- **The Company:** UT-Battelle LLC - the company that currently holds the maintenance and operating contract for the Oak Ridge National Laboratory site.

❖ SAP Landscape. The seller will provide support for all SAP applications

- Managed Services will be performed for the following environments (on Premise and in the Cloud):

System	Tier(s)	OS	DB
ECC on HANA	SBX/SB2/TQA/DEV/QAS/PRD	RHEL	HANA
Content Server	SBX/TQA/DEV/QAS/PRD	RHEL	
Cloud Connector	DEV/PRD	RHEL	
GRC	DEV/QAS/PRD	RHEL	Oracle
Solution Manager	DEV/PRD	RHEL	HANA
Web Dispatcher - Internal	SBX/SB2/TQA/DEV/QAS/PRD	RHEL	
Web Dispatcher - External	SB2/TQA/DEV/QAS/PRD	RHEL	
SAP Router	PRD	RHEL	

- The Company owns all SAP and database software licenses
- The Company owns and is responsible for all SAP, 3rd party application, and database software licenses
- The Company owns and is responsible for all infrastructure and hardware and platform is supported by SAP
- The Company is responsible for provisioning and administration of compute, storage, and network resources

❖ SAP Technical Managed Services

- Oak Ridge National Laboratory has a current support contract with SAP

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- The Seller shall perform password updates of critical SAP and OS users once per calendar year
- The Seller shall perform One (1) support pack upgrade of ECC, GRC, and Solution Manager annually
- The Seller shall apply HANA revision updates once per year
- The Seller shall perform Oracle database patching once per year
- The Seller shall preform Six (6) SAP refreshes included per contract year; additional refreshes to be performed at a T&M rate
- Refreshes performed using Libelle SystemCopy
- Client has active support contract for Libelle software
- The Seller shall assist with creation of centralized SAP GUI configuration files
- The Seller provide up to Two (2) SAP GUI upgrade packages per year via SAP Central Installation Server
- Exact Support responsibilities are referenced in the GCP and SAP support matrices below

• Task	Included	T&M	Remarks
Managed Services			
Weekly Client Meetings	X		Schedule determined by Client
Quarterly Client Meetings	X		Schedule determined by Client
Annual Client Meetings	X		Schedule determined by Client
Provide weekly automated production system reports	X		
24x7 telephone support for technical problem reporting	X		
Problem and escalation management	X		
Designated Client Manager	X		
Workload and task coordination	X		
Provide Client with the reporting dashboard	X		
Provide Client with the monitoring dashboard	X		
SAP System Management			
Identify key SAP performance indicators and appropriate threshold levels	X		
Adjust monitoring events and threshold levels as requirements evolve	X		
Review and analyze system logs and take corrective action	X		
Propose enhancements to correct problems	X		
Set up print queues	X		
Manage SAP print spool	X		
Resolve SAP print spool problems	X		
Create, manage and execute job schedule	X		
Monitor critical jobs for completion and report/escalate critical job failures	X		
Maintain SAP profile parameters	X		
Perform client copies	X		
Perform database refreshes	X		Please reference SOW for exact quantity
Implement monitoring toolset	X		
Monitor SAP processes	X		
Clean up terminated updates as appropriate	X		
Check and clear lock entries as appropriate	X		

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Check and analyze ABAP dumps	X		
Monitor qRFC/tRFC queues	X		
Maintain SAP logon groups	X		
Maintain operation modes	X		
Maintain RFC groups	X		
Apply certificates as necessary	X		
Maintain RFC connections	X		
Maintain application of SAP licenses	X		Client must provide a valid license to be applied
Monitor communication channels (PI)	X		
Maintain SLD as necessary (PI)	X		
Maintain Web Dispatcher configuration	X		
Maintain Tomcat, Web Intelligence configuration (BOBJ)	X		
Adjust and tune services as required (BOBJ)	X		
Maintain system landscape connectivity (Solution Manager)	X		
Maintain LMDb database (Solution Manager)	X		
Generate Early Watch Reports as requested by Client (Solution Manager)	X		
Configure CCMS alerting		X	
Monitor Source system connections - RSA1 (BW)	X		
Configure Single Sign On (SSO)		X	
Performance Management			
Propose enhancements to correct performance problems	X		
Identify requirements for performance tuning	X		
Conduct system performance tuning	X		
Capacity Management			
Monitor and report system resource usage	X		
Monitor and report system capacity and consumption trends	X		
Analyze and forecast resource requirements	X		
Make recommendations regarding resource consumption and trends	X		
Transport Management			
Import Transports into landscape	X		
Configure and maintain STMS system	X		
Provide problem resolution related to technical transport issues	X		
Coordinate with all parties necessary for technical problem resolution	X		
Configure and maintain CTS+		X	
Configure and maintain Charm		X	
Installation, Upgrade, and Patch Management			
Identify availability of new SAP/DB/OS releases, upgrade packages and patches	X		
Identify and communicate minimum update levels for supportability	X		
Validate infrastructure, OS and DB interoperability compliance	X		

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Develop version upgrade technical project plan		X	
Implement SAP version upgrades		X	
Implement SAP patches and bug fixes	X		
Implement DB version upgrades		X	
Implement DB patches and bug fixes	X		
Implement OS version upgrades		X	
Implement OS patches and bug fixes		X	
Provide SAP and DB startup/shutdown support for patching	X		
Unicode conversion		X	
SAP application server installation		X	
SAP system installation		X	
SAP system re-installation		X	
SAP homogeneous system migration		X	
SAP heterogeneous system migration		X	
SAP OSS Management			
Provide and maintain OSS connectivity to SAP	X		
Install and maintain SAP Router	X		
Provide problem resolution related to OSS connectivity issues	X		
Database Management			
Monitor database usage and capacity	X		
Provide database problem notification and remedial support	X		
Participate in vendor technical support requests as required	X		
Optimize database settings to meet resource requirements	X		
Conduct database performance tuning	X		
Review and analyze database logs and take corrective action	X		
Propose enhancements to correct performance problems	X		
Perform space management	X		
Technical support in resolving all database problems	X		
Backup and Recovery Management			
Perform ad-hoc backups as requested	X		As performed through SAP tools; 3rd party backup support is not in scope
Monitor backups, archives, and restores	X		As performed through SAP tools; 3rd party backup support is not in scope
Perform scheduled backups per schedule	X		As performed through SAP tools; 3rd party backup support is not in scope
Perform Disaster Recovery Test		X	Please reference SOW for exact details and scope
OS Management			
Monitor Operating Systems and identify problem conditions	X		
Provide Operating System problem notification and remedial support	X		
Participate in vendor technical support requests as required	X		
Monitor server operating status and resource capacity	X		

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Review and analyze system logs and take corrective action	X		
Perform Operating System tuning as required	X		
User and Security Management			
Create new users		X	Handled by Client security team
Remove users	X		
Lock/unlock users	X		
Assign existing roles to users		X	Handled by Client security team
Modify/create new roles		X	Performed through a Block of Hours
Assist with Client audits		X	Please reference SOW for exact details and scope
Manage and maintain SAP OS users	X		
Manage and maintain SAP DB users	X		

- OS patching to be performed by The Company
- The Seller shall provide monitoring and basis integration support for the following applications/servers
 - BSI Tax Factory
 - OnBase (Monitoring only)
 - Ariba CIG
 - SAP Print Server (SAPsprint)
- The Seller shall assist with evidence gathering for annual audits not to exceed 40 hours in a calendar year
- User provisioning is handled by Oak Ridge National Laboratory's automated user management system
- The Company manages and is solely responsible for threat detection/management within the Client environment which includes but is not limited to responsibility and liability for all efforts related to threat detection, remediation, breaches, and prevention

❖ ORNL M365 Landscape. The seller will provide support for all Microsoft 365 applications

- Exchange
 - Hybrid landscape with most email accounts in Exchange Online, but we still have a few on prem
 - Email hygiene is done on prem
- Power Automate/Power Apps – available, but not fully deployed
- Dynamics 365 deployed for a small group of users
- SharePoint Online is fully deployed and all sites have been migrated from on prem
- Other Office 365 items / services that have been fully deployed
 - Teams
 - OneDrive
 - Power BI
 - Intune
 - Planner
 - Stream
 - Forms
 - Visio

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- Project (PWA and Project for the Web)
- Bookings
- To Do
- Whiteboard
- Excel
- Word
- PowerPoint
- Lists
- OneNote

❖ The Seller shall provide support for the above listed applications in accordance with the SLA of this agreement:

- Ticket Resolution
 - Incidents
 - Problems
 - Changes
- Configuration Management
- Governance
- Adoption
- Adherence to Best Practices

❖ Personnel & Other Requirements

- General
 - The Seller shall ensure that support personnel assigned to this agreement are qualified and experienced in the support tasks required. Maintenance service personnel assigned shall be qualified and properly trained to support all aspects of the assigned platform. Software technical support personnel assigned shall be knowledgeable about the management software functionality and skilled in diagnosing performance or connectivity problems.
 - The Seller shall be responsible to provide to their support personnel the required training as new software technology, new models of existing devices, or new system types are placed in operation at the Company.
- Security
 - All Seller support personnel assigned to the Company on a regular basis will require at a minimum an uncleared site-specific photo badge to have access to the systems they will support. Backup support personnel will also be required to obtain an uncleared site-specific badge.
 - All work by Seller's personnel will be 100% remote.
 - The Seller shall provide the Company with all information required to attain site access passes for Seller personnel. Time being of the essence, failure of the Seller to complete all necessary procedures required by the DOE or the Company to obtain the required number and types of clearances for its' personnel shall not excuse, relieve, or be a cause for delay of performance by the Seller of the work required herein.
- Safety

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- The Seller personnel shall be required to comply with all site safety policies and procedures as listed in the terms and conditions for this agreement
- The Seller shall also comply with the Company standards and procedures with respect to its work and equipment (check with the TPO for availability of manuals for review). If at any time the Seller personnel are unsure about safety and / or other requirements, they are not to proceed until they contact the TPO for directions.

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❖ Service Level Requirements

➤ For Incidents:

- Service Level Agreement (SLA) Target Times
- Incident support for services at ORNL is provided during business hours between the hours of 7 AM and 4 PM Eastern Time Zone, Monday thru Friday each week (excluding Company holidays). The following are current targets for response and resolution times for incidents based upon the priority.

Priority	Response	Resolve
3 – Low	95% - 2 business days	90% - 3 business days
1 – High	95% - 2 hours	90% - 1 business day

- For emergency or critical incidents identified with a high priority that are created outside normal business hours, ITSD staff will provide best level of effort to resolve the issue and the response will be from the identified on call person or Service Owner that is responsible for the respective service if no on call list exists. The method of contact to identify an incident with a high priority is to place a phone call to the Solution Center (241-ORNL). Incident support requested via email will be deemed to be a low priority and will be properly prioritized when the email is reviewed by ITSD staff. Note that email is not routinely reviewed outside normal business hours (to include nights and weekends). Incidents received via email after normal business hours will be reviewed on the next business day. Staff must call the Solution Center (241-ORNL) to have an incident escalated to High during off hours.
- The SLA for work generated by ITSD on behalf of the user (without the user's knowledge), will follow the SLA identified by the Service Owner. An example includes issues with non-working patching clients. This work will be identified with a priority of "ITSD". This category is for pro-active, ITSD-identified issues that the user did not report but still need resolution to avoid potential impacts. These SLAs may be more lenient since the user has not currently reported an impact.

❖ For Problems:

Key Performance Indicators Standard Business Hours (Outside Business Hours)				
Priority	Response (Troubleshoot)	Return to Operation (RTO) (Restore Service)	Reporting (Communicate)	Closure (RCA)
1 Critical	< 30 Minutes < 1 hour	4 working hours	Every Hour until RTO	<= 30 Days
2 High	<2 Hours < 4 Hours	8 working hours	Every 2 Hours until RYO	<= 30 Days
3 Moderate	<= Next Business Day	Work-around In-Place	Twice per week until Closure	<= 60 Days
4 Low	<= Next Business Week	Work-around In-Place	Once per week until Closure	<= 60 Days