1. PURPOSE

This Statement of Work (SOW) describes the scope and activity and overarching requirements of the Seller in support of a broad range of Information Technology (IT) needs at Oak Ridge National Lab (ORNL).   This Agreement will serve as a primary vehicle for acquiring a broad range of IT support services which may include data center operational support, call center support, end-user support, cyber operations, architecture analysis, requirements analysis, applications development, and networking services. Services acquired under this Agreement may be for short and long term staffing augmentation, support services involving specialized skills, or managed services.   All work awarded under this Agreement will be through individual task orders.

Work performed on all task orders will be expected to:
- deliver results/outcomes that support the task and enable the Company's mission,
- measure/monitor the degree of customer satisfaction

The Technical Project Officer (TPO) for the Agreement is **[To Be Determined]**, representing the Information Technology Services Division (ITSD). A separate TPO in ITSD will be named as the Technical Point of Contact for each Task Order issued under the Agreement.

2. BACKGROUND

ITSD, and a few other organizations at the Company, frequently have the need to acquire external services to support specific project and program activities in addition to supplementing existing Company technical staff on an as-needed basis. The nature of these activities may cover a broad range of projects and operational services as well as varied durations. Some examples of support areas that may be involved with these activities include but are not limited to: business analysis, project management, applications development, software quality assurance and testing, business intelligence, website/User Interface design/development, database design/administration, storage architecture and management, systems engineering and administration (Windows and Linux environments), data center operations, IT risk management analysis, cyber operations and forensics analysis (e.g. network monitoring, malware eradication, log analysis), network operations, desktop support, configuration management, technical documentation, and communications and outreach.

Task orders issued under this Agreement may solicit Time and Material (T&M) and/or Firm-Fixed-Price (FFP) terms, and awards may be made based upon the proposals received in response to those task order solicitations. The Company will issue a separate task order description that defines specific objectives, functions, and outcomes desired for each requirement under this Agreement. However, awardees are not guaranteed any specific work, and the Company is not limited to obtaining external support services solely through this Basic Ordering Agreement. The Company reserves the right to add, modify, or terminate task work at any time over the period of performance of the Agreement.

The Company views this Agreement and subsequent task orders as performance-based with an emphasis on outcomes.   The exercising of annual Agreement option years will take into consideration the Seller's overall performance and outcomes delivered to the Company through work performed under the Agreement.

3. TECHNICAL ENVIRONMENT

The Company's current IT architecture is diverse and complex. Below is a general description of the major elements of the IT environment:

- Desktop/Laptop systems – comprised of approximately 75% Windows, 20% Macintosh, and 5% Linux. Approximately 45% of all systems are laptops.
- Mobile - Tablet and phone devices have become an integral part of the Company's environment. At least a quarter of the staff are utilizing mobile devices to accomplish work tasks. Personal and corporate mobile devices are both viable options and currently access is granted via Citrix XenMobile. Current plans to migrate from XenMobile to Microsoft's Intune are moving forward with migration starting in March.
- Data Center Operations - server support for Windows and Linux operating systems, and an environment that is significantly virtualized using VMWare An alternate data center also exists which serves as the disaster recovery site and hosts a subset of critical data center functionality.
- Research & Development systems – range in scale from small dedicated servers to high-end clusters which support a broad range of research needs across the Laboratory. These systems are primarily Linux-based systems, but also include some Windows systems.
- Messaging and User Productivity – Office 365 environment, as well as numerous other commercial-off-the-shelf (COTS) tools.
- Remote Access – Citrix thin client (ORNLaccess service), Cisco (AnyConnect VPN), and Microsoft Direct Access.
- ERP - The Company uses SuccessFactors/SAP as its Enterprise Resource Planning environment.
- Network – CISCO (LAN), Arista (Datacenter), and Juniper (WAN) connectivity with Cisco and Palo Alto firewalls.
- Database – mixture of Oracle and SQL.
- Applications– – SAP ABAP, Business Server Pages and Web Dynpro, SAP Cloud Platform Integration (SCPI), ASP.NET, C#, AngularJS, Vue.js, Node.js, Sencha Ext JS, Java, ColdFusion, ServiceNow, WordPress, Drupal, various commercial off-the-shelf (COTS) products. Applications inventory is comprised of several hundred systems, including approximately 180 business/enterprise systems. Applications are a mixture of custom-developed and COTS solutions.
- Intranet portal and primary file sharing – Office 365 (SharePoint and OneDrive)
- Business Intelligence – utilizing SAP HANA and Microsoft SQL Server platforms, Microsoft PowerBI, Visual Studio, and other SAP and Microsoft BI development tools

4. SCOPE OF WORK

4.1 Time & Materials / Firm-Fixed-Price Support

The Seller must, if requested, be able to develop and submit T&M or FFP proposals. For some task work, the Seller will be required to propose staffing support which meets or exceeds the required skill levels at an hourly rate to augment existing Company staff. For such work, job descriptions and skill levels which may be required to augment existing staff are provided in the labor categories supplied in Attachment 2. Services to be priced could include items such as the following:

- Desk Side and Call Center Support (Windows/Mac/Linux)
- Linux Systems Engineers
- Applications development to deliver a defined service or product
- Consulting for a specialized need, i.e., cyber analyst, network analyst
- Enterprise Data Center Operations

Any staffing support proposed for task work under this Agreement shall include a detailed description of skills and experience, including training and any certifications that would be relevant for the duties involved. Seller shall provide a staffing and labor rate table that meets or exceeds the categories listed in Attachment 2.

4.2 Task Order Proposals

As noted previously, separate task orders will be issued by the Company for each requirement under this Agreement.

4.2.1 Initial Task Orders

There are Seven task order SOWs for ongoing work that are included in this solicitation. These are listed below. The Seller shall include a separate proposal for each task order SOW identified.

> **Task 1** "Applications Support Task Order"
> **Task 2** "Linux Unix R&D Systems Administration Task Order"
> **Task 3** "Windows Systems Administration Task Order"
> **Task 4** "Cyber Security Engineering & Continuous Monitoring Task Order"
> **Task 5** "Data Center Operations Task Order"
> **Task 6** "Tier 1 System Administrators Task Order"
> **Task 7** "Solution Center Operations Task Order"

4.2.1.1 Task Transition Plan

The Seller shall provide a separate detailed transition plan for Tasks 1-7. As noted in Section J, the transition plan must fully document Seller's approach, timetable and risk mitigation

strategy to accomplish a disruption-free transition. The plans must also explain how existing staff knowledge will be retained. Task transition shall not exceed a period of 30 days.

4.2.2   Travel

Travel requirements will be identified by the Seller within each Task Order response. Reimbursable expenses will be limited to the current Federal Per Diem rates, and must be approved in advance by the Company's Technical Project Officer, or their designee, for the relevant Task Order.

4.3 Other Specialized Requirements

4.3.1 Background Vetting and Clearances

Seller shall provide a description of the background vetting process it uses, or will use, for any staffing services or other work to be performed on-site at the Company under this contract.

The Seller shall be advised that any staffing services performed on-site at the Company may require that Seller's staff have the ability to obtain and retain a security clearance (e.g. L, Q, TS/SCI) should the task work require it.   Such requirements may not always be known at the time the task order is initially issued/awarded, and may become a requirement mid-task as workload changes occur.

4.3.2 Training

Seller shall provide a description of training programs offered to staff, and the frequency with which staff may receive training to enhance their skillsets.

4.3.3 Communications

Seller shall meet with task TPOs and BOA TPO on requested frequency.