

**SQL Database Administrator
Centralized Alabama Recipient Eligibility System Project
(CARES Project)**

STATEMENT OF WORK (SOW)

Agency Name:	Multiple Agency Engagement
Agency Project Name:	Centralized Alabama Recipient Eligibility System Project (CARES Project)
Agency Project Sponsor:	Shannon Crane CARES Program Director
Agency Project Manager:	Shannon Crane CARES Program Director
SOW Period of Performance:	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016 Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
Contractor Name:	
Contract or Purchasing Vehicle:	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
Professional Service to be Provided:	SQL Database Administrator
Description of Services to be Provided:	Reporting to the Infrastructure Manager, the SQL Server Database Administrator is part of an agile software development team that designs, develops and tests solutions. The SQL Server Database Administrator will serve as a subject matter expert on database design, with an emphasis on SQL Server. In addition, the DBA will provide database support to application teams across the enterprise. The support provided includes, but is not limited to: troubleshooting query performance, designing and maintaining ETL infrastructure, deployment of incremental updates and changes to the database infrastructure of Streamline's applications, and monitoring and maintaining our database infrastructure.
Scope of	<ul style="list-style-type: none"> Implementing, managing, troubleshooting and maintaining multiple complex SQL Server environments

<p>Services:</p>	<ul style="list-style-type: none"> • Designing, testing, and implementing database triggers, stored procedures, scripts, and packages • Creating and reviewing code and logical data models in support of business objectives, strategic plans and physical design standards • Identifying, troubleshooting and resolving database issues in close collaboration with fellow IT staff and business users • Performing design (conceptual/logical/physical), development, implementation, and maintenance phases • Proactively monitoring the database environment for continual availability, performance, and security • Troubleshooting and problem-solving SQL Server development • SSIS and SSRS development and deployment • Monitoring, managing and troubleshooting SQL Server replication processes • Analyzing and troubleshooting disk, memory and CPU specific performance issues on high-volume OLTP servers • Suggesting and implementing best practices on database design, SQL server configuration, and scripting automation to support production, QA, and development SQL environments • Fulfilling database design and develop requirements for Software Engineering projects • Designing and maintaining the database infrastructure • Designing and maintaining the Customer data mart • Managing devices and databases, administering security, monitoring servers and performance tuning • Capacity planning • Designing and developing reports and handling ad-hoc data requests • Supporting production environments • Documenting systems and processes • Providing on call support
<p>Project Deliverables:</p>	<p>Provide the following deliverables per direction of and assignment by the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> • Database design documentation • Best practice and suggestions for SQL Database design • Backup and maintenance plans • Status documents • Other deliverables as assigned
<p>SQL Database Administrator Minimum Requirements:</p>	<p>The SQL Database Administrator provided shall, at a minimum, meet the following requirements or possess an equivalent combination of education and experience:</p>

	<p>Experience:</p> <ul style="list-style-type: none"> • Experience with Database Administration for MSSQL Server. • Experience in troubleshooting and resolving database problems. • Experience in Performance Tuning and Optimization (PTO), using native monitoring and troubleshooting tools. • Experience with backups, restores and recovery models. • Knowledge of High Availability (HA) and Disaster Recovery (DR) options for MSSQL Server. • Experience in implementing operational automation using scripts. • Knowledge of indexes, index management, and statistics. • Experience working with Windows server, including Active Directory and proper disk configurations. • Good communication and documentation skills. <p>Preferred candidates would also meet the following criteria:</p> <ul style="list-style-type: none"> • Involvement with the MSSQL Server Community; membership in PASS, active in forums or newsgroups. • Certification is a plus; MCTS, MCITP, MVP • Previous experience in either a teaching or volunteer role. <p>Education/Certification:</p> <ul style="list-style-type: none"> • Bachelor’s degree from an accredited four-year college or university with advance education in fields related to position or equivalent experience
<p>SQL Database Administrator Assignment:</p>	<p>The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all SQL Database Administrator resources assigned to this SOW in advance.</p>
<p>SQL Database Administrator Termination:</p>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the SQL Database Administrator under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the SQL Database Administrator is terminated.</p> <p>The resignation of the SQL Database Administrator from this SOW or the Contractor’s staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in</p>

writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).

Replacement of a terminated or resigned **SQL Database Administrator** is at the discretion of the Agency Project Sponsor. If a replacement for the **SQL Database Administrator** is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed **SQL Database Administrator** replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the **SQL Database Administrator**. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if a **SQL Database Administrator** replacement is not selected from the submitted résumés.

Mutual consent of both parties is required to extend any of the time-frames as specified above. If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.

The Agency Project Sponsor shall notify the Contractor in writing when a replacement **SQL Database Administrator** is selected from the submitted résumés. The replacement/new **SQL Database Administrator** shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.

The Contractor shall be required to provide updated project information to the replacement/new **SQL Database Administrator** prior to his/her arrival for work.

The **SQL Database Administrator** services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.

The Contractor shall track hours used and dollars expended for the **SQL Database Administrator** resource. When the remaining hours on the SOW fall *below an 80 hours threshold* on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the

	<p>remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.</p> <p>Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.</p>
Key Assumptions:	<p>The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution.</p> <p>The Agency Project Manager will provide the day-to-day oversight, direction, and management to the SQL Database Administrator.</p> <p>The SQL Database Administrator will provide ample knowledge transfer to CARES staff.</p>
Responsibilities of Both Parties:	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program Director shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p> <p>In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.</p>
Work Environment:	<p>The SQL Database Administrator allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.</p>
Agency Provided Resources:	<p>Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.</p>

<p>Regular Working Hours:</p>	<p>The SQL Database Administrator will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.</p> <p>Unless otherwise directed or approved in advance, the SQL Database Administrator will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
<p>Overtime Hours:</p>	<p>Any work in excess of 40 hours a week for SQL Database Administrator assigned to this SOW must be approved by the Agency Project Manager and/or Agency Project Sponsor <u>in advance</u>. Excess hours will be billed at the normal hourly rate as defined under this SOW.</p>