

Los Angeles Unified School District

Master Services Agreement



To: Master Services Agreement (MSA) Contractors

Subject: MSA Work Order Solicitation No. 180037
Title: SAP Performance and Stress Testing Specialist, Level III

This **MSA Work Order Solicitation** is issued to interested proposers under the assumptions that (1) Any resulting contract will not exceed the hourly rates set forth under the Master Services Agreement; and (2) The final contractual terms and conditions will have no additions, changes, or deletions from the Master Services Agreement. Proposals are due, via email to ITD-Bids@lausd.net, no later than 5:00 PM (PST), **3/2/2018**. NO TIME EXTENSIONS WILL BE GIVEN AFTER 5:00 PM.

Period of Performance March 19, 2018 to May 25, 2018
(Tentative): Two (2) months
(upon full execution of work order)

Location (on-site): 333 S. Beaudry Avenue, 27th Floor
Los Angeles, California 90017

Evaluation Criteria:	Skills and Qualifications:	45 points
	Experience:	35 points
	Pricing*:	20 points
	Total:	100 points

**Calculation will be based on the percentage discount of the current MSA Rates.*

Minimum Qualifications:

Below is a list of minimum qualifications for the proposed personnel.

- College graduate with 10+ years of experience in Performance Architect and Engineering Domain.
- Understanding of Performance Engineering process and concepts.
- Ability to lead and be a single point of contact for issues and escalations on projects.
- 8+ years of experience in testing enterprise-scaled/multi-tier environments that include web applications (Java/.net), Desktop/thick client applications, web services, Oracle/SQL server DBs, SAP applications.
- Hands-on Performance Testing experience including test execution using HP Performance Center/Load Runner.

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- Hands-on expertise in HP VuGen scripting for SAP, CITRIX, Web/HTTP and Web Services protocols.
- Hands-on expertise in using performance monitoring & diagnostic tools to set up, configure and monitor.
- Ability to analyze scalability, throughput and load testing metrics against test servers.
- Ability to compare and contrast system performance with varying levels of physical resources (RAM, CPU cores, Disk caches, Network) and compute nodes.
- 3+ years of experience working in the public sector industry.

Desired Qualifications:

Below is a list of desired qualifications for the proposed personnel.

- Experience in manual automation (HP ALM/SAP-TAO, CBTA, UFT).
- Experience preferred with Load Testing Tools: Load runner VuGen, Performance center/ALM, HP Storm Runner tools.
- Familiarity with Load runner Protocols: SAP, Web (HTTP/HTML), Flex, SOAP, Citrix, Web Services (SOAP, REST), Oracle NCA, and script, Ajax True client, RTE, RDP.
- Experience with Unix shell scripting, Windows OS.
- Performance Center Administration experience is a plus.

Number of Resources:

The proposed work order will require one (1) resource on-site.

Resumes:

Provide no more than three (3) resumes for each type of proposed resource category indicated above. Resumes must detail years of SAP-centric experience. (The District reserves the right to request additional resumes should those submitted be deemed unacceptable for this project.)

Rate Schedule (Pricing):

The proposer shall submit a fully burdened rate to perform all services as specified in the statement of work. Refer to Appendix B.

Statement of Work:

Refer to Appendix A for the Statement of Work and performance requirements.

Proposals omitting any of the required submittal items may be deemed non-responsive, and may be removed from any further consideration.

Subject to the provisions herein, Contract award will be made to the "highest scored" proposal, with the appropriate consideration given to the evaluation factors stated herein. However, the District reserves the right to make an award to other than the low cost Proposer.

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The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/fees, statement of work, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

All communications regarding this solicitation between potential Proposers and DISTRICT staff and consultants engaged by the DISTRICT shall be addressed only to the undersigned. All proposer questions shall be in writing and submitted via email at ITD-Bids@lausd.net with the subject heading of "**MSA Work Order Solicitation No. 180037**." The deadline to submit questions is by 5:00 PM (PST) on **2/27/2018**.

At no time "PRIOR" to the DISTRICT'S Notice of Award shall Proposer(s) contact other DISTRICT officials or personnel regarding this MSA Work Order Solicitation or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.

All requests for information related to this MSA Work Order Solicitation shall be directed to:

Department: IT Support Services (Finance and Administration)
Address: 333 S. Beaudry Avenue 10th Floor
Los Angeles, CA 90017
E-mail: **ITD-Bids@lausd.net**

Appendices A - Statement of Work
B - Pricing Form

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APPENDIX A - MSA WORK ORDER STATEMENT OF WORK

This is a staff augmentation to acquire an additional SAP ABAP Development resource who is qualified to function as **SAP Performance and Stress Testing Specialist, Level III** as specified in the Scope of Services section, and will work closely with the ITD-BASE Team.

The successful provider must be able to furnish candidates who possess a combination of education, skills, and experience that commensurate with minimum requirements.

1. Scope of Services

The District seeks a firm that will perform the required work closely with LAUSD project team members and perform the responsibilities in the HP Load Runner and performance testing tool functions of:

- Developing automated test scripts, conditions, data, and expected results for performance test efforts.
- Executing tests and report results according to testing standards and procedures.

2. Deliverables

The resources shall complete and submit the following deliverables:

DELIVERABLES		
DELIVERABLES	DESCRIPTION	MILESTONES
Status Reports	Weekly Status Reports	Weekly
Tasks/ Activities	<ul style="list-style-type: none">• Design, develop and execute test scripts using industry leading Automation tools (Load Runner).• Prepare training materials to be used to train others in the processes, procedures and use of tools.• Use performance profiling tools to identify performance bottlenecks in SAP, WEB and CITRIX application stacks.• Use performance profiling tools to identify performance bottlenecks at both the Application level and the Data Access layer.• Develop documentation of final analysis with options and recommendations.	As needed during the duration of the work order
Transfer of knowledge to LAUSD Personnel	Perform knowledge transfer to assigned LAUSD Personnel	As needed during the duration of the work order

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3. Assumptions

For the duration of the project, the selected resource **is expected to bring his/her own laptop computer equipped** with an appropriate operating system that can access the District's SAP system and other project management tools such as MS Word, XLS, SharePoint, etc.

The vendor understands that the proposed hourly rate must comport with the contractor's rates as published in the Schedule B of the MSA, which is a fully burdened rate inclusive of direct labor cost, overhead, general and administrative, travel expenses, and profit.

4. Work location

All work products must be performed on-site at 333 S. Beaudry Ave, Los Angeles, CA 90017, Monday – Friday, excluding District holidays.

5. Other

A performance review will be conducted by the District to ensure services are performed satisfactorily by the Contractor and its resource. Contractor will be notified by the District of their performance. If the review is unsatisfactory, the contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed and the option years will not be exercised.

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APPENDIX B - MSA WORK ORDER PRICING FORM

The purpose of this form is to provide a standard format by which the Proposer submits its price proposal. The fully burdened hourly rate should be inclusive of direct labor cost, overhead, general and administrative (G&A), travel expenses, profit, shipping, packaging, and insurance cost. No travel or parking expenses will be provided to the Contractor. Submit one rate schedule sheet for each proposed resource.

Labor Classification*	MSA Fully Burdened Rate	Discount (%)	Proposed Fully Burdened Rate
SAP Performance and Stress Testing Specialist, Level III	\$_____	_____ %	\$_____

CONTRACTOR PERSONNEL WORKING UNDER THIS WORK ORDER			
NAME	% TIME DEDICATED ON PROJECT	LOCATION	RESPONSIBILITIES
_____	100%	LAUSD	SAP Performance and Stress Testing Specialist, Level III

TIME AND MATERIALS PRICING				
RESOURCE NAME	ROLE	FULLY BURDENED HOURLY RATE	TOTAL AUTHORIZED HOURS	EXTENDED COST
_____	SAP Performance and Stress Testing Specialist, Level III	\$ _____	TBD	TBD