SERVICE LEVEL AGREEMENT (SLA)

BETWEEN

Document Automation & Production Service (DAPS)

and

Defense Distribution Center (DDC)

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Document Automation & Production Service
SERVICE LEVEL AGREEMENT

1. Service Agreement. This Service Level Agreement (SLA) is between the Document Automation & Production Service (DAPS or the Provider) and the Defense Distribution Center (DDC or the Customer).

a. The purpose of this SLA is to document the services that the Provider shall furnish the Customer. The Customer shall pay for these services in accordance with billing and payment terms as agreed upon and set forth in this SLA.

b. This agreement is effective upon signature. The Customer and Provider shall review this SLA annually to determine if any modifications or amendments are needed to reflect changes to the Customer's support requirements and the Provider's services. Modifications of any support services identified in this SLA shall be requested in writing and may be accomplished after mutual agreement. Significant changes that require modification will require a formal, approved amendment. Requests to terminate this SLA shall be made upon written request and must be received by the other party no less than 180 days before the requested termination date. Termination must be documented by written, mutual agreement of both parties.

2. Applicable Documents, Terms and Conditions. This SLA contains policies, procedures, and descriptions of the standard support services to be provided in addition to terms and conditions relating to the implementation, execution, and administration of this agreement.

3. Dispute Resolution. Disputes that arise regarding matters addressed in this SLA that cannot be resolved at the local level will be forwarded to DAPS and DDC headquarters through the designated DAPS and DDC Imaging Program Managers.

4. Execution. The signatures below indicate an understanding of the requirements of this SLA.

a. For the Provider:

Stephen T. Sherman
Director
Document Automation & Production Service
Mechanicsburg, PA

MAR 18 2003

Date: _____

b. For the Customer:

Phyllis Campbell
Deputy Commander
Defense Distribution Center
New Cumberland, PA

MAR 18 2003

Date: _____

The Provider shall deploy and maintain an advanced, flexible and integrated electronic document management system known as the Electronic Document Management Service (EDMS) to replace current processes at the 22 DDC field activities listed in Appendix C by the end of Fiscal Year (FY) 2003. The application shall be flexible enough to meet the requirements of each DDC activity.

The Provider shall pickup and return documents, prepare documents for scanning, scan documents to electronic form, index and store the document images, perform necessary quality assurance and quality control, and provide document management solutions and on-line retrieval of imaged documents through the use of the Electronic Document Management Service (EDMS) software and related hardware.

The following is a compilation of specific service requirements and the method used to charge for each service. Rates are reflected in Appendix E, Schedule of Charges. Appendix E will be updated yearly to reflex each year's charges. The Provider shall bill the Customer for all services according to the schedule of charges in Appendix E and the Customer will reimburse the Provider in accordance with these charges. An estimated yearly reimbursement is reflected in Appendix F, Planning Estimate and will be updated by June annually to reflex the coming year's estimate.

1. EDMS Development.

a. Provider Responsibilities. The Provider shall:

(1) Perform EDMS system requirements identification, testing, application support (to include web and operating software), system administration, system security, hardware support, software maintenance and housing for scanning and server hardware.

(2) Establish document templates capable of scanning 80% of the Customer's most commonly used transportation, receiving, and inventory documents and index them automatically through the use of Optical Character Recognition (OCR) technology. The list of documents to be supported is provided in Appendix D (this list may not be all inclusive).

(3) Establish a centralized Hub document storage system, to include identification of system requirements, design,

installation, testing, software application support, hardware support, and facilities to host the application.

(4) Submit quarterly (or upon request) status reports on the progress of the system's deployment and any current enhancements.

b. Customer Responsibilities. The Customer will ensure access to DDC field activities for analysis of the distribution system processes, configuration, architecture, installation, implementation, application, system administration, system security, and software maintenance and housing requirements to facilitate the installation of scanning and server hardware.

2. EDMS Deployment

a. Provider Responsibilities. The Provider shall:

(1) Provide EDMS installation, testing, system administration, system security, hardware support, and software maintenance.

(2) House the Provider-owned workstations and servers at either the DAPS or DDC facilities based upon connectivity requirements, space availability, or Customer preference.

(3) Conduct capacity, performance and configuration management analysis of existing Local Area Network (LAN) infrastructure to ensure delivery of the level of service required to meet EDMS requirements.

3. EDMS Maintenance and Software Upgrades

a. Provider Responsibilities. The Provider shall:

(1) Establish and chair a system's software Configuration Control Board (CCB), to include the Customer, for management of the EDMS program. The board will meet on a quarterly basis to review system enhancements identified by the Customer's users, prioritize, recommend resourcing and schedule change proposals. The Provider shall provide design, engineering, consultation, installation and maintenance of the upgrades.

(2) Schedule meetings quarterly to commence not later than three months after the final deployment of the EDMS system.

b. Customer Responsibilities. The Customer will provide sufficient personnel to the CCB to make decisions on behalf of the DDC. Suggested participation is from DDC HQ J3/4, J6 and J8.

4. Document Pickup and Delivery

a. Provider Responsibilities. The Provider shall:

(1) Pickup and deliver documents during the standard five-day workweek, excluding weekends and Government holidays.

(2) Pickup and return original source documents prepared by the Customer on a daily basis within an agreed upon timeframe that has been negotiated with each DDC field activity. In cases where DAPS is located in the DDC field activity's facilities, document pickup and return may be scheduled to occur at more than one point in the facility. In cases where DAPS is located off site, document pickup and return shall be consolidated to one point in the facility. In cases where the DDC field activity chooses to deliver and pickup the documents to be scanned, the Provider shall designate a single drop off point in the DAPS facilities.

b. Customer Responsibilities. The Customer will ensure documents are ready for pick up or delivered at the prescribed time and place. Failure to do so will increase Customer costs.

5. Document Preparation

a. Provider Responsibilities. The Provider shall prepare documents by sorting (by type), copying lightly printed documents (as necessary), removing staples, collating, repairing damaged documents (when possible), and other services that are necessary to prepare documents for scanning using the standard EDMS equipment.

b. Customer Responsibilities. The Customer will make every effort to reduce document preparation costs by pre-sorting documents by type, removing staples or other fasteners, and adding separator pages prior to delivery of the documents to DAPS. Failure to do so will increase Customer costs.

6. Document Scanning and Indexing

a. Provider Responsibilities. The Provider shall:

(1) Scan and index the documents listed in Appendix D identified as OCR supported, OCR supported with manual indexing, and non-OCR supported into the EDMS database within 72 hours of receipt at the scanning site.

(2) Maintain a page counter in EDMS and provide a report consisting of the number of pages scanned and indexed automatically and number of pages and time spent indexing non-supported documents.

7. Document Quality Assurance and Quality Control

a. Provider Responsibilities. The Provider shall provide manual quality assurance and quality control of 10% of all documents scanned into the EDMS system. This percentage may be adjusted to a lower level through negotiation with each DDC field activity. Quality assurance and quality control levels above 10% shall be provided when the system's reliability is in question as determined by the Provider or Customer when numerous errors are discovered during use or retrieval of the images, or upon the Customer's specific request.

8. Document Storage, Retrieval and Maintenance.

a. Provider Responsibilities. The Provider shall

(1) Transfer the scanned images and index information to the Hub, making them available for storage and retrieval.

(2) Provide Hub system administration and security support, including maintenance of anti-virus software and updates, Microsoft Exchange patches, Microsoft Windows service release updates, and hot fixes and patches, as necessary to ensure the proper operation of the Hub.

(3) Maintain EDMS, including diagnostic services, capacity management, account maintenance, and software and/or data recovery.

(4) Work with the Customer to determine the requirements for Management Information System (MIS) reports and performance reports that may be provided by EDMS.

(5) Closely coordinate any scheduled system changes that require bringing the web servers down or re-booting, including customer-requested system upgrades, between the DAPS System

Administrator and the Customer's EDMS Project Manager prior to effecting any system changes.

b. Customer Responsibilities. The Customer will provide the information necessary to maintain EDMS and firewall access for each EDMS field server that requires communication with the Hub to transfer data and images for storage and retrieval purposes.

9. Online Web Access

a. The Provider shall:

(1) Provide personnel who have been authorized by DDC with web access to images and data stored at the Hub, including the ability to recall, view, and print documents.

(2) Sustain all applicable maintenance contracts for management of the hardware and software in order to ensure continuous access to the documents stored at the Hub.

(3) Monitor the network, troubleshoot and resolve problems at the Hub.

(4) Coordinate with the DDC HQ Security Office (see Appendix B, POCs) regarding network security in order to ensure that documents at the Hub are protected in accordance with DoD web security regulations.

(5) Maintain the document repository and database to ensure that items are accessible and current. Administer a dedicated tape library backup for the EDMS system. Backup procedures will execute daily incremental and weekly full backups of data and images.

(6) Notify the DDC's EDMS Project Manager of user accounts that have been inactive for six months (180 days).

b. Customer Responsibilities. The Customer will provide configuration information and firewall access, as applicable, for each EDMS field server that requires access to the Hub.

10. Document Management

a. Provider Responsibilities. The Provider shall:

(1) Identify requirements for design, install, test, and fully implement a document management system. The document

management system will meet the requirements outlined in the DoD Directive 5015 series and DoD Standard 5015 series on Records Management.

(2) After scanning, dispose of or return all documents NOT associated with Foreign Military Sales (FMS) in accordance with the direction provided by the local DDC field activity.

(3) Retain scanned images for the prescribed period of time of 3 to 6 years for distribution documents and 30 years for Foreign Military Sales documents as directed by DDC policy and DODI 5015.series.

(4) Return the hard copy of FMS documents to each DDC field activity for disposition in accordance with the DODI 5015.series.

b. Customer Responsibilities. The Customer will provide subject-matter expertise and guidance if the Provider is unsure of a DODI 5015.series requirement. Each DDC field activity will retain hard copy FMS documents on site for two years then ship them to the national archives where they will be stored for 28 years.

11. Hardware Maintenance

a. Provider Responsibilities. The Provider shall maintain EDMS hardware to ensure the continued performance of the EDMS scanners, workstations, and servers.

b. Customer Responsibilities. The Customer will report to the EDMS Help Desk EDMS system outages and provide information as to the extent of the outage.

12. EDMS User Training

a. Provider Responsibilities. The Provider shall:

(1) Furnish user training to all new EDMS users who are approved by the Customer.

(2) Work with the Customer to identify EDMS training requirements and ensure training is delivered.

b. Customer Responsibilities. The Customer will identify EDMS users who require EDMS training and work with the Provider to ensure training is delivered in a timely manner.

13. User Licensing

a. Provider Responsibilities. The Provider shall maintain a list of authorized users and make adjustments for additions and deletions as directed by the Customer. Refer to Attachment G, DDC HQ policy letter: DDC J-6, Memorandum for DDC Center Commanders, dated November 7, 2002, Subject Assignment of Electronic Document Management Service User Licenses for guidance.

14. Help Desk Services

a. Provider Responsibilities. The Provider shall:

(1) Operate a Help Desk, using a toll free number, as the initial step in resolving/reporting day-to-day problems related to services provided.

(2) Act as the initial POC for answering questions and providing status.

(3) Assign a control number to each trouble call and attempt initial problem resolution. Ensure system disruptions and Customer problems are resolved efficiently within 24 hours. Those disruptions that are not resolved within 24 hours will be reported to the DDC's EDMS Project Manager as soon as the condition is known.

(4) Track all reported problems to ensure Management's attention and ultimate resolution of these problems. Contact the Customer to confirm the reported problem has been corrected.

(5) Monitor the network and provide diagnostic services to analyze and troubleshoot potential network anomalies as they affect EDMS availability.

(6) Coordinate the repair of EDMS equipment under warranty.

(7) Provide installation and re-installation assistance for both hardware and software specific to EDMS.

(8) Provide support for all EDMS equipment installed in the Customer's facilities, including updates, refreshment of components. Modifications are limited to only that equipment required supporting EDMS access.

b. Customer Responsibilities. The Customer will contact the EDMS Help Desk for all required services/assistance during normal working hours as provided for under the maintenance contract.

15. Security Requirements.

a. Standard Security Services for Data and Database Servers. The Provider shall supply operating system security in accordance with the DAPS Security Manual. The safeguarding of information during processing and storage will be in accordance with DoD Directives 5200.1-R, Oct 94, Information Security Program Regulation and DoD Directive 5400.7-R, Jul 899, DoD Freedom of Information Act Program.

b. Provider Responsibilities. The Provider shall:

(1) Manage and perform EDMS security to include operating systems security, accountability, accreditation and certification, allocation of resources to DDC approved users, audits and system backup and recovery.

(2) Implement and periodically review protection measures to detect and eliminate viruses, hacker or other unauthorized intrusions, WORMS, and other malicious behavior.

(3) Safeguard the Customer facility, hardware, software, and personnel in accordance with DoD 5200.8-R, May 91, DoD Physical Security Program.

(4) Administer user account maintenance and application level user access, including database level access privileges as well as any access controls internal to the Customer application.

c. Customer Responsibilities. The Customer will:

(1) Serve as the Designated Approving Authority (DAA) for user account application(s). The Customer will identify their applicants and system administrators and will provide accreditation information on these personnel to the Provider.

(2) Ensure that EDMS users are aware of security requirements and that users are held accountable for their actions.

16. Performance Objectives.

a. Service Hours. In order to maintain a 72 hour web access requirement for documents presented for scanning, the Provider shall provide scanning services five days a week, 0700 to 1600, Monday through Friday, excluding Government holidays.

b. System Outages. Upon notification from the Customer (during standard operating hours) that the Hub does not respond to requests for document images, the Provider shall ensure that the system is returned to full service within one hour of initial notification. Within one hour, the Provider shall submit a report to site administrators detailing the reason for the outage and the expected time for the system to be returned to full service.

c. Installations. EDMS installations dates will be provided by the Customer.

d. Routine/Non-Emergency Problems. For routine/non-emergency problems reported during standard operating hours, the Provider shall provide resolution or status to the Customer within four hours of receiving the Customer's call.

EDMS SERVICE LEVEL AGREEMENT
Appendix B - Points of Contacts

1. Points of Contact. Points of Contact for support identified under this SLA are identified as follows.

a. The Provider's Points of Contact. The Provider shall notify the Customer of all personnel changes, including name, office symbol and telephone number changes as changes occur.

Primary -
Richard Hodgson
DAPS HQ
5450 Carlisle Pike
Bldg. 9, P.O. Box 2020
Mechanicsburg, PA. 17055-0788
Telephone: (DSN) 430-9328, (Comm) 717-605-9328
Fax: (DSN) 430-3977, (Comm) 717-605-3977
rhodgson@daps.dla.mil

Alternate -
Mark Konetski
DAPS HQ
5450 Carlisle Pike
Bldg. 9, P.O. Box 2020
Mechanicsburg, PA. 17055-0788
Telephone: (DSN) 430-1284, (Comm) 717-605-1284
Fax: (DSN) 430-3977, (Comm) 717-605-3977
mkonetski@daps.dla.mil

MIPRs/Funding -
William Moore
DAPS Mechanicsburg
5450 Carlisle Pike
Bldg. 410, P.O. Box 2020
Mechanicsburg, PA. 17055-0788
Telephone: (DSN) 430-5996, (Comm) 717-605-5996
Fax: (DSN) 430-3314, (Comm) 717-605-3314
wmoore@daps.dla.mil

b. The Customer's Points of Contact for Amendments, Modifications and Renewals of this Agreement. The Customer will notify the Provider of all personnel changes, including name, office symbol and telephone number changes as changes occur.

DDC J-6 - Business Office	Mary Clouser Defense Distribution Center DDC (J-6), Building 54-2 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-5700, (Comm) 717-770-5700 Fax:(DSN) 771-5858, (Comm) 717-770-5858 mary.clouser@dla.mil
DDC J-6 - EDMS Project Manager	Thomas Jablonski Defense Distribution Center DDC (J-6), Building 54-2 2001 Mission Drive New Cumberland, PA 17070 Telephone: (DSN) 771-5600, (Comm) 717-770-5600 Fax:(DSN) 717-5858, (Comm) 717-770-5858 thomas.jablonski@dla.mil
DDC J-6 - Information Assurance	Edward (Sam) Schuster Defense Distribution Center DDC (J-6), Building 54-2 2001 Mission Drive New Cumberland, PA 17070 Telephone: (DSN) 771-5650, (Comm) 717-770-5650 Fax: (DSN) 717-4153, (Comm) 717-770-4153 edward.schuster@dla.mil
DDC J-8 - MIPRs/Funding	Julie Callahan Defense Distribution Center DDC (J-8), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-5431, (Comm) 717-770-5431 Fax:(DSN) 771-8575, (Comm) 717-770-8575 julie.callahan@dla.mil

DDC HQ J-3/4 - Army Depot Manager	J. V. Gray Defense Distribution Center DDC (J-3/4-M), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-2822, (Comm) 717-770-2822 Fax: (DSN) 771-5182, (Comm) 717-770-5182 jgray@ddc.dla.mil
DDC HQ J-3/4 - Navy Depot Manager	Dave Olenick Defense Distribution Center DDC (J-3/4-M), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-5186, (Comm) 717-770-5186 Fax: (DSN) 771-5182, (Comm) 717-770-5182 dolenick@ddc.dla.mil
DDC HQ J-3/4 - Air Force Depot Manager	Ken Stevenson Defense Distribution Center DDC (J-3/4-M), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-8128, (Comm) 717-770-8128 Fax: (DSN) 771-5182, (Comm) 717-770-5182 kstevenson@ddc.dla.mil
DDC HQ J-3/4 - Marines & Mapping Depot Manager	Greg Grybowski Defense Distribution Center DDC (J-3/4-M), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-8165, (Comm) 717-770-8165 Fax: (DSN) 771-5182, (Comm) 717-770-5182 ggrybowski@ddc.dla.mil
DDC HQ J-3/4 - DDSP, DDJC, DDDE, DDYJ, DDPH Depot Manager	Laurie Bixler Defense Distribution Center DDC (J-3/4-M), Building 81 2001 Mission Drive New Cumberland, PA 17070-5000 Telephone: (DSN) 771-8611, (Comm) 717-770-8611 Fax: (DSN) 771-5182, (Comm) 717-770-5182 lbixler@ddc.dla.mil

Activity		Installation Date
DDSP	Susquehanna, Pennsylvania	Active
DDAG	Albany, Georgia	Active
DDPW	Puget Sound, Washington	Active
DDCT	Corpus Christi, Texas	Active
DDJC	San Joaquin, California	Active
DDTP	Tobyhanna, Pennsylvania	Active
DDDC	San Diego, California	Active
DDNV	Norfolk, Virginia	7APR03
DDHU	Hill, Utah	28APR03
DDOO	Oklahoma City, Oklahoma	12MAY03
DDWG	Warner Robins, Georgia	19MAY03
DDDE	Europe Germany	2JUN03
DDPH	Pearl Harbor, Hawaii	9JUN03
DDCN	Cherry Point, North Carolina	16JUN03
DDYJ	Yokosuka, Japan	7JUL03
DDJF	Jacksonville, Florida	14JUL03
DDAA	Anniston, Alabama	21JUL03
DDRT	Red River, Texas	28JUL03
DDRV	Richmond, Virginia	11AUG03
DDMA	Richmond, Virginia	11AUG03
DDCO	Columbus, Ohio	18AUG03
DDBC	Barstow, California	25AUG03

Note: Installation dates are tentative and subject to change.

Documents Supported Under Phase I

Receiving Documents

Receipt DD1348s
Receiving Contracts/ DD250s

Transportation Documents

Government Bills of Lading, (GBLs)
Commercial Bills of Lading, (CBLs)
Issue DD1348s
Air Force Supply Maintenance document, D6

Documents To Be Supported Under Phase II

Turn in DD1149's
Report of Discrepancy, (SF 364)
SF1103
Letter of Investigation, DD200
AFC95
Other documents as determined by site surveys

Documents Under Investigation

Inventory Discrepancy Reports (IDRs)
Daily Status
End of Month Report
MCLBB-44 TICN
MCLBB 4855/16
DMC charge List
Inventory worksheets
Letter of reversal
Memo Request for Inventory
Physical Inventory counts
Miscellaneous Vender forms
QDRs (Inbound)
QDRs (Outbound)
Commercial Manifest (UPS, Emery, etc)
Hazardous Certifications
Correspondence

DAPS SUPPORT AGREEMENT
Appendix E - Schedule of Charges

System Installation Support and Service Charges:

	FY03	FY04	FY05	FY06	FY07	FY08
Capital Funding Amortization Charges:						
Amortization Costs	$737,245	$1,028,704	$1,028,704	$1,028,704	$886,624	$291,305
Annual Maintenance Support Charges:						
Maintenance Costs	$847,812	$902,375	$854,375	$854,375	$854,375	$854,375

Supported Documents Conversion/Indexing Unit - 8 1/2 x 11
.19/unit

To be used for billing of functions to include scanning, automated indexing (performed using the electronic document templates), verification and quality assurance for conversion of EDMS documents at DLA DDC activities. Additional indexes required above those provided by the EDMS automated template processes, shall be billed using the per minute rate. Document preparation (removing loose documents from bags, removing staples, and presorting) will also be recorded at the per-minute rate.

Non-supported Documents Conversion/Indexing Unit - 8 1/2 x 11
.54/unit

To be used for billing of labor functions associated with conversion and data management for Non-EDMS legacy documents at DLA DDC activities [*and EDMS conversion of non-template, i.e., non-automated documents*]. These costs and their associated revenue will be recorded for each site. Functions include scanning and indexing (up to four indexes). Document preparation costs (removing documents from bags, removing staples, presorting forms) will be recorded at the per-minute rate.

Document Pick Up and Deliver Services:	$1.26 p/minute
Document Preparation Service:	$1.26 p/minute
Scanning/Indexing Services: OCR Supported Documents: Non-OCR Supported Documents:	 $ .19 p/page $ .54 p/page
Quality Control: Base Levels up to 10% Greater than the base level	 No Charge $1.26 p/minute
Document Storage and Retrieval	Included in Annual Maintenance Support Costs
Web Access Initial 430 Licenses Additional User Licenses	 Included in amortization cost, yearly will be included in the annual maintenance support Determined by GSA schedule (approx $339 ea)
Records Management Special Handling	$1.26 p/minute
Records Disposal Special Handling	$1.26 p/minute
Hardware Maintenance	Included in Annual Fee
Software Maintenance/Upgrades	Included in Annual Fee

User Training	No Charge
Reports	No Charge
Help Desk Services	Included in Annual Fee

1. Basis for Reimbursement

a. Maintenance Costs. Maintenance costs are those that are associated with operating the Hub, reimbursement for software license annual maintenance fees chargeable for each DDC approved web user and costs associated with providing Help Desk activities. When applicable, labor rates will be reimbursed as standard or overtime hours. The Provider shall bill for amortization and maintenance expenses on an annual basis.

b. Conversion and Miscellaneous Costs. The Provider shall:

(1) Bill the Customer on a monthly basis for document pickup and delivery services, including the time required for the Provider to drive to and return from the Customer's facilities in order to pickup and return source documents scanned into EDMS. The Provider shall NOT bill for pick up or delivery of documents the Customer delivers and picks up from Provider facilities.

(2) Bill the Customer on a monthly basis for document preparation services.

(3) Not bill the Customer for quality assurance and quality control services provided at the base level of 10% or at increased levels when it is necessary to ensure system reliability. The Provider shall bill the Customer for any additional quality assurance and quality control services above those included in the base level of 10% that are performed at the Customer's request.

(4) Bill the Customer for contracted labor costs incurred at the negotiated hourly rate for software programming services.

(5) Not bill the Customer for EDMS user-training services conducted in the process of personnel reassignments.

c. Overtime Costs. An overtime hourly rate will be applied for services provided outside the standard operating hours. Overtime, will not be performed by the Provider unless approved by the Customer prior to performance.

2. Billing

a. Provider Responsibilities. The Provider shall:

(1) Submit detailed usage reports for each DDC field activity by the 15th of each month as the basis for billing for services based on the guidance provided in this SLA. A summary of service charges to the Customer will be available on the Defense Working Accounting System (DWAS) on a monthly basis.

(2) Provide financial management and workload analysis to ensure that funding provided by the Customer at the beginning of the FY is expended in a linear manner. The Provider shall notify DDC HQ J-3/J-4 & J-6 immediately upon discovering that charges may exceed the available funding.

b. Customer Responsibilities. The Customer will:

(1) Provide funding quarterly for the reimbursement for services based on the Provider's proposal and the provisions contained in this SLA.

(2) Establish and manage priorities in relation to the imaging work presented to the Provider.

DAPS SUPPORT AGREEMENT
Appendix F - Planning Estimate FY03

For Support provided under DDC/DAPS SLA of June 2002
Provider: Document Automation & Production Service
Customer: Defense Distribution Center
Customer Identification Code: DDC

Date: 10 June 2002

1. Summary of Estimated Charges for fiscal year 2003.

Category of Service	Rate	FY2003 Total Estimate
Supported Documents	$.19 p/doc	
Non-Supported Documents	$.54 p/doc	
Other Charges (see Appendix E)	$1.26 p/min	
Total FY03 Estimated Cost		

2. Estimated Charges for fiscal year 2003 by DDC Field Activity.

Activity	**Estimated Usage**	**Rate**	**FY03 Estimated Charges**
DDAA			Costs for per year
Supported Documents	440 pages per day	$ .19 p/page	$5,246
Non-Supported Documents	110 pages per day	$ .54 p/page	$3,727
Other Charges	1 hour per day	$ 1.26 p/min	$4,724
		Total:	$13,717
DDAG			
Supported Documents	500 pages per day	$ .19 p/page	$23,845
Non-Supported Documents	70 pages per day	$ .54 p/page	$9,488
Other Charges	1 hour per day	$ 1.26 p/min	$18,976
		Total:	$52,308
DDBC			
Supported Documents	200 pages per day	$ .19 p/page	$792
Non-Supported Documents	50 pages per day	$ .54 p/page	$562
Other Charges	1 hour per day	$ 1.26 p/min	$1,575
		Total:	$2,929
DDCN			
Supported Documents	1200 pages per day	$ .19 p/page	$18,885
Non-Supported Documents	300 pages per day	$ .54 p/page	$13,418
Other Charges	3 hours per day	$ 1.26 p/min	$18,786
		Total:	$51,090
DDCO			
Supported Documents	470 pages per day	$ .19 p/page	$1,860
Non-Supported Documents	90 pages per day	$ .54 p/page	$1,012
Other Charges	1 hour per day	$ 1.26 p/min	$1,575
		Total:	$4,448
DDCT			
Supported Documents	700 pages per day	$ .19 p/page	$33,383
Non-Supported Documents	110 pages per day	$ .54 p/page	$14,909
Other Charges	1 hour per day	$ 1.26 p/min	$18,976
		Total:	$67,268
DDDC			
Supported Documents	2100 pages per day	$ .19 p/page	$100,149
Non-Supported Documents	500 pages per day	$ .54 p/page	$67,770
Other Charges	5 hours per day	$ 1.26 p/min	$94,878
		Total:	$262,797
DDDE			
Supported Documents	1218 pages per day	$ .19 p/page	$29,043
Non-Supported Documents	125 pages per day	$ .54 p/page	$8,471

Other Charges	2 hour per day	$ 1.26 p/min	$18,976
		Total:	$56,490
DDHU			
Supported Documents	2500 pages per day	$ .19 p/page	$119,225
Non-Supported Documents	600 pages per day	$ .54 p/page	$81,324
Other Charges	6 hours per day	$ 1.26 p/min	$113,854
		Total:	$314,403
DDJC			
Supported Documents	4,500 pages per day	$ .19 p/page	$214,605
Non-Supported Documents	500 pages per day	$ .54 p/page	$67,770
Other Charges	8 hours per day	$ 1.26 p/min	$151,805
		Total:	$434,180
DDJF			
Supported Documents	1300 pages per day	$ .19 p/page	$15,499
Non-Supported Documents	300 pages per day	$ .54 p/page	$10,166
Other Charges	3 hours per day	$ 1.26 p/min	$14,232
		Total:	$39,896
DDMA			
Supported Documents	1000 pages per day	$ .19 p/page	$8,107
Non-Supported Documents	200 pages per day	$ .54 p/page	$4,608
Other Charges	2 hours per day	$ 1.26 p/min	$6,452
		Total:	$19,167
DDNV			
Supported Documents	2200 pages per day	$ .19 p/page	$34,623
Non-Supported Documents	550 pages per day	$ .54 p/page	$24,601
Other Charges	5 hours per day	$ 1.26 p/min	$31,310
		Total:	$90,533
DDOO			
Supported Documents	5000 pages per day	$ .19 p/page	$238,450
Non-Supported Documents	500 pages per day	$ .54 p/page	$67,770
Other Charges	8 hours per day	$ 1.26 p/min	$151,805
		Total:	$458,025
DDPH			
Supported Documents	900 pages per day	$ .19 p/page	$18,027
Non-Supported Documents	200 pages per day	$ .54 p/page	$11,385
Other Charges	2 hours per day	$ 1.26 p/min	$15,940
		Total:	$45,352
DDPW			
Supported Documents	600 pages per day	$ .19 p/page	$28,614
Non-Supported Documents	50 pages per day	$ .54 p/page	$6,777
Other Charges	1 hour per day	$ 1.26 p/min	$18,976
		Total:	$54,367
DDRT			
Supported Documents	1000 pages per day	$ .19 p/page	$8,107
Non-Supported Documents	300 pages per day	$ .54 p/page	$6,913
Other Charges	2 hours per day	$ 1.26 p/min	$6,452
		Total:	$21,472
DDRV			
Supported Documents	2100 pages per day	$ .19 p/page	$17,025
Non-Supported Documents	500 pages per day	$ .54 p/page	$11,521
Other Charges	5 hours per day	$ 1.26 p/min	$16,129
		Total:	$44,675
DDSP			
Supported Documents	5000 pages per day	$ .19 p/page	$238,450
Non-Supported Documents	500 pages per day	$ .54 p/page	$67,770
Other Charges	8 hours per day	$ 1.26 p/min	$151,805
		Total:	$458,025

DAPS SUPPORT AGREEMENT
Appendix F - Planning Estimate FY03

DDTP			
Supported Documents	500 pages per day	$ .19 p/page	$23,845
Non-Supported Documents	200 pages per day	$ .54 p/page	$27,108
Other Charges	1 hour per day	$ 1.26 p/min	$18,976
		Total:	$69,929
DDWG			
Supported Documents	2200 pages per day	$ .19 p/page	$104,918
Non-Supported Documents	550 pages per day	$ .54 p/page	$74,547
Other Charges	5 hours per day	$ 1.26 p/min	$94,878
		Total:	$274,343
DDYJ			
Supported Documents	1600 pages per day	$ .19 p/page	$32,048
Non-Supported Documents	400 pages per day	$ .54 p/page	$22,771
Other Charges	4 hours per day	$ 1.26 p/min	$31,879
		Total:	$86,697
Total FY03 Estimated Cost			$3,008,027

DDC J-6 NOV 7 2002

MEMORANDUM FOR DDC CENTER COMMANDERS

SUBJECT: Policy Letter, Assignment of Electronic Document Management Service (EDMS) User Licenses

The purpose of this policy letter is to establish DDC procedures by which DDC may assign EDMS user licenses to DDC Field Activity personnel and authorize non-DDC personnel access to DDC documents.

The Document Automation and Production Service (DAPS) is working with the Defense Distribution Center to develop and deploy a modern electronic document conversion and storage system. Deployment of this system to each of the DAPS facilities collocated with each of the 22 Distribution Centers is on-going and is expected to be completed by September 2003.

EDMS user licenses authorize individuals' access via the EDMS web site to documents scanned into the EDMS system. In order to control cost and ensure document security, it is imperative that only authorized personnel are granted access according to the procedures outlined in the attachments.

DDC will determine the number of user licenses authorized each activity according to the size of the activity and the number of reported users at the time of installation of the system. Requests for additional licenses will be forwarded to DDC J-8 via J-6. EDMS site administrators along with the EDMS project officer are responsible to ensure that the number of authorized users does not exceed the number of authorized licenses.

It is the DDC's intent to fund licenses only for authorized DDC users. Per the procedures outlined in Attachment 1, each activity will authorize the issuance of EDMS user licenses to DDC personnel only. Procedures for authorizing user access to DDC documents to non-DDC personnel (customers) are outlined in Attachment 2.

When an authorized user transfers, retires, or for other reasons is no longer in need of a user license, it is the responsibility of the EDMS site administrator to inactivate the users account at which time the license will be available for reassignment within the activity or returned to the EDMS project officer for reallocation. Procedures for deactivating a user account are outlined in Attachment 3. Accounts for users that have been inactive for 180 days will automatically be inactivated by the EDMS program and be made available for reassignment.

Questions or concerns may be directed to Thomas Jablonski, DDC J-6, at DSN 771-5600, commercial (717) 770-4905, fax number (717) 770-5858, or email tjablonski@ddc.dla.mil.

/S/ F.E.Egan 7NOV02
F. E. EGAN
Director of Information Operations

cc:
DAPS

Procedures for Issuing Electronic Document Management Service (EDMS) User Licenses

DDC Personnel Only

DDC personnel, including Field Activity personnel, that require access to DDC documents scanned into the EDMS system must first apply for a user license in accordance with the procedures outlined below.

1. Log on to the EDMS web site at edms.daps.dla.mil using either the Internet Explorer or Netscape Navigator browser.
2. Move the mouse over and click on "Need an Account?".
3. On the Account Instructions screen, click on the highlighted and underlined word "application" shown in both the second and seventh lines of text.
4. Fill out the application completely as directed on the Account Request - Application screen. After completing the application, check the "Statement of Accountability" box and click on the "Submit" button.
5. The application is electronically transmitted to the local site EDMS administrator. The local site administrator will ensure the person requesting a user license has a valid need to access the documents and that a license is available prior to approving access.
6. When approving an application, the local site administrator will grant access to "view local documents" only.
7. Once the local site administrator has approved access to EDMS, the authorization is transmitted to the DAPS EDMS Hub administrator to create an account.
8. When the account is created, the user is provided a user name and password via e-mail. The user will be required to change the password upon their initial login.

Procedures for Issuing Electronic Document Management Service (EDMS) User Licenses

NON-DDC Personnel

Non-DDC personnel, including Field Activity customers, that require access to DDC documents scanned into the EDMS system, must first apply for authorization from the DDC and then purchase a user license from DAPS, in accordance with the procedures outlined below.

1. Obtain and complete an EDMS System Account and Authorization Request (SAAR) (see Attachment 4) from the local DD EDMS site administrator. After the site administrator completes the certification in Part II of the form, FAX the completed form to DDC HQ J3/4, Center Manager and DDC HQ J-6 EDMS Project Manager at 717-770-5858 or DSN 771-5858.
2. The DDC J3/4 Center Manager will review the application and recommend approval or disapproval and forward the application to the DDC J-6 for approval. The DDC J-6 EDMS Project Officer will return the completed application to the local site administrator for further action.
3. When the approved application is returned, the requestor will deliver the application and a MIPR to the local DAPS office to purchase a web user license.
4. Upon receipt of the approved SAAR and MIPR, DAPS will assist the requestor in completing the online EDMS application on the EDMS web site at edms.daps.dla.mil, as described in Attachment (1). In the "Notes" section of the application, DAPS will type in the following, "An approved SAAR and MIPR have been received."
5. The application is electronically transmitted to the local site EDMS administrator. The local site administrator will grant access to "view local documents" only.
6. Once the site administrator has granted access to EDMS, the authorization is transmitted to the DAPS EDMS Hub administrator to create an account.
7. When the account is created, the user is provided with a user name and password via e-mail. The user will be required to change the password upon their initial login.

Procedures for **Deactivating** an Electronic Document Management Service (EDMS) Account

All Users

DDC and Non-DDC personnel, including Field Activity personnel that no longer require access to the EDMS system will close out their account in accordance with the procedures outlined below.

1. When an authorized DDC or Non-DDC user no longer requires access to EDMS due to a transfer, change of function, retirement, or for any other reason they will report their situation to the local site administrator and request that their account be deactivated.
2. The local site administrator will log on to the EDMS web site at edms.daps.dla.mil using either the Internet Explorer or Netscape Navigator browser.
3. At the EDMS Home Page the site administrator will:
   a. Move the mouse over and click on "Administration".
   b. On the Administration screen the site administrator will click on "Browse Users".
   c. Find the user in list and click the status field for the user they want to deactivate. Clicking on the status field will change the users status from active to inactive.
   d. A confirmation block will appear and the site administrator will confirm the change.
   e. The Browse Users page will refresh showing the new status.
4. **Once the account is deactivated the license is available for reassignment to another user, when required.**
5. The EDMS user license can be reassigned using the procedures outlined in Attachments 1 and 2.

EDMS
SYSTEM ACCOUNT AND AUTHORIZATION REQUEST

Privacy Act Statement

Public Law 99-474, the Counterfeit Access Device and Computer Fraud and Abuse Act of 1984, authorizes the collection of this information. The information will be used to verify that you are an authorized user of a Government automated information system (AIS) and/or to verify your level of Government security clearance. Although disclosure of the information is voluntary, failure to provide the information may impede or prevent the processing of your account request.

Part I (To Be Completed By The Applicant)

Directions: *Please complete the form below in full and submit it to your local EDMS Site Administrator. All fields marked with an asterisk (*) are required.*

***REQUEST TYPE** ☐ Initial Request ☐ Modification ☐ Deletion			***DATE** (DD/MM/YYYY)
***LAST NAME**	***FIRST NAME**	**M I**	**SUFFIX** (Jr., Sr., etc.)
***SSN** (Last 6 Digits Only)	***PHONE NUMBER**	**DSN**	
***E-MAIL ADDRESS**	***LOCATION**		
***ORGANIZATION**	***JOB TITLE**		
GRADE / RANK	***SUPERVISOR / SPONSORING ACTIVITY**		

***REQUESTED PERMISSIONS**

☐ View Local Documents ☐ QA Local Documents ☐ Local Site Administration

☐ View All Documents ☐ QA All Documents ☐ Enterprise Administration

STATEMENT OF ACCOUNTABILITY

By submitting this request, I confirm my obligation to protect my password. I assume the responsibility for the data and system to which I am granted access. I will not exceed or attempt to exceed my authorized access.

NOTES

Part II (To Be Completed By The Site Administrator)

Directions: Please make any necessary changes to the form and send it to your DDC J-3/4 Center Manager and J-6 EDMS Project Manager for final approval and activation.

VERIFICATION OF NEED-TO-KNOW

By submitting this form, I certify that this applicant requires the type of access described above in the performance of his/her job function.

***SITE ADMINISTRATOR**	***DATE** (DD/MM/YYYY)

Part III (To Be Completed By DDC HQ)

DDC J-3/4 Center Manager **Recommend approval/disapproval**	**Date**
DDC J-6 EDMS Project Manager **Approved/Disapproved**	**Date**