

Statement of Work (SOW) - Service Outsourcing Project

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1. Introduction

Acme Aviation Services (AAS) has recently approved the Service Outsourcing Project in support of its strategic plan to redefine the aircraft service industry by developing the tools and technologies required to enhance service beyond customer expectations by exceeding industry standards for on-time arrival and departure rates while maintaining safety of passengers, personnel, and airport environments. AAS recognizes the importance of working with interests across the aviation industry to improve and enhance aviation operations performance. AAS seeks to find and exploit outsourcing opportunities for services it currently provides and capitalize on any potential benefits the service outsourcing would provide. AAS anticipates that its use of outsourcing services will advance the company toward its vision to become the industry leader in corporate responsibility.

2. Overview of Project

The Service Outsourcing Project should provide AAS with a determination of how service outsourcing meets the requirements of the company and its mission and vision. In order to provide more timely aircraft departures and arrivals, the Service Outsourcing Project will focus on obtaining more accurate and timely weather support. The result of improvement in weather support services would be increased on-time arrival and departure rates and thus contribute to the company's overall mission and vision. The project will explore the availability of vendors and their capability to provide requested services.

3. Purpose of Project

The purpose of the Service Outsourcing Project is to determine whether or not acquiring outsourced vendor services would be beneficial in providing more accurate weather services, therefore, enhancing on-time rates as compared to current and historical in-house services. AAS seeks to outsource its weather support services for flight operations and take advantage of any potential benefits outsourcing services would provide.

4. Objective of Project

The objective of the Service Outsourcing Project is to analyze and determine the needs, feasibility, and potential impacts for outsourcing AAS weather support services to outside vendors. The project will also include a market analysis of internal and external (vendor) capabilities, market related information, as well as analysis for make/buy decisions. An important objective of the project will be to produce issue a Request for Proposal, solicitation to potential vendors, analysis of vendor qualifications, and vendor award of contract if determined to be appropriate. The objective of the project will also be to develop the outsourcing contracting process after vendor award. The project will be assigned a project manager.

5. Project Scope

Overview

The Service Outsourcing Project will determine solutions for outsourcing weather support services for Acme Aviation Services (AAS). This project will be completed by April 1st, 2014 with a cost not to exceed \$50,000. The project team will complete the project using but not limited to the following requirements:

Requirements (Service Outsourcing Project)

Requirement ID Number	Requirement	WBS Element
1	The Needs Analysis shall be completed to determine the feasibility and historical impacts for project outsourcing.	1.1 Needs Analysis
2	The Definition and Baseline Requirements shall provide a project approach strategy, plan, estimates of cost, and project scope statement	1.1.2 Definition and Baseline Requirements
3	A Market Analysis shall identify internal capabilities and cost, a list of vendors qualified to conduct business activities, a request for information, a request for information submissions, as well as decision analysis for determining make/buy decisions	1.2 Market Analysis
4	The Request for Proposal shall provide project requirement criteria for potential vendors to submit contract proposals.	1.3 Request for Proposal (RFP)
5	The RFP shall provide outsourcing solutions, background and scope of work information, project priorities and requirements, required types of solutions sought under the project, as well as maintenance and support required related to warranties and training. The RFP shall also include requirements for proposal acceptance, schedule, budget, as well as requirements for the RFP Package.	1.3.1 RFP Development
6	Solicitation shall include information related to RFP requirements	1.4 Solicitation

	including issuance, bids, the bidder conference, submissions and receipt of proposals, response evaluation, a vendor criteria matrix and scorecard. Solicitation shall also include vendor qualification criteria, vendor award related to management and legal review approvals, and issuance of letters of intent.	
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Opportunity

AAS currently uses potentially flawed processes and resources for providing weather support services to its customers which could be counterproductive and unnecessarily costly to operations. An opportunity exist to evaluate the possibility of outsourcing services to outside vendors while reducing personnel resources and improving weather support to aircraft operations.

Milestones

The following scheduled of milestones is required to meet the deadline of 1 April, 2014. In an effort to meet this schedule the following are project milestones:

- Project Kickoff Meeting – September, 2013
- Completion of Research and Analysis – 7 October, 2013
- Development and Solicitation of RFP – 21 October, 2013
- Vendor Award – 31 December, 2013
- Executive Agreement and Contract Completion (if necessary) – 15 March, 2014

6. Project Budget

This project will be completed using a budget not to exceed \$50,000.

7. Project Start and Finish Dates

The period of performance for the Service Outsourcing Project is six (6) months beginning 1 September 2013 through 1 April 2014. All work must be completed within this timeframe. Any requested changes to this timeframe will be submitted through the Program Manager for approval.

8. Major Deliverables

Major Deliverables are listed in the WBS for the project. Following is the project WBS:

WBS for Outsourcing Project

- 1.1. Needs Analysis
 - 1.1.1 Needs Analysis
 - 1.1.1.1 Feasibility Study
 - 1.1.1.2 Historical Information
 - 1.1.2 Definition and Baseline Requirements
 - 1.1.2.1 Project Approach Strategy
 - 1.1.2.2 High-Level Project Plan
 - 1.1.2.3 Cost Estimates
 - 1.1.2.4 Scope Statement
 - 1.1.3 Specifications
 - 1.1.4 High-Level Statement of Work
- 1.2 Market Analysis
 - 1.2.1 Internal Capability Plus Cost
 - 1.2.2 Qualified Vendors
 - 1.2.3 RFI (Information)
 - 1.2.4 RFI Submissions
 - 1.2.5 Decision Analysis (Includes Make/Buy)
- 1.3 Request for Proposal (RFP)
 - 1.3.1 RFP Development
 - 1.3.1.1 Solution Criteria
 - 1.3.1.2 Background and General Scope of Work
 - 1.3.1.3 Priorities/Requirements
 - 1.3.1.4 Type of Solution Sought
 - 1.3.1.5 Maintenance and Support; Warranty; Training
 - 1.3.2 Acceptance Requirements
 - 1.3.3 Schedule
 - 1.3.4 Budget
 - 1.3.5 RFP Package
 - 1.3.5.1 Instructions for Preparation/Delivery of Submissions
 - 1.3.5.2 Evaluation Criteria
 - 1.3.5.3 Site Inspection Requirements
 - 1.3.5.4 Withdrawal or Modifications of Proposals
 - 1.3.5.5 Responsibility for Proposal Costs
- 1.4 Solicitation
 - 1.4.1 RFP Issuance
 - 1.4.2 Bids
 - 1.4.3 Bidder Conference
 - 1.4.4 RFP submissions/Receipt
 - 1.4.5 Response Evaluation
 - 1.4.6 Vendor Criteria Matrix
 - 1.4.7 Scorecard
 - 1.4.8 Vendor Qualification
 - 1.4.8.1 Prior Experience
 - 1.4.8.2 Available Vendor Resources/Available Time
 - 1.4.8.3 Quality references
 - 1.4.9 Vendor Award
 - 1.4.9.1 Management Approvals
 - 1.4.9.2 Legal Review and Approvals
 - 1.4.10 Letter of Intent (LOI)
- 1.5 Contract
 - 1.5.1 Master Agreement
 - 1.5.1.1 Contract Negotiation
 - 1.5.1.2 Finalized Terms and Conditions (Use Boiler Plate)
 - 1.5.1.3 Finalized Scope/Schedule/Cost
 - 1.5.2 Contract Orders/Task Orders/CSOWs
 - 1.5.2.1 Specific Deliverables
 - 1.5.2.2 Identified Resources
 - 1.5.2.3 Defined SLAs
 - 1.5.2.4 Defined Acceptance Criteria
 - 1.5.2.5 Defined Performance Measures
 - 1.5.2.6 Issued PO/Task Order
 - 1.5.3 Executed Agreement/Signed Contract
- 1.6 Task Order/Contract Order SOW
- 1.7 Project Management

9. Contract Type

The contract type for the Services Outsourcing Project will be Firm Fixed Price (FFP). The FFP contract type was chosen based on specific services to be procured and the limitation to project cost except in circumstances where the project scope could change.