

# ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO. NRC-33-03-342-005

1. DATE OF ORDER 09-26-2003		2. CONTRACT NO. (if any)		6. SHIP TO:	
3. ORDER NO. NRC-33-03-342-005		4. REQUISITION/REFERENCE NO. RFFA CIO-03-342		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission ATTN.: John Burton/Mark Resner	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div of Contracts Two White Flint North - MS T-7-I-2 Washington, DC 20555				b. STREET ADDRESS Two White Flint North Mail Stop T-6C30	
				c. CITY Washington	d. STATE DC
				e. ZIP CODE 20555	
7. TO:				f. SHIP VIA	
a. NAME OF CONTRACTOR OAO Corporation				8. TYPE OF ORDER	
b. COMPANY NAME ATTN: Mr. Jeffrey Chesko				<input type="checkbox"/> a. PURCHASE ORDER <input checked="" type="checkbox"/> b. DELIVERY/TASK ORDER	
c. STREET ADDRESS 7375 Executive Place				Reference your _____ Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.	
d. CITY Seabrook		e. STATE MD		f. ZIP CODE 20706	
9. ACCOUNTING AND APPROPRIATION DATA N/A				10. REQUISITIONING OFFICE OCIO John Burton/Mark Resner	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))					
<input type="checkbox"/> a. SMALL <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED					
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE	
				16. DISCOUNT TERMS N/A	
13. PLACE OF				FOR INFORMATION CALL: (No collect calls)	
a. INSPECTION		b. ACCEPTANCE			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	<p>The NRC hereby accepts OAO Corporation's (OAO) offer to provide maintenance and operational support for NRC's application systems and environment in accordance with the Statement of Work for Delivery Order 5 (Attachment I) and OAO's offer dated August 6, 2003, and September 5, 2003, at the prices contained in the Schedules (Attachment II). See page 2 of this Optional Form 347 for portions of OAO's offer, hereby incorporated and made a part of this order.</p> <p>This order shall be effective September 26, 2003 through September 25, 2005, for the total estimated amount (ceiling) \$11,875,942.97. There are two Option Periods. The total estimated amount (ceiling) for Option Period 1, \$5,638,304.66; Option Period 2, \$5,297,607.41. The total estimated amount (ceiling), including Option Periods is \$22,811,855.04. Individual task orders will be issued under this order. Funding will be obligated under the individual task orders. See Sections D through I of the Statement of Work (Attachment I) for terms and conditions specific to this order.</p>					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		\$11,875,942.97	SUBTOTAL
	21. MAIL INVOICE TO:							17(h) TOTAL (Cont. pages)
	a. NAME U.S. Nuclear Regulatory Commission Payment Team, Mail Stop T-9-H-4							
	b. STREET ADDRESS (or P.O. Box) Attn: NRC-33-03-342-005							17(i). GRAND TOTAL
c. CITY Washington		d. STATE DC	e. ZIP CODE 20555				\$11,875,942.97	

22. UNITED STATES OF AMERICA  
BY (Signature)

*Mark J. Flynn*

23. NAME (Typed)  
Mark Flynn

TITLE: CONTRACTING/ORDERING OFFICER

TEMPLATE - ADM001

OPTIONAL FORM 347 (5/95)

ADM002

1. Reference Figure 2-1, Transition Activities, on page 2-2, Volume I, of OAO's August 6, 2003, offer, the following is incorporated herein and made a part of this order:

Attachment I - NRC-33-03-342-005

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Maintenance and Operational Support of NRC Application Systems and Environment

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**Statement of Work for Delivery Order 5**  
**Maintenance and Operational Support of NRC Application Systems and Environment**

**A. Background**

The Nuclear Regulatory Commission (NRC) has many computer-based application systems in operation that require maintenance and operational support services. These systems are, for the most part, grouped by NRC organizations responsible for their functional use and operation.

NRC has a Systems Development Life-Cycle Management Methodology (SDLCMM) which provides guidance regarding developing and maintaining application systems. The SDLCMM consists of a Handbook, Version 2.3 and companion volume of Procedures, Standards and Forms, Version 1.3. The Contractor shall follow NRC's SDLCMM. NRC also operates a central repository for agency applications, the Configuration Management Library (CM Library). The Contractor shall submit all final application products, as defined in the SDLCMM, to the CM Library prior to deployment. The CM Library will be maintained by an independent contractor selected by the NRC and the CM Library will serve as the storage location for final tested products resulting from maintenance and development activities. The CM Library version of an application system is provided to the agency deployment team for installation and deployment. It is anticipated that the central CM function will be moved to an automated tool (Rational Suite Enterprise). The Contractor shall also perform project level CM for all projects defined within the task orders awarded under the resultant GSA FSS Delivery Order.

**B. Scope**

The scope of this delivery order covers program and delivery order management, maintenance and operational support for all current automated computer systems, and all future systems, as determined by the Government/NRC, that are developed and placed into production at the Nuclear Regulatory Commission.

**B.1 Performance Measurements and Metrics**

There are two types of metrics which will be applied to this Delivery Order, Performance Evaluation Report Metrics and Performance Standard Metrics. Performance measures and metrics will be applied to tasks under the delivery order as stated below:

**B.1.1 Performance Evaluation Report Metrics**

During the first year of the 2-year base period, Performance Evaluation Report Metrics will be applied to all task orders under this Delivery Order. Beginning September 26, 2004, tasks having an aggregate value over the 2-year base period of \$300K will be evaluated using the Performance Standard Metrics as specified in B.1.2, and no longer be subject to the metrics under B.1.1 Performance Evaluation Report Metrics.

#### **B.1.1.1 Performance Evaluation Report Requirements**

The Contractor is required to perform the effort described in this Statement of Work in a manner that is satisfactory to the NRC and that will ensure program success. The Performance Evaluation Report (Scorecard) attached to the SOW identifies the areas in which performance is critical to the success of this effort and the satisfaction of the NRC as a client, and indicates the manner in which customer satisfaction will be rated.

Customer satisfaction under each task order will be assessed by the Task Order Manager on a quarterly basis as it relates to each of the areas in the Performance Evaluation Report. The Task Order Manager will complete the Performance Evaluation Report to provide a rating recommendation to the Delivery Order Project Officer for review and approval. Upon approval, the Project Officer will provide the recommendation to the CO (with a copy to the Contractor) for action. A deduction of 5 percent of the total monthly task order billing will be taken for each rating of "unsatisfactory" on the Performance Evaluation Report for each task order. Customer satisfaction in relation to all critical areas shall be discussed at each monthly status meeting.

#### **B.2.2 Performance Standard Metrics**

No incentives or disincentives will apply during the first year. Data points will be collected consistent with the performance standards specified. Prior to September 26, 2004, the performance standards listed below will be modified to reflect the established data points:

**TECHNICAL EXHIBIT 1 - PERFORMANCE REQUIREMENTS SUMMARY TABLE**

<b>REQUIRED SERVICE</b>	<b>STANDARD</b>	<b>MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT</b>	<b>METHOD OF SURVEILLANCE</b>	<b>DISINCENTIVE FOR NOT MEETING PERFORMANCE REQUIREMENT</b>	<b>OPTION YEAR INCENTIVE FOR EXCEEDING PERFORMANCE REQUIREMENT</b>
5.2.3. Maintenance	Corrective action on maintenance shall be scheduled with the NRC Task Order Manager and Initiated no later than 48 hours after identification or receipt and completed within 5 work days of initiation unless otherwise specified by Task Manager.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.2.3.1 Planning & Scheduling	All resources, planning, and scheduling of corrective actions and maintenance shall be conducted through the Rational Suite Enterprise within 48 hours of NRC Task Order Manager e-mail to proceed.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.2.3.2 Timeliness	Products shall be produced within the time frame agreed upon with the NRC Task Order Manager and fully integrated into to agreed upon deliverable.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.2.3.4 Quality Assurance	The Contractor shall test all applications submitted for NRC test and approval in such a fashion that all corrective actions and application functions and capabilities shall work in accordance with user defined requirements and capabilities the first time tested on a per deliverable basis.	2% Lot size is the number of requests for products.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.2.3.5 Testing	The Contractor shall test all applications submitted for NRC test and approval in NRC's CTF utilizing the Rational Suite Enterprise (prior to deployment).	2% Lot size is the number of requests for products	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.3. SDLCMM	The contractor shall produce, maintain, and update as necessary all documentation required as specified by the NRC Task Order Manager, NRC SDLCMM, and CM rules and guidance on a per deliverable basis.	2% Lot size is the number of requests for products.	Periodic Inspection (Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable
5.4. Customer Service	Ensure that all corrective actions are suitable for operational use and satisfy all expectations and acceptance criteria as specified by the NRC Task Order Manager or designee and NRC user requesting the maintenance action.	2% Lot size is the number of requests for products.	Valid Customer (Complaints)	5% of total task order award value per quarterly deliverable with no cost corrective action	Up to 5% of total deliverable value per quarterly deliverable

## **Statement of Work**

### **Maintenance**

The Contractor shall maintain all Agency application systems listed by task order under this delivery order and all future application systems accepted into the NRC Configuration Management (CM) Library, to ensure that users have access to application functions as needed. The contractor shall adhere to the Agency SDLCMM and Configuration Management rules and shall perform project level configuration management. The contractor shall utilize the CM Library as the source for obtaining a current copy of the production application systems which require maintenance.

Maintenance may take the form of corrective, adaptive or perfective actions, or any combination of these actions. Corrective maintenance actions are changes in the software to repair faults; adaptive maintenance actions are a form of software maintenance that involves changes to software necessitated by modifications in the software's operational environment; and perfective maintenance actions are changes made in response to user requests to improve the efficiency or documentation of the program.

Agency application system maintenance is defined as modification and/or correction of code and/or data which are part of an application system in order to make the application system perform as intended in support of a business process/area for which it was written. These modifications/corrections may include those made to programs, scripts, job control languages, data, etc. Maintenance also includes, but is not limited to, analysis of conditions and outputs in order to identify root causes of problems and define methods for correction, troubleshooting, and establishment and execution of backups, restores, archives, housekeeping, etc.

The Contractor shall perform maintenance actions using the current production version of the application system source which is controlled by the CM Library utilizing the Rational Suite Enterprise. Changes to application system source code shall be made utilizing only those vendor products defined in the application system baseline, unless authorization has been received in writing from NRC's Task Order Manager (i.e., if the application is coded in Visual Basic 5.x, only Visual Basic 5.x will be utilized in the changes). It is the responsibility of both NRC's Task Order Manager and the Contractor to ensure that introduction of any new product to the application system is consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board. Check-out of application system code and related products (test data, documentation, etc.) through the CM Library is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an e-mail to NRC's Task Order Manager defining actions taken and readiness of the application for deployment. This notification shall indicate that the application system has been submitted and is available as the current version for deployment through the CM Library. The Contractor shall remain available to assist the deployment contractor and answer any questions associated with deployment of the application and/or data.



### Maintenance Requests

The Contractor shall identify individual application system failures or other reasons or problems that necessitate a maintenance action and/or shall receive notification from the Task Order Manager/client of the maintenance request.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated effort to complete the maintenance activity. Maintenance actions in excess of specific task order limits must be approved prior to performance of the action. The Contractor shall document the original maintenance request with the completion date and level of effort required to complete the activity. A copy of each completed maintenance request shall be sent to the Task Order Manager and a copy shall be maintained in a log by office/task order number or title.

### Operational Support

The Contractor shall provide operational support as identified in specific task orders. Operational support may take various forms, including:

- Data support:
  - data interpretation,
  - OCR, scanning,
  - verification, and
  - entry
- Report Generation:
  - Producing reports in outputs including hard copy and electronic (MS-Office, Corel Office, or ASCII format, etc.), from agency systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria; and
- Production support:
  - initiating program sequences on a prescribed schedule,
  - data transfers between systems either through kick-off of electronic processes (programs) or inputs of tapes or other physical media;
  - system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems (in some cases, on a 24-hour on-call basis).
- Testing Support

- Applications testing shall use the Rational Suite Enterprise and be scheduled with the NRC's Consolidated Test Facility prior to submission to CM Library to ensure timely application deployment.

The Contractor shall furnish the necessary qualified personnel capable of obtaining IT Level I or II security access, materials, equipment, facilities, travel and other services needed to meet the requirements described in this delivery order. At the NRC's option, the NRC may choose to supply materials, hardware, and software to perform work associated with this work effort. See Section D for currently anticipated Government Furnished Equipment (GFE).

## **Task Order 1      Transition Activities**

### **A.      Objective**

To transition all systems requiring maintenance and operational support from the current contractor to the new contractor within 30 days after contract award. The new contractor shall immediately notify the NRC of any problems with this transition process and provide a written statement of completion when transition is completed.

### **B.      Scope**

The Contractor shall gain effective access and control over all application systems covered in this delivery order, their associated documentation, software, etc. (e.g., Software Engineering Notebook (SEN), source code, executables, relevant platform requirements, test files, installation procedures, operations procedures, vendor products, etc.).

Task Order No. 1 - Attachment 1, "Transition Applications Systems List" which represents approximately 85 application systems provides the Application Acronym, Name, and System Number for each of the application systems covered under this task order and the platform on which they reside. The PC/LAN-Based application systems and the Client/Server-based application systems have been controlled through a Configuration Management process and the latest copies of documentation, source code, executables, builds and vendors product utilized for maintenance have been captured in the CM Library (Rational Suite Enterprise) which is on a shared LAN accessible server. The CM Library (Rational Suite Enterprise) will be moved to an automated tool (Rational Suite Enterprise), and the central CM function will be the responsibility of an independent contractor selected by the NRC. For application systems which were maintained under the prior delivery order but not developed through it, the documentation may be in paper format but the source code and executables have been captured in the CM Library (Rational Suite Enterprise). The mainframe and minicomputer applications are currently housed on their respective platforms in unique directories/libraries by application system number/system name.

### **C.      Statement of Work**

1. The Contractor shall examine the hard-copy documentation and the CM Library (Rational Suite Enterprise) to develop a sufficient level of knowledge and

components to support the application system. Upon reaching these, the Contractor shall return to the NRC a signed and dated "Active Inventory Transition Statement" for each application system (see Task Order No. 1 - Attachment 2).

2. To facilitate the transition from a Government Furnished vendor product perspective and to ensure the minimum level of impact to the NRC's users of these application system, the Contractor shall construct a "Transition Schedule and Plan" that moves associated application systems together (e.g., families of application systems such as FEES) and systems maintained with a specific vendor product (e.g., Visual Basic) together. This "Transition Schedule and Plan" shall reflect a plan, level of effort estimate, and schedule for each application system provided in Task Order No. 1 - Attachment 1. This "Transition Schedule and Plan" shall be delivered to the NRC Task Order Manager at delivery order award for approval. Upon receipt for approval, the NRC shall take 5 business days to review and provide comments or approval. The transition schedule and plan shall be completed not later than September 17, 2003.
3. If any application system has not been verified that was scheduled to be completed during the reporting period due to problems, the Contractor shall provide a complete description of the problems/discrepancies identified and approaches to resolving the problem in writing at the weekly meeting with the NRC Task Order Manager.
4. Vendor software and required accounts and IDs to support the applications must be addressed in the "Transition Schedule and Plan" and included when reporting progress to NRC Task Order Manager. The Contractor shall identify the minimum number of copies needed to support the transition and subsequent M&O effort. Since many of these products may be older versions and the agency may not have a source for procuring additional copies.
5. All Contractor personnel must complete the NRC IT security access process, which normally takes 2-4 weeks unless unusual circumstances are involved, prior to being issued LAN and other access IDs. The process of establishing IDs for the mainframe and the minicomputer environment may take a period of 7 business days.

**D. Place of Performance**

All work shall be performed at the contractor's site and NRC Headquarters offices.

**E. Schedule of Deliverables**

1. Weekly progress/discrepancy/problem report (during transition period)
2. Transition Schedule and Plan (draft plan at delivery order award and final plan after PO approval)

3. Signed Inventory Transition Statement for each application system (as completed - all by estimated completion date)

**F. Expertise/Skills**

Knowledgeable personnel with relevant experience in relation to the systems identified in this statement of work shall be utilized.

**G. Task Order Manager**

The manager for this task order is Mark Resner, 415-5949.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 528 staff hours.

**I. Completion Date**

The transition effort shall be completed within 30 days after contract award.

Task Order 1. Attachment 1

Task Order 1. Attachment 1 (Systems under maintenance to be transitioned . All are in CCM except as noted)

System No.	Acronym	Application Name	Platform	Comments
1205	IRTS	Inspection Report Tracking System	MAINFRAME	
1206	TAPSS	Technical Assistance Program Support System	MAINFRAME	
1208	TACS	Technical Assignment Control System	MAINFRAME	
1213	MPS	Manpower System	MAINFRAME	
1216	SIMS	Safety Issues Management System	MAINFRAME	In CCM, but not currently being maintained
1223	TAPNM	NMSS Technical Assistance Program Support System	MAINFRAME	
1225	TAMS	Time Sharing Accounts Management System	MAINFRAME	In CCM, but not currently being maintained
1265	TAPIS	Transport Approval Package Information System	MAINFRAME	
1266	LTS	Licensing Tracking System	MAINFRAME	
1281	MATANN	Annual Material License Fee	MAINFRAME	
1285	OOSS	OPS Office Support System	PC/LAN SHARED	

1289	FEES	License Fee Reporting System	MAINFRAME	
1290	RITS-NRR	Regulatory Information Tracking System - NRR	MAINFRAME	
3005	FTE	Full Time Equivalency	MAINFRAME	In CCM, but not currently being maintained
3300	CHC	Criminal History Check System	DG/MINI	In CCM, but not currently being maintained
3501	FACTS	FOIA Actions Tracking System	PC STANDALONE	
3502	FOSS	FOIA Office Status System	PC STANDALONE	
3506	MATSYS	Materials Licenses Fee System	PC/LAN SHARED	
3507	FACFEES	Facilities Inspection Fees System	PC/LAN SHARED	
3514	EDTS	Employee Drug Testing System	PC STANDALONE	
3523	IRCAS	Information Requirements Control Automated System	PC STANDALONE	To be archived
3525	NUREGS	Nuclear Regulatory Report System	PC STANDALONE	
3527	ALTS	Allegation Tracking System	PC STANDALONE	
3528	DOLLS(EDO DOLLS)	EDO Document Logging & Location System	PC/LAN SHARED	
3539	PERSEC	Preprocessing Module	PC/LAN SHARED	To be redone after transition
3540	OIGTRAV	OIG Travel System	PC/LAN SHARED	
3543	MATREV	Materials Fees FEES System	PC/LAN SHARED	

3545	COMEDO(EDO )	Commission EDO Budget Tracking System	PC/LAN SHARED	To be replaced during FY 2004
3548	RATS(OIG RATS)	OIG Resource & Assignment Tracking System	PC STANDALONE	
3549	PROC	Processing Module	PC/LAN SHARED	To be redone after transition
3550	REINV	Reinvestigation System	PC/LAN SHARED	To be redone after transition
3551	SRAI	Security Related Adverse Information System	PC/LAN SHARED	To be redone after transition
3554	FTTS	EDO Foreign Travel System	PC/LAN SHARED	
3569	PMNS	Public Meeting Notice System	PC/LAN SHARED	
3570	CRSS	Office of Administration Conference Room Scheduler	PC/LAN SHARED	
3587	NEWBADGE (ABS)	Automated Badge System	PC/LAN SHARED	To be redone after transition
3590	PTS	Project Tracking System	PC STANDALONE	
3592_N	FEESLBS	Facility Actions	PC/LAN SHARED	
3593	ETS	Events Tracking System	PC/LAN SHARED	Being upgraded to C/S
3594	PIE/ROE	PC/LAN Integrated Events	PC/LAN SHARED	Being upgraded to C/S
3596	ADMS	ACRS/ACNW Document Management System	PC/LAN SHARED	
3597	OGCWITS	OGC Work Item Tracking System	PC/LAN SHARED	
3598	EDOWITS	EDO Work Item Tracking System	PC/LAN SHARED	

3599	RIMS	Research Information Management System	PC/LAN SHARED	
3601	OCSB	Office of the Controller Salary and Benefits System	PC/LAN SHARED	
3603	ACRS-ETMS/AITS	ACRS Executive Task Management System/Action Item Tracking System	PC/LAN SHARED	
3606	CERTS(PERSEC)	Certification System	PC/LAN SHARED	To be redone after transition
3607	WITS-NMSS	NMSS Work Item Tracking System	PC/LAN SHARED	
3608	FOLDER	Folder (File Locator System)	PC/LAN SHARED	To be redone after transition
3609	WITS-NRR	NRR Work Item Tracking System	PC/LAN SHARED	To be redone after transition
3611	FOLIOS		PC/LAN SHARED	
3613	OIGCOMEDO	OIG Commission EDO Budget Tracking System	PC/LAN SHARED	
3615	RTS	Reciprocity Tracking System	PC/LAN SHARED	
3616	OCI	OIG Closed Investigations	PC/LAN SHARED	
3619	TELEDIT	Telephone Edit Preparation System	PC STANDALONE	
3620	COR	Central Office of Record	PC/LAN BASED	
3621	EDOLS	EDO Label System	PC/LAN SHARED	
3622	NMSS-DOLLS	NMSS Document Logging & Location System	PC/LAN SHARED	



6029	EATS	Enforcement Action Tracking System	CLIENT/SERVER	
9501	ADAMS	Agencywide Electronic Document Management System	CLIENT/SERVER	
9509	STARS	SECY Tracking Reporting System	CLIENT/SERVER	
9596	CDTS	Commission Decision Tracking System	PC/LAN SHARED	
9615	AMS	Allegation Management System	CLIENT/SERVER	
9626	PC-RITSCARD	PC-Based RITSCard	CLIENT/SERVER	In CCM, but not currently being maintained
9671	BATS	NMSS Branch Action Tracking System	PC/LAN SHARED	
9696	RUTIL	Roster of Utilities	PC/LAN SHARED	
9709-1	RPS/IP	Inspection Planning Module	CLIENT/SERVER	
9709-11	RPS/ROP	Reactor Oversight Process	CLIENT/SERVER	
9709-12	NRCUTIL	Utilities	CLIENT/SERVER	
9709-13	SIMS	Safety Issues Management System	CLIENT/SERVER	Will replace 1213 MF when complete
9709-2	RPS/TRIM	Time Resource Inventory Management	CLIENT/SERVER	
9709-3	RPS/IPC	Inspection Planning Cycle Module	CLIENT/SERVER	
9709-4	RPS/IPAS	Inspection Procedure Authority System	CLIENT/SERVER	

9709-5	RPS/RTS	Inspection Report Tracking System	CLIENT/SERVER	
9709-6	RPS/IR	Item Reporting Module	CLIENT/SERVER	
9709-7	RPS/SAM	Security Access Method Module	CLIENT/SERVER	
9709-8	RPS/TABLES	Tables Module	CLIENT/SERVER	
9709-9	RPS/REPORT	Reports Module	CLIENT/SERVER	
9709-Common	RPS/COMON/TACS	Common Module	CLIENT/SERVER	
9719	OIMIS	Office of Investigation's Management Information System	CLIENT/SERVER	
9746	CCRDS	Controller Cost Center Resource DB	PC/LAN BASED	
9766	GUARDTR	Guard Tracking System	PC/LAN SHARED	
9778	FEESFTP	Fees File Transfer Protocol	PC/LAN SHARED	
9779	PC/MATANN		PC/LAN SHARED	
9817	IPS	RI Inspection Planning System	NIHS	
9896	CTACS	CISSCO TAC Tracking System	PC/LAN SHARED	
A0048	OLTS	Operator License Tracking System	CLIENT/SERVER	
B0041	GLTS	General License Tracking System	CLIENT/SERVER	
E0003	HRMS	HR Management System	CLIENT/SERVER	Not in CCM. Payroll and HR will be migrated to new DOI/FPPS system in

				11/2003. Time and Attendance will remain in PeopleSoft.
E0004	PHD	Payroll Historical Database		
F0016	CSRI	HR Client/Server Reporting Interface	CLIENT/SERVER	Not in CCM. To be archived in 2004
G0012	PDB	Portfolio Database	PC/LAN BASED	
G0013	ACDB	ADAMS Conversion Database	CLIENT/SERVER	
H0021	FIXIT	FIXIT	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0031	REPORTS	Personnel Security Reports Module	PC/LAN BASED	
H0037	PMIS	Parking Management Information System	PC/LAN SHARED	
H0038	APTS	Admin Projects Tracking System	PC/LAN SHARED	
H0040	VIP	Visitor Information Profile	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0041	CRS	Conference Room Schedule	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0042	CTS	Contract Tracking System	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract

H0045	METROCHEK	Metrochek	PC STANDALONE	
H0047	SINAGE	SINAGE	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0048	LOCKSMITH	Locksmith	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0051	KEYS	KEYS	PC STANDALONE	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0052	DOSE	Dosimeter Badge	PC STANDALONE	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0053	UDRIVEIT	UDRIVEIT	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0054	MAIN USER INTERFACE		PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0055	FOSE	Furniture Office Supplies & Env	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0056	VTC	Video Teleconferenci ng System	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0057	MAILSVC	Mail Services	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be

				included before the end of the current contract
H0058	LABOR	Labor Services	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0059	SER	Small Equipment Repair	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0060	FURN	Furniture Repair	PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0061	FACILITIES INSPECTION MANAGEMENT SYSTEM		PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
H0064	SPECIAL LARGE ROOM SCHEDULER		PC/LAN SHARED	Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
Z1011	TICKETS	Ticket Tracking System	PC/LAN SHARED	
	COST ACCOUNTING SYSTEM			Not in CCM, nor under maintenance, but expected to be included before the end of the current contract
	PEOPLESFT			Not In CCM

**ACTIVE INVENTORY TRANSITION STATEMENT**

\_\_\_\_\_ having reviewed the products available for transition of  
(COMPANY NAME)

System Number \_\_\_\_\_, Acronym \_\_\_\_\_, certify that this is an Active system that may require maintenance support under the Contract. We further certify that we have access to the necessary components to support that application system for further maintenance or operational support, have secured the application system, have established configuration control for the secured application system, and have sufficient levels of knowledge and understanding of the application to provide support when so directed through maintenance or operational support work effort tasking.

\_\_\_\_\_  
(SIGNATURE OF CONTRACT MANAGER)

\_\_\_\_\_  
Date

## **Task Order 2.        Environment Administration**

### **A.        Background**

The Maintenance and Operational Support (M&O) environment is equal to the agency production environment. The M&O environment consists of: workstations; input and output devices (scanners and printers); workstation based standard software products utilized to support maintenance, enhancement, operational support, delivery order project management activities; LAN services; files servers (work space for maintenance, and enhancement activities); communications lines, 10MB LAN service connection, and C/S servers.

#### **1.        Workstations**

A sufficient number of standard NRC workstations configured to agency standard and populated with the agency standard NT Image will be supplied by the government to support maintenance and operational efforts. These workstations shall reside at the contractor facility for the course of the contract. Maintenance of these workstations will be the responsibility of the NRC.

The NRC will ensure that agency standard NT Images are maintained through the schedule Workstation Remote Upgrade (WOO push) approach.

#### **2.        Input and Output Devices**

Sufficient LAN printers will be installed at the contractor site by the NRC to support the delivery order administration, maintenance, operational support, and minor enhancement activities.

Workstation printers will be provided only when requirements and justification are reviewed and approved by the NRC.

Scanners will be installed at the contractor site by the NRC to support the delivery order operational support and maintenance activities.

#### **3.        Workstation based standard software products**

Standard software maintenance products will be provided sufficient to maintain applications assigned by task order. Additionally, project management software shall be provided and uninstalled to specified workstations. This software will be installed by the NRC's installation contractor and shall not be deinstalled or reinstalled to another workstation by the M&O contractor. (An exception to this restriction on installation and uninstallation of software is defined for the test area machines in Section 2.C.7.)

#### **4.        LAN Services**

Standard LAN Services consisting of communications/emulation, e-mail, printing, word processing, and spreadsheet shall be made available to all NRC workstations located at the contractor site and will be synchronized through remote update procedures as the

agency LAN Services environment. Maintenance of LAN environment shall be performed by the NRC.

5. File Servers (Workspace)

The NRC shall supply access to a number of file servers in support of M&O work activities, these shall include server space for maintenance and operational support activities, and a CM Central Library server for storage of all NRC LAN and C/S base application systems which have not been decommissioned whether maintained by the contractor under a maintenance and/or operational support task order or not. The CM Central Library represents a central repository concept for maintaining an operational baseline copy of the latest version of all NRC application systems for use by staff and contractors. Maintenance of the CM Library shall be the responsibility of an independent contractor other than the Contractor for this M&O delivery order. File servers shall be housed at either the NRC HQ location or the independent Contractor facility as determined by the NRC.

6. Communications and Wiring

Communications shall be provided via the NRC gateway for contractor access to the mainframe environment and internet. The gateway is part of the NRC WAN and connection to the NRC LAN shall provide these accesses.

The Contractor will, be responsible for the procurement, installation and servicing of a 10MB LAN service to provide connectivity from the NRC Hub and Router, which shall be resident in the contractor's facility, to the NRC HQ location. The Contractor shall be responsible for any internal wiring to the HUB necessary at contractor work space housing an NRC workstation.

Since an NRC Hub and Router will be resident at the contractor facility, the contractor shall be responsible for providing appropriate locations to secure this equipment and proper ventilation and power conditioning to support them.

It is anticipated that the contractor shall wire once for the defined task order staffing. The contractor shall assume that additional staff required with the addition of task orders will result in a new definition of ODC requirements which shall include wiring, etc. where these task orders are O&M in nature. The government shall not be responsible for payment for ODC's associated with wiring when the wiring is necessitated by a move that is for the convenience of the contractor or for purposes other than to support O&M work.

7. C/S Servers

Access to C/S Servers (generally, IBM RISC boxes) shall be provided for maintenance and operational support activities through the NRC LAN connection. These servers shall be housed at the NRC HQ location.

The Contractor shall make use of the NRC Testing Laboratory located at the NRC HQ facility for all system, acceptance and final integration testing. Procedures for



scheduling workstations and installing application for testing in this environment shall be provided by the NRC.

## **B. Scope**

The scope of this environment administration effort covers establishing and maintaining a point of contact (the level of effort (labor) necessary) to provide the NRC with sufficient information to plan agency upgrades (desk top and LAN), ensure appropriate safeguards are established, enforced and maintained for NRC equipment and software placed at the contractor site, ensure adherence to agency standards and vendor product license agreements, and provide for proper housekeeping of NRC resources (work space, etc.). It is expected that the housekeeping, equipment and software safeguards, and adherence to agency standards and license agreements shall be accomplished through the development of and education to written procedures by all contractor staff. It is further expected that administrative controls to ensure that the single point of contact approach required by the government will be established and adhered to throughout the delivery order period of performance.

The Contractor shall produce regularly scheduled reports on the configuration of workstations, vendor software availability, and security (rights groups) .

The Contractor shall provide the proper power conditioning to ensure that NRC Hubs and Routers/Switches are properly protected.

To ensure that agency standard workstation configurations are present for the various operations and maintenance platforms, the Contractor shall provide periodic reporting on the environment (hardware and software), its use, and serve as the point of contact for any service requests for these components and access to the facility by the NRC and its service providers (including occasional weekends and after normal work hours for exigent circumstances):

For definition purposes, the Contractor shall understand that the contractor site environment represents a subset of the overall GFE issued to the contractor. The Contractor site environment is a work environment that represents configurations that provide for an operational support and maintenance environment based upon the NRC's production environment.

## **C. Statement of Work**

### **1. Management and Planning for the M&O Facility**

- a. The Contractor shall determine needs, make business arguments, and prepare cost estimates for the NRC in support of additional copies of vendor software products already supplied (see 2.A.3). These recommendations, justifications and costs shall be provided to the NRC Task Order Manager for approval. Examples of these activities are determinations of proper levels of vendor software products for maintenance and operational support activities; additions or alterations to internal wiring to accommodate additional staffing or functionality (see Background, Item 6 above); designating machines to a specific use such

as providing for specific platforms or configurations for maintenance or operational support; maintenance of proper power conditioning; space utilization, etc.

- b. The Contractor shall procure wiring as approved by the NRC Work Effort Manager as a result of NRC's review and approval of recommendations for product procurement as submitted under Item 1.a above.
- c. The Contractor shall ensure that all workstations are connected to the network and can be upgraded through NRC's remote workstation upgrade of the standard NT Image (WOO push) approach to maintain currency. The Contractor shall accommodate NRC equipment such as Routers and Hubs and ensure their operability. The Contractor shall ensure that each and every workstation assigned to the Maintenance and Operational Support environment is appropriately powered on so that these remote update processes can be accomplished. The Contractor shall respond to requests from the NRC to power up or restart HUBS and SWITCHES to minimize the need for the NRC's other service provider to travel to the Contractor's facility when only minor restart actions are necessary.
- d. The Contractor shall maintain the facility, the data lines and the UPS. Should the Contractor need to have NRC LAN or Network contractors available for weekend work, the Contractor shall follow the guidance defined in (Task Order No. 2 - Attachment A) and submit such to the NRC Task Order Manager, thereby allowing the Task Order Manager the time frame indicated to secure the services.

## **2. Central Technical and Administrative Point of Contact**

- a. The assigned contractor staff shall serve as a central point of contact for the contractor operational support and maintenance environment and as such shall develop procedures that ensure that they maintain a current knowledge of the machines, setups, software, etc. that make up the environment. Further, they shall be aware of any problems and requests for services for these machines and ensure that all movement of these machines or changes are properly channeled through the NRC Task Order Manager for service. They shall also ensure that pertinent information resulting from these services is captured in the reports produced as part of Section 5, below.
- b. The Contractor shall provide access and escort service to other NRC contractors who need to perform work at the Contractor's facility and shall follow procedures defined in Task Order No. 2 - Attachment A when in need of NRC contractor services during non-work hours or weekends.
- c. The assigned contractor personnel shall serve as the internal technical resource to the task orders issued under the delivery order regarding infrastructure services including mail, LAN connectivity, upgrades, server replacement and consolidation efforts, etc.

### **3. Management of Resources**

- a. The Contractor shall prepare detailed defensible projections for additional server space and submit these to the NRC Task Order Manager should work level increase under the delivery order or resource needs increase. Requests for additional resources should only be made when the Contractor can assure the NRC that it has exercised good housekeeping practices through the development of internal delivery order guidance and procedures and vigilant monitoring for conformance and a determination that the resources are still insufficient for the work efforts. The Contractor shall document their internal guidance and procedures, provide appropriate guidance to their staff and continually monitor for conformance.
- b. The Contractor shall establish and enforce appropriate procedures to ensure the integrity of the operational support and maintenance environment and its use for only these activities. These procedures shall include the designation and documentation of rights groups for directory (work space) access on the file server(s) and coordination with the independent NRC contractor responsible for the central CM server. A report of these rights groups and names assigned by server name shall be delivered to the NRC Task Order Manager when new ones are created or when names are deleted or added to a group. An initial report of rights groups by server is requested within one month of contact startup. (Task Order No. 2-Attachment B) The Contractor shall, however, be prepared to define to the NRC Task Order Manager the members of these groups and their assigned LAN ID upon request (not expected to be more frequently than monthly).
- c. The Contractor shall ensure that the proper use levels are adhered to and that vendor license conditions are followed for vendor software products provided by the NRC. Additionally, the Contractor shall ensure that only software with valid licenses are installed on workstations and that "shareware" and "freeware" are not installed without prior approval from the Task Order Manager and prior approval by the NRC Environmental Change Control Board (ECCB).
- d. The Contractor shall maintain an inventory of vendor software products provided for maintenance, their workstation/server assignment, and shall secure this software and the associated manuals. The Contractor shall ensure that license conditions regarding use and installation are honored.

### **4. Coordinating Work Environment to Agency Standard and Plans**

The Contractor shall assist in the reviews and the definition of scope and schedules for implementation of NRC Infrastructure changes at the Contractor site. In support of the NRC Infrastructure change planning effort, the Contractor shall respond to ad-hoc requests for reports. Such ad-hoc requests are expected to occur once per month for all maintenance and operational support equipment and infrastructure delivered software.

## **5. Reporting on the Environment**

The Contractor shall provide reports to the NRC Task Order Manager monthly and e-mails whenever there are any changes to the maintenance and operational support environment (i.e. addition of workstations, movement workstations, changes in the machine/software configurations). E-mails shall include NRC CPU Tag numbers, user information, and where necessary, software product and version. These e-mails are to be sent no later than two business days after the change to the NRC Task Order Manager as an interim means of keeping the NRC informed that pen and ink changes that will be necessary to the reports to answer questions internal to the NRC until the updated (next monthly) reports are delivered. (See Attachments C-1, C-2, C-3, C-4 and C-5 for examples of work NRC Router/Hub/Switch reports, workstation, security and software reports).

## **6. Providing Internal Contract Support to Project Planning**

- a. The Contractor shall provide any technical guidance and direction necessary internal to the delivery order to properly set up new users.
- b. The Contractor shall evaluate and document needs, submit request with all details of location, NRC tag number, user information, software, contacts, etc. to establish new work spaces for newly hired or reassigned contractor staff. Information shall be complete and submitted at least one week prior to the required date of service to the NRC Task Order Manager.

## **7. Testing Laboratory Support**

The Contractor shall isolate six workstations to serve as a independent test area within the facility. The Contractor shall be responsible for application installation and installation of approved vendor products necessary for application functionality (i.e. Crystal Reports, etc.) in preparation for testing on only these machines. The Contractor shall use the designated NT rights holder assigned to the delivery order for this purpose. During the installation activities associated with the preparation for testing, the Contractor shall note any unique configurations or software and shall provide the name and number for the system assigned and this information to the NRC Work Station Manager, the M&O CM Manager, and the Application Maintenance Team Leader. Upon completion of testing, the Contractor shall return these test machines to their original vanilla state by reinstalling the application and the special software and removing testing files, etc. The Ghost software approach is provided by the NRC to the contractor for this purpose.

## **D. Place of Performance**

The Contractor shall perform most of the required services under this task order at their site.

**E. Deliverables**

**Section 3**

<b><u>Milestone/Deliverable</u></b>	<b><u>Responsibility</u></b>	<b><u>Delivery Schedule</u></b>
Rights Lists for Servers (Attachment B)	Contractor	30 days from Work Effort approval and when rights groups are added, deleted or members changed

**Section 4**

<b><u>Milestone/Deliverable</u></b>	<b><u>Responsibility</u></b>	<b><u>Delivery Schedule</u></b>
Ad-Hoc Database Reports (Section 4)	Contractor	as agreed upon by the NRC Task Order Manager and the Contractor

**Section 5**

<b><u>Milestone/Deliverable</u></b>	<b><u>Responsibility</u></b>	<b><u>Delivery Schedule</u></b>
M&O Software Inventory Report (Attachment C-1)	Contractor	2 <sup>nd</sup> week of each Month
M&O Workstation HW Configuration Report (Attachment C-2)	Contractor	2 <sup>nd</sup> week of each Month
M&O Common Use Room Configuration Report and Report for Hubs (Attachment C-3)	Contractor	2 <sup>nd</sup> week of each Month
M&O Desktop Configuration HW/SW Report (Attachment C-4)	Contractor	2 <sup>nd</sup> week of each Month
M&O Tagged Equipment Report (Attachment C-5)	Contractor	2 <sup>nd</sup> week of each Month
E-mails on Lab Configuration Changes (Section 5)	Contractor	Within 2 business days of change

**F. Expertise/Skills**

Personnel shall be well versed in the LAN environments and requirements for internal wiring. They shall possess working knowledge of the use of MS-ACCESS for database entry and reporting. They shall be capable of developing, reviewing and commenting on technical plans for a full maintenance and

operational support for the Contract. Both Hardware and Software Technical knowledge are necessary.

**G. Task Order Manager**

The manager for this task order is Mark Resner, 415-5949.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 2,100 staff hours per year.

### Procedures for Network Technical Change Requests (TCR)

1. All requests for network changes must be submitted 5 days prior to the date of proposed maintenance. Technical Change Requests (TCRs) are required for the following events: upgrade, addition, and deletion of network components; preventative maintenance of network components; and any maintenance which may cause a disruption to network services.
2. Technical Change Requests should be submitted to the Network Operations Center (NOC) via e-mail. The subject of the e-mail should be "TECHNICAL CHANGE REQUEST for MM/DD/YY" with MM/DD/YY as the date of the proposed maintenance. All required information must be provided.
3. The NOC will obtain approval/disapproval for the request from the appropriate NRC/ITID Network Operations Staff and then respond within 24 hours (1 day) of receipt to the requester and point of contact indicated on the request. If the request is disapproved, the NOC will propose a new date for the required maintenance and the TCR must be re-submitted with a new proposed date.

Possible reasons for disapproval of a TCR are:

All required information/documentation of change not provided.

Conflict with other scheduled network maintenance.

NRC staff work schedules which do not allow for an outage.

Contractor resources are not available for proposed maintenance period.

Task Order No. 2 - ATTACHMENT A (cont)

**Technical Change Request (TCR) Form**

**Location:** (*REQUIRED*) (Ex. Building and Room numbers of network equipment which will be affected).

**Reason for the Request:** (*REQUIRED*) ( Ex. Facilities Maintenance will cause a power outage, affecting the entire building.

**Action Required:**

**Beginning Date:** *REQUIRED*  
**Beginning Time:** *REQUIRED*

**End Date:** *REQUIRED*  
**End Time:** *REQUIRED*

**Impact:**

**Implementation Plan:**

**Post-Implementation Plan:**

**Submitted By:**

**Name:**(*REQUIRED*)

**Phone:** (*REQUIRED*) **Email:** (*REQUIRED*)

**Points of Contact During Scheduled Outage:**

**Name:** (*REQUIRED*) **Phone:** (*REQUIRED*) **Email:** (*REQUIRED*)

**After Hours Phone:** (*REQUIRED*) **Beeper/Pager:** (*REQUIRED*) **Cell Phone:**



**CIS1/CM RIGHTS LIST**

<b>Directory</b>	<b>Group</b>	<b>Access</b>
CM		
ARCHIVE	CM ADMINS members name	RWCDF
	GLTS_GRP members name	Read Only
	FEES_UPGRADE_GRP members name	Read Only

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**SGNFWS1 SERVER - APRO VOLUME - RIGHTS LIST**

<b>Directory</b>	<b>Group</b>	<b>Access</b>
TASK4_PCSTD_DEV/MAINT	FEES_UPGRADE_GRP member	RWCDF

## M&amp;O SOFTWARE INVENTORY

Software Product Name	Product Version	Licenses Provided	Licenses Used	Source	Notes
Access	2.0	15	11	NRC at delivery order startup	One copy received without manual
Delphi	1.0	8	3	NRC to support Sys # when transferred	

## O&amp;M WORKSTATION HARDWARE CONFIGURATION

User Name	LAN ID	Room	Task Area	CPU Tag #	Monitor Tag#	CPU Type	Mem	HD	IP Subnet	WOO
Doe, Lisa	LAD	305A-1	4	061009	052670	DTK 500 MHz	128	8G	155.42	8

**M&O COMMON USE ROOM CONFIGURATION REPORT AND REPORT FOR HUBS**

(This report includes information on the common use workstations, servers and network connectivity equipment)

**SHARED MAINTENANCE AND OPERATIONAL SUPPORT MACHINES**

User Name	Room	Task Area	CPU Tag #	Monitor Tag#	CPU Type	Mem	HD	IP Subnet	WOO
C/S Development Workstation	117	4	063198	055627	DTK 500 MHz	128	8G	155.48	8
CLIPPER Development Workstation	117	4	066410	056123	DTK 500 MHz	128	8G	155.49	8

**SERVERS/SPECIAL USE EQUIPMENT (NON-COMMUNICATION) *This portion of the report may be removed***

User Name	Room	CPU Tag #	Monitor Tag#	Operating System	Server Type	Mem	HD	Purpose
NRC_CIS2	117	065951	055415	Netware 4.11	DELL	523	35	LAN Node
IRM50	117	058566	058567	AIX	IBM RISC			C/S Dev/Test Server
Doe, J.	224	075418	059566	NT 4.11	DELL	128	8	PVCS Standalone
Exabyte 210	117	068674	NA	ArcServe 7.0 for NT	NA			

**NRC HUB/ROUTERS/BACKBONE (information collected by observation not examination)**

NRC TAG # IP ADDRESS	Description	Total Connections	Connections in Use	Connections Not in Use
063551 148.184.153.2	Ethernet Segment	72	41	31

Notes: such as use RAID (segments populated, etc.)

HUB #063551 is not fully populated with panels - room for two more.

M&O DESKTOP CONFIGURATION HARDWARE/SOFTWARE REPORT  
(Software assigned and installed on C: drive)

NRC CPU TAG NO : 075051  
LOCATION: 231C  
USER NAME: Evans, F.  
LAN ID: FCE2

SOFTWARE INSTALLED: ACCESS 2.0  
DBASE III +  
CLIPPER 5.2d

## O&amp;M TAGGED EQUIPMENT REPORT

Sorted in Tag Number Order and Totaled

NRC TAG #	DEVICE TYPE	LOCATION	NAME
012971	Printer	117	Network
031789	Monitor	120	Kusteer, Daniel
031877	Hub	117	Network
052585	CPU	118	Cannon, Mike
.....			

Total Tagged Equipment = 350

**A. Background**

This SOW provides for the general maintenance support necessary for the continued operation of the Reactor Program System (RPS) and other NRR systems.

**B. Scope**

The Contractor shall provide maintenance for modules and systems listed in the statement of work section below to ensure that users have access to application functions as needed.

**C. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with a system/module are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

The Task Order Manager shall issue maintenance requests by e-mail to the contractor responsible for the upkeep of the application. The Contractor shall also receive maintenance requests through a call back request from the RPSHELP e-mail address and/or from the individual who discovered the problem.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 40 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) days of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 40 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and entered into the log used to document all completed maintenance requests.

a. Module/System to be maintained:

System Name	Project Manager	System Number	System Acronym	Software	Platform
Reactor Program System	Michael MacWilliams	9709	RPS	* Group 1 (see below)	Client Server
Inspection Planning module	Michael MacWilliams	9709-1	RPS/IP	* Group 1 (see below)	Client Server
Inspection Planning Cycle module	Michael MacWilliams	9709-3	RPS/IPC	* Group 1 (see below)	Client Server
Inspection Procedure Authority System Module	Michael MacWilliams	9709-4	RPS/IPAS	* Group 1 (see below)	Client Server
Inspection Report Tracking System module	Michael MacWilliams	9709-5	RPS/IRTS	* Group 1	Client Server
Item Reporting module	Michael MacWilliams	9709-6	RPS/IR	* Group 1	Client Server
Item Reporting module - NMSS	Joel Bristor	9709-6N	NMSS-IR	* Group 1	Client Server
Security Access Method module	William Usilton	9709-7	RPS/SAM	* Group 1	Client Server
Tables module	William Usilton	9709-8	RPS/TABLES	* Group 1	Client Server
Reports module	Michael MacWilliams	9709-9	RPS/REPORTS	* Group 1	Client Server
Performance Measures module	Michael MacWilliams	9709-10	PM	* Group 1	Client Server
Reactor Oversight Process module	Conchita See	9709-11	ROP	* Group 2	Client Server



System Name	Project Manager	System Number	System Acronym	Software	Platform
NRC Utilities	Conchita See	9709-12	NRCUtils	* Group 1	Client Server
Safety Issues Management System	Michael MacWilliams	9709-13	SIMS	* Group 1	Client Server
Reactor Operating Events	Michael MacWilliams	3594	ROE	* Group 2 * Group 3	Client Server PC/LAN
Allegations Management System	Lisamarie Jarriel	9615	AMS	* Group 1	Client Server
Operator Licensing Tracking System	Larry Vick	A0048	OLTS	* Group 1	Client Server
Human Factors Information System)	Michael MacWilliams	8109	HFIS	* Group 4	Client Server
NRR Applications support	Michael MacWilliams	9709	NRR	NA	NA

- \* Group 1 software: PowerBuilder, ERWIN, Sybase, RoboHelp, SQL
- \* Group 2 software: PowerBuilder, ERWIN, Sybase, RoboHelp, SQL, Java
- \* Group 3 software: Clipper, Blinker, dBaseIII+, Folio, R&R Reportwriter
- \* Group 4 software: PowerBuilder, ERWIN, Sybase, RoboHelp, SQL, Visual Basic

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 40 hours to evaluate application system problems, correct the problem, appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test the corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library . The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 40 hours effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within two work days of receipt. The Contractor shall

not commence code or data changes for efforts covered by a work estimate and plan where the level of effort for code, test and document creation/changes exceeds 40 hours without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within 5 days of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort will be approximately 12,000 hours per year.

e. Maintenance Work Effort Reporting

The contractor and the NRC Task Order Manager shall attend, as required, occasional (but not more than 25) meetings at the NRC office to discuss significant maintenance issues.

An updated/record log shall be established and shall reflect the modifications made by each "fix it" request. All required documentation shall be updated to reflect the fix.

**D. Place of Performance**

Most efforts under this task order can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC Staff, as required, for contractor personnel during normal working hours for the duration of this SOW.

**E. Schedule of Deliverables**

The maintenance shall be performed within five (5) work days of receipt of the request unless otherwise negotiated with the Task Order Manager. When the problem is repaired, an E-mail shall be sent to the Task Order Manager with a brief explanation of the repair.

The Contractor, NRR requesting official, and the NRC Task Order Manager shall attend occasional (but not more than 25) meetings to discuss significant maintenance issues.

The update/record log shall be updated to reflect each "fix" requested. All required documentation shall be updated to reflect the change.

**F. Expertise/Skills**

The Contractor personnel assigned to this task order shall have the following skills:

1. Working experience with and knowledge of PowerBuilder version 6.51, and

2. Working experience with and knowledge of SYBASE version 12.0.0.5, and
3. Working experience with and knowledge of Novell LAN platform
4. Experience in analysis and design of complex enterprise-wide client-server applications, and
5. Experience with database management systems technologies, use of 4GL programming languages (structure and object-oriented)

**G. Task Order Manager**

The manager for this task order is Mike MacWilliams, 415-1877.

**H. Level of Effort**

The Government's estimated level of effort is 12,000 staff hours per year.

**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below under "Statement of Work", subparagraph "Maintenance," as well as following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making the necessary application system changes to ensure that identified problems with the application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The contractor shall include, on requests for maintenance actions requiring in excess of 16 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) days of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 16 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Work Item Tracking System	3598	WITS	Clipper, Blinker, DbaseIII+, R&R Report Writer	PC/LAN	[REDACTED]
EDO Document Logging and Location System	3528	DOLLS	Clipper, Blinker, R&R Report Writer, UI	PC/LAN	[REDACTED]
EDO Label System	3621	EDOLS	Clipper, Blinker	PC/LAN	[REDACTED]
EDO Foreign Travel System	3554	FTTS	Clipper, Blinker	PC/LAN	[REDACTED]

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 16 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 16 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 17 hours for code, test and

document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless otherwise approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 36 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of an application system.

C. Schedule of Deliverables

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.e)	Contractor	Whenever work effort will exceed 16 hours
Work Plan and Estimate Approval e-mail (1.e)	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail (1.g)	Contractor	When 17 or less hours are available
New Versions of Application Products to CM (1.f)	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance (1.h)	Contractor	At frequency directed

D. Expertise/Skills

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrated through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

E. Task Order Manager

The manager for this task order is Patricia Tressler, (301) 415-1718.

F. Level of Effort

The Government's estimated level of effort for this task order is 144 staff hours per year.

**A. Background**

The Nuclear Regulatory Commission (NRC) is required to recover a major portion of its annual budget. In order to implement this requirement under IOAA (Independent Offices Appropriation Act of 1952) and the Omnibus Budget Reconciliation Act of 1990 (OBRA-90), as amended, the NRC assesses two types of fees. Fees are recovered as established in 10 CFR Part 170 and 10 CFR Part 171.

The Office of the Chief Financial Officer (OCFO) administers components of the fee collection process through use of automated key processes. The fee systems are comprised of a number of sub-application systems which often require perfective maintenance and/or enhancement for use in determining payments owed to the NRC. These applications share data and reside on various platforms. Source data is obtained via interfaces with various client/server systems and other mainframe systems. The mainframe applications are written in the COBOL programming language and utilize a DB2 database. The PC/LAN applications are written in the Clipper programming language and utilize a dBase database. The primary function of these applications is to gather reporting data and generate invoices to licensees for annual fees and various services which include new licensing approvals, licensing amendments, topical reports, and inspections. Additional functionality includes the tracking of new small material licensing application fee payments.

The fee systems provide daily financial billing and collection data to the Federal Financial System (FFS/DOI) in support of the Agency's financial statement. Use of these automated application systems provide data to support the NRC's Strategic Plan and other federal financial requirements. Information provided by these systems also supports monthly reports and year-end closing.

**B. Objective**

The objective of this task order is to obtain skilled personnel to perform scheduled and corrective maintenance and to provide operational support. The fee systems must remain stable and supportable, continuing to function satisfactorily in an evolving, expanding business, user, and operational environment.

**C. Scope**

The Contractor shall perform corrective, adaptive, and perfective maintenance for the legacy application systems listed below (systems to be serviced) in accordance with technical direction from the Task Order Manager following guidance provided in the NRC's Software Development and Life-Cycle Management Methodology (SDLCMM), adhering to Central Configuration Management (CM) rules, and utilizing the CM Library (Rational Suite Enterprise) as the source for application baselines.

The Contractor shall also perform operation support tasks for the application systems listed below, following guidance provided by the Task Order Manager or designated alternate.

**D. Statement of Work**

Individual efforts required of the contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support, as defined in subparagraph "Operational Support" listed below.

The Contractor shall also produce the necessary documentation of work performed as defined in 5.F "Work Effort Reporting" listed below.

**1. Systems to Be Serviced**

System Name	System Number	System Acronym	Software	Platform
License Fee Reports System	1289	FEES	COBOL, DB2, ISPF, QMF, FTP	NIH Mainframe
Material Annual Fees System	1281	MATANN	COBOL, DB2, ISPF, QMF, FTP	NIH Mainframe
Material Licensing Database and Tracking System	3506	MATSYS	Clipper, UI, dBase, Blinker	PC/LAN
Fees File Transfer Process	9778	FEESFTP	Clipper, UI, dBase, Blinker, Delphi	PC/LAN
Facilities Inspection Fees System	3507	FACFEES	Clipper, UI, dBase, Blinker	PC/LAN
PC Materials Annual Fees System	9779	PC-MATANN	Clipper, UI, dBase, Blinker	PC/LAN
Fees License Billing System	3592	FEESLBS	Clipper, UI, dBase, Blinker	PC/LAN



System Name	System Number	System Acronym	Software	Platform
Materials Review System	3543	MATREV	Clipper, UI, dBase, Blinker	PC/LAN
Fees Yearly Setup System	9779	FEESSET	Clipper, UI, dBase, Blinker	PC/LAN

## 2. Maintenance Support

The Contractor shall be responsible for making necessary changes to ensure that corrective, adaptive and perfective requirements are implemented accurately and in the shortest amount of time possible.

### **Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature of the request (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The contractor shall include, on requests for maintenance actions requiring in excess of 24 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) days of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 24 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Independent Action

The Contractor shall have authority to take necessary actions for up to 8 hours to prepare an estimate or make improvement recommendations, and up to 16 hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library (Rational Suite Enterprise) . The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

b. Work Actions Requiring Pre-approval

Within two days of the request, the Contractor shall develop and deliver via e-mail, to NRC's Task Order Manager, work estimates, schedules and plans for any actions requiring more than 24 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment and will provide an e-mail authorization within two work days of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate that exceeds 24 hours without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

Maintenance requests for the fee systems are primarily release-based and revolve around a quarterly billing schedule each fiscal year. The Task Order Manager will provide written and verbal technical guidance (typically Change Proposals and/or Problem Reports) to the contractor for maintenance tasks. Technical system documentation and User Guides will be reviewed and understood by the Contractor to minimize redundant analysis. The Contractor shall allow 5 working days for NRC acceptance testing of each maintenance release and shall schedule sufficient time for corrections. The Contractor shall perform maintenance actions using the current production version of the application system artifacts which are controlled by the CM Library (Rational Suite Enterprise) .

Check-out of the current production version of the application system source code and related artifacts (test data, documentation, etc.) through the CM Library (Rational Suite Enterprise) is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an e-mail to NRC's Task Order Manager defining actions taken and readiness of the application for deployment. This notification shall indicate that the application system has been submitted and is available as the current version for deployment through the CM Library . Prior to deployment, the Contractor shall submit all new and updated application

system artifacts (programs, documentation, builds, etc.) back through the CM Library (Rational Suite Enterprise) . The Contractor shall remain available to assist with, and if directed, perform the deployment and answer any questions associated with post-deployment of the application and/or data.

3. Operational Support

a) Definition

The Contractor shall provide operational support that may take various forms, including data support, report generation and production support.

Data support shall include, but not be limited to, data interpretation, discrepancy resolution, verification, and manual or automated entry.

Report generation shall include producing reports in various outputs including hard copy and electronic format (MS Access, WordPerfect, ASCII, Quattro Pro, etc.), from agency systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or (c) new reports using newly defined criteria.

Production support shall include, but not be limited to, initiating program sequences on a prescribed schedule, quality assurance reviews and data transfers between systems either through kick-off of electronic processes (programs) or inputs of tapes or other physical media, system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems (in some cases, on a 24-hour on-call basis).

b. Independent Action

The Contractor shall have authority to take the necessary actions up to the number of hours specified below to perform the following operational support. The Contractor shall inform the Task Order Manager immediately if the work effort cannot be performed in the allocated time frame. Should this occur, the Task Order Manager may authorize additional hours. The Contractor shall notify the Task Order Manager upon completion of each activity. Notification shall include identification of any issues and/or problems encountered and a brief summary of the resolution.

1. On a weekly basis, download from the mainframe a file containing new and changed licensee addresses used in the license fee billing process. Review the file for quality assurance and prepare for production use in the "weekly address refresh" process. (1 hour per week)

2. Support the billing of materials licensees to include generating MATANN invoices and reports on a monthly and quarterly basis, as well as on request for special cases. Download invoice data files, review for quality assurance and prepare for production use in PC/MATANN. (24 hours per month)
3. Annually, at the start of each Fiscal Year, gather and load accurate data from LTS, TAPIS and NSS&DRS to create a baseline for that year's Part 171 billing (the MATANN annual "freeze") of materials licensees and generate reports. (40 hours per year)
4. On request, produce ad-hoc reports and queries from any of the various application systems. (40 hours per month)
5. Support the Part 170 quarterly full cost billing effort to include responding to any questions or problems encountered by the Offices, Regions or the OCFO staff, as well as assistance in running reports and invoices as needed. Over 60 files of staff hour manpower and contract costs data are produced, downloaded, reviewed for quality assurance, corrected as needed to ensure usability, and prepared for production. (80 hours quarterly)
6. Respond to questions pertaining to use and technical aspects of the various application systems. (8 hours per month)
7. Maintain several tables used by the FEES system. (5 hours per month)
8. Administer proper access and profiles for new and/or changed National Institutes of Health (NIH) user Ids and accounts. (8 hours per month)
9. Reset billing and vendor system data as needed to accurately interface with the FFS system. (8 hours per month)
10. Create mailing labels annually for the Fee Rule and special mailings. (16 hours per year)

**E. Work Effort Ceiling**

An e-mail notification to the NRC Task Order Manager shall be made by the Contractor when less than 40 hours remain available for maintenance or operational support.

#### **F. Work Effort Reporting**

The Contractor and the NRC Task Order Manager shall attend, as required, occasional (approximately 1 or 2 per month) meetings at the NRC's Rockville, Maryland office or contractor site to discuss maintenance and operational requests, issues, and progress.

The Contractor shall inform the NRC Task Order Manager via e-mail upon completion of each maintenance and operational support activity. The e-mail will define the action taken and identify any subsequent actions that may be necessary.

The Contractor shall record, at the component level, all modifications made to the application systems in the individual Change Logs and shall appropriately update the Build Plan as maintenance requests are completed.

#### **G. Place of Performance**

Most efforts under this task order can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required.

#### **H. Schedule of Deliverables**

Individual deliverables and specific due dates shall be negotiated with each planned maintenance release and when directed by the NRC Task Order Manager. All new and updated documentation deliverables associated with each maintenance or operational support activity shall be appropriately scaled and tailored for legacy applications and shall be provided by the Contractor in both draft and final versions, via e-mail, to the NRC's Task Order Manager. Drafts shall be delivered as created for NRC review and shall allow sufficient time (3 to 5 working days) of review time by the NRC. Final versions shall be delivered incorporating comments and/or changes provided by the Task Order Manager or designated alternate.

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Emergency Maintenance	Contractor	Within 2 working days from date of request
Problem Resolution	Contractor	Within 1 working day from date of request
Maintenance Work Plan, Estimate and Schedule to NRC Task Order Manager (7.C.2.b)	Contractor	Within 2 working days from date of request
Operational Support	Contractor	At frequency directed

Ad-hoc Report/Query Outputs	Contractor	Within 2 working days from date of request
Work effort approach of Ceiling Notification e-mail (7.E)	Contractor	When 40 or less hours are available
Updated Project Management	Contractor	As revisions or Action Plans are necessary
Updated Tactical Implementation Plans	Contractor	As revisions are necessary
New/Updated Software Development Plans	Contractor	As revisions are necessary
Updated As-Built Documents	Contractor	As revisions are necessary
Updated User Guides	Contractor	As revisions are necessary
Updated System Test Plans	Contractor	At frequency directed
Updated Change Logs/Build Plans	Contractor	At frequency directed
Other SDLCMM Documents	Contractor	At frequency directed
New Versions of Application Products to CM (7.C.2.e)	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance (7.C.2)	Contractor	At frequency directed
Ad-Hoc Report/Query Outputs	Contractor	Two work days from receipt of request
Special Reports of Work and Operational Support (7.3.b)	Contractor	At frequency directed
Production Support (7.3.b)	Contractor	At frequency directed

#### **I. Expertise/Skills**

The Contractor shall provide personnel with the following skills:

1. Demonstrated experience in project management and technical support
2. Demonstrated experience in software maintenance, analysis, design and testing
3. Demonstrated competency in technical, oral, and written communication
4. Demonstrated experience with and knowledge of Clipper 5.1, dBase and Delphi

5. Demonstrated experience with and knowledge of COBOL, DB2, SQL, and ISPF
6. Demonstrated experience with and knowledge of NIH mainframe computer facility or similar MVS mainframe to include batch and on-line processing
7. Demonstrated experience with a PC/LAN environment such as Novell NetWare, an Microsoft NT workstation environment, and DOS
8. Demonstrated knowledge of File Transfer Protocol (FTP)

**J. Task Order Manager**

The manager for this task order is Christine Hite, 415-8191.

**K. Level of Effort**

The Government's estimated level of effort for this task order is 5,000 staff hours per year.

**L. Proposed Performance Measures**

Performance Requirement	Performance Standard	Method of Monitoring
1) Agreed-upon delivery dates and milestones will be met.	98% of deliverables, including software deployments, are provided and milestones met in accordance with the schedule.	100 percent inspection
2) Sufficient staff members are available to perform the required work efforts.	Staffing levels shall not fall below 90% for more than 30 calendar days.	Trend analysis
3) Staffing resources shall be allocated in a way that balances the workload with funding constraints.	Expended levels of effort shall not exceed an estimate at least 98% of the time.	Trend analysis
4) Documentation deliverables shall conform to Agency standards, match application processes and operational procedures and will have been reviewed for quality assurance.	98% of documents will require only one iteration of revision.	100 percent inspection

<b>Performance Requirement</b>	<b>Performance Standard</b>	<b>Method of Monitoring</b>
5) Software deployments shall not require a correction release.	Application system updates will remain operational in the production environment without error for two or more quarterly cycles.	User input
6) Application processes will match business processes and/or operational procedures.	98% of newly deployed releases will function in accordance with specifications.	User input
7) Application performance in the production environment will remain stable and satisfactory.	Newly deployed releases will not adversely impact system or environment performance.	User input
8) Negative impacts shall be identified and addressed prior to implementing new and/or changed functionality.	Previously required functionality will not be impacted by new releases.	User input
9) Proposed output will be validated by comparing old to new.	Unit and system testing will be sufficient to identify errors.	Periodic inspection
10) Interfaces will remain compatible in the operational environment.	New releases will not adversely affect existing interfaces.	User input



**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall also produce necessary documentation of work performed as defined in section D (schedule of deliverable).

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the contractor either as directly viewed during monitoring efforts conducted by the contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 3 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) days of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 3 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Enforcement Action Tracking System	6029	EATS	Sybase, Power Builder	Client/ Server	See 6.g

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 3 hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library . The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 3 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within two work days of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 3 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort is 360 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 10 hours remain available for maintenance of an application system.

**C. Place of Performance**

All work shall be performed at the contractor's site.

**D. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 3 effort will exceed 3 hours
Work Plan and Estimate Approval e-mail	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail	Contractor	When 10 or less hours are available
New Versions of Application Products to CM	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance	Contractor	At frequency directed

**E. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**F. Task Order Manager**

The manager for this task order is Sue Bogle, 415-3553.

**G. Level of Effort**

The Government's estimated level of effort for this task order is 360 staff hours per year.

**A. Objective**

To maintain application systems used by the Office of the Inspector General to ensure that they process information accurately, reliably, and in a timely manner.

**B. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph 1., Maintenance. Maintenance shall include actions taken to resolve application system failures, correct defects, maintain functionality when IT infrastructure is updated, and/or perform annual updates to enable applications to function correctly in a new fiscal year.

Updates to the User Guides are not desired because the systems are scheduled for replacement.

**C. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected, modifications/updates are performed, and the system is returned to or placed in production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor through e-mail direction from NRC/OIG's Task Order Manager or as a call back request from the help line to the OIG user who discovered the problem.

The contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The contractor shall include, on requests for maintenance actions requiring in excess of 16 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the

work within three (3) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 16 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
OIG Commission EDO Budget Tracking System	3613	COMEDO	Clipper, Blinker, dBaseIII+, R&R Reportwriter, UI	PC/LAN	See 1.h
OIG Travel System	3540	OIGTRV	Clipper, Blinker, dBaseIII+, R&R Reportwriter	PC/LAN	See 1.h
Allegation Tracking System	3527	ALTS	Clipper, Blinker, dBaseIII+, R&R Reportwriter, UI	PC/LAN	See 1.h
Resource and Assignment Tracking System	3548	RATS	Clipper, Blinker, dBaseIII+	PC/LAN	See 1.h

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 16 hours per incident to evaluate an application system problem, correct and appropriately document the problem and actions taken, test corrections and prepare the corrected/new component for deployment. The Contractor shall notify the Task Order Manager and appropriate OIG user when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC/OIG's Task Order Manager or the OIG user for deployment.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC/OIG's Task Order Manager, work estimates and plans for any efforts requiring more than 16 hours of effort to complete. NRC/OIG's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within two work days of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 16 hours for code, test and document creation/changes) without an e-mail authorization from NRC/OIG's Task Order Manager.

The contractor shall not engage in any work that would be classified as perfective maintenance (i.e., an enhancement or modification that is not due to a code or data error). Assessment of requests that are perfective shall be provided through an e-mail to the NRC/OIG's Task Order Manager.

The Contractor shall not update User Guides without an E-mail authorization from NRC/OIG's Task Order Manager.

Authorized actions shall be performed by the Contractor within three (3) workdays of authorization, unless a longer time is approved by NRC/OIG's Task Order Manager.

d. Performance Requirements

- Defects/problems identified are no longer present.
- System functions properly, as with previous versions, i.e. no new problems were created.
- System functions properly in the new fiscal year, as with previous versions, i.e. no problems were created.
- Reports and application screens display correct values and accurately reflect changes made.
- Update/fix is deployed on schedule.
- Desktop icon is made available to all users of the application.
- Electronic copy is functional and workable at first installation.
- System performs without error in NRC/OIG computing environment, i.e. no system crashes, lock-ups, and/or computer malfunctions as a result of system changes.

-NRC's System Development Life Cycle Management Methodology (SDLCMM), including all applicable Deviations/Waivers, is followed.

-Latest production version of the application is checked out through the CM Library and used for modifications.

-Updated version of the application is returned to the CM Library .

-Changes to source code utilize products defined in the application system baseline, unless authorization is received in writing from NRC/OIG's Task Order Manager.

-New products introduced to the application system are consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board.

-Task Order Manager approval is obtained, in writing, for all efforts estimated to take more than 16 hours.

-Monthly status reports accurately reflect work performed and are a true reflection of task status, including expenditure of funds.

-Task Order Manager is notified when less than 24 hours remain available for OIG application system maintenance.

-Status reports are delivered on time.

-Expertise of contractor staff is in accordance with that expected of individuals in the specified labor categories.

-Contractor personnel interact professionally with Government personnel.

-Assistance is provided in a courteous, professional manner.

e. Performance Monitoring

End users will notify Task Order Manager of defects found with modified/updated applications, non-responsiveness of contractor staff, or unprofessional conduct . Performance shall be deemed satisfactory unless customer complaint proves otherwise.

Task Order Manager will discuss support provided with end users.

Task Order Manager will review deliverables for defects.

f. Work Effort Ceiling

A total of 100 hours are authorized under this work effort. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of OIG application systems.

D. **Place of Performance**

Most efforts under this task order can be performed at the contractor site. Access to the NRC/OIG facilities shall be provided by the NRC/OIG, as required, during business hours.

E. **Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.e)	Contractor	Whenever work effort will exceed 16 hours
Work Plan and Estimate Approval e-mail (1.e)	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Deployed application update, including desktop icon for users (1.f)	Contractor	When maintenance effort tested and ready for deployment
Work effort approach of Ceiling Notification e-mail (1.h)	Contractor	When 23 or less hours are available
Status reports	Contractor	Semi-Monthly
Voucher summaries detailing funding status	Contractor	Monthly

F. **Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

G. **Task Order Manager**

The manager for this task order is Lynn Fort, 415-5973.

H. **Level of Effort**

The Government's estimated level of effort for this task order is 120 staff hours per year.



**Task Order 8 OCFO-02 Office of the Chief Financial Officer (OCFO) Systems  
(Salaries & Benefits)**

**A. Objective**

To provide maintenance and operational support for Office of the Chief Financial Officer application systems as detailed in the statement of work section listed below.

**B. Scope**

The Contractor shall perform application systems maintenance for the system listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application system that requires maintenance.

The Contractor shall also produce necessary documentation of work performed as defined in section E (Schedule of Deliverables).

**C. Statement of Work**

**1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through E-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 16 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by E-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the Contractor shall perform the work within four (4) workdays of the authorization unless otherwise approved by

the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 16 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for the delivery order.

a. System to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
OCFO Salary & Benefits System	3601	OCFOSB	Visual Basic/ FoxPro, QuattroPro	PC/LAN	

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 16 hours for the FoxPro/Visual Basic portion of OCFOSB (up to 32 hours for the Quattro Pro portion only of OCFOSB) to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library . The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 16 hours (32 hours for the Quattro Pro portion only of OCFOSB) of effort to complete. NRC Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 16 hours general maintenance Visual Basic/FoxPro portion of OCFOSB, 32 hours for the Quattro Pro portion

only of OCFOSB) for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within four (4) workdays for OCFOSB of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort for OCFOSB is 200 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of an application system.

D. **Place of Performance**

Most efforts under this delivery order can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required.

E. **Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 16 hours (32 hours applies only to the Quattro Pro portion of OCFOSB).
Work Plan and Estimate Approval E-mail	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail	Contractor	When 24 or less hours are available
New Versions of Application Products to CM	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance	Contractor	At frequency directed

F. **Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**G. Task Order Manager**

The manager for this task order is Jo Anne Johnson, 415-5703.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 200 staff hours per year.

## **Task Order 9 OCIO-01 Office of the Chief Information Officer (OCIO) Supported Systems**

### **A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall also produce the necessary documentation of work performed as defined in subparagraphs "Maintenance Work Effort Reporting" listed below.

### **B. Statement of Work**

#### **1. Maintenance**

The Contractor shall be responsible for making necessary changes (1 to 2 attempts) to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible. Otherwise, if problems remain after the second correction attempt, the remaining corrections must be made by the contractor without additional cost to the agency.

#### **Maintenance Requests:**

The Task Order Manager shall issue maintenance requests by E-mail to the contractor responsible for the upkeep of the application.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 8 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by E-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the Contractor is authorized to perform the work, the Contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the

actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 8 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Portfolio Data Base (Myron Kemerer)	G0012	PDB	MS-Access	PC/LAN	88 hrs/1st yr then 8 hrs/yr
FOIA Actions Tracking System (Carol Ann Reed)	3501*	FACTS	Clipper, Blinker, R&R Reportwriter	PC/LAN	[REDACTED]
FOIA Office Status System (Carol Ann Reed)	3502*	FOSS	Clipper, Blinker, UI	PC/LAN	[REDACTED]
Information Requirements Control Automated System (Beth St. Mary)	3523	IRCAS	Clipper, Blinker, dBaseIII+, R&R Reportwriter, UI	PC/LAN	[REDACTED]
Nuclear Regulatory Report System (Jeffrey Main)	3525	NUREG	Clipper, Blinker, dBaseIII+	PC/LAN	[REDACTED]
Various**					32 hrs/yr

Notes: \*Systems 3501 and 3502 will not require any support beyond December 31, 2004.

\*\*NRC Application Systems w/o Maintenance SOW In Place.

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 8 hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the

corrected/new component of the system for deployment, including submission to the CM Library . The Contractor shall notify the Task Order Manager and the OCIO Lead Analyst and/or User when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow E-mail directions of the OCIO Lead Analyst and/or User to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Task Order Manager shall review all maintenance requests and will forward the maintenance request E-mail to the contractor for an estimate. The Task Order Manager shall make a decision as to whether the work can be authorized at the time of the E-mail response for all efforts exceeding 8 hours of work.

The Contractor shall develop and deliver, via E-mail, to NRC's Task Order Manager and the OCIO Lead Analyst and/or User, work estimates and plans for any efforts requiring more than 8 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an E-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 8 hours for code, test and document creation/changes) without an E-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort will be approximately 152 hours for the first base year and 72 hours for each year thereafter. An E-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 25% of the authorized maximum level of hours remain available for maintenance of an application system (as defined in subparagraph 1.a. "Systems to Be Serviced" above).

e. Maintenance Work Effort Reporting

No unique reporting is required that exceeds that which would be presented in the Bi-weekly Status Report.

**C. Place of Performance**

Most efforts under this SOW can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required, during normal working hours for the duration of this SOW.

#### **D. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Request for Application Systems Maintenance E-Mail to NRC Task Order Manager (1.c.)	OCIO Lead Analyst/User	As required
Review and Authorized Initiation of Work E-mail to Contractor (1.c.)	NRC work effort manager	Within two (2) work-days after receipt
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.e)	Contractor	Whenever work effort will exceed hours
Work Plan and Estimate Approval E-mail (1.e)	NRC work effort manager	Within two (2) work-days of receipt
Work effort approach of Ceiling Notification E-mail (1.g)	Contractor	When < 25% of maximum authorized hours are available
New Versions of Application (1.f)	Contractor	When Products to CM maintenance effort tested and ready for deployment; i.e., within five (5) work-days of authorization and/or approved start date
Maintenance Work Effort Status Reports (1.h)	Contractor	a. Within two (2) workdays after each meeting, as required. b. When ready for deployment.

#### **E. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

#### **F. Task Order Manager**

The manager for this task order is Janie Lochte, 415-5802.



**G. Level of Effort**

The Government's estimated level of effort for this task order is 152 staff hours for first base year and 72 hours per year for each remaining year.

**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall perform operation support tasks for systems listed below in the statement of work section, subparagraph "Operational Support," following guidance provided by the Task Order Manager. Individual efforts required of the Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support, as defined in subparagraph "Work Direction by System" listed below.

The Contractor shall also produce necessary documentation of work performed as defined in section D (schedule of deliverables).

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
ACRS Executive Task Management System	3603	ETMS	Clipper, Blinker, dBasell+, UI	PC/LAN	
ACRS/ACNW Document Management System	3596	ADMS	ZYIMAGE	PC/LAN	

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within 2 work days of receipt. The Contractor shall not

commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within 5 workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 32 hours (defined as 2 or more fixes during the period of performance). An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 16 hours remain available for maintenance of an application system.

2. Operational Support

a. Systems to be Covered under Operational Support

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
ACRS/ACNW External Worldwide Web Page Modification and Update			HTML, XML, Adobe Acrobat, Corel Draw, etc.	PC/LAN	See 2.b.2
ACRS/ACNW Document Management System	3596	ADMS	ZYIMAGE	PC.LAN	See 2.b.2

b. Work of Contractor and NRC Technical Direction

1. The contractor shall perform the following tasks associated with ADMS:

- a. Approximately 8 pages per hour of daily ACRS/ACNW incoming/outgoing documents will be processed\* completely with not more than a 3-day delay of entry from the date of receipt.

All documents processed according to the procedures and guidelines provided by the ACRS/ACNW. All hard copies of the documents entered into the system must be coded correctly, and filed in the appropriate file folders in

chronological order. Scanned documents will normally be filed within 5 days.

In addition to entering data into the ACRS/ACNW Document Management System, selected incoming and outgoing documents, as assigned, will be scanned/entered into ADAMS by the contractor. Under the new agency procedures for ADAMS, only the following fields are required to be completed by offices: availability, title, release date, sensitivity (if sensitive, restricted access rights, if any) and keyword (template number to be used by DPC). Contractor shall complete these fields and place the document into the "ADAMS DPC Processing" folder for the DPC to process and declare as an official agency record.

**\*Process Definition:**

- a. **Coding** - Using ACRS and ACNW File Guides and Coding Log, assign code to each document entered into the system ("code" consists of a file code, previously assigned to the document by the Document Control Assistant, and a sequential number from the appropriate Coding Log book).
  - b. **Scanning and OCR** (optical character read) - Using Wordscan/Zyimage software and PC with attached Scanner, scan and OCR each document into the system. After each document is scanned and ocr'd, make any necessary re-keying and/or corrections.
  - c. **Indexing** - For each document, input information from the documents into predefined fields (e.g., author, file code, date received, etc.) and save document into the system.
  - d. **Filing** - Hole punch and file all hard copies of documents into file folders according to assigned file codes, and create new folders with labels when required. Scanned documents should be filed within 5 days.
  - e. Some **photocopying** may be required for the scanning of large and/or bound documents.
2. The contractor shall perform the following tasks associated with the ACRS/ACNW External Worldwide Web Page:
- a. Upon receipt, the documents listed in the attached table will be converted to ASCII DOS Text format, coded in HTML, and posted to the web site in accordance with the standards noted in the table column "Office Standard for Posting After Receipt" in the Attachment to task order 15.

- b. At the same time new or revised documents are posted to the web server, the appropriate web pages will be updated to provide the necessary linkage to these documents for ready-access.

It is estimated that the contractor shall be required to work about 25 hours per week in support of the above operational support tasks.

#### **C. Place of Performance**

The operational support work will be performed at the NRC Offices, 11545 and/or 11555 Rockville Pike, Rockville, Maryland., in the ACRS/ACNW office located in Room T-2E18. Maintenance efforts under this SOW can be performed at the contractor site.

#### **D. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Upon review and Approval e-mail	Manager	NRC work effort approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail	Contractor	When 23 or less hours are available
New Versions of Application Products to CM	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance	Contractor	At frequency directed
Ad-Hoc Report Outputs	Contractor	Two work days from receipt of request
Special Reports of Work and Status - Operational Support	Contractor	At frequency directed

#### **E. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**F. Task Order Manager**

The manager for this task order is Michele Kelton, 415-6901.

**G. Level of Effort**

The Government's estimated level of effort for this task order is 1,364 staff hours per year.

## Documents on NRC Web Sites

Program Office: ACRS/ACNW

Approving Official: John T. Larkins

Type of Document	Document Count (Mar-May '99 Avg'd)			Office Standard for Posting After Receipt
	Per Month	Pages ea	Total Pages	
<b>External Server</b>				
• Meeting Transcripts	8	177	1422	Within 24 hours of receipt
• Letter Reports (and Memos)	8	3	29	1-2 days of issuance
• Meeting Schedules				
- Full Committee	HTML Web file created/posted annually (January) - May require occasional revisions			January of each year
- Subcommittee	HTML Web file updated monthly as Subcte Mtgs are added			1-2 days of issuance
• Meeting Agenda (plus revisions)				
- Full Committee	1	4	4	1-2 days of issuance
- Subcommittee	4	2	6	1-2 days of issuance
• Committees Information	HTML Web file updated on as needed basis; bios average about 1 page.			Modified as required, and posted as soon as possible
<ul style="list-style-type: none"> <li>- Staff Organization</li> <li>- Committees' Mbrship</li> <li>- Members' Biographies</li> <li>- Cmtes' History &amp; Charter</li> <li>- " General Information</li> <li>- Historical Mbrship Lists</li> </ul>				



**A. Background**

The Nuclear Regulatory Commission (NRC) has taken the direction of re-engineering mainframe computer based systems using client-server technology. To date, the following systems are in production: RPS and its subsystems, PAYPERS C/S, CTACS, AMS, HFIS, OIMIS, EATS, PASS/PAM, OLTS, TRIM, RITS, GLTS, HRMS and NRCCC. Additional systems are being developed by the contractors under separate task orders or (one for each application). This Statement of Work (SOW) identifies requirements for the Database Administration Support of the Sybase Adaptive Server Enterprise (ASE) and the databases installed at the NRC headquarters and regional sites.

**B. Scope**

This SOW defines a baseline level of effort for Database Administration and Management activities associated with supporting Sybase RDBMS. The Contractor shall provide the necessary on-site resources to provide comprehensive database administration services to OCIO/ADD to perform routine and specific services upon request to the production, test & acceptance, and the development database environments. The scope of this task is to utilize the COTS software in conjunction with AIX, SUN Solaris, NT and Sybase software to design, develop, implement, maintain, and support the NRC distributed database environment using SYBASE ASE and SYBASE Replication Server.

Typical routine activities will be done during normal work hours (i.e., during the hours of 7 AM to 7 PM). Maintenance and enhancement activities will be done outside of prime use hours (i.e., hours before 7 AM or after 7 PM).

**C. Statement of Work**

The work shall include, but is not limited to the following tasks:

1. The Contractor shall perform distributed database administration activities to ensure optimum database performance by monitoring and fine-tuning of the Sybase environment.
2. The Contractor shall perform routine maintenance of the client-server database environment to ensure the system is up and running, accessible to users on a 12 hours/day basis. If the system fails, downtime is to be kept at a minimum.
3. The Contractor shall perform database consistency check and database backup, review the execution log to determine the backup database is good to ensure a proper database recovery.

4. The Contractor shall perform database administration activities to create databases, tables, indexes, stored procedures. Also to add ASE log in IDs, database groups, database users and grant group and users permissions.
5. The Contractor shall apply EBF and/or updated software release (SWR) to the Sybase environment.
6. The Contractor shall install and/or upgrade Sybase ASE releases to the Sybase environment.
7. The Contractor shall install and/or upgrade Sybase Replication Server to the Sybase Replication Server environment.
8. The Contractor shall integrate Docs Open databases and/or software into the Sybase ASE environment with instructions from the application development contractor.
9. The Contractor shall work with the application development staff to perform database and software migration from the development to the test & acceptance and to the production environment for enhancements to existing applications and for deployment of new applications.
10. The Contractor shall support databases in the production environment .
11. The Contractor shall support databases in the development, and in the test & acceptance environment, including databases which are developed in-house or computer-off-the-shelf purchased databases.
12. The Contractor shall test and verify the connectivity between the new releases of Sybase Open Client, and ODBC with the Sybase ASE from the client workstation applications to determine the software upgrade validity.
13. The Contractor shall perform emergency problem source identification and resolution.
14. The Contractor shall perform hardware capacity planning and upgrade based on additional system requirements.
15. The Contractor shall perform specific services upon request which to be determined at times of impact.
16. The Contractor shall maintain and keep the information up-to-date for all server binders which contain information related to each RS/6000 computer, SUN computer, Sybase ASE, and databases resided in the Sybase ASE.

17. The Contractor shall review current database support documentation and shall document the database administration functions which are not yet documented in the format that other database administrator will be able to follow and perform the task.
18. The Contractor shall work with OCIO/ITID staff and its contractor to ensure the RS/6000 AIX Operating System, the SUN OS standards set by OCIO/ITID are followed, the interrelationship between AIX, and SUN OS support and Sybase database administration support is coherent, and the standards set by the OCIO Client-Server Committee will be adhered to.
19. The Contractor shall complete emergency work within 2 hours of notification, unless a longer time is approved by the NRC Task Order Manager. Non-emergency work shall be completed within 3 days of notification, unless a longer time is approved by the NRC Task Order Manager.
20. The Contractor shall participate in the task of upgrading the workstation Open/Client software from version 12.0 to version 12.5.
21. The Contractor shall assist application developers with table design and writing efficient stored procedures. The Contractor shall perform SQL queries performance tuning for users and application developers with the approval from the Task Order Manager.
22. The Contractor shall upgrade the Sybase ASE from release 12 to release 12.5, and the Sybase Replication server from release 12 to release 12.5. The Contractor shall develop an Upgrade Action Plan and modify server document binders to reflect the server new configuration.
23. The Contractor shall document and support the HRMS/RPS/RITS interface 3 program.
24. The Contractor shall assist in determining the best tools to use in supporting the ASE environment based on the available software in the NRC toolkit.
25. The Contractor shall assist with performing testing of new database software and tools that may be recommended for inclusion in the NRC Toolkit. The test finding shall be documented in the format required for submission to the NRC Toolkit for approval.
26. The contractor shall write the Installation/Administration/Operations Documentation for the ASE. The contractor shall develop a template to be used for the database administration support document. All documents shall be prepared using the current Agency's word processing software which at the time this task order is written is WordPerfect 8.
27. Upon request, the Contractor shall prepare and present oral briefings on progress of work, unique or interesting technical findings, results of research and presentation of draft conclusions or reports.

**D. Client-Server Hardware/Software Platform**

1. Hardware: IBM RS/6000 model H70, H80, P660, 595, 591, 590, 580, 570, 390, 370, and 360. All servers are running AIX 4.3.3. All servers will be upgraded to AIX 5.x in fiscal year 2003.
2. Hardware: Sun model 5500, 3500, 450 and E220R. The Sun OS is Solaris 2.8.
3. Software: Sybase ASE release 12.0.0.5.
4. Software: Sybase Replication Server release 12.1.
5. Software: SQR Enterprise for IBM AIX.
6. Software: PeopleSoft bundle software for Sun OS.
7. Development software: PowerBuilder, Visual Basic, Delphi, Docs Open, MS Access, SQR Enterprise.
8. CASE software: ERwin.
9. Client workstation: 486/33 MHZ or better workstation with a minimum of 128 MB of RAM and 1 GB hard disk.
10. Client O/S software: Windows NT.
11. Client application software: PowerBuilder, Visual Basic, Delphi, Docs Open, MS Access, Peoplesoft.
12. LAN: Novell Netware 4.11 supporting multiple concurrent protocols: TCP/IP (OnNet) and IPX/SPX.

**E. Training**

The Contractor shall provide NRC Database Administrator training during implementation of revisions, and follow-on Database Administrator training as necessary (in conjunction with system software upgrades, hardware changes, etc.) to ensure the ability of NRC Database Administrators to administer the revised systems.

**F. Expertise/Skills**

The Contractor shall provide two people on-site to support the NRC's Database Administration functions. The normal working hours for this delivery order is from 7 AM to 7 PM. When required and needed, database administration functions will be performed outside the normal 7 AM to 7 PM work days and/or on the weekends.

The Contractor shall provide personnel with the following skills/experiences:

1. Demonstrated ability to perform problem source identification and resolution.

2.     Excellent communications and interpersonal skills.
3.     Competency in writing user and technical documentation as demonstrated through prior assignments. The supported software of choice for the documentation is WordPerfect Version 8.
4.     Demonstrated ability to revise/enhance client-server solutions including hardware, software, and communications.
5.     Demonstrated ability to maintain an enterprise client-server and n-tier database environment.
6.     Knowledge of Unix, RS/6000 AIX, Sun Solaris, Windows NT, TCP/IP.
7.     Knowledge of CASE technology (ERwin).
8.     Knowledge of Structured Query Language (SQL) DML/DDI, and Transact-SQL.
9.     Knowledge of C, Unix scripts, SQR Enterprise, PowerBuilder, Visual Basic, Delphi, MS Access, Open Client, and ODBC software.
10.    Knowledge of Sybase ASE, Sybase Replication Server. Sybase Certified Professional on ASE 12.x is preferred.
11.    Knowledge of client-server connectivity through LAN, TCP/IP, Open Client, and ODBC.
12.    Knowledge of Microsoft SQL Server.

**G.     Travel**

Database administration functions and training activities may require that the contractor travel to each of the NRC regional offices located in King of Prussia, PA, Atlanta, GA, Glen Ellyn, IL, and Arlington, TX.

Travel for one person to each site one time for a three day visit during the period of performance may be required.

**H.     Reporting Requirements**

It is anticipated that the NRC will conduct one meeting every two weeks with the contractor personnel. The meetings will be conducted at the NRC's Rockville, Maryland offices. No other unique reporting is required that exceeds that which would be presented in the Bi-weekly Status Report.

For a specific assignment with start and end dates, the contractor shall submit a detailed Project Management Plan. The plan will show tasking, milestones, staff assigned and the project number of hours estimated to complete each task.

**I. Place of Performance**

The Contractor shall primarily perform work onsite at NRC Headquarters and also as described in section G. (Travel).

**J. Task Order Manager**

The manager for this task order is Tu T. Tran, (301) 415-7119, e-mail [ttt@nrc.gov](mailto:ttt@nrc.gov).

**K. Level of Effort**

The Government's estimated level of effort for this task order is 3,760 staff hours per year.

**A. Background**

The Office of Nuclear Materials Safety and Safeguards (NMSS) is responsible for ensuring the public health and safety through licensing, inspection, and environmental reviews for all activities regulated by the Nuclear Regulatory Commission (NRC), except operating power and all non-power reactors, and for the safeguards technical review of all licensing activities, including export/import of special nuclear material, excluding reactors. NMSS develops and implements NRC policy for the regulation of activities involving the use and handling of radioactive materials, such as: uranium recovery activities; fuel fabrication and development; medical, industrial, academic, and commercial uses of radioactive materials; safeguards activities; transportation of nuclear materials, including certification of transport containers, and reactor spent fuel storage; safe management and disposal of low-level and high-level radioactive waste; and management of related decommissioning. Safeguards responsibilities include developing overall agency policy, monitoring and assessing the threat to the environment including liaison with intelligence agencies as appropriate, and those licensing and review activities appropriate to deter and protect against threats of radiological sabotage and threats of theft or diversion of special nuclear material at fuel facilities and during transport. Identifies and takes action to control safety and safeguards issues for activities under its responsibility, including consulting and coordinating with international, Federal, State, and local agencies, as appropriate.

Most NMSS materials arena information systems support the mission of the Division of Industrial and Medical Nuclear Safety (IMNS), Materials Safety and Inspection Branch (MSIB). The MSIB is responsible for the oversight and programmatic direction of materials uses associated with medical, academic, and industrial uses of byproduct materials, including direction to the Regions regarding these activities. Their responsibilities include, but are not limited to, the following:

1. Provide regional coordination, allegation coordination, enforcement coordination, and event review and follow-up for the Office;
2. Identify and resolve generic problems and policy issues;
3. Develop policy and procedures for assessing regional performance of materials licensing and inspection activities, and coordinate Office participation in the Integrated Materials Performance Evaluation Program;
4. Provide technical support for training of regional and Agreement State materials licensing and inspection staffs;
5. Review programmatic activities and participate in the development of technical and policy operations for regulations, regulatory guides, and policy statements;
6. Develop and implement technical and policy guidance related to sealed sources and devices for Headquarters, Regions and Agreement States;
7. Conduct safety evaluation of sealed sources and devices;

8. Conduct the exempt distribution licensing and the generally-licensed device registration programs.
9. Maintain all licensing database management systems associated with the above activities including the Sealed Source and Device Registry, the General License Tracking System, the Reciprocity Tracking System, and the Licensing Tracking System.

In addition to MSIB systems, further NMSS responsibilities include, but are not limited to the following:

1. Tracking of resource usage by licensee category
2. Maintenance of database management systems supporting tracking of resources and contract financial data including the Regulatory Information Tracking System
3. Maintenance of external worldwide web pages (Internet) for effective and timely communication with the general public and particularly those concerned with the materials strategic arena.
4. Maintenance of internal web (Intranet) pages and applications for effective operational support and communications within the materials and waste arenas and with all other concerned personnel with access to the Intranet.
5. Tracking of information regarding approved radioactive material containers and licensees approved for shipping such materials. These functions are supported by the Transportation Approval Package Information System (TAPIS).
6. Tracking work items assigned to staff throughout NMSS. This function is supported at the NMSS office level by the NMSS Work Item Tracking System (NMSSWITS).
7. Tracking of contract financial management data, using the Contract Status Tracking System (COSTS).

The database management systems mentioned above need periodic maintenance and operational support. In addition, changes to these systems are necessary to reflect minor changes in business requirements, such as additional management reports and updates to code tables. This task order provides the necessary support for the General License Tracking System (GLTS), the Licensing Tracking System (LTS/1266), Reciprocity Tracking System (RTS/3615), Regulatory Information Tracking System (RITS), Region I Inspection Planning System (IPS), National Sealed Source and Device Registry System (NSSDRS), Transportation Approval Package Information System (TAPIS), NMSS Work Item Tracking System (NMSSWITS), and Contract Status Tracking System (COSTS).

In addition to the system support, NMSS requires support in maintaining and adding necessary content to the parts, sponsored by NMSS, of the NRC external worldwide web site. Currently, all external web content is coded in the hypertext markup language (HTML). However, NMSS requires support using further web-based tools as these are approved for use in the NRC environment.



NMSS also requires similar support in maintaining and adding necessary content and functionality to the internal web (Intranet) areas sponsored by the office.

**B. Scope**

The Contractor shall provide required support for the downloading of data for NRC and NRC contractors, maintenance and operational support for the GLTS, LTS, RTS, IPS-RI, RITS, NSSDRS, TAPIS, NMSSWITS, and COSTS. To provide assurance that:

1. These systems continue to function properly in NRC's operating environment;
2. Operational activities (e.g., year-end carry overs, etc.) are timely, properly implemented and tested;
3. Identified program "bugs" are corrected and tested;
4. Perfective maintenance (e.g., generation of a new report) identified by users of the systems are properly implemented and tested; and
5. Necessary documentation is updated and complete.

The Contractor shall provide required support for maintenance of NMSS-sponsored content (pages and interfaces) hosted on both the internal and external NRC webs. This support shall include all necessary preparation and formatting of text, graphics, and image files. The contractor shall ensure that all web maintenance work is performed in compliance with prevailing NRC web templates and standards for formatting and naming of web content.

Examples of requests that might be submitted under this task order are provided in the attachment to this document.

**C. Statement of Work**

**1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**a. System to Be Serviced**

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Licensing Tracking System	1266	LTS	RAMIS, Assembler, VS-Cobol	Mainframe	

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
General License Tracking System	B0041	GLTS	Powerbuilder, Sybase OCR for Forms (COTS)	Client/Server	
Reciprocity Tracking System	3615	RTS	Clipper, Blinker, dBaseIII+	PC/LAN	
Regulatory Information Tracking System	1290	RITS	Cobol, DB2, ISPF, PL/1	Mainframe	
Region I Inspection Planning System	9817	IPS-R1	Cobol, DB2, ISPF, QMF, Wylbur	Mainframe	
National Sealed Source and Device Registry System		NSSDRS	Powerbuilder, Sybase	Client/Server	
Transportation Approval Package Information System		TAPIS	DB2	Mainframe	
Work Item Tracking System	3607	NMSSWITS	Clipper	PC/LAN	
Contract Status Tracking System		COSTS	MS Access 2002 and VBA	PC/LAN	
Maintenance of NMSS internal and external web content	n/a	n/a	Prevailing HTML editors and web development tools approved by the NRC	Web	

The above estimates may change and are provided as guidance for planning and scheduling purposes.

b. Definitions

Maintenance - application systems maintenance shall include but not be limited to modification of code, tables, and data, creation of reports and queries, performing analysis, troubleshooting and establishing and executing backups, restores, archives and other systems housekeeping duties.

c. Initiation of Work

For system maintenance, each work request may be submitted by an E-mail, or written correspondence from the NRC Task Order Manager to the contractor responsible for the upkeep of the application. The contractor shall determine the magnitude of the work request and notify the NRC Task Order Manager by E-mail

or other written correspondence within one week of the request. The correspondence required of the contractor depends on the magnitude of the work request.

For web maintenance work, work requests may be submitted by an E-mail or written correspondence from the NRC Task Order Manager or an NMSS webmaster or web content sponsor who the NRC Task Order Manager has authorized as a requestor. The Task Order Manager shall keep the contractor informed of all authorized web support requesters.

d. Independent Action

Corrective maintenance work or data downloads requiring 16 hours or less to complete shall be accomplished by contractor without prior Task Order Manager approval. For "fix-it-if-it-is-broken" work that is over 16 hours, the contractor shall provide an E-mail or other written estimate to the Task Order Manager within one business day of receipt of request. Upon Task Order Manager approval, contractor is to immediately commence and complete requested work.

For web maintenance work, the contractor may complete individual tasks requiring 16 hours or less to complete if the request is received from the one of the NMSS webmasters. Requests received from others should be immediately forwarded to the Task Order Manager, with a copy to the primary NMSS webmaster. For web work that is over 16 hours, the contractor shall provide an e-mail or written estimate to the Task Order Manager within one business day of receipt of the request. Upon Task Order Manager approval, the contractor is to immediately commence and complete the requested work.

e. Work Actions Requiring Pre-approval

For work consisting of modifications to code tables, data validation, troubleshooting (non- operations), backups, restores, archives, query value change, etc., which require 32 hours or less to complete, contractor shall provide an E-mail or other written estimate and scope to the Task Order Manager within one business day of receipt of request. Work will begin within upon receipt of the E-mailed authorization from the Task Order Manager.

For all other work requiring less than 40 hours to complete, the contractor shall provide, within one week of the request, the estimated number of hours to complete the work and the estimated start and completion date. The work may be

performed without further approval from the NRC Task Order Manager.

Work which will require over 40 hours to complete (code, document, and test), will require the contractor to E-mail or provide written correspondence with an assessment of the effort required and the earliest start and complete dates. The estimate is due within one week of receipt of request. The NRC Task Order Manager shall review the contractor's assessment and make a decision as to whether the work should be authorized, and E-mail the authorization response to the contractor within 1 week of receipt. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

## 2. Freedom of Information Act (FOIA) Processing

The estimated level of effort for FOIA processing is 50 hours per year.

The Contractor shall provide time estimates within 1 day and extract reports and forward extracted data ("read-me" file, "data," "unzip" file, and "code value" files, if appropriate) to the FOIA Section via e-mail within 2 days of the request.

If the request is for materials information and the LTS database, a copy of the LTS.CODES (standard file created by contractor and provided once to FOIA Section) shall be copied to the same diskette.

The Contractor shall perform work needed to extract data that satisfies the FOIA requests against the appropriate databases. The contractor shall perform data extraction from the source data base and deliver resultant data in the format requested via e-mail. This may include a special preparation for comma-delimited, database or spreadsheet format. (NOTE: in the absence of any specific formatting request, the data shall be extracted in fixed-length record format.)

The Contractor shall be required to download the data to their PC which may require that procedures be developed for running programs against the requested system.

The Contractor shall verify the transferred data against the source data for correctness of content, and on the contractor PC for physical integrity.

If requested, the Contractor shall reformat the data into alternative output modes. This may require the creation of a comma-delimited format, creating a dBASE file, or a similar PC database format, or a format compatible with other desktop software such as WordPerfect or Lotus 1-2-3.

If the data file is too large to fit onto a single 3.5" diskette, the Contractor shall compress the file using the utility PKZIP in a self-extracting format. This is primarily for the convenience for the requestor; however, it is also useful for expedited delivery to the FOIA Section.

The Contractor shall verify the compressed file within the utility by expanding it and validating the content for readability before delivery to NRC.

The Contractor shall deliver a help file providing information on use of the file(s) being placed on the diskette to the FOIA Section. This, as well, shall include a detailed description of the extracted data field layouts, as well as an explanation of how to expand the compressed data file.

The Contractor shall transport the final data file, help file, and codes file to the FOIA Section via e-mail for inclusion on the requestor's response diskette.

3. Standard Work Approach

The Contractor shall establish a configuration management control to ensure that development work is not compromised by any maintenance action. The contractor shall send an E-mail to the NRC Task Order Manager when maintenance work has been uploaded for user testing and approval ( Prototype and Production).

The Contractor and the NRC Task Order Manager shall attend, as required, occasional meetings (average of 2 per month - [higher when work is being performed and for more complex work]) to discuss the work and schedule.

The applications's change log, as necessary, shall reflect the modifications made for each work request. All required System Development and Life-Cycle Management (SDLCMM) Methodology documentation shall be updated to reflect the modifications.

When performing work on the General License Tracking System (GLTS), National Sealed Source and Device Registry System (NSSDRS), or any other system developed in the PowerBuilder environment, the contractor shall comply with the attached NMSS PowerBuilder programming standards, "POWERBUILDER SOFTWARE DEVELOPMENT STANDARDS". In cases of emergency maintenance or when the contractor believes compliance with these standards would be impractical, the contractor may request, by e-mail, a task-specific waiver from the Task Order Manager.

During the performance period of this contract, the Contractor shall maintain the build log for each system in a public/shared disk location accessible to the NRC Task Order Manager. This log, shall be stored in

a format accessible using products in the NMSS standard desktop configuration (e.g., Corel Office or MS Office). The log shall contain the following information:

- System
- Build number (nn.nn.nn)
- Date build was created
- Description of work related to build (e.g., Change Proposal titles and/or brief descriptions from Problem Reports)
- Reason for build (e.g., internal contractor testing, Pre-delivery regression testing, IV&V review, CM check-in, etc.)

Where possible, this build number shall be included in the system interface (e.g., splash screens and Help->About). The Contractor shall include the build number in all correspondence and forms related to delivery and deployment of each build. The contractor shall assign a new build number every time the system is delivered to the NRC, including deliveries for pre-acceptance testing, requirements clarification, demonstrations, or Independent Verification and Validation (IV&V) reviews. The Contractor shall also assign a new build number to the version tested for while generating the acceptance test log for delivery to the NRC prior to CM check-in. The Contractor may assign a new build number every time the system is re-compiled or that a build is generated, even for internal testing. For a given work effort (group of Problem Reports and Change Proposals), the contractor shall assign build numbers associated with the prior (current production) version until the final build is delivered for CM check-in. For example, if the current production version is build 02.02.14, the Contractor shall use the numbers 02.02.15-02.02.99 prior to preparing the final build for CM check-in. Using this example, that final build would be 02.03.00 or 03.00.00 if the NRC deemed it a significant upgrade.

Before beginning work on a given build, the Contractor shall review the RequisitePro and/or ClearQuest data and ensure that all Problem Reports and Change Proposals related to the build are in the appropriate Rational data store and that they have been updated to associate them with the target build. The target build shall be the version number agreed to by the NRC Task Order Manager and will always have 00 in the third part.

When performing work on any PC or LAN-based system (including client-server) covered under this task order, the Contractor shall use the Rational Robot and Test Manager tools for functional testing. The contractor shall develop follow the "NMSS AUTOMATED FUNCTIONAL TESTING STANDARDS", consulting the NRC Task Order Manager as needed for guidance on test coverage.

For each maintenance build on systems covered by automated testing, the Contractor shall develop one or more Robot scripts to demonstrate that the issues (Problem Reports and Change Proposals) related to the

given build were successfully addressed. Before recording these scripts, the Contractor shall refresh the database using the database image from the August 22, 2002 production database dump, then re-playing the prevailing suite of regression test scripts. The Contractor shall not modify any NRC regression test scripts or other scripts once delivered to the NRC without explicit NRC direction to do so.

Note: Currently, only the GLTS is covered by automated testing.

**D. Place of Performance**

Performance of this task order shall be accomplished primarily at the contractor facilities. Access to the NRC facilities shall be provided as required, for contractor Task Team personnel during normal working hours for the duration of this task order.

## E. Schedule of Deliverables

### System Maintenance

Deliverable	Responsibility	Delivery Schedule
E-mail the NRC Task Order Manager with details of work request	Office of Nuclear Material Safety and Safeguards Staff (NMSS) or authorized alternate.	As necessary.
E-mail (or other written correspondence) contractor for an assessment of the work request	NRC Task Order Manager	Within 2 days of receipt of work request, Contractor ticket or e-mail from Task Order Manager for fix etc.
E-mail (or other written correspondence) NRC Task Order Manager with an assessment of effort required and the earliest start and complete dates	Contractor	Within 1 week after receipt of work request requiring less than 40 hours but greater than 16. Not required for work requests less than 16 hours.
Review Contractor Assessment and E-mail authorization response to the Contractor	NRC Task Order Manager and NMSS Lead User or authorized alternate	Within 1 week after receipt of Contractor Assessment of Effort.
Completion of the Authorized work. (Including prototyping, testing, deployment, installation, and training).	Contractor	Within a period of time specified either by the contractor in the estimate response or as negotiated with the NRC Task order Manager.
Update the Contractor Biweekly Status Report for Requested Perfective Maintenance	Contractor	Bi-weekly, as required.
Build log, assigning build Identification numbers to all NMSS systems covered by this task order	Contractor	No later than 14 days after award of this modification
Test log report from Rational Test Manager showing successful completion of regression testing on product (e.g., build being delivered) Note: Only applies to systems where the NRC has provided a suite of regression test scripts	Contractor	Prior to submission for NRC acceptance testing and Configuration Management check-in
Draft Rational Robot script(s) demonstrating successful completion of work on all Change Proposals or Problem Reports covered by a given system build	Contractor	At least ten days prior to delivery of build for NRC acceptance testing
Comments and/or acceptance notification regarding review of draft Rational Robot script(s) demonstrating successful completion of work on all Change Proposals or Problem Reports covered by a given system build	NRC	No more than seven days after receipt of the draft scripts
Final Rational Robot script(s)	Contractor	At time of submission of build



Deliverable	Responsibility	Delivery Schedule
Test log report from Rational Test Manager showing successful completion of the Robot script(s) demonstrating successful completion of work on all Change Proposals or Problem Reports covered by a given system build	Contractor	Prior to submission for NRC acceptance testing and Configuration Management check-in
System build and all related artifacts for Independent Verification and Validation (IV&V) review - to ensure compliance with prevailing programming standards and work specifications	Contractor	As requested by NRC Task Order Manager or specified in project schedules

### Web Maintenance

Deliverable	Responsibility	Delivery Schedule
Revisions to existing HTML documents (may include graphics and images)	Contractor	Delivery of appropriately named file, ready for posting, within two business days of receipt of all necessary information to complete the task
Authoring of new HTML documents (may include graphics or images)	Contractor	Delivery of appropriately named file, ready for posting, within three business days of receipt of all necessary information to complete the task
Other web maintenance tasks requiring less than 16 hours	Contractor	Completion within four business days or receipt of all necessary information to complete the task
E-mail the NRC Task Order Manager with details of work request	Office of Nuclear Material Safety and Safeguards Staff (NMSS) or authorized alternate.	As necessary.
E-mail (or other written correspondence) contractor for an assessment of the work request	NRC Task Order Manager	Within 2 days of receipt of work request, Contractor ticket or e-mail from Task Order Manager for maintenance
E-mail (or other written correspondence) NRC Task Order Manager with an assessment of effort required and the earliest start and complete dates	Contractor	Within 1 week after receipt of work request requiring greater than 16 hours.
Review Contractor Assessment and E-mail authorization response to the Contractor	NRC Task Order Manager and NMSS Lead User or authorized alternate	Within 1 week after receipt of Contractor Assessment of Effort.

Deliverable	Responsibility	Delivery Schedule
Completion of the Authorized work. (Including prototyping, testing, deployment, installation, and training).	Contractor	Within a period of time specified either by the contractor in the estimate response or as negotiated with the NRC Task order Manager.
Update the Contractor Biweekly Status Report for Requested Perfective Maintenance	Contractor	Bi-weekly, as required.
For web-based functional modules requiring documentation or user's guides, guidance under System Maintenance (above) applies	Contractor	See Above

### FOIA Processing

Once the request is received from NMSS, the contractor shall respond to the FOIA request within two (2) business days. If any problem occurs which interferes with this basic requirement, the NRC Task Manager should be immediately notified.

The FOIA requestor will be notified by the FOIA Section if any FOIA request requires in excess of 1 hour for the data extraction. Under this task order, no work will be done if the estimation exceeds 1 hour without prior FOIA Section authorization.

### **F. Expertise/Skills**

The Contractor shall provide personnel with the following skills:

1. Working experience with and knowledge of the applications listed under this task order.
2. Working experience with development in an NT 32 bit operating system.
3. Experience and knowledge in working with the NIH mainframe, ISPF, TSO, CLIST, IBM9370, XEDIT, CMS, COBOL, CLIPPER 5x (and associated libraries), PowerBuilder, Sybase System, OCR for Forms, and RAMIS II.
4. Working experience with and knowledge of a client-server development tool(s).
5. Working experience and knowledge of HTML, web graphics preparation, and other web development tools approved for use at the NRC.
6. Knowledge of the Rational Suite Enterprise package, specifically the Robot and Test Manager testing tools, ClearQuest defect/change management tool, and RequisitePro requirements management tool.

- **Robot and Test Manager:**  
Staff supporting testing of maintenance work on PC, LAN, of client-server systems shall be able to run existing Robot scripts and interpret the test logs. At least one member of the contractor's staff shall also be capable of recording, debugging, and editing Robot scripts.
- **ClearQuest:**  
Staff supporting maintenance of any NMSS system covered under this Task order shall be capable of using ClearQuest to retrieve information regarding logged defects. Staff supporting logging of defects or changes (as directed by the NRC) shall be capable of entering defect reports into ClearQuest.
- **RequisitePro:**  
Staff supporting maintenance of any NMSS system covered under this Task order shall be capable of using RequisitePro to retrieve information regarding logged requirements.

**G. Task Order Manager**

The manager for this task order is Joel Bristor, 415-8037.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 8,175 staff hours per year.

Data Needed for NMSS-01 for Systems Maintenance

Emergency Help

E.g., a request for a new docket did not work. The docket provided had already been used 3 months ago. This had to be investigated immediately to make sure the data base was not corrupt.

Ad Hoc Reports

Occasionally new reports are needed due to changes in budget policy, fees requirements, etc. If these reports require arithmetic calculations, help is needed from the contractor.

Modify/Add/Delete Fields

LTS Analyst has ability to add new reviewer codes. If a number is entered in error, contractor must delete.

Modify Look-Up Tables

New isotope – Samarium-154  
New program code – future rule changes may require

QA of Existing Fields

Uploads/Downloads

When a state becomes an Agreement State, a mass change of status is required  
Incorrect data, i.e. GLTS did not consider MA as an Agreement State

System Repairs

Add/Modify Standard Reports

Reasons for Above:

Management Changes re Statistical Information  
Modification for Rule Changes  
Administrative Changes – e.g. Fees

Want Incremental Committing of Funding

## **RTS**

Example of perfective maintenance:

1. Add fields for license expiration date, docket number, and inspection report number
2. Add ability to search by reference number for multiple locations

### **Clarifications:**

**Guidance:** The regulations provide for revisions of NRC Form 241 for additional work locations or clients, or for changes to the radioactive material, or work activities different from the information submitted on the initial Form 241. Revisions to Form 241 require a fee payment. However, providing the regional office information that clarifies or deletes specific locations or work sites, work site contacts, or dates of work are categorized as clarifications and do not require a fee.

**Problem:** Licensees provide their whole client list with the initial Form 241 submission and then send in clarifications in order to avoid the revision fees. This has resulted in a significant increase in the number of clarifications processes; however, the RTS does not track clarifications, so we only have an estimated number.

**Solution:** Revise the RTS to add the ability to count the number of clarifications performed.

### **Revisions:**

**Guidance:** Revisions to Form 241 require a fee payment.

**Problem:** Licensees send in a revision request with the fee payment. The revision request may require that several items be revised in the RTS. The RTS is designed to "count" each change as a revision, resulting in the RTS counting several revisions for each fee payment. Therefore, LFARB is unable to reconcile the number of actual revision requests received with fees collected to the number of revisions performed in the RTS.

**Solution:** Devise a way to allow the RTS to count the revision without counting each change made to the reciprocity information for that revision.

**A. Background**

NRC has developed the Agencywide Documents Access and Management System (ADAMS) according to the NRC Application Systems Life Cycle Management Methodology (SDLCMM) but with a focus on utilizing the FileNet suite of Commercial Off-the-Shelf (COTS) products integrated with Documentum's ForeMost records management product to provide the bulk of the ADAMS functional requirements.

High Level Waste (HLW) systems exist to support the adjudication of the Yucca Mountain HLW repository. This task order provides support for the NRC HLW Collection and the Electronic Hearing Docket (EHD), both systems using FileNET COTS products. It also supports the Electronic Information Exchange (EIE) system which provides input for ADAMS and the HLW systems.

**B. Scope**

The scope of this task order is to ensure that contractor resources are available to respond to urgent application and configuration problems, to provide release-based and emergency maintenance and operational support for the applications (COTS and custom) and make routine and ad hoc preventative and corrective changes to any of the components that comprise these systems. The components covered under this task order include:

1. Document Management Services (internal, public, and remote/mobile users)
2. Publishing Services
3. Web Services
4. Records Management Services
5. EIE Services
6. Backup Services
7. Recovery Services
8. COTS Vendor Release Implementation Services
9. Custom Code Maintenance Services
10. System Interactions
11. SDLCMM Documentation Maintenance

The Contractor shall provide general (release-based and emergency) maintenance support of the application software, files, databases, and hardware configuration, as defined by the NRC's System Development and Life-Cycle Management Methodology (SDLCMM).

**C. Statement of Work**

The Contractor shall handle all roles in the SDLCMM for release-based and emergency maintenance except for that of Overall Project Manager and the Configuration Control

Board. However, the NRC Task Order Manager shall set priorities and approve changes.

1. Change Management

The Contractor shall perform maintenance/enhancement work resulting from NRC evaluations of Change Proposals and Problem Reports.

2. Release Management

The Contractor shall take a defined release, plan the release, and manage changes to the release during its development (implementation in the case of COTS).

3. Enhancements

The Contractor shall perform a major change to some part of an existing application, architecture, or to the support environment.

4. Release-based maintenance

The Contractor shall evaluate vendor issued upgrades to COTS software as well as custom code upgrades, testing the release prior to implementation in the production environment.

5. Emergency maintenance

The Contractor shall perform maintenance for changes requiring emergency action. These types of changes, which are the exception rather than the rule, may require follow-up with a normal release-based maintenance process.

6. Provide HLW Documents Publishing Support

The Nuclear Regulatory Commission (NRC) and the Center for Nuclear Waste Regulatory Analysis (CNWRA) are working collaboratively to identify High-Level-Waste (HLW) documents in CNWRA's document collection that must be entered into ADAMS to support HLW proceedings. Once entered into ADAMS, the CNWRA collection is required to support NRC's Licensing Support Network (LSN) web crawler collection, the Electronic Hearing Docket (EHD) Panagon repository, and the Publicly Available Records System (PARS) Panagon repository.

The Contractor shall provide a Lead Technical Consultant to work collaboratively with FileNET Professional Services (FPS) to publish a significant ADAMS collection of CNWRA documents to external HLW web and FileNET repositories. A high volume of these documents will be entered into ADAMS as custom packages and therefore will need to be

converted to Panagon compound documents<sup>1</sup>. Subsequently, the Panagon compound documents must be published to both the web-based HLW/LSN collection and selectively to the FileNET-based EHD. Also, due to the anticipated increased volume of documents, all extraneous Panagon Web Publishing (PWP) generated information on the web server must be eliminated and multi-valued fields must be delineated using the "pipe" symbol as opposed to PWP's "comma" delineator. The contractor can anticipate that at least two cycles of LSN testing will be necessary, resulting in minor follow-up corrective actions.

Contractor responsibilities include:

- Current publishing system technical architecture and processing documentation.
- Test FPS developed custom code to convert ADAMS custom packages to Panagon compound documents from main library to interim CS 5.1 server.
- Test FPS developed custom code to eliminate extraneous PWP generated information from documents published to the HLW LSN server from ADAMS.
- Test FPS developed custom code to replace PWP's "comma" delineator with the "pipe" symbol to delineate multi-valued fields in all published documents.
- Provide URL to text in all cases to allow LSN to full-text-index.
- Implement automatic publishing features from ADAMS to external repositories.
- Republish the HLW collection of single documents from ADAMS' main and legacy libraries to external repositories
- Convert TIFs to PDFs with embedded text
- Provide on-going software support.
- Publish converted packages (compound documents) from the interim CS 5.1 server to external repositories.
- Convert unsupported file extensions such as .let to supported file extensions such as .txt.
- Identify via hardcopy report any database anomalies such as OCR files with no associated image or image files with no associated OCR.
- Demonstrate the feature to automatically capture and publish newly added documents.
- Provide full system and process documentation.

Acceptance of Work for item 6

The NRC reserves the right to negotiate additional work in the event such requirements become necessary. The NRC will notify the contractor of its intent to exercise this option in writing.

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<sup>1</sup>Custom Package to Panagon compound document conversion activities assigned to FileNET Professional Services.



Level of Effort for item 6

The Government's estimated level of effort for this work is 580 staff hours.

Place of Performance for item 6

Work shall be performed primarily at NRC in the Two White Flint North (TWFN) Building in NRC provided space.

7. Provide High-Level Waste Electronic Submittals Support

According to the "Electronic Submission of Documents to the Nuclear Regulatory Commission", Functional Requirements for Processing Documents into the Electronic Hearing Docket for the High-Level Waste Processing (Draft 10/21/2002)", the NRC is expecting to receive and process large electronic files (20-45 Mbytes per file) by June 2003. The work performed in Section 17.C.6 resulted in the delivery of an interim action plan to accomplish the 1<sup>st</sup> phase receiving and processing large electronic files, High-Level Waste Electronic Submittals Action Plan (Interim Solution). This section identifies the tasks required to implement the Interim Solution.

The contractor shall provide the appropriate resources to perform the following work to coordinate, manage, and implement High-Level Waste Electronic Submittals Action Plan (Interim Solution)–Attachment 1. Contractor support is required to perform technical work related to this tasking.

**SUBTASK 1: GUIDANCE DEVELOPMENT**

As a result of the Phase I (Interim) assessment of systems and processes that are targeted to support the electronic submission and transmittal of large documents, consulting support is needed to develop guidance in the following areas:

Transmittal Letters, memoranda – what constitutes the transmittal – content, format, how it is identified, number of files expected, size of files, etc.

- Organization Structure of Content
- Format of Electronic Files – text, image, other
- Allowable transmittal media
- Other items to be determined as necessary

The above guidance is bound by the legal and regulatory requirements for the generation, capture, use, transmission and availability of information associated

with the design, construction and maintenance of the High Level Waste Repository.

The Agency further desires to ascertain how well and to what degree the guidance will be adhered. To that end, a "test run" of the guidance should be conducted, with the consultant providing support in the preparation of the test plan, monitoring the test, and analyzing the results.

Estimated Labor: 16 hours

Time frame: 1 week (review time with Agency and other parties factored in)

## **SUBTASK 2: PROCESSES AND PROCEDURE IMPROVEMENTS SUPPORT FOR LARGE DOCUMENT HANDLING**

Based on the evaluation of the current RM processes and procedures at NRC, program and procedure recommendations are to be provided to identify proposed re-engineered processes with respect to RM program activities as they relate to large document processing. This is to identify required procedural changes necessitated by the proposed processes and system changes for the following processes:

- Transmittal/Receipt Process
- Authentication Process
- Media Storage/Migration Process
- Distribution Process
- Retention/Disposition Process

Recommendations are to be provided for proposed process changes. Draft revisions to current procedures are also to be provided.

Estimated Labor: 20 hours (analysis and procedure change recommendations)

12 hours (draft procedure changes)

Timeframe: 1 week (review time with Agency and other parties factored in)

## **SUBTASK 3: BYTE SERVING IMPLEMENTATION SUPPORT**

A technology addition to the current NRC information technology infrastructure is the use of "byte range retrieval", also known as "byte serving". This addition can enhance delivery of large documents that are formatted in Adobe Acrobat's Portable Document Format (PDF). This task is to research the use of this technology and provide recommendations on its implementation within the NRC technology and document-processing environment. It is assumed that there will be a large degree of participation from OCIO staff.

Estimated Labor: 4 hours

Timeframe: 1 day (review time with Agency factored in)

#### **SUBTASK 4: PDF OPTIMIZATION IMPLEMENTATION SUPPORT**

A key document format in the generation, transmission, and use of large documents submitted in electronic format is Adobe Acrobat's PDF. This task is to research the ways that PDF may be optimized and recommendations on implementing the optimization alternatives in order to provide guidance in the submission of electronic large documents.

Estimated Labor: 8 hours  
Timeframe: 1 day (review time with Agency factored in)

#### **SUBTASK 5: PROJECT FACILITATION AND MANAGEMENT SUPPORT - INTERIM SOLUTION**

This task is to provide assistance in facilitating and coordinating the various tasks and activities to ensure the successful delivery and deployment of the Large Document interim solution. It is understood that the overall perspective is that the solution is a systems and process integration project, which means that many existing project and departmental resources will need to be engaged and coordinated to meet the end goal. To that end, this task includes the following:

- . Assisting in project tasking and tracking of other project teams and resources,
- . Conducting facilitation sessions, as necessary,
- . Defining and documenting requirements,
- . Conducting status reviews,
- . Preparing the integration test plan
- . Coordinating and monitoring the test plan
- . Supporting the preparation of a change management plan
- . Coordinating and monitoring the execution of the change management plan

Estimated Labor: 59 hours (part-time support)  
Timeframe: 2.5 weeks

#### **SUBTASK 6: E-RULE IMPLEMENTATION GUIDANCE SUPPORT**

To resolve the comments associated with the e-rule and guidance document, they must be analyzed and considered as a part of the solution to the high level waste large documents issues. This task is to integrate the high level waste large documents technical solution into the Final Rule, "Electronic Maintenance and Submission of Information," "Guidance for Electronic Submissions to the Commission," as appropriate. To ensure consistency, changes to the Guidance Document will be based upon comments received from the public that relate to the management of large documents in an electronic environment and the technical solution the contractor provides for the high level waste large documents issues. The process will include reviewing the comments identified by the OCIO, Records Management Branch, as large documents issue-related against the Proposed Rule and Guidance Document, specifying the resolution of

each identified comment, and modifying the Guidance Document and/or Proposed Rule, as appropriate.

Estimated Labor: 8 hours  
Time Frame: March 2003 (simultaneously with delivery of guidance for HLW large documents solution)

#### 8. Provide EHD Documents Publishing Support

The Nuclear Regulatory Commission (NRC) and the Center for Nuclear Waste Regulatory Analysis (CNWRA) are working collaboratively to identify High-Level-Waste (HLW) documents in CNWRA's document collection that must be entered into ADAMS to support HLW proceedings. Once entered into ADAMS, the CNWRA collection is required to support NRC's Licensing Support Network (LSN) web crawler collection, the Electronic Hearing Docket (EHD) Panagon repository, and the Publicly Available Records System (PARS) Panagon repository.

The contractor shall provide a Lead Technical Consultant to work collaboratively with FileNET Professional Services (FPS) to publish a significant ADAMS collection of CNWRA documents to external EHD web and FileNET repositories. A high volume of these documents will be entered into ADAMS as custom packages and therefore will need to be converted to Panagon compound documents<sup>2</sup>. Subsequently, the Panagon compound documents must be selectively published to the FileNET-based EHD. The contractor can anticipate that at least two cycles of EHD testing will be necessary, resulting in minor follow-up corrective actions.

Contractor responsibilities include:

- Current publishing system technical architecture and processing documentation.
- Test FPS developed custom code to convert ADAMS custom packages to Panagon compound documents from main library to interim CS 5.1 server.
- Implement automatic publishing features from ADAMS to external repositories.
- Republish the EHD collection of single documents from the High Level Waste library to external repositories.
- Publish converted packages (compound documents) from the interim CS 5.1 server to external repositories.
- Demonstrate the feature to automatically capture and publish newly added documents.
- Provide full system and process documentation.
- Convert TIFs to PDFs with embedded text
- Provide on-going publishing software support

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<sup>2</sup>Custom Package to Panagon compound document conversion activities assigned to FileNET Professional Services.

**Acceptance of Work for item 8**

The NRC reserves the right to negotiate additional work in the event such requirements become necessary. The NRC will notify the contractor of its intent to exercise this option in writing.

**Level of Effort for item 8**

The Government's estimated level of effort for this work is 460 staff hours.

**Place of Performance for item 6**

Work shall be performed primarily at NRC in the Two White Flint North (TWFN) Building in NRC provided space.

**D. Status Reporting**

The Contractor shall provide regular and ad hoc status reports to the NRC Task Order Manager.

**E. Place of Performance (except as noted above)**

Performance of the tasks stated above shall be accomplished primarily at the contractor's facilities.

**F. Schedule of Deliverables**

All Items

<b>Deliverable</b>	<b>Delivery Schedule</b>
<b>Weekly Status Reports</b>	<b>ongoing</b>
<b>Biweekly Status Reports</b>	<b>ongoing</b>
<b>Ad Hoc/Release Analysis Reports</b>	<b>as required</b>
<b>Software Tests on Units, Modules, and Subsystems</b>	<b>as required</b>
<b>Software Configuration Library Updates</b>	<b>as required</b>

Additional Deliverables for item 7\*

<b>Deliverable</b>	<b>Date</b>
eSubmittal Guidance Test Plan	03/07/03
Conduct Guidance Test	03/21/03
Issue Draft Guidance/LSNARP Review	04/04/03
Issue Interim Guidance	04/30/03
Recommended Changes to Procedures	03/12/03
Recommended Byte Serving Implementation Approach	02/18/03
Recommended PDF Optimization Technique	02/12/03
eRule Integration of HLW Large Document Technology	03/30/03
Oversee Integration Test based on Guidance, Procedures, and Systems	07/01/03
Deploy the Solution	07/31/03

\*Some of these items may already be complete but are listed to show continuity

#### **G. Expertise/Skills**

All staff performing activities directly related to the maintenance of the ADAMS and/or HLW software solution must have appropriate levels of experience with FileNET Panagon software, Visual Basic, TSM (formerly ADSM), Windows NT, NT Server, SQL Server, and other software foundations required to maintain the ADAMS and/or HLW solution. The contractor shall have knowledge of Convera RetrievalWare Administration wizards to generate system configuration files, define libraries, generate document parsers, index data into libraries, and perform text and fielded searches over the newly indexed libraries. The contractor shall also have knowledge of RetrievalWare from an architectural perspective and understanding of its capabilities with focus on integration and customization. In addition, the contractor shall have knowledge of RetrievalWare API programming and demonstrated ability to design GUI features, argument passing, standard list handling for all calls, standard status code returns, and error handling.

#### **H. Task Order Manager**

The manager for this task order is Wil Madison, 415-7221.

**I. Level of Effort**

The total hours authorized under this work effort per application system is approximately 13,440 hours annually as follows:

## 10 CFR 2 SUBPART J REQUIREMENTS

10 CFR 2 Subpart J requires that:

- Document production and the EHD are subject to the provisions of Subpart J. 10 CFR § 2.1011(a).
- NRC, DOE, parties and potential parties (i.e., the participants) provide the computer system necessary to comply with the requirements for electronic document production and service. Id. § 2.1011(b)(1).
- The participants shall comply with specified standards in designing systems necessary to comply with electronic document production and service. Id. § 2.1011(b)(2).
- Images must be 300dpi TIFF (black and white) or 150 dpi PNG (grey-scale or color) or 300dpi PDF (any media style); and that TIFF versions of those documents found on participant's machines [for LSN spidering], will be stored as TIFF images. No differentiation is made in the rule regarding single or multi-page TIFF images. Thus both are an acceptable format for use in the LSN. Id. § 2.1011(b)(2)(iv).
- The Office of the Secretary (SECY) will maintain the official docket of the proceeding. Id. § 2.1013(a)(1).
- SECY must determine that the application can be properly accessed under the Commission's electronic docket rules and will establish the docket (commencing with the staff docketing in an electronic form of the license application) as the official record materials in searchable full text or, for material that is not suitable for entry in searchable full text, by header and image, as appropriate. Id. § 2.1013(a)(2).
- All filings in the proceeding shall be transferred electronically by the submitter to the presiding officer, the parties, and SECY according to established format requirements and that a password security code will be required for the transmission of these documents. Id. § 2.1013(c)(1).



**A. Objective**

To maintain application systems used by the Office of Administration (ADM) to ensure the systems process information accurately, reliably, and in a timely manner

**B. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph 1., Maintenance. Maintenance shall include actions taken to resolve application system failures, correct defects, maintain functionality when IT infrastructure is updated and to perform small enhancements such as adding a field or creating a new report. The maintenance that is performed will also include updating the documentation for any systems that have been changed.

**C. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected, modifications/updates are performed, and the system is returned to or placed in production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor through e-mail direction from NRC/ADM's Task Order Manager or as a call back request from the HelpDesk to the ADM user who discovered the problem.

The contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within three (3) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

NOTE: All web interfaces are only used on the NRC Intranet.

System Name	System Number	System Acronym	Software	Platform
Audiovisual/Photography	H0046	AVP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Conference Room Scheduler	H0041	CRS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Contract Tracking System (CTS, INVCTS, PO and CTSRPT)	H0042	CTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Dosimeter	H0052	DOS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Facilities Inspection Management System (part of FIXIT)	H0061	FIMS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web

FIXIT/CLEANIT	H0021	FIXIT	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Furniture Repair	H0060	FURNREP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Furniture, Office Supplies and Equipment (FOSE)	H0055	FOSE	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Guard Tracking System (GTS)	9766	GTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Integrated Personnel Security System	Programming stage	IPSS	J2EE Compliant	Web
Keys	H0051	KEYS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Labor Services	H0058	LABORSVS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Locksmith	H0048	LOCKS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Mail Services	H0057	MAIL	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Main User Interface	H0054	MAIN	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web

Metrochek	H0045	METROCHEK	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Parking Management System	H0037	PMIS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Project Tracking System	3590	PTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Signage	H0047	SIGNS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Small Equipment Repair (SER)	H0059	SER	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Special Large Room Scheduler (SLRS)	H0064	SLRS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Ticket Tracking System	Z1011	TTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
UDriveIt	H0053	UDRIVEIT	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Video Teleconferencing (VTC) System	H0056	VTC	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Visitor Information Profile	H0041	VIP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 hours per incident to evaluate an application system problem, correct and appropriately document the problem and actions taken, test corrections and prepare the corrected/new component for deployment. The Contractor shall notify the Task Order Manager and appropriate ADM user when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC/ADM's Task Order Manager or the ADM user for deployment.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC/ADM's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC/ADM's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within two work days of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an e-mail authorization from NRC/ADM's Task Order Manager.

The Contractor shall not engage in any work that would be classified as perfective maintenance (i.e., an enhancement or modification that is not due to a code or data error) without an e-mail to the NRC/ADM's Task Order Manager. The NRC/ADM Task Order Manager will need to approve the E-mail via E-mail before work will commence.

The Contractor shall not update User Guides without an e-mail authorization from NRC/ADM's Task Order Manager.

Authorized actions shall be performed by the Contractor within three (3) workdays of authorization, unless a longer time is approved by NRC/ADM's Task Order Manager.

d. Additional requirements:

- Desktop icon is made available to all users of the application
- Electronic copy is functional and workable at first installation
- Latest production version of the application is checked out through the CM Library and used for modifications
- Updated version of the application is returned to the CM Library
- Changes to source code utilize products defined in the application system baseline, unless authorization is received in writing from NRC/ADM's Task Order Manager

- New products introduced to the application system are consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board
- Task Order Manager approval is obtained, in writing, for all efforts estimated to take more than 20 hours
- Monthly status reports accurately reflect work performed and are a true reflection of task status, including expenditure of funds
- Task Order Manager is notified when less than 24 hours remain available for ADM application system maintenance
- Status reports are delivered on time
- Expertise of contractor staff is in accordance with that expected of individuals in the specified labor categories
- Contractor personnel interact professionally with Government personnel
- Assistance is provided in a courteous, professional manner

**E. Work Effort Ceiling**

A total of 768 hours are authorized under this work effort. This allows for 32 hours per system, but the work can be moved from one system to another if the Task Order Manager approves the request. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of ADM application systems.

**F. Place of Performance**

Most efforts under this task order shall be performed at the contractor site. Access to the NRC/ADM facilities shall be provided by the NRC/ADM, as required, during business hours.

**G. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval e-mail	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Deployed application update, including desktop icon for users	Contractor	When maintenance effort tested and ready for deployment
Work effort approach of Ceiling Notification e-mail	Contractor	When 24 or fewer hours are available
Status reports	Contractor	Monthly
Voucher summaries detailing funding status	Contractor	Monthly

#### **H. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform with Windows NT/XP workstations. The majority of the systems are written with a Delphi 3.0 front end and Microsoft Access 97 databases (SRS). The Intranet pieces of the applications (ISRS) will be running on a Windows 2000 server with iPlanet and IDS. The Service Request System (both SRS and ISRS) use the same Microsoft Access 97 databases. The IPSS will be written in a software application that is in the NRC agecnywide toolkit.

#### **I. Task Order Manager**

The manager for this task order is Karen Cudd (kjc1@nrc.gov), 415-6554.

#### **J. Level of Effort**

The Government's estimated level of effort for this task order is 768 staff hours per year.

**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall perform operation support tasks for systems listed below in the statement of work section, subparagraph "Operational Support," following guidance provided by the Task Order Manager. Individual efforts required of the Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support.

The Contractor shall also produce necessary documentation of work performed as defined in subparagraph "Operational Support Work Effort Reporting" listed below.

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 24 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.



The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The Contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 24 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. **Systems to Be Serviced**

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
SECY Tracking and Reporting System	9509	STARS	Delphi, PC-Docs, Sybase	Client/ Server	

b. **Independent Action**

The Contractor shall have authority to take necessary actions for up to 24 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. **Work Actions Requiring Pre-approval**

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 24 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of

effort exceeds 24 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager. The STARS application supports the Office of the Secretary and the Commissioners Offices. Under some circumstances, the Task Order Manager may request the work be performed outside of normal business hours in order to expedite needed changes or to avoid disruption of normal business.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 750 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 80 hours remains available for maintenance of STARS.

2. Operational Support

a. Systems to be Covered under Operational Support

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
SECY Tracking and Reporting System	9509	STARS	Delphi, PC-Docs, Sybase	Client/Server	

b. Definition

Operational support may take various forms, including:

1. Data support:
  - a. data interpretation,
  - b. data correction,
  - c. verification, and
  - d. entry;

2. Report Generation:

Producing reports in outputs including hard copy and electronic (MS-ACCESS), from agency systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria; and

3. Production support:

- a. initiating program sequences on a prescribed schedule.
- b. system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems (in some cases, on a 24-hour on-call basis).
- c. upon request, installing STARS software on end-user desk tops and going to previously installed desktops to perform software trouble shooting activities

c. Work of Contractor and NRC Technical Direction

The Contractor shall provide operational support in the form of Data Support, including data interpretation and correction, verification and entry, ad-Hoc Report Generation including development of new standard reports when needed, and Production Support for System Number 9509, STARS.

The Contractor shall provide Data Entry Support on an occasional basis when requested. This is expected to occur less than 12 times during the year and could consist of approximately 100 new entries to the system which will be provided to the Contractor by the NRC work element manager. The Contractor shall also be responsible for making approximately 25 field corrections to records within the application system which are caused by changes to the NRC organization structure throughout the year. The Contractor shall complete all data entry items within 24 hour of receipt.

The Contractor shall provide Ad-Hoc Report Generation support to satisfy the Office of the Secretary's need to create approximately 25 reports per year. Most of these reports shall be generated in MS-ACCESS. Specific output formats will be provided at the time of the request to the contractor which shall be delivered by the NRC Task Order Manager. Reports shall be created, run and outputs delivered in two work days from the date of the request, unless otherwise requested by the Task Order Manager.

d. Operational Support Work Effort Reporting

An activity report is required biweekly describing the support services provided during the period. This report shall be delivered to the NRC Task Order Manager no later than 2 work days into the next biweekly period.

C. **Place of Performance**

Most efforts under this task order can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required during normal business hours for on-call response.

D. **Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC	Contractor	Whenever work effort will exceed 24 hours
Work Plan and Estimate Approval e-mail (1.c)	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail (1.d)	Contractor	When 79 or less hours are available
New Versions of Application Products to CM (1.f)	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance (1.h)	Contractor	At frequency directed
Ad-Hoc Report Outputs (2.c)	Contractor	Two work days from receipt of request, unless otherwise specified
Special Reports of Work and Status - Operational Support	Contractor	At frequency directed

E. **Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**F. Task Order Manager**

The manager for this task order is Andrew Bates, 415-1963.

**G Level of Effort**

The Government's estimated level of effort for this task order is 800 staff hours per year.

**A. Background**

The U.S. Nuclear Regulatory Commission (NRC) recently launched its redesigned public (external) web site, and will shortly initiate a redesign of its internal web site. The Office of the Secretary (SECY) requires support to publish information to these sites in an efficient and expeditious way consistent with management controls and NRC web standards. SECY requests for support will be made on an "as needed" basis by the SECY Web Liaison Officer.

The SECY Web Liaison Officer, or designee, has sole responsibility for requesting modifications to SECY information on the NRC external and internal web sites through the OCIO Task Order Manager. The OCIO Task Order Manager has sole responsibility for directing contractor personnel to implement the required modifications.

**B. Scope**

The scope of work under this task order consists of enhancing, updating, and maintaining SECY sponsored document collections on the NRC external and internal web sites.

**C. Statement of Work****1. Format and Layout**

The Contractor shall be provided with material for modifying SECY sponsored information on the NRC external and internal web sites. This material may consist of various media types and formats, such as WordPerfect/Word files, floppy disk, cd, or an Adams accession number. The contractor shall format and layout material provided (e.g., graphics, texture, headings, pullouts, links, instructions or other applicable navigation or organizational aids) in accordance with NRC standards for the NRC external and internal web sites.

**2. Loading and Usage**

The Contractor shall ensure that Web pages load quickly and consistently regardless of browser (e.g., Internet Explorer or Netscape), the internet service provider, monitor size or screen resolution, or other features that may be unique to each user. The contractor shall use page features that typically require a site user to download additional software (e.g., Acrobat Reader for viewing PDF documents).

3. Applicable Laws, Standards, and Rules

The Contractor shall comply with NRC Standard Operating Procedures, Web Style Guidance, Management Controls, and any applicable laws, standards, rules, and guidance for the industry (e.g., Section 508 of the Workforce Rehabilitation Act), for all SECY web pages created and updated.

4. Link Checks

The Contractor shall review NRC's weekly report on broken links and make necessary corrections to SECY information on the external and internal web sites.

5. Hosting

The Contractor shall ensure that SECY information on the external web site shall reside within the existing NRC domain name, www.nrc.gov , and SECY information on the internal web site shall reside within the domain name www.internal.nrc.gov .

6. Dates

The Contractor shall ensure that all pages in SECY web sites shall include the date when they were last updated, unless otherwise directed in the Web Style Guidance or Management Controls. Dates on documents submitted for posting will NOT be changed when posted.

7. Coordination

The Contractor shall maintain effective communication with the NRC Task Order Manager and the SECY Web Liaison Officer to ensure coordinated and integrated work under this task. The Contractor shall notify the SECY Web Liaison officer via email when modifications are completed.

8. Availability

The Contractor shall be available, on an as needed basis, for work on SECY's external and internal web pages consistent with the Schedule of Deliverables. Work can only be performed between the hours of 8:00 am through 5:00 pm.

The Contractor shall be available to meet, as needed, with the NRC Task Order Manager and the SECY Web Liaison Officer to discuss progress, deliverables, and issues that may arise.

**D. Place of Performance**

All work shall be performed at the NRC Offices, 11545 and/or 11555 Rockville Pike, Rockville, MD, in office space provided by the Office of the Chief Information Officer.

**E. Schedule of Deliverables:**

SECY-Papers	Within 1 business day*
SRMs (Staff Requirements Memoranda)	
COMs (Commission Action Memoranda)	
CVRs (Commission Voting Records)	
Transcripts/Briefing Slides**	
CLIs (Commission Orders)	
Monthly Report to Congress	
Commission Correspondence	
Commission Schedule	
Minor Edits to Existing pages	
Link Corrections -	Within 1 hour.

\* Unless specifically negotiated with SECY to meet agency priorities

\*\*Links to Commission Meeting streamed media files will also be included in the transcript index.

**NOTE:** Failure to meet the above deliverables and adhere to agency-approved standards and guidance (Web Management Directive and Handbook 3.14) will be considered in the decision, whether or not to exercise the option years for continuation of this work by the contractor.

**F. Expertise/Skills**

Personnel shall be fluent in web site design and technology, using state-of-the-art web designing tools, such as HTML version 4.0, WordPerfect, Word, Dreamweaver, Visual SourceSafe, PDF tools, and FTP. Additionally, personnel shall be experienced in complying with Section 508 of the Workforce Rehabilitation Act, and related guidance.

**G. Task Order Manager**

The manager for this task order is Joan Hoffman, 301-415-7194.

**H. Level of Effort**

The level of effort for this task order is estimated to be 1,701 staff hours per year. The specific effort will vary during the year. It will likely be highest at the beginning of the period of performance. SECY expects to have the services of a contractor available, on an "as needed" basis, to respond to requests for posting in accordance with the Schedule of Deliverables.



**A. Background**

The U.S. Nuclear Regulatory Commission (NRC) recently launched its redesigned public (external) web site, and will shortly initiate a redesign of its internal web site. The Office of Nuclear Material Safety and Safeguards (NMSS) requires support to publish information to these sites in an efficient and expeditious way consistent with management controls and NRC web standards. NMSS requests for support will be made on an "as needed" basis by the NMSS Web Liaison Officer.

The NMSS Web Liaison Officer, or designee, has sole responsibility for requesting modifications to NMSS information on the NRC external and internal web sites through the OCIO Task Order Manager. The OCIO Task Order Manager has sole responsibility for directing contractor personnel to implement the required modifications.

**B. Scope**

The scope of work under this task order consists of enhancing, updating, and maintaining NMSS sponsored information on the NRC external and internal web sites.

**C. Statement of Work****1. Format and Layout**

The Contractor shall be provided with material for modifying NMSS sponsored information on the NRC external and internal web sites. This material may consist of various media types and formats, such as WordPerfect files, floppy disk, cd, or an Adams accession number. The contractor shall format and layout material provided (e.g., graphics, texture, headings, pullouts, links, instructions or other applicable navigation or organizational aids) in accordance with NRC standards for the NRC external and internal web sites.

**2. Loading and Usage**

The Contractor shall ensure that Web pages load quickly and consistently regardless of browser (e.g., Internet Explorer or Netscape), the internet service provider, monitor size or screen resolution, or other features that may be unique to each user. The contractor shall use page features that typically require a site user to download additional software (e.g., Acrobat Reader for viewing PDF documents).

3. Applicable Laws, Standards, and Rules

The Contractor shall comply with NRC Standard Operating Procedures, Web Style Guidance, Management Controls, and any applicable laws, standards, rules, and guidance for the industry (e.g., Section 508 of the Workforce Rehabilitation Act), for all NMSS web pages created and updated.

4. Link Checks

The Contractor shall review NRC's weekly report on broken links and make necessary corrections to NMSS information on the external and internal web sites.

5. Hosting

The Contractor shall ensure that NMSS information on the external web site shall reside within the existing NRC domain name, [www.nrc.gov](http://www.nrc.gov), and NMSS information on the internal web site shall reside within the domain name [www.internal.nrc.gov](http://www.internal.nrc.gov).

6. Dates

The Contractor shall ensure that all pages in NMSS web sites shall include the date when they were last updated, unless otherwise directed in the Web Style Guidance or Management Controls. Dates on documents submitted for posting will NOT be changed when posted.

7. Coordination

The Contractor shall maintain effective communication with the NRC Task Order Manager and the NMSS Web Liaison Officer to ensure coordinated and integrated work under this task. The Contractor shall notify the NMSS Web Liaison officer via email when modifications are completed.

8. Availability

The Contractor shall be available, on an as needed basis, for work on NMSS' external and internal web pages consistent with the Schedule of Deliverables, and work can only be performed between the hours of 8:00 am through 5:00 pm.

The Contractor shall be available to meet, as needed, with the NRC Task Order Manager and the NMSS Web Liaison Officer to discuss progress, deliverables, and issues that may arise.

**D. Place of Performance**

All work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, MD. Office space will be provided by the Office of the Chief Information Officer.

**E. Schedule of Deliverables:**

New Site or Subsite	Within 1-3 days
Numerous Edits to Existing pages	Within 1-2 days unless urgent
Minor Edits to Existing pages	Within 1 day unless urgent
Link Corrections	Within 1 hour

**Note:** The schedule for new content sent to the Web Editor may add additional time.

**F. Expertise/Skills**

Personnel shall be fluent in web site design and technology, using state-of-the-art web designing tools, such as HTML version 4.0, WordPerfect, Dreamweaver, Visual SourceSafe, PDF tools, and FTP. Additionally, personnel shall be experienced in complying with Section 508 of the Workforce Rehabilitation Act, and related guidance.

**G. Task Order Manager**

The manager for this task order is Joan Hoffman, 301-415-7194

**H. Level of Effort**

The level of effort for this task order is estimated to be 300 staff hours per year. The specific effort will vary during the year. It will likely be highest at the beginning of the period of performance. NMSS expects to have the services of a contractor available, on an "as needed" basis, to respond to requests for posting in accordance with the Schedule of Deliverables.

**A. Background**

The Nuclear Regulatory Commission (NRC) seeks assistance expanding and improving its World-Wide Web site to comply with the Electronic Freedom of Information Act and other legislation requiring the electronic dissemination of agency information to the public. This assistance includes coding select documents in the hypertext markup language (HTML) evaluating and recommending new web management technologies for its World-Wide Web (Web) servers, and assisting in the design of structured document types and the creation of electronic submittal forms in the extensible Markup Language (XML).

NRC also seeks assistance redesigning its Public World-Wide Web site (<http://www.nrc.gov>) to improve (1) the public's access to information at the site, (2) site navigability, (3) site maintenance processes, and (4) compliance with the *Electronic Freedom of Information Act* and other legislation requiring the electronic dissemination of agency information to the public.

**B. Scope**

This effort is to enable NRC (1) to populate its existing Web site with documents from the categories listed below; (2) to assist the staff, public, and NRC stakeholders in searching this information; (3) to create a repository of revisable technical reports in electronic format that is not susceptible to technological change; (4) to assist in the development of the Electronic Information Exchange (EIE) initiative; and (5) to assist in the redesign of the NRC Public Web Site.

The Contractor shall accomplish the following tasks: provide conversion, coding, and design assistance for documents in the hypertext markup language; evaluate and recommend web management technologies; assist in the development of the Electronic Information Exchange (EIE) initiative; and assist in the redesign of the NRC Public Web Site.

**C. Statement of Work**

1. Provide HTML coding support for principally large, static documents and document collections such as those listed below. If needed, the contractor shall also propose new designs for the existing NRC home page.
  - a. The contractor shall convert documents to HTML from WordPerfect (8 and later), ASCII, DBF, and other formats used by the agency. These documents and document collections may include the following, in order of priority:
    1. Information Digest (NUREG-1350)
    2. Abstract Index Journal (NUREG-0304)

3. NRC Legislation (NUREG-0980)
  4. NRC Regulations
  5. NRC Annual Report
  6. Generic Communications
  7. Policy Statements
  8. Regulatory Guides
  9. Management Directives
  10. Information Notices
  11. Administrative Letters
  12. Standard Review Plan
  13. Inspection Manual
  14. NRC Editorial Guide (NUREG-1379)
  15. Publishing Reports in the NUREG Series (NUREG-0650)
  16. Acronyms and Initialisms (NUREG-0544)
  17. Memoranda of Understanding
  18. Other NRC documents of importance (to be specified)
- b. The Contractor shall assist the staff in developing HTML coding standards, practices, and procedures.
  - c. The Contractor shall assist in designing new HTML coding formats that comply with NRC legislation and practices, such as the Americans with Disabilities Act and in accordance with good human factors practice for computerized human system interfaces, such as the guidance contained in NUREG-0700, Revision 1.
2. Support the NRC Electronic Information Exchange (EIE) initiative by accomplishing the following tasks:
    - a. Continue modifications to the pilot forms
    - b. Design, create and post new forms to the EIE site, working with NRC EIE team and NRC Program Offices to test and implement
    - c. Incorporate and test new capabilities at EIE Web site upon request by NRC, including but not limited to encryption and automated email notification
    - d. Maintain cognizance of technological developments related to EIE software and hardware issues, including maintaining email contact with EIE vendor. This task should be documented in biweekly progress reports stated below
    - e. Assist in setting up client software and tracking related technical issues in the biweekly status reports
    - f. Participate in regularly scheduled and *ad hoc* EIE meetings planned by the NRC
    - g. Train one or more contractors (as resources are made available) in all aspects of the EIE initiative.

3. The Contractor shall be expected to code and post new documents within 3 - 5 days; update existing document collections within 2 - 3 days; index and link a collection of documents within 4 - 6 days; create a new site in 7 - 14 days; and revise or update an existing site in 2 - 3 days.

#### **D. Reporting Requirements**

1. The Contractor shall submit biweekly progress reports covering existing tasks.

The progress report should also present any scheduling problems or technical issues that may have a major effect on a task. The report should also include task budget information such as hours or dollars used and remaining. The tasks covered by progress reports shall include development of new HTML documents.

2. The Contractor shall submit all documentation in draft form to the NRC for review and comment.

The NRC will give the contractor written comments within 10 work days of receipt of each draft report. The contractor shall prepare a final report within 10 work days of receipt of NRC comments.

3. The Contractor shall submit all final documentation to NRC for approval before moving to the next milestone.

#### **E. Deliverables**

1. Web Maintenance

- a. The Contractor shall deliver HTML document instances (as needed):

This effort may include converting documents to HTML from WordPerfect (5.1 and later), ASCII, DBF, and other formats used by the agency

- b. The Contractor shall deliver all DTDs, style sheets, data conversion programs, and any other such items created when prototyping applications.

These items will be delivered upon the completion and acceptance of the prototype.

2. Provide HTML coding support and design assistance

Continuing, as source material is supplied by NRC. Each document is expected to require less than 5 days of effort. A maximum of 500 pages may be expected per week.

3. Provide EIE Web support as specified by the NRC.

**F. Place of Performance**

Work under this task order shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, Maryland.

**G. Expertise/Skills**

1. Contract personnel shall have requisite training/experience in website design and technology.
2. Contract personnel shall be available full time at NRC site.
3. Contract personnel shall provide telephone and other contact information to ensure availability throughout the period of contract.
4. Contract personnel shall meet weekly in person at the NRC site to discuss progress, present deliverables, and discuss any other issues that may arise.

**H. Task Order Manager**

The manager for this task order is Jeffrey Main, 415-6845.

**I. Level of Effort**

The Government's estimated level of effort for this task order is 2,336 staff hours per year.

**J. Attachments**

1. NRC Management Directive and Handbook 3.14, "Availability of Nuclear Regulatory Commission Information on the World Wide Web"
2. Web Page: "NRC Standards and Recommendations for Content Posted to the Public Web Site"
3. Site Statistical Summary
4. Memorandum to office directors and regional administrators requesting comment on proposed content of NRC's Public Web site.

**A. Background**

The U.S. Nuclear Regulatory Commission (NRC) recently launched its redesigned public (external) web site, and will shortly initiate a redesign of its internal web site. The Office of Nuclear Material Safety and Safeguards (RES) requires support to publish information to these sites in an efficient and expeditious way consistent with management controls and NRC web standards. RES requests for support will be made on an "as needed" basis by the RES Web Liaison Officer.

The RES Web Liaison Officer, or designee, has sole responsibility for requesting modifications to RES information on the NRC external and internal web sites through the OCIO Task Order Manager. The OCIO Task Order Manager has sole responsibility for directing contractor personnel to implement the required modifications.

**B. Scope**

The scope of work under this task order consists of enhancing, updating, and maintaining RES sponsored document collections on the NRC external and internal web sites.

**C. Statement of Work****1. Format and Layout**

The Contractor shall be provided with material for modifying RES sponsored information on the NRC external and internal web sites. This material may consist of various media types and formats, such as WordPerfect files, floppy disk, cd, or an Adams accession number. The Contractor shall format and layout material provided (e.g., graphics, texture, headings, pullouts, links, instructions or other applicable navigation or organizational aids) in accordance with NRC standards for the NRC external and internal web sites.

**2. Loading and Usage**

The Contractor shall ensure that Web pages load quickly and consistently regardless of browser (e.g., Internet Explorer or Netscape), the internet service provider, monitor size or screen resolution, or other features that may be unique to each user. The Contractor shall use page features that typically require a site user to download additional software (e.g., Acrobat Reader for viewing PDF documents).



3. Applicable Laws, Standards, and Rules

The Contractor shall comply with NRC Standard Operating Procedures, Web Style Guidance, Management Controls, and any applicable laws, standards, rules, and guidance for the industry (e.g., Section 508 of the Workforce Rehabilitation Act), for all RES web pages created and updated.

4. Link Checks

The Contractor shall review NRC's weekly report on broken links and make necessary corrections to RES information on the external and internal web sites.

5. Hosting

The Contractor shall ensure that RES information on the external web site shall reside within the existing NRC domain name, [www.nrc.gov](http://www.nrc.gov), and RES information on the internal web site shall reside within the domain name [www.internal.nrc.gov](http://www.internal.nrc.gov).

6. Dates

The Contractor shall ensure that all pages in RES web sites shall include the date when they were last updated, unless otherwise directed in the Web Style Guidance or Management Controls. Dates on documents submitted for posting will NOT be changed when posted.

7. Coordination

The Contractor shall maintain effective communication with the NRC Task Order Manager and the RES Web Liaison Officer to ensure coordinated and integrated work under this task. The Contractor shall notify the RES Web Liaison officer via email when modifications are completed.

8. Availability

The Contractor shall be available, on an as needed basis, for work on RES' external and internal web pages consistent with the Schedule of Deliverables, and within the hours of 8:00 am to 5:00 pm.

The Contractor shall be available to meet, as needed, with the NRC Task Order Manager and the RES Web Liaison Officer to discuss progress, deliverables, and issues that may arise.

**D. Place of Performance**

All work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, MD, in office space provided by the Office of the Chief Information Officer.

**E. Schedule of Deliverables:**

Incorporation of New Pages	Within 2 business days*
Edit Existing Pages (Up to 5 pages - light edit Up to 2 pages - rewrite)	Within 1 business day
Large Documents (e.g., Regulatory Guides, NUREGs)	Within 5 working days
Link Corrections	Within 1 hour

\* Unless specifically negotiated with RES to meet agency priorities

**NOTE:** Failure to meet the above deliverables and adhere to agency-approved standards and guidance (Web Management Directive and Handbook 3.14) will be considered in the decision whether or not to have the contractor continue this work in the option years.

**F. Expertise/Skills**

Personnel shall be fluent in web site design and technology, using state-of-the-art web designing tools, such as HTML version 4.0, WordPerfect, Dreamweaver, Visual SourceSafe, PDF tools, and FTP. Additionally, personnel shall be experienced in complying with Section 508 of the Workforce Rehabilitation Act, and related guidance.

**G. Task Order Manager**

The manager for this task order is Joan Hoffman, 301-415-7194

**H. Level of Effort**

The level of effort for this task order is estimated to be 705 staff hours per year. The specific effort will vary during the year. It will likely be highest at the beginning of the period of performance. RES expects to have the services of a contractor available, on an "as needed" basis, to respond to requests for posting in accordance with the Schedule of Deliverables.

**A. Background**

The U.S. Nuclear Regulatory Commission (NRC) recently launched its redesigned public (external) web site, and will shortly initiate a redesign of its internal web site. The Office of Nuclear Material Safety and Safeguards (NMSS) requires support to publish information to these sites in an efficient and expeditious way consistent with management controls and NRC web standards. NMSS requests for support will be made on an "as needed" basis by the NMSS Web Liaison Officer.

The NMSS Web Liaison Officer, or designee, has sole responsibility for requesting modifications to NMSS information on the NRC external and internal web sites through the OCIO Task Order Manager. The OCIO Task Order Manager has sole responsibility for directing contractor personnel to implement the required modifications.

**B. Scope**

The scope of work under this task order consists of enhancing, updating, and maintaining NMSS sponsored information on the NRC external and internal web sites.

**C. Statement of Work****1. Format and Layout**

The Contractor shall be provided with material for modifying NMSS sponsored information on the NRC external and internal web sites. This material may consist of various media types and formats, such as WordPerfect files, floppy disk, cd, or an Adams accession number. The contractor shall format and layout material provided (e.g., graphics, texture, headings, pullouts, links, instructions or other applicable navigation or organizational aids) in accordance with NRC standards for the NRC external and internal web sites.

**2. Loading and Usage**

The Contractor shall ensure that Web pages load quickly and consistently regardless of browser (e.g., Internet Explorer or Netscape), the internet service provider, monitor size or screen resolution, or other features that may be unique to each user. The contractor shall use page features that typically require a site user to download additional software (e.g., Acrobat Reader for viewing PDF documents).

3. Applicable Laws, Standards, and Rules

The Contractor shall comply with NRC Standard Operating Procedures, Web Style Guidance, Management Controls, and any applicable laws, standards, rules, and guidance for the industry (e.g., Section 508 of the Workforce Rehabilitation Act), for all NMSS web pages created and updated.

4. Link Checks

The Contractor shall review NRC's weekly report on broken links and make necessary corrections to NMSS information on the external and internal web sites.

5. Hosting

The Contractor shall ensure that NMSS information on the external web site shall reside within the existing NRC domain name, www.nrc.gov , and NMSS information on the internal web site shall reside within the domain name www.internal.nrc.gov .

6. Dates

The Contractor shall ensure that all pages in NMSS web sites shall include the date when they were last updated, unless otherwise directed in the Web Style Guidance or Management Controls. Dates on documents submitted for posting will NOT be changed when posted.

7. Coordination

The Contractor shall maintain effective communication with the NRC Task Order Manager and the NMSS Web Liaison Officer to ensure coordinated and integrated work under this task. The Contractor shall notify the NMSS Web Liaison officer via email when modifications are completed.

8. Availability

The Contractor shall be available, on an as needed basis, for work on NMSS' external and internal web pages consistent with the Schedule of Deliverables, and within the hours of 8:00 am to 5:00 pm.

The Contractor shall be available to meet, as needed, with the NRC Task Order Manager and the NMSS Web Liaison Officer to discuss progress, deliverables, and issues that may arise.

**D. Place of Performance**

All work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, MD, in office space provided by the Office of the Chief Information Officer.

**E. Schedule of Deliverables:**

New Site or Subsite	Within 1-3 days
Numerous Edits to Existing pages	Within 1-2 days unless urgent
Minor Edits to Existing pages	Within 1 day unless urgent
Link Corrections	Within 1 hour.

**NOTE:** Failure to meet the above deliverables and adhere to agency-approved standards and guidance (Web Management Directive and Handbook 3.14) will be considered in the decision whether or not to have contractor continue this work in the option years.

**F. Expertise/Skills**

Personnel shall be fluent in web site design and technology, using state-of-the-art web designing tools, such as HTML version 4.0, WordPerfect, MS Word, Dreamweaver, Visual SourceSafe, PDF tools, and FTP. Additionally, personnel shall be experienced in complying with Section 508 of the Workforce Rehabilitation Act, and related guidance.

**G. Task Order Manager**

The manager for this task order is Joan Hoffman, 301-415-7194

**H. Level of Effort**

The level of effort is estimated to be 600 contractor hours per year. The specific effort will vary during the year. It will likely be highest at the beginning of the period of performance. NMSS expects to have the services of a contractor available, on an "as needed" basis, to respond to requests for posting in accordance with the Schedule of Deliverables.

**A. Background**

The U.S. Nuclear Regulatory Commission (NRC) recently launched its redesigned public (external) web site, and will shortly initiate a redesign of its internal web site. The Office of Public Affairs (OPA) requires support to publish information to these sites in an efficient and expeditious way consistent with management controls and NRC web standards. OPA requests for support will be made on an "as needed" basis by the OPA Web Liaison Officer.

The OPA Web Liaison Officer, or designee, has sole responsibility for requesting modifications to OPA information on the NRC external and internal web sites through the OCIO Task Order Manager. The OCIO Task Order Manager has sole responsibility for directing contractor personnel to implement the required modifications.

**B. Scope**

The scope of work under this task order consists of enhancing, updating, and maintaining OPA sponsored information on the NRC external and internal web sites.

**C. Statement of Work****1. Format and Layout**

The Contractor shall be provided with material for modifying OPA sponsored information on the NRC external and internal web sites. This material may consist of various media types and formats, such as WordPerfect files, floppy disk, cd, or an Adams accession number. The contractor shall format and layout material provided (e.g., graphics, texture, headings, pullouts, links, instructions or other applicable navigation or organizational aids) in accordance with NRC standards for the NRC external and internal web sites.

**2. Loading and Usage**

The Contractor shall ensure that Web pages load quickly and consistently regardless of browser (e.g., Internet Explorer or Netscape), the internet service provider, monitor size or screen resolution, or other features that may be unique to each user. The contractor shall use page features that typically require a site user to download additional software (e.g., Acrobat Reader for viewing PDF documents).

**3. Applicable Laws, Standards, and Rules**

The Contractor shall comply with NRC Standard Operating Procedures, Web Style Guidance, Management Controls, and any applicable laws,

standards, rules, and guidance for the industry (e.g., Section 508 of the Workforce Rehabilitation Act), for all OPA web pages created and updated.

4. Link Checks

The Contractor shall review NRC's weekly report on broken links and make necessary corrections to OPA information on the external and internal web sites.

5. Hosting

The Contractor shall ensure that OPA information on the external web site shall reside within the existing NRC domain name, [www.nrc.gov](http://www.nrc.gov) , and OPA information on the internal web site shall reside within the domain name [www.internal.nrc.gov](http://www.internal.nrc.gov) .

6. Dates

The Contractor shall ensure that all pages in OPA web sites shall include the date when they were last updated, unless otherwise directed in the Web Style Guidance or Management Controls. Dates on documents submitted for posting will NOT be changed when posted.

7. Coordination

The Contractor shall maintain effective communication with the NRC Task Order Manager and the OPA Web Liaison Officer to ensure coordinated and integrated work under this task. The Contractor shall notify the OPA Web Liaison officer via email when modifications are completed.

8. Availability

The Contractor shall be available, on an as needed basis, for work on OPA's external and internal web pages consistent with the Schedule of Deliverables, and within the hours of 8:00 am to 5:00 pm.

The Contractor shall be available to meet, as needed, with the NRC Task Order Manager and the OPA Web Liaison Officer to discuss progress, deliverables, and issues that may arise.

**D. Place of Performance**

All work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, MD, in office space provided by the Office of the Chief Information Officer.

**E. Schedule of Deliverables:**

Press Releases	Within 1 hour.
Speeches	Within 2 hours unless urgent.
Fact Sheets	Within 1 working day.
Link Corrections	Within 1 hour.

**NOTE:** Failure to meet the above deliverables and adhere to agency-approved standards and guidance (Web Management Directive and Handbook 3.14) will be considered in the decision whether or not to have the contractor continue this work in the option years.

**F. Expertise/Skills**

Personnel shall be fluent in web site design and technology, using state-of-the-art web designing tools, such as HTML version 4.0, WordPerfect, Dreamweaver, Visual SourceSafe, PDF tools, and FTP. Additionally, personnel shall be experienced in complying with Section 508 of the Workforce Rehabilitation Act, and related guidance.

**G. Task Order Manager**

The manager for this task order is Joan Hoffman, 301-415-7194

**H. Level of Effort**

The level of effort for this task order is estimated to be 300 staff hours per year. The specific effort will vary during the year. It will likely be highest at the beginning of the period of performance. OPA expects to have the services of a contractor available, on an "as needed" basis, to respond to requests for posting in accordance with the Schedule of Deliverables.



**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**a. Systems to be Serviced**

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Manpower Reporting System	1213	MPS	Cobol, DB2, ISPF, PL/1	Mainframe	
Technical Assignment Control System	1208	TACS	Cobol, DB2, ISPF, PL/1, Wylbur	Mainframe	

**b. Initiation of Work**

Based on prior fiscal year conversions, the following tables, files, etc., must be either used or modified (i.e., 1999 to 2000, 2000 to 2001, etc.):

**1. Program libraries:**

Library Name	Member Name(s)
WDC1UOI.RITSDB2.SOURCE WDC1UOI.RITSDSNP.LOADLIB WDC1UOI.RITSDSNP.DBRMLIB	Member: P1213703
WDC1UOI.MMSDB2.SOURCE WDC1UOI.MMSDSNP.LOADLIB WDC1UOI.MMSDSNP.DBRMLIB	MPSW2TI,MPSUPD95(new PL1 program)
WDC1UOI.RITSDSNP.PANEL	MMS00MM

Library Name	Member Name(s)
WDC1UOI.RITSDSNP.CLIST	MPSUPD95

Library Name	Member Name(s)
WDC1UOI.REPORTS.DSNP.CP	DB2PROCS, NMSRPT1, NMSRPT2, NMSRPT3, NMSRPT4, NMSRPT5A, NMSRPT5B, NMSRPT5E, NMSRPT7, NMSRPT7B, NMSRPT7C, NMSRPT8, REGRPT1, REGRPT2, REGRPT3, REGRPT4, AND REGRPT5.

2. Pre-compile/Bind JCL's:

Library Name	Member Name(S)
WDC1UOI.RITSDSNP.JCLLIB	COMP703, BIND703, MSUPD954, AND BINDUP95
WDC1MPS.MMSDSNP.JCLLIB	COMPW2TI AND BINDW2TI

3. Working Libraries:

Library Name	Member Name(s)
WDC1UOF.PAYF.CONVERT	BIND, CONVADDA, CONVCASE, CONVLIN, CONVPABU, CONVSACT, CONVTAC, CONVTRAN, CONWALK, CPRECOMP, DEFFY95, FREEBIND, LOADPA, RUNADDA, RUNCASE, RUNLINE, RUNPABU, RUNSACT, RUNTAC, RUNTRANS, RUNWALK, TRANF95
WDC1UOF.RITSDSNP.LOADLIB	
WDC1UOF.RITSDSNP.DBRMLIB	
WDC1UOF.RITSDSNP.JCLLIB	ADDACT, CASE, LINEITEM, PA, PABUDGET, PAXWALK, TAC, and TRANSACT
WDC1UOF.UNLOAD.JCLLIB	ADDACT, CASE, PABUDGET
WDC1UOF.CREATE.DSND.TABLES	ADDACT, CASE, LINEITEM, PA, PABUDGET, PAXWALK, STAFFACT, TAC, TACOFF, TACREV, TRANSACT

4. DB2 Tables:

Library Name	Member Name(s)
WDC1MPS.TRANSACT_FY??	(new)
WDC1MPS.TRANSACT	(updated)
WDC1UOI.PA	(updated PA FY??)
WDC1UOI.PA_BUDGET	(reloaded)
WDC1UOI.ADDITIONAL_ACT	(updated PA FY??)
WDC1UOI.TAC	(updated PA FY??)
WDC1UOI.LINEITEM	(updated PA FY??)

5. DCLGEN:

a. WDC1UOI.RITSDB2.DCLGEN(TRAN98PL)

6. WYLBUR (crosswalk) dataset:

Library Name	Member Name(s)
WDC1QCX.PA??XWALK	(crosswalk working file)
WDC1UOF.TRANSACT.ALL.DATA	(TRANSACT unloaded)
WDC1UOF.TAC.DATA	(TAC unloaded)
WDC1UOF.CASE.DATA	(CASE unloaded)
WDC1UOF.LINEITEM.DATA	(LINEITEM unloaded)
WDC1UOF.ADDACT.DATA	(ADDITIONAL_ACT unloaded)
WDC1UOF.PABUDGET.DATA	(PA_BUDGET unloaded)
WDC1UOF.PAXWALK.DATA	(PA_XWALK unloaded)
WDC1UOF.PA.DATA	(PA unloaded)

c. Description of the Work to be Performed/Remarks:

1. Prepare Necessary Files:

A new PA crosswalk WYLBUR file (WDC1UOI.FY??PA.CONVER, RECFM=FB, LRECL=80) has to be created in production UOI for the conversion process. This file will then be reorganized for use by the conversion programs in the library WDC1UOI.PAY.CONVRT.

2. Unloaded DB2 tables:

The production (under UOI and MPS) DB2 tables have to be unloaded as backup files, using JCL in WDC1UOI.UNLOAD.JCLLIB.

WDC1UOF.ADDACT.DATA	From	WDC1UOI.ADDITIONAL_ACT
WDC1UOF.CASE.DATA	From	WDC1UOI.CASE
WDC1UOF.LINEITEM	From	WDC1UOI.LINEITEM
WDC1UOF.PA.DATA	From	WDC1UOI.PA
WDC1UOF.PABUDGET.DATA	From	WDC1UOI.PA.BUDGET
WDC1UOF.PAXWALK.DATA	From	WDC1UOI.PA.XWALK
WDC1UOF.TAC.DATA	From	WDC1UOI.TAC
WDC1UOF.TRANSACTION.ALL.DATA	From	WDC1MPS.TRANSACTION

3. Prepare test DB2 tables:

The test DB2 tables under UOF have to be created and refreshed from production UOI and MPS for testing purposes using the WDC1UOF.CREATE.DB2.TABLES or WDC1UOF.REFRESH.JCLLIB.

4. Prepare and load FY20??

The unloaded PA file WDC1UOF.PA.DATA has to be updated using the ISPF utility to incorporate the PA change in FY?? and saved as WDC1QCX.PA.DATA.NEW. The test WDC1UOF.PA.TABLE has to be reloaded with x number of rows using JCL WDC1UOF.PA.CONVERT(LOADPA) and the file WDC1QCX.PA.DATA.NEW.

5. Reload DB2 table PA BUDGET:

The DB2 table PA\_BUDGET has to be refreshed to clear the "check pending" flag using JCL WDC1UOF.JCLLIB(PABUDGET).

6. Prepare Conversion Programs:

Some existing COBOL/370 programs will have to be modified and new conversion programs written to accommodate the new crosswalk format. Two new programs will have to be written as a result of the Starfire implementation. The first one will be used to convert the new TAC\_PA\_T table. This table identifies the fiscal year and planned accomplishment number for each TAC record. The second program will be used to convert the INSP\_PA\_T table. This table is used by the inspection program for all types of facilities. It is used to generate a planned

accomplishment number whenever a staff member is spending time doing an inspection activity. It is organized by the type of facility and the fiscal year. This first year the programs need to be written and then maintained every year thereafter.

7. New DB2 tables and Programs:

A new test DB2 WDC1UOF.TRANS.ACT.FY?? Dclen TRANOL00, PL1 program MPSUPD00, clist MPSUPD00 needs to be created to provide the maintenance of the FY01 transaction table.

8. Programs/Panel/CP's modifications:

Modifications will probably have to be made to programs P1213703 and MPSW2TI to incorporate the changes in the fiscal year PA's. Modifications will also have to be made to MMSP00MM to include a new option 13 for transaction FY01 maintenance.

The following CP's (in WDC1UOI.REPORTS.DSNP.CP) will also have to be modified to include the fiscal year and error messages:

NMSRPT1, NMSRPT12, NMSRPT2, NMSRPT3, NMSRPT4, NMSRPT5A, NMSRPT5B, NMSRPT5E, NMSRPT7, NMSRPT7C, NMSRPT8, REGRPT1, REGRPT2, REGRPT3, REGRPT4, AND REGRPT5.

9. Testing the conversion.

The PA for fiscal year conversion should be tested under WDC1UOF.

10. Implementation

The PA for the Conversion needs to be implemented into production MPS and UOI ASAP. It will have to be executed at night or on a weekend since the system cannot be out of service during daily work hours. A new sequential dataset, WDC1UOI.DU.TITLES (used in program P1213703) also has to be created from the FY03 dataset to provide the titles and decision units in the fiscal year.

d. Standard Work Approach

The Contractor shall perform maintenance actions using the current production version of the application system source which is controlled by the CM Library . Changes to application system source code shall be made utilizing only those vendor products defined in the application system baseline, unless authorization has been received in writing from NRC's Task Order Manager (i.e., if the application is coded in CLIPPER 5.2d, only CLIPPER 5.2d will be utilized in the changes). It is the responsibility of both NRC's Task Order Manager and the Contractor to ensure that introduction of any new product to the application system is consistent with the authorized list of vendor products (aka toolkit)

approved by NRC's Environmental Change Control Board. Check-out of application system code and related products (test data, documentation, etc.) through the CM Library is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an e-mail to NRC's Task Order Manager defining actions taken and readiness of the application for deployment. This notification shall indicate that the application system has been submitted and is available as the current version for deployment through the CM Library. The Contractor shall remain available to assist the deployment contractor and answer any questions associated with deployment of the application and/or data.

e. Work Effort Ceiling

The total hours authorized under this work effort per conversion effort is 600 hours. An E-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 50 hours remain available for the conversion effort.

f. Maintenance Work Effort Reporting

The Contractor and the NRC Task Order Manager shall attend, as required, occasional (but not more than 3) meetings at the NRC to discuss significant conversion issues.

**C. Place of Performance**

Most efforts being performed by this contractor shall be accomplished at the contractor site. Access to the NRC facilities shall be provided by the NRC staff, as required, for the contractor personnel during normal working hours for the duration of this SOW.

**D. Schedule of Deliverables**

The Contractor shall schedule the Planned Accomplishment (PA) conversion no later than 15 days after receipt of the request. The Contractor shall include, in their proposed schedule, one week of NRC time for delivery of proposed PA changes from the NRC and then schedule the conversion to occur within 5 weeks time but no later than 6 weeks from the start of the conversion effort.

The Contractor shall notify the NRC Task Order Manager upon successful completion of the said conversion. The NRC Task Order Manager will review the results of the conversion within 5 days of notification and will notify the contractor, via email, of the findings.

**E. Expertise/Skills**

The Contractor shall provide personnel with the following skills:

- A. Experience with and knowledge of the NIH computer facility, and
  - 1. Experience with and knowledge of DB2, and

2. Experience with and knowledge of Regulatory Information Tracking System (RITS), and previous conversion cycles, and
3. Experience with and knowledge of PowerBuilder, and
4. Experience with and knowledge of Sybase, and
5. Experience with and knowledge of the Novell LAN platform.

**F. Task Order Manager**

The manager for this task order is William Usilton, 415-5798.

**G. Level of Effort**

The Government's estimated level of effort for this task order is 650 staff hours per year.

**A. Background**

The Office of Human Resources (HR) requires technical, project management, administrative, and transitional support for its Information Technology/Management projects. Currently, the Human Resources Management System (HRMS) serves as the historical repository of HR data. The system uses PeopleSoft HR and PeopleSoft Training Administration to collect, store and process Personnel Actions and training data. In addition, HR has begun utilizing additional client-server applications and Applications Service Providers (ASPs) such as QuickHire, to provide added functionality, such as the ability for applicants to apply on-line. HR has also developed a Strategic Workforce Planning tool. The level of support for maintenance and operation of these systems and platforms will fluctuate over the next few years as HR is transitioning to a new personnel system (DOI/FPPS) and a new training system, and plans to replace existing systems and tools with new ones.

HR currently uses Crystal Reports, SQR and PS Query to extract and provide HR information and data from a variety of applications and platforms. HR plans to utilize additional tools such as Cognos and BRIO to extract data in the future.

HR staff will continue to receive requests for data and information from internal and external stakeholders. HR currently uses Crystal Reports, PS Query and other tools to access and to develop a means to extract and distribute standardized and parameter-driven reports and data to stakeholders. Currently, the required data is placed on a shared network drive so that information vital for effective decision-making is readily available to HR staff and clients on an as needed basis.

The Contractor shall provide maintenance, operations, training and data analysis, and data entry support for existing applications, as well as provide the necessary transitional support for HR as the NRC moves a new human resources information system. In addition, the contractor may assist in the analysis, development, implementation rollout and/or integration of other web-based HR systems and reporting tools. Further development and implementation of the HR Standard Reports e-Library will be pursued, as resources permit.

**B. Scope**

To provide systems, maintenance, operational, training, data analysis, data entry, and transitional support for Office of Human Resources systems.

The Contractor shall perform operational support tasks for systems listed below in the statement of work section, subparagraph "Operational Support," following guidance provided by the Task Order Manager. Individual efforts required of the



Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support for the identified HR systems. The Contractor shall also produce necessary documentation of work performed.

**C. Statement of Work**

**1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The Contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and maintained by task order number in a log to be provided on a monthly basis to the P.O. for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform
Human Resources Information System		HRIS		
Client/Server Reporting Interface	F0016	CSRI	Crystal Reports	UnixSybase
PeopleSoft		PeopleSoft		

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

A request for a fix will be e-mailed from either the NRC Task Order Manager or Technical Task Manager, to the contractor responsible for the upkeep of the application. The repair should be completed within 5 days, unless a longer time is specified due to the present workload of the contractor. Emergency fixes will be completed within two business days, such emergencies flagged as such by the NRC Task Order Manager or her designee. The Contractor shall send an email to the NRC Task Order Manager or the Technical Task Manager, with a copy to the Task Order Manager, when the work is completed.

Modifications made by each fix request will be recorded in an update/record log. All required documentation will be updated to reflect the fix.

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work

estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 60 *hours*. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 *hours* remain available for maintenance of an application system.

2. Operational Support

a. Systems to be Covered under Operational Support

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Human Resources Information System		HRIS			
Client/Server Reporting Interface	F0016	CSRI			See 2.c
PeopleSoft		PeopleSoft			See 2.c

b. Definition

Operational support may take various forms, including:

1. Data Services and Support:

- a. data interpretation,
  - b. OCR, scanning,
  - c. verification, and
  - d. entry;
- Federal Financial System (FFS) and supporting databases - data entry and verification
  - HR Training System - data entry and verification (PeopleSoft HR, Cold Fusion, Access DB, WordPerfect 8.0)
  - HR Production System - analysis, technical support, development of databases (Crystal Reports 6.0, PS Query, Cognos, Microsoft Excel, Microsoft Access, WordPerfect 8.0, .html)

2. Report/Output Generation:

Producing reports in outputs including hard copy and electronic (Crystal Reports 6.0, PS Query, Cognos, or other reporting tools; .pdf or .html format) for inclusion on the Internal Web or a shared network drive. Report generation will be required from a variety of HR systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria. HR currently uses Crystal Reports, SQR, PS Query and other tools to access and to develop a means to extract and distribute standardized and parameter-driven reports and data to stakeholders. Routinely, such data/information is placed on a shared network drive so that information vital for effective decision-making is readily available to HR staff and clients on an as needed basis. HR has a Standard Reports Library consisting of approximately 35 parameter-driven reports that will be maintained and eventually converted to the new human resources system (DOI/FPPS) as part of this effort. HR plans to utilize additional tools such as Cognos and BRIO to extract data in the future.

Producing reports in outputs including hard copy and electronic (PS Query, Crystal Reports, MS-Excel, MS-ACCESS, WordPerfect, PDF, ASCII, QUATTRO PRO format, etc.), from agency systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria; and

3. Production support: The contractor shall provide production support as HR transitions from using PeopleSoft HRMS to the new DOI/FPPS. The level of effort for support is estimated at 950 hours per year.

- a. initiating program sequences on a prescribed schedule,
- b. data transfers between systems either through submission of electronic processes (programs) or inputs of tapes or other physical media;
- c. system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems (in some cases, on a 24-hour on-call basis).

c. Work of Contractor and NRC Technical Direction

The Contractor shall provide operational support in the form of data analysis and data entry support, and verification for the Federal Financial System (DOI/FFS). In addition, the Contractor shall provide data entry support for HR's database that supports the FFS. The level of effort will be approximately 950 hours per year.

The Contractor shall provide operational support in the form of data analysis and data entry support and verification for the agency human resources system and the agency training system, and other HR systems as needed. The level of effort will be approximately 950 hours per year.

**Standard Reports:** The Contractor will provide support for the maintenance of the existing Standard Reports Library, as well as adapting those Standard Reports to work with the new human resources system. The Contractor will provide support for the development of any new standardized and parameter-driven queries and reports from an existing database for use by HR and various groups outside of HR that need HR report data on a regular basis. The level of effort for support is estimated at 750 hours for the first year, with the level of effort decreasing once the reports have been modified to work with the new human resources system. Tasks may include the following:

1. Create and quality check the standard and parameter-driven reports in a variety of formats (e.g., PS Query, Crystal executables) so that users may readily access them.
2. Periodically review reports requested and provide recommendations on changes to reports (discontinue use of report, create new report, change format of report, etc.) based on feedback. Additionally, provide recommendations on how to best satisfy data requests.
3. Maintain and update standard reports on a shared drive in a read-only format with proper security to protect the privacy of the data.
4. Create specialized reports to be added to various users' desktops, so they may generate specific data on a regular basis.
5. Determine means to provide information to users over the NRC Intranet with the use of passwords to provide security.

**Ad Hoc Reporting:** The Contractor shall provide Ad-Hoc Report Generation and data analysis support to satisfy the agency need to create approximately 50 reports per year. Most of these reports shall be against multiple tables and should be sorted based on criteria provided at the time of the request. Generally, these ad-hoc reports will generate an electronic format file in PS Query, Crystal Reports, PDF, MS-Excel, or QUATTRO Pro format, but specifics output formats will be provided at the time of

the request to the contractor which shall be delivered by the NRC Task Order Manager. Reports shall be created, run and outputs delivered in two work days from the date of the request. The level of effort for support is estimated at 200 hours per year.

d. Operational Support Work Effort Reporting

An activity report is required bi-weekly that describes the counts of transactions and types for Data Support services provided by system for the two-week period beginning on a Monday and ending on a Friday. The report shall be provided to the NRC Task Order Manager by no later than noon on Monday following the closing Friday of the two-week period. An activity report defining the system being queried, the query constructed, the requestor (name, office and phone number), the level of effort expended, and the output criteria is required biweekly by system for work performed. This report shall be delivered to the NRC Task Order Manager no later than two work days into the next biweekly period.

D. **Place of Performance**

The technical support, report generation, data analysis, and data entry support shall be performed on-site during NRC official duty hours. Other efforts may be performed. Access to the NRC facilities shall be provided by the NRC, as required during non-business hours.

E. **Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval e-mail	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail	Contractor	When 23 or less hours are available
New Versions of Application Products to CM	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance	Contractor	At frequency directed
Ad-Hoc Report Outputs	Contractor	Two work days from receipt of request

Special Reports of Work  
and Status - Operational  
Support

Contractor

At frequency directed

- b. data transfers between systems either through kick-off of electronic processes (programs) or inputs of tapes or other physical media;
- c. system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems.

Procedure	Frequency	Contractor Activity	Output of Activity
1) Nightly processing jobs and downloads	Daily before 7:30 am	<ul style="list-style-type: none"> <li>✓ Check logs</li> <li>✓ Document any problems</li> <li>✓ If any problems occurred with nightly jobs, must follow notification and follow up procedures</li> </ul>	None
2) Monthly	1 <sup>st</sup> of Month	<ul style="list-style-type: none"> <li>✓ Generate monthly reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ .pdf files distributed electronically</li> </ul>
3) Quarterly	Beginning of new quarter	<ul style="list-style-type: none"> <li>✓ Generate quarterly reports</li> </ul>	<ul style="list-style-type: none"> <li>✓ .pdf files distributed electronically</li> </ul>

#### F. Expertise/Skills

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrated through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform. Demonstrated ability to perform data analysis.

Demonstrated ability to analyze user data requests based on written and verbal requests, follow-up to formulate report specifications for the creation of finished production or ad hoc reports using a variety of data reporting tools, including Crystal Reports, Microsoft Access, SQR, BRIO, or other SQL-based programs, as well as document and chart creation tools, such as WordPerfect, Excel, and Quattro Pro.

Demonstrated ability to analyze data structures in databases and data files in a variety of formats, including Sybase, Oracle, SQL Server, MS Access, Cognos, Excel, and flat files in order to generate reports, provide technical support for the development of database schema, design improvements, data conversions, and interface file development.

The Contractor shall provide personnel with the following skills:

1. Working experience with and knowledge of Crystal Reports version 6.0, and
2. Working experience with and knowledge of SYBASE version 12.0, and
3. Working experience with and knowledge of Novell LAN platform
4. Experience in analysis and design of complex enterprise-wide client-server applications, and
4. Experience in report development and complex data analysis, and
5. Experience with database management systems technologies

**G. Task Order Manager**

The manager for this task order is Jeanne Dempsey, 415-5347.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 4,020 staff hours per year.



**A. Scope**

The Contractor shall perform operation support tasks for systems and tables listed below in the statement of work section, subparagraph "Operational Support," following guidance provided by the NRC Task Order Manager. Individual efforts required of the Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support, as defined below.

The Contractor shall also produce necessary documentation of work performed as defined in subparagraphs "Operational Support Work Effort Reporting" listed below.

**B. Statement of Work****1. Operational Support****a. Tables (Systems) to be Covered under Operational Support**

The following is a list of tables, along with their associated system numbers, that shall be monitored on a daily basis to ensure that the data is correctly transmitted to and/or from the SYBASE Reactor Program System (RPS) client/server database to the NIH DB2 FEES mainframe database:

1. Inspection Report Tracking Table (1205)
2. Technical Assignment Control Table (1208)
3. Employee Staff Table (1208)
4. Site Resident Table (1289)
5. Docket Table (1208) - this table is transmitted both ways: (a) all records that do not have an "updated by" field containing "CONVV" are sent to the mainframe, and (b) all records that have an "updated by" field containing "CONVV" are downloaded from the mainframe.
6. NRR Contract Cost Table (1206)

The following NIH DB2 batch jobs shall be monitored on the specified basis to ensure that the jobs output is as expected and that the processes completed successfully.

1. Weekly update of the MATANN (1281) database with source data received from LTS (9999), TAPIS (9999) and NSS&DRS (9999).
2. Monthly reorganization of the DB2 FEES (1289) database.

b. Definition

Operational support consists of the following production tasks:

1. initiating program sequences on a prescribed schedule,
2. data transfers between systems either through kick-off of electronic processes (programs) or inputs of tapes or other physical media;
3. system monitoring, job output review, troubleshooting, and applying immediate corrective measures to agency production application systems (in some cases, on a 24-hour on-call basis). The contractor shall complete assigned tasks within 1 - 2 hours unless a longer time is approved by the NRC Task Order Manager.

c. Work of Contractor and NRC Technical Direction

The Contractor shall provide the specified Operational Support in the form of Production Support for the systems and tables identified above.

The Contractor shall provide Production Support on a daily basis to ensure that tables being maintained and/or created in the various modules of the SYBASE (RPS) database are transmitted to the NIH mainframe DB2 database, as required. In addition, the Contractor shall provide Production Support on a daily basis to ensure that the tables being created and/or maintained in the NIH mainframe DB2 database are transmitted down to the client-server SYBASE RPS database, as required. Should any process fail, the contractor shall act immediately to restore the table to an operational status.

The NRC Task Order Manager shall be informed immediately if the table cannot be restored to an operational status in the allocated time frame. Should this occur, the NRC Task Order Manager can authorize additional hours for corrective actions.

d. Operational Support Work Effort Reporting

The NRC Task Order Manager shall be informed via e-mail of any corrective actions taken, and be provided with other reports as described in 24.D below. No other unique reporting is required that exceeds that which would be presented in the Bi-weekly Status Report required in this Delivery Order.

**C. Place of Performance**

Most efforts under this task order shall be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required during non-business hours.

**D. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Special Reports of Work and Corrective Actions - Operational Support	Contractor	As frequently as required

**E. Expertise/Skills**

The Contractor shall provide personnel with the following skills:

1. Demonstrated experience with and knowledge of the NIH computer facility and mainframe batch jobs,
2. Demonstrated experience with and knowledge of client server environments similar to NRC,
3. Demonstrated experience with or knowledge of the NRC's Fee Systems and Reactor Program System (RPS) or similar applications.

**F. Task Order Manager**

The manager for this task order is Christine Hite, 415-8191.

**G. Level of Effort**

The Government's estimated level of effort for this task order is 275 staff hours per year.

**H. Proposed Performance Measures**

Performance Requirement	Performance Standard	Method of Monitoring
1) Designated tables will be correctly updated on the specified frequency.	98% of transmission and update errors will be resolved within the specified time frame.	Trend analysis

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2) Sufficient staff members are available to perform the required work efforts.	Staffing levels shall not fall below 100% for more than 5 calendar days.	Trend analysis
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**A. Objective**

To provide maintenance and operational support for an Office of the Chief Financial Officer application system as detailed in the statement of work section listed below.

**B. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall perform operation support tasks for systems listed below in the statement of work section following guidance provided by the Task Order Manager. Individual efforts required of the Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support, as described in the statement of work below.

The Contractor shall also produce necessary documentation of work performed (section 25.E below).

**C. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 16 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within two (2) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 16 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
OCFO Commission/ EDO Budget Tracking System	3545	COMEDO	Clipper, Blinker. DbaseIII+, UI	PC/LAN	

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 16 hours for COMEDO general maintenance. The Contractor shall have the authority to take necessary actions for up to 125 hours for the annual Comedo database set up described below under "Comedo Fiscal Year Maintenance." Necessary actions will include: evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for

deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 16 hours (125 hours applies only to the Comedo annual database set up for the new fiscal year ) of effort to complete. NRC Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 16 hours general maintenance or 125 hours for the annual database setup portion only of Comedo) for code, test and document creation/changes without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within two (2) workdays for COMEDO general maintenance, ten (10) workdays for Comedo annual database set up, unless a longer time is approved by NRC's Task Order Manager.

Comedo Fiscal Year Maintenance - Comedo is used to track and report commitments, obligations and expenses by program support, travel and change of station. Comedo allows the user to add, edit and report by using menu options. Comedo housekeeping duties include set up of a database that corresponds to the agency's budget & reporting (B&R) structure. The final B&R structure is issued annually prior to September 30 (generally June-August timeframe). Upon issuance, the annual B&R structure will be provided to the contractor by the NRC Task Order Manager. For the annual housekeeping functions, the Contractor shall:

- set up the menu to enter and accept all new fiscal year data;
- create the new database files using the new fiscal year setup processing written procedures in the Comedo Users Guide;
- modify the Comedo reports to include the changes in the B&R structure;

- meet with the NRC Task Order Manager, as needed, to complete replication and installation of the system for the new fiscal year and installation of the backup/restore procedures; and
- update the comprehensive change control log for this application.

The Comedo fiscal year maintenance described above must be completed (including testing/acceptance by NRC) and operational no later than September 25 of each year.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 200 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of an application system.

**D. Place of Performance**

Most efforts under this delivery order shall be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required.

**E. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.c)	Contractor	Whenever work effort will exceed 16 hours (125 hours applies only to the Comedo annual database set up)
Work Plan and Estimate Approval e-mail (1.c)	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail (1.d)	Contractor	When 24 or less hours are available
New Versions of Application Products to CM (1.b)	Contractor	When maintenance effort test and ready for deployment
Special Reports of Work and Status - Maintenance (1.h)	Contractor	At frequency directed



**F. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**G. Task Order Manager**

The manager for this task order is Eileen Mully, 415-6020.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 200 staff hours per year.

**A. Scope**

The Contractor shall perform application systems maintenance for the Resource Information Management System (RIMS) as detailed in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance. Application maintenance is defined as modification and/or correction of code and/or data which are part of an application system in order to make the application system perform as intended in support of a business process/area for which it was written. These modifications/corrections may include those made to programs, scripts, job control languages, data, etc. Maintenance also includes, but is not limited to, analysis of conditions and outputs in order to identify root causes of problems and define methods for correction, troubleshooting, and establishment and execution of backups, restores, archives, housekeeping, etc. Under this SOW, the contractor may perform work that would be classified as perfective maintenance (i.e., a minor enhancement - a modification that is not due to a code or data error). All major enhancement requests shall result in the development of a separate SOW to authorize the work.

In the performance of maintenance efforts, the Contractor shall appropriately checkout a copy of the current production version of an application system through the CM Library, make changes to the copy provided, and submit the changed application system (new code, documentation, builds, etc.) back through the CM Library for deployment by NRC.

The Contractor shall be considered a technical resource to the deployment team and remain available until deployment is completed to provide deployment support as part of the maintenance process.

The Contractor shall also produce necessary documentation of work performed as defined in subparagraphs "Maintenance Work Effort Reporting" listed below.

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the

Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The Contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and included in the log that is provided on a monthly basis to the P.O. for the GSA FSS delivery order.

a. System to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Resource Information Management System	3599	RIMS	Delphi, BDE, EZDocs, Paradox	PC/LAN	

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 hours to evaluate application system problems, correct

the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library . The Contractor shall notify the NRC Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow E-mail directions of the NRC Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The NRC Task Order Manager shall review all maintenance requests and will forward the maintenance request E-mail to the contractor for an estimate. The NRC Task Order Manager shall make a decision as to whether the work can be authorized at the time of the E-mail response for all efforts exceeding 20 hours of work.

The Contractor shall develop and deliver, via E-mail, to the NRC Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. The NRC Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an E-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an E-mail authorization from the NRC Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by the NRC Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort will be approximately 810 hours. An E-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 25% of the authorized maximum level of hours remain available for maintenance of an application system (as defined in subparagraph 1.a. "System to Be Serviced" above).

e. Maintenance Work Effort Reporting

The Contractor and the NRC Task Order Manager shall attend, as required (but not more than 6) meetings at the NRC office to discuss significant maintenance issues. Summaries of these meetings shall be provided by E-mail to the NRC Task Order Manager within two (2) workdays after completion of meeting.

An updated/record log shall be established and shall reflect the modifications made by each "fix it" request. All required documentation shall be updated to reflect the fix.

**C. Place of Performance**

Most efforts under this SOW can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required, during normal working hours for the duration of this SOW.

**D. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Due Date</u>
Initiation of Work E-mail to Contractor (1.c.)	NRC work effort manager	As required
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.c.)	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval E-mail (1.c.)	NRC work effort manager	Within two (2) work-days after receipt
Work effort approach of Ceiling Notification E-mail (1.d.)	Contractor	When <25% of maximum authorized hours are available
New Versions of Application Products to CM (1.b.)	Contractor	When maintenance effort tested and ready for deployment
Maintenance Work Effort Status Reports (1.e.)	Contractor	a. Within two (2) workdays after each meeting, as required. b. When ready for deployment.

**E. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**F. Task Order Manager**

The manager for this task order is Raymond Gustave (301) 415-6008.

**G. Level of Effort**

The Government's estimated level of effort for this task order is 810 staff hours per year.

**A. Background**

The Office of Nuclear Reactor Regulation (NRR) requires contractor support in the general maintenance of the NRR Web pages.

**B. Scope**

The scope of work is to provide continuous, accurate, and timely work in the maintenance of the Web pages.

**C. Statement of Work**

The Contractor shall meet the requirements described in this statement of work. NRR will provide the documents and pertinent information for coding and posting on the Web. The contractor shall (1) maintain an effective communication with the Task Order Manager, (2) coordinate the work with the NRR Web Liaison and NRR Content Providers to ensure that contents go through the proper channel of reviews prior to posting on the Web, (3) maintain NRR Web applications, (4) meet with the Task Order Manager on as needed basis to discuss any issues, progress, and deliverables, (5) comply with the NRC Standard Operating Procedures, Management Controls, applicable laws, such as Section 508, in the maintenance of NRR Web pages, (6) perform reviews of the NRR Web pages for consistency and make necessary correction to any broken links, and (7) coordinate with the Task Order Manager and NRR Web Liaison in establishing work priorities and schedules.

**D. Place of Performance**

The work shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, Maryland.

**E. Schedule of Deliverables**

The information on the web site will be updated and posted in accordance with the procedures and guidelines provided by the NRR/PMAS/PIMB and OCIO. All documents entered into the Web site must be correctly coded and consistent with the OCIO guidelines and standards.

The Contractor shall be expected to code, review, and post: (1) new documents within 3 - 5 days, (2) existing document collections within 2 - 3 days, (3) index and link a collection of documents within 4 - 6 days, (4) create a new subsite in 7 - 14 days, and (5) an existing subsite in 2 - 3 days.

**F. Expertise/Skills**

The Contractor shall be qualified, competent, professional, and fully trained in Web design and technology such as and not limited to Web application tools, HTML, Dreamweaver, PDF tools. FTP, WordPerfect, and Microsoft Word. In addition, the Contractor shall have experience in complying with Section 508.

**G. Task Order Manager**

The manager for this task order is Conchita See, (301) 415-1306.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 6,200 staff hours per year.



**A. Background**

The Nuclear Regulatory Commission has many computer based application systems in operation that require maintenance and operational support services. These systems are, for the most part, grouped by the NRC organization responsible for their functional use and operation.

The Controller Resource Database System (CRDS) is a computerized database system that maintains the NRC budgeting information and includes license fee calculations by category. It is used by the Office of the Chief Financial Officer for budget formulation and reporting to the Office of Management and Budget.

**B. Scope**

To provide general maintenance support for the Office of the Chief Financial Officer Controller Resource Database System (CRDS).

**C. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and entered into the log maintained by the contractor and provided on a monthly basis to the C.O. and P.O. for this delivery order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Controller Cost Center Resource Database System	9746	CRDS	MS Access	PC/LAN	

b. Definitions

Maintenance - application systems maintenance shall include but not be limited to modification of code, tables, and data, performing analysis, troubleshooting and establishing and executing backups, restores, archives and other systems housekeeping duties.

c. Initiation of Work

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor in its role of providing operational support or through e-mail direction from NRC's Task Order Manager.

d. Independent Action

The Contractor shall provide general maintenance ("fix it if it is broken") support for the Office of the Chief Financial Officer Controller Resource Database System (CRDS). This maintenance shall take no more than 20 hours for a particular request. The request for a fix shall be E-mailed from the NRC Task Order Manager to the contractor responsible for the upkeep of the application or shall be received as a call back request from the help line to the individual who discovered the problem.

e. Work Actions requiring Pre-approval

The Contractor shall determine if the fix will require over 20 hours to perform the repair; and if it is, the contractor shall E-mail the NRC Task Order Manager with an assessment of the effort required within 2 days of receipt. Work under 20 hours to fix shall be accomplished by the contractor without prior NRC Task Order Manager approval. Assessment of requests that are perfective shall also be provided through an E-mail to the NRC Task Order Manager. The NRC Task Order Manager shall make a decision as to whether the work can be authorized at the time of the E-mail response for efforts in excess of 20 hours and corrective in nature (broken). All perfective requests shall result in the development of separate modifications to authorize the work. The NRC Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within 2 days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the repair within 5 days of the authorization unless a longer time is specified due to present workload of the contractor and approved by the NRC Task Order Manager. The Contractor shall send an E-mail to the NRC Task Order Manager when the work is completed.

f. Standard Work Approach

The Contractor shall provide general enhancement request support (a modification not due to a code or data error) for the Office of the Chief Financial Officer the Controller Resource Database System (CRDS). Each request for an enhancement shall be E-mailed from the NRC Task Order Manager to the contractor responsible for the upkeep of the application. The Contractor shall determine if the enhancement will require over 20 hours to complete (code, document, and test); and if it does, the contractor shall E-mail the NRC Task Order Manager with an assessment of the effort required and the earliest start and complete dates. The assessment is due within 2 workdays of receipt of request. Work under 20 hours to complete shall be accomplished by the contractor without prior NRC Task Order Manager approval. The NRC Task Order Manager shall review the contractor assessment for work estimates of over 20 hours of

effort and E-mail the authorization response to the contractor within 2 days of receipt. If the contractor is authorized to perform the work, the contractor shall complete the enhancement and implement it into the test environment for user review and approval within a period of time specified either by the contractor in the assessment response or negotiated with the NRC Task Order Manager as documented by the E-mail authorization to start work. The Contractor shall send an E-mail to the NRC Task Order Manager when the enhancement has been uploaded for user testing and approval in the test environment and then again when the enhancement has been implemented into production.

The Contractor and the NRC Task Order Manager shall attend, as required, occasional (but not more than 6) meetings with the client to discuss significant enhancement issues.

A change log shall reflect the modifications made for each enhancement request. All required system documentation shall be updated to reflect the enhancement.

g. Work Effort Ceiling

The total hours authorized under this work effort per application system is 120 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of an application system.

h. Maintenance Work Effort Reporting

No unique reporting is required that exceeds that which would be presented in the Bi-weekly Status Report.

**D. Place of Performance**

Performance of this task shall be accomplished primarily at the contractors facilities. Access to the NRC facilities shall be provided by the CISSCO Program Staff, as required, for contractor personnel during normal working hours for the duration of this delivery order.

**E. Schedule of Deliverables:**

Maintenance: Corrective maintenance shall be performed within 8 work days of receipt of the request unless otherwise negotiated with the NRC Task Order Manager due to the present workload of the contractor. When the problem is repaired, an E-mail shall be sent to the NRC Task Order Manager with a brief explanation of the repair.

The Contractor and the NRC Task Order Manager shall attend occasional (but not more than 6) meetings to discuss significant maintenance issues.

The update/record log shall be updated to reflect each "fix" requested. All required system documentation shall be updated to reflect the change.

Schedule:

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.c.)	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval e-mail (1.d.)	NRC Plan and Estimate	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail (1.e.)	Contractor	When 23 or less hours are available
New Versions of Application Products to CM (1.f)	Contractor	When maintenance effort tested and ready for deployment

**F. Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**G. Task Order Manager**

The manager for this task order is Shelly Baggett, 415-6032.

**H. Level of Effort**

The Government's estimated level of effort for this task order is 120 staff hours per year.

**A. Scope**

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance.

The Contractor shall also produce necessary documentation of work performed as listed below.

**B. Statement of Work****1. Maintenance**

The Contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

**Maintenance Requests:**

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor or through e-mail direction from NRC's Task Order Manager.

The Contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.


The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within five (5) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The Contractor shall send an E-mail to the Task Order Manager when the

work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and entered into the log maintained on a monthly basis by the Contractor and provided to the C.O. and P.O. for this delivery order.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Office of Investigations Management Information System	9719	OIMISWIN	Delphi, Orpheus, Sybase	Client/ Server	

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the

Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

d. Work Effort Ceiling

The total hours authorized under this work effort per application system is 220 hours. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 hours remain available for maintenance of an application system.

C. **Place of Performance**

Most efforts under this task order shall be performed at the contractor site with the exception of some troubleshooting assignments. For these and possibly some technical tasks, the work shall be performed at the NRC location. Access to the NRC facilities shall be provided by the NRC, as required during non-business hours.

D. **Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager (1.c)	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval e-mail (1.c)	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail (1.d)	Contractor	When 23 or less hours are available
New Versions of Application Products to CM (1.b)	Contractor	When maintenance
Special Reports of Work and Status - Maintenance (1)	Contractor	At frequency directed

E. **Expertise/Skills**

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this Task order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

F. **Task Order Manager**

The manager for this task order is Arthur Davis, (301) 415-5780.



**G. Level of Effort**

The Government's estimated level of effort for this task order is 220 staff hours per year.

## 1. Background

This Statement of Work (SOW) specifies the tasks to be completed under a fixed price task order with eight quarterly deliverables of equal value in support of NRR's Time Resource Inventory Management (TRIM) Client Server Database Application. The tasks areas include Systems Administration and Problem Solving, Customer Service, and Equipment Maintenance and Management. A performance based approach linked to the quarterly deliverable will be used to adjust contractor compensation should contractor performance not meet requirements.

TRIM is a client server database application with a PowerBuilder 6.51 client running on Window NT 4.0/Windows XP Workstation desktop platform with an active installation base of over 653 user desktops in NRC headquarters and the four NRC Regional offices. The TRIM client accesses a Sybase ASE 12.x database maintained on IBM RS-6000 AIX database servers connected to NRC's Gigabit backbone with 100 Mbps switched Ethernet to desktop network infrastructure.

The database houses information on approximately 105,703 (84,680 NRR Specific Records) current and historical records containing information related to technical assignment control (TAC) numbers used to schedule and plan activities related to nuclear reactor regulation as well as to generate information for budgeting and resource planning purposes.

## 2. Scope

The Contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform client server database application management, maintenance, administration, operation, and support for NRR's Time Resource Inventory Management (TRIM) System as defined in Section 3 (Statement of Work).

The tasks identified in Section 3 (Statement of Work) are mandatory. The Contractor shall provide all client server application and database general, preventive, and corrective maintenance and operational support for the NRR's Time Resource Inventory Management system to ensure that:

- a. TRIM shall interoperate with the NRC Standard Workstation Configuration as defined in the NRC technical reference model
- b. TRIM shall perform at a minimum to the specifications defined in the NRC System Development Life Cycle Management Methodology (SDLCMM), S-4151 "As-Built" documentation
- c. Operations and maintenance as defined in this SOW are coordinated, timely, properly implemented, tested, and reported to the CLIN Manager on a regularly scheduled basis
- d. Program defects "bugs" identified by the TRIM users and support contractors are scheduled, analyzed, corrected, tested and the TRIM system is returned to

production and operating in accordance within the all specifications defined in the NRC System Development Life Cycle Management Methodology, S-4151 "As-Built" documentation in the amount of time negotiated and approved by the NRC Task Order Manager.

All major enhancement requests shall result in the development of a separate SOW to authorize the work.

The Contractor shall be considered a technical resource to the deployment team and remain available until deployment is completed to provide deployment support as part of the maintenance process.

The Contractor shall perform to the standards in this contract. Estimated quantities of work are listed in Technical Exhibit 2, Workload Estimates.

## **2.1 Personnel Skills**

Personnel must have demonstrated experience in client server application systems software development and platforms defined for systems identified in this SOW as requiring maintenance or operational support. This must include experience in the operation, maintenance of PowerBuilder 6.51 to 8.x, Crystal Reports Ver. 9.0, Rational Suite Enterprise, ERWIN, RoboHelp Ver. 3.0, SQL, and Sybase ASE 12.x used in a client/server environment.

The Contractor shall provide on-site personnel to ensure contractor access to NRC staff in the daily operations and maintenance of the TRIM system.

### **2.2.1. Contract Manager**

The Contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated via an E-mail to the Task Order Manager.

2.2.1.1. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

2.2.1.2. The contract manager or alternate shall be available during normal duty hours within 30 minutes to meet on the installation with government personnel (designated by the Task Order Manager) to discuss problem areas. After normal duty hours, the manager or alternate shall be available within one hour.

2.2.1.3. The contract manager and alternate or alternates must be able to read, write, speak, and understand English.

### **2.2.2. Employees**

The Contractor shall not employ persons for work on this contract if such employee is identified to the contractor by the Task Order Manager as a potential threat to the health, safety, security, general well-being or operational mission of the NRC.

2.2.2.1. Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. The Contractor shall furnish an identifying badge, which shall

include as a minimum the person's name, the name of the contractor and the function. Each employee shall wear the badge on the outer garments at all times.

2.2.2.2. Technical knowledge and experience with database management systems technologies, and use of 4GL programming languages (structure and object-oriented) utilizing PowerBuilder Development and Sybase Database product suites sufficient to reflect on how the PowerBuilder code and processes are affecting the Sybase server and database.

2.2.2.3. Demonstrated experience and competency in technical, written communication, and analytical skills as demonstrated through prior assignments in the technical support area, SDLCMM documentation, user guides, and system development and configuration management documentation, analysis and design of complex client-server applications developed in PowerBuilder and supported by Sybase Database products.

2.2.2.4. Knowledge and experience in analysis and design of complex enterprise-wide client-server applications, and proficiency with Sybase ASE 12.x Database Administration, and PowerBuilder Ver. 6.51 to 8.x Applications System Programming is mandatory.

2.2.2.5. The Contractor shall be available for communication with NRC staff any time during normal working hours (Monday through Friday, 8:00am-5:00pm Eastern Time, except Federal holidays) throughout the duration of the task order.

2.2.2.6. High school graduation, or equivalent, is required. Courses in mathematics, data processing, or computer science are desirable. Knowledge is mandatory of: Systems networking; data base concepts including database structures and database administration; operation and maintenance of electronic data processing equipment; program design, logic, system operation; and programming techniques; automated data processing procedures; systems interface with other functional area data systems; monitoring, controlling, processing, and recovering data; logic limitations, and capabilities of computers and related data processing devices and systems; communications systems and technology, structure and editing of input and output data; security practices and procedures; customer service relations; and data systems communications functions.

2.2.2.7. The Contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform, however, their absence at any time shall not constitute an excuse for nonperformance under this contract.

### 2.2.3. Security Requirements

All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the government installation, shall abide by all security regulations of the installation. The government reserves the right to direct the

removal of an employee for misconduct or security reasons. This action does not relieve the contractor from total performance of the contract tasks specified herein.

#### **2.2.4 Key Personnel**

Key Personnel are considered to be essential to the successful performance of the work. If any of these individuals becomes or is expected to become, unavailable for work under this order for a continuous period exceeding 30 work days, the Contractor shall immediately notify the Task Order Manager in writing as to the circumstances and shall, subject to the concurrence of the Task Order Manager, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

### **2.2 Quality Control**

2.2.1 The Contractor shall provide a formal Quality Control Plan that assures the accuracy and completeness of the all services and tasks listed on the Performance Requirements Summary (PRS), Technical Exhibit 1. The Quality Plan shall be provided to the Task Order Manager for acceptance not later than the pre-performance conference and should include at a minimum the item listed in 2.2.2. The Task Order Manager will notify the contractor of acceptance or required modifications to the plan before the contract start date. The Contractor shall make appropriate modifications and obtain acceptance of the plan by the Task Order Manager before the contract start date.

#### **2.2.2. Quality Control Plan minimum requirements:**

2.2.2.1. A description of the inspection system to cover all services listed on the performance requirements summary (PRS). Description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors.

2.2.2.2. A description of the methods to be used for identifying and preventing defects in the quality of service performed.

2.2.2.3. A description of the records to be kept to document inspections and corrective or preventive actions taken.

2.2.2.4. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this task order.

### **2.3. Quality Assurance**

The government will evaluate the contractor's performance under this contract. For those tasks listed on the PRS (Technical Exhibit 1), the Task Order Manager or designee will follow the methods of surveillance specified in this contract. Government personnel will record all surveillance observations. When an observation indicates defective performance, the Task Order Manager or designee will require the contract manager or representative at the site to initial the observation. The initialing of the

observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the defective performance. Government surveillance of tasks by methods other than those listed in the PRS may occur during the performance period of this contract. Any action taken by the Task Order Manager as a result of surveillance will be according to the terms of the delivery order.

**2.3.1. Performance Evaluation Meetings.** The Task Order Manager may require the contract manager to meet with other government personnel as deemed necessary. The contractor may request a meeting with the Task Order Manager when he or she believes such a meeting is necessary. Written minutes of any such meetings shall be recorded and signed by the contract manager and the Task Order Manager. If the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the Task Order Manager within 10 calendar days following receipt of the minutes.

## **2.4. Hours Of Operation**

**2.4.1. Normal Hours of Operation.** The Contractor shall perform the services required under this task order during the following hours: 8:00 AM to 5:00 PM Eastern Standard Time

**2.4.1.1. Holidays.** The Contractor is not required to provide services on the following federal holidays: New Year's Day, Martin Luther King's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

**2.4.2. Emergency or Special Event Services.**

## **2.5. Records**

The Contractor shall be responsible for creating, maintaining, and disposing of only those government required records that are specifically cited in this SOW or required by the provisions of a mandatory directive listed in section 4, Applicable Publications and Forms. If requested by the Government, the contractor shall provide the original record, or a reproducible copy of any such record within 5 working days of receipt of the request.

Documentation as defined in Sections 1. "Background", Item 2.5 "Records" above, and at Section 4. "Applicable Publications and Forms" and Technical Exhibit 3 "Required Reports" are complete, maintained, updated, and versions controlled on a regularly scheduled basis and reflect the current state and status of the TRIM system at time of publication or update

## **2.6. Other Term and Conditions/Requirements**

The NRC reserves the right to negotiate additional work in the event such requirements become necessary. The NRC shall notify the contractor of its intent to exercise this option in writing and shall exercise the option by means of a modification to the task order. Any such additional work shall be within the scope of the Task order and shall be completed during the term of this task order.

### 3.0 Statement of Work

#### 3.1 General Information

The Contractor shall perform the functions associated with essential computer support through systems administration and problem solving, equipment management, and customer service as directed by the NRC Task Order Manager.

The Contractor shall ensure that all efforts related to this SOW comply with NRC's SDLCMM and NRC's CM rules and guidance.

The Contractor shall utilize the NRC Consolidated Test Facility (CTF) and CM Library as the single source for checkout of a copy of the current production version of an application system which require maintenance. Checkout shall be through the CM Library. The changed application system (new code, documentation, builds, etc.) shall be submitted back through the CM Library for deployment by NRC.

The Contractor shall be responsible for making necessary changes to ensure that identified problems with TRIM are corrected and the system is returned to production in the amount of time negotiated and approved by the NRC Task Order Manager.

Module/System to be maintained:

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
Time Resource Inventory Management	9709-2	TRIM	ERWIN Powerbuilder Crystal Reports RoboHelp	C/S	

The Contractor shall be proactive in its problem identification and work initiation process. The contractor shall initiate corrective action as a result of e-mail direction from NRC's Task order Manager or upon identification of a problem, efficiency, or optimization utilizing daily systems monitoring efforts in its role of providing operational support .

The Contractor shall be proactive in the initiation of corrective action upon notification or identification of individual application system failures, needs for system patches and fixes, or other reasons or problems that necessitate a maintenance action.

The Contractor has authority to take necessary actions for up to 40 hours of effort to evaluate application system problems, correct the problem and appropriately document the problem in the TRIMHELP system and in the Software Engineering Notebook (SEN).

The Contractor shall test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library and using the established NRC migration policy with NRC Operations Staff.

The Contractor shall notify the Task Order Manager and designees when system problems are identified.

Such notification shall describe the nature of the problem and the impact on users and shall be recorded in TRIMHELP or system of record as designated by the NRC Task Order Manager.

The Contractor shall also notify the Task Order Manager and designees when the corrected system is ready for deployment (i.e., testing completed, NRC functional leads review/accepted) and follow e-mail or other written directions of NRC's Task Order Manager to support CM and Operations Staff deployment efforts.

The Contractor shall develop and deliver, via e-mail or other acceptable means, to NRC's Task Order Manager, work estimates and plans for any work requiring more than 40 hours of effort to complete.

The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 40 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be documented as appropriate and performed by the Contractor within five (5) workdays of authorization unless a longer amount of time is negotiated and approved by NRC's Task Order Manager.

The Contractor shall perform maintenance actions using the current production version of the application system source which will be controlled by the CM Library .

Contractor changes to application system source code shall be made utilizing only those vendor products defined in the application system baseline, unless authorization to use other products has been received in writing from NRC's Task Order Manager.

The Contractor shall Check-out application system code and related products (test data, documentation, etc.) through the CM Library is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an e-mail to NRC's Task Order Manager and documented as appropriate with detail defining actions taken and readiness of the application for deployment. This notification shall indicate that the application system has been submitted and is available as the current version for deployment through the CM Library .

### **3.2. The contractor shall provide Transition activities for the TRIM Systems as listed below.**

#### **3.2.1. Transition**

The latest copies of documentation, source code, executables, builds and vendors' products utilized for maintenance may not yet have been captured in the CM Library (Rational Suite Enterprise) which is an NT directory structured library on a shared Novell Netware LAN accessible server at the time on contract transition. The documentation



may be in paper format or in a separate directory structure. In such cases, the O&M contractor shall obtain the needed documentation from the NRC Task Order Manager.

3.2.1.1. The Contractor shall examine the documentation and the CM Library (Rational Suite Enterprise) to develop a sufficient level of knowledge and understanding of the application system and establish access to the necessary components to support the application system. Upon reaching these, the Contractor shall return to the NRC Task Order Manager a signed and dated "Active Inventory Transition Statement" for each application system module.

3.2.1.2. To ensure the minimum level of impact to the TRIM users the Contractor shall construct a "Transition Schedule and Plan." This "Transition Schedule and Plan" shall reflect a plan, level of effort estimate, and schedule. This "Transition Schedule and Plan" shall be delivered to the NRC Task Order Manager at delivery order award for approval. Upon receipt for approval, the NRC shall have five business days to review and provide comments or approval. Upon agreement to the "Transition Schedule and Plan," the contractor shall complete the full transition by approximately September 17, 2003, and be staffed and ready to begin O&M Operations at that time.

3.2.1.3. If problems are identified that may prevent TRIM from being verified in accordance with the "Transition Schedule and Plan", the Contractor shall provide a complete description of the problems/discrepancies identified and approaches to resolving the problem in writing at the next weekly meeting with the NRC Task Order Manager. Also, the NRC Task Order Manager shall be notified verbally or via e-mail as soon as such problems are identified.

3.2.1.4. Vendor software and required accounts and IDs to support the applications must be addressed in the "Transition Schedule and Plan" and included when reporting progress to the Task Order Manager. The Contractor shall identify the minimum number of copies needed to support the transition and subsequent O&M effort.

**3.3. The contractor shall provide Operations and Maintenance for TRIM Systems as listed below.**

The Contractor shall provide onsite all operations and maintenance support for the TRIM system that includes but is not be limited to modification of code, tables, and data; database stored procedures and triggers, indexing, performing analysis; technical troubleshooting.

Additionally, the Contractor shall work with NRC technical staff to establish and execute backups/restores/archives; performing normal application updates; installing fixes and patches; fixing application problems; implementing agency requested new requirements; and, other systems housekeeping duties.

The Contractor shall be responsible for making all necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the amount of time is negotiated and approved by the NRC Task Order Manager.

### **3.3.1 System Currency and Availability**

#### **3.3.1.1 System Currency**

Validate files and tables currency.

#### **3.3.1.2. System Availability.**

Ensure TRIM data systems are available to all users.

### **3.3.2. System and Data Management**

#### **3.3.2.1. Database administration**

Monitor and ensure that TRIM database data management, data management security, operation, protection, performance, and recovery operate without error

#### **3.3.2.2. Preventive Maintenance**

Schedule, monitor, and report to the NRC Task Order Manager on regular data management and transfer activities to ensure error free database and application operation and data flow to other systems

#### **3.3.2.3. Back-Ups.**

Ensure back-up files reflect most current changes, and are available for recovery purposes.

#### **3.3.2.4. Change or Retrieve Data.**

Upon authorized request by the NRC Task Order Manager, provide or change requested data to meet customer requirements.

#### **3.3.2.5. Data Integrity.**

Monitor the overall accuracy and reliability of TRIM data systems, coordinate with the NRC Task Order Manager, and take corrective action as necessary.

### **3.3.3. Maintenance**

#### **3.3.3.1. Adaptive Maintenance.**

Upon identification or receipt of any change to the system environment coordinate with the NRC Task Order Manager to assess validity, troubleshoot, analyze, schedule corrective action, take corrective action, test, validate test, and implement corrective action in accordance with NRC SDLCMM and CM rules and guidance.

#### **3.3.3.2. Corrective Maintenance.**

Upon identification or receipt of any fault in hardware or software coordinate with the NRC Task Order Manager to assess validity, troubleshoot analyze, schedule corrective action, take corrective action, test, validate test, and implement corrective action in accordance with NRC SDLCMM and CM rules and guidance.

#### **3.3.3.3. Perfective Maintenance.**

Upon identification or receipt of any performance, maintainability, requirements, functional, or capability related change to the system environment coordinate with the NRC Task Order Manager to assess validity, troubleshoot, analyze, schedule corrective

action, take corrective action, test, validate test, and implement corrective action in accordance with NRC SDLCMM and CM rules and guidance.

#### **3.3.3.4. Reports.**

Reports shall utilize Crystal Reports to create; run and outputs delivered to the NRC Task Order Manager or designee within two work days from the date of the request or shall be negotiated considering complexity with the NRC Task Order Manager

### **3.4. The Contractor shall provide testing for the TRIM System as listed below.**

The Contractor shall provide all operations and maintenance testing support for the TRIM system as an integral part of the operations and maintenance function.

The Contractor shall ensure that at a minimum all quality control, assurance, test, and inspection activities comply with NRC SDLCMM and CM rules and guidance

The Contractor shall provide for integrated testing of application robustness, simplicity, traceability, usability, consistency, compatibility, correctness, conciseness, verifiability, interoperability, in its quality control, assurance and inspection system to ensure that the TRIM application and database are error free prior to delivery to the NRC for test, evaluation, or acceptance.

The Contractor shall be responsible for the robustness, simplicity, traceability, usability, consistency, compatibility, correctness, conciseness, verifiability, interoperability, testability and conducting all testing of the TRIM system prior to delivery to the NRC for any testing and evaluation to ensure that system currency, availability, and data integrity has a maximum error rate of 0% upon inspection by the NRC Task Order Manager or designee.

The Contractor shall be responsible for the robustness, simplicity, traceability, usability, consistency, compatibility, correctness, conciseness, verifiability, interoperability, testability and conducting all testing of the TRIM system prior to delivery to the NRC for any testing and evaluation to ensure that the maximum error rate for the total changes or modifications applied to TRIM resulting from operational and maintenance activities do not exceed 2% upon inspection by the NRC Task Order Manager or designee.

The Contractor shall be responsible for the TRIM applications robustness, simplicity, traceability, usability, consistency, compatibility, correctness, conciseness, verifiability, interoperability, testability, and testing to ensure that TRIM will operate without error in the NRC network infrastructure and with the NRC standard workstation configuration as well as NRC and industry standard software.

#### **3.4.1 Testing**

##### **3.4.1.1. Acceptance Testing**

Ensure that the TRIM application as a complete integrated system is suitable for operational use and satisfies all acceptance criteria as defined by the NRC Task Order Manager.

##### **3.4.1.2. Component Testing**

Ensure that the TRIM application components are tested and suitable for operational use and satisfies all acceptance criteria as defined by the NRC Task Order Manager.

#### 3.4.1.3. Functional Testing

Ensure that TRIM is tested solely on the outputs generated in response to selected inputs and execution conditions to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements.

#### 3.4.1.4. Integration Testing

Ensure that TRIM is tested and evaluated with NRC and industry standard software and hardware to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements.

#### 3.4.1.5. Interface Testing

Ensure that the TRIM system or components, database engine, stored procedure, trigger, index, etc., and TRIM changes and modifications resulting from operational support and maintenance are tested to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements in the passing of data and control between systems, components, or databases.

#### 3.4.1.6. Operational Testing

Ensure that TRIM system, components of the TRIM system, database engine, stored procedure, trigger, index, etc., and TRIM changes and modifications resulting from operational support and maintenance are tested to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements in the TRIM operational environment.

#### 3.4.1.7. Performance Testing

Monitor and ensure that the TRIM system, components of the TRIM system, database engine, stored procedure, trigger, index, etc., and TRIM changes and modifications resulting from operational support and maintenance are tested to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements and exceeds performance requirements as defined in the NRC SDLCMM, S-4151 "As-Built" documentation.

#### 3.4.1.8. Qualifications Testing

Ensure that TRIM components are suitable for operational use.

#### 3.3.1.9. Regression Testing

Ensure that all database engine, stored procedure, trigger, index, etc., and TRIM changes and modifications resulting from operational support and maintenance undergo retesting to verify that modifications have not caused unintended effects and that the system or component still complies with its specified requirements.

#### 3.4.1.10. System Testing

Ensure that the TRIM application as a complete integrated system is suitable for operational use.

**3.5. The Contractor shall provide domain, systems and trouble report analysis, troubleshooting, and optimization for the TRIM System as listed below.**

The Contractor shall provide all domain, systems and trouble report analysis, troubleshooting, and optimization support for the TRIM system as an integral part of the operations and maintenance function.

The Contractor shall provide for integrated systematic systems analysis, troubleshooting and optimization to ensure commonality in database design, data management security, domain analysis, and human engineering are applied to the TRIM application and database prior to delivery to the NRC for test, evaluation, or acceptance.

The Contractor shall be responsible taking corrective action to ensure that all systems improvements and optimizations resulting from domain and systems analysis and troubleshooting are coordinated with the NRC Task Order Manager prior to implementation.

**3.5.1. Analysis**

**3.5.1.1. Commonality**

Ensure that the TRIM application utilizes a standards process based approach to achieve seamless interoperability with the NRC environment.

**3.5.1.2. Concept Phase**

Ensure, and assist the NRC Task Order Manager in establishing statement of needs, advanced planning reports, feasibility studies, system definition, documentation, and procedures relevant to the operation and maintenance of the TRIM application.

**3.5.1.3. Data Management Security**

Ensure that TRIM data is protected from unauthorized (accidental or intentional) modification, destruction, or unauthorized disclosure as specified by the NRC Task Order Manager.

**3.5.1.4. Database Design**

Ensure that TRIM conceptual, logical, and physical database design meets user requirements as specified by the NRC Task Order Manager.

**3.5.1.5. Domain Analysis**

Ensure that common requirements and reuse opportunities among NRC systems are fully leveraged in the design of the TRIM system or components, database engine, stored procedure, trigger, index, etc. and documented in a domain architectural model representing the commonalities and differences in requirements within the domain.

**3.5.1.6. Human Engineering**

Ensure that TRIM system, components of the TRIM system, database engine, stored procedure, trigger, index, etc., and TRIM changes and modifications resulting from operational support and maintenance comply with specified requirements.

#### **3.5.1.7. System Analysis and Optimization**

**Monitor and ensure that a systematic investigation of TRIM informational requirements and processes and how they relate to each other and to any other system are periodically evaluated**

at the direction of the NRC Task Order Manager and suggested improvements to the system scheduled and implemented at the direction of the NRC Task Order Manager.

**3.5.1.8. Trouble Report Analysis**

Ensure that TRIM operational system deficiencies and faults are methodically investigated to determine what if any corrective action needs scheduled, coordinated and approved by the NRC Task Order Manager.

**3.6. The Contractor shall provide Systems Development Lifecycle Management Methodology (SDLCMM) and Technical and Administrative Documentation Services for the TRIM Systems as listed below.**

3.6.1. Technical Advisory Services. Provide customer with technical advice or solutions upon request from the NRC Task Order Manager or designee.

**3.7. The Contractor shall provide Customer Service as listed below.**

3.7.1. Technical Advisory Services. Provide customer with technical advice or solutions upon request from the NRC Task Order Manager or designee.

**3.8. Requirements beyond the capability of the contractor may be augmented by the government, at its option when the government deems such action to be necessary as determined by the Task Order Manager.**

**4. APPLICABLE PUBLICATIONS AND FORMS**

**4.1. General Information.**

Publications and forms that apply to the SOW are listed below. The publications and forms are coded as mandatory or advisory. The Contractor is obligated to follow those publications and use forms coded as mandatory to the extent specified in other sections of this SOW. The Contractor shall be guided by those publications or use forms coded advisory to the extent necessary to accomplish requirements in this SOW. All publications and forms listed shall be provided by the government at the start of the contract.

The NRC will provide follow-on requirements to the contractor when changes occur. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The Contractor shall immediately implement those changes that result in a decrease or no change in the contract price and notify the Task Order Manager in writing of such change. Should a decrease in contract price result, the contractor shall provide a proposal for a reduction in the contract price to the Task Order Manager. Before implementing any change that will result in an increase in contract price, the contractor shall submit to the Task Order Manager a price proposal within 30 calendar days following receipt of the change by the contractor. The Task Order Manager and the contractor shall negotiate the change into the contract. Failure of the contractor to submit a price proposal within 30 days following receipt of the change entitles the government to performance according to such change at no increase in contract price.

#### 4.2. General Publications.

Publication No. Section/Para/Line	Title	Date	Mandatory (M)/ Advisory (A)
S-1052	Project Action Plan		M
S-3051	Project Definition and Analysis Document		M
S-5051	Tactical Integration Plan		M
S-5052	Products Installation and Integration Plan		M
S-5053	Solution Integration Plan		M
S-5054	Other Systems Integration Plan		M
S-5055	Other Integrations Issues Plan		M
S-1054	Conversion Plan		M
S-1056	Security Plan		M
S-5252	Installation Instructions		M
S-1055	Development and Maintenance Environment Products Installation Plan		M
S-3171	Logical Design Document		M
S-3172	Physical Design Document		M
S-5151	Test Plan		M
S-7052	Integrated Education, Training, and Reference Materials		M
S-3091	Software Engineering Notebook		M
S-6151	Operational Support Guide		M
S-7053	User Training and Orientation Plan		M
S-6051	User Guide		M
S-6052	On-Line Help System and Tutorials		M
S-3151	Data Models		M
S-3161	Process Models		M
S-3162	Context Diagrams		M
S-3163	Data Flow Diagrams		M
S-3351	Data Dictionary		M
S-3164	External Systems Interface Diagram		M
NA	Source Code for each module or component		M
NA	Executable for Production		M
NA	Executable for Testing		M
NA	Test Data		M
NA	Build Procedure/Instruction Set for Production		M
NA	Build Procedure/Instruction Set for Full Integration Tests		M
NA	Test Results from Maintenance/Dev Team System and		M
NA	Release Notice		M



#### 4.3. General Forms.

Form No.	Title	Date	Mandatory/ Advisory
F-1061	Support Resource Acquisition Request and Commitment Form		M
F-1601	Environment Change Request Form		M
NRC Form 616	Notification of Electronic Information Systems Design or Modification		M
F-4051	Solution Modules Ready for Deployment Form		M
F-4052	Solution Rollout Support Ready for Deployment Form		M
F-2561	Change Log Form		M
F-2502	Change Proposal Form		M
F-5254	Installation Report Form		M
F-2251	Problem Report Form		M
F-2252	Problem Report Log Form		M
F-5255	Rollout Report Form		M
F-6054	Target User Capability Upgrade Request Form		M
F-6055	Customer Satisfaction Form		M
F-6056	Final User Signoff Form		M
F-1156	Go or No Go Decision for Project Form		M

**TECHNICAL EXHIBIT 1 - TRIM PERFORMANCE REQUIREMENTS SUMMARY TABLE**

<b>REQUIRED SERVICE</b>	<b>STANDARD</b>	<b>MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT</b>	<b>METHOD OF SURVEILLANCE</b>	<b>DISINCENTIVE FOR NOT MEETING PERFORMANCE REQUIREMENT</b>
5.2.1.1. Validate System Currency	TRIM Systems shall be current when on line.	0% Lot size is number of duty days in a quarter	Periodic Inspection (Quarterly)	5% of total task order award value per deliverables with no cost corrective action
5.2.1.2. Ensure System Availability	TRIM Systems available (on-line) from 6:00 AM to 6:00 PM Eastern Standard Time.	0% Lot size is number of duty days in a quarter	Periodic Inspection (Quarterly)	5% of total task order award value per deliverables with no cost corrective action
5.2.2. System and Data Management	The contractor shall produce, review, account and validate all system Interfaces, interactions, and data transfers.	0% Lot size is number of products produced.	Periodic Inspection (Quarterly)	5% of total task order award value per deliverables with no cost corrective action
5.2.3. Maintenance	Corrective action on maintenance shall be scheduled with the NRC Task Order Manager and initiated no later than 48 hours after identification or receipt and completed within 5 work days of initiation unless otherwise specified by Task Manager.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action
5.2.3.1 Planning & Scheduling	All resources, planning, and scheduling of corrective actions and maintenance shall be conducted through the Rational Suite Enterprise within 48 hours of NRC Task Order Manager e-mail to proceed.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action
5.2.3.2 Timeliness	Products shall be produced within the time frame agreed upon with the NRC Task Order Manager and fully integrated into to agreed upon deliverable.	2% Lot size is number of products produced.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action
5.2.3.4 Quality Assurance	The Contractor shall test all applications submitted for NRC test and approval in such a fashion that all corrective actions and application functions and capabilities shall work in accordance with user defined requirements and capabilities the first time tested on a per deliverable basis.	2% Lot size is the number of requests for products.	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action
5.2.3.5 Testing	The Contractor shall test all applications submitted for NRC test and approval in NRC's CTF utilizing the Rational Suite Enterprise (prior to CM Library Checkin and deployment).	2% Lot size is the number of requests for products	Periodic Inspection (Bi-Weekly/Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action

REQUIRED SERVICE	STANDARD	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	METHOD OF SURVEILLANCE	DISINCENTIVE FOR NOT MEETING PERFORMANCE REQUIREMENT
5.4. SDLCMM	The contractor shall produce, maintain, and update as necessary all documentation required as specified by the NRC Task Order Manager, NRC SDLCMM, and CM rules and guidance on a per deliverable basis.	2% Lot size is the number of requests for products.	Periodic Inspection (Quarterly)	5% of total task order award value per quarterly deliverable with no cost corrective action
5.5. Customer Service	Ensure that all corrective actions are suitable for operational use and satisfy all expectations and acceptance criteria as specified by the NRC Task Order Manager or designee and NRC user requesting the maintenance action.	2% Lot size is the number of requests for products.	Valid Customer (Complaints)	5% of total task order award value per quarterly deliverable with no cost corrective action

## WORKLOAD ESTIMATES

Type	<u>Bi-Weekly</u> <u>Volume</u>	<u>Bi-Weekly</u> <u>Hours</u>	<u>Monthly</u> <u>Volume</u>	<u>Quarterly</u> <u>Volume</u>	<u>Monthly</u> <u>Hours</u>	<u>Q r t.</u> <u>Hours</u>
System						
Level 1 System Maint.						
Level 2 System Maint.						
Level 3 System Maint.						
Reports						
Level 1 Report Maint.						
Level 2 Report Maint.						
Level 3 Report Maint.						
SDLCMM						
Level 1 SDLCMM						
Level 2 SDLCMM						
Level 3 SDLCMM						
Operations/Maintenance						
Level 1 O&M						
Level 2 O&M						
Level 3 O&M						
Customer Support and Interaction						
Contract Mgmt/Admin						
Major Milestone						
Minor Milestone						

Bi Weekly Total Hours: 77 Hours

Total Monthly Hours: 365

Total Qtr. Hours: 1,095

Quarterly Deliverable = 1 Major Milestone, 1 Minor Milestone, 120 Hours System Maint., 90 Hours Reports Maint., 84 Hours of SDLCMM Maint., 84 Hours of O&M, 72 Hours Customer Support and Interaction, 12 Hours Contract Mgmt/Admin.

1 Deliverable per Quarter x 8 Quarters

Task Disincentive per deliverable = 5% of total TASK value per deliverable

For bidding purposes, the contractor shall assume 653 active users with 165 concurrent NRC headquarters users with daily access to over 105,703 records for reporting and data maintenance activities.

### REQUIRED REPORTS

The following is a summary of the required reporting distribution under this project:

The Contractor shall prepare a bi-weekly financial progress report detailing the persons who worked during the past period, the task(s) on which they worked, and their hours with costs to date. The report shall be delivered to the Task Order Manager and his designee no later than two work days into the following bi-weekly reporting period.

A record log shall be established and maintained as appropriate (automated fashion) and in the Software Engineering Log. The record log shall reflect the current state and status of all maintenance activities. In addition, the record log shall be updated reflecting the weekly meetings. At the meeting, the Contractor shall identify the changes since the last weekly update with an emphasis on problems encountered, actions taken, and, if not yet resolved, proposed solutions and timings.

The Contractor shall prepare bi-weekly activity report that describes the work services provided, a summary of the status of ongoing tasks, a count of transactions and types for Data Support services provided by system module for the two-week period beginning on a Monday and ending on a Friday. The report shall be provided to the NRC Task Order Manager by no later than noon on Monday following the closing Friday of the two-week period.

An informal activity report defining the problems encountered and action(s) taken, or proposed solutions if not yet resolved, shall be provided at the bi-weekly via e-mail to the NRC Task Order Manager.

## **Task Order 30 - EXHIBIT 4**

### **REQUIRED MEETINGS**

The Contractor shall plan for bi-weekly meetings, with an average duration of one hour or less, with the Task Order Manager and others to review status of work tasks.

## TERMS AND CONDITIONS APPLICABLE TO DELIVERY ORDER NO. 5

### SECTION D

#### Government Furnished Property

Contractor personnel performing work on-site, the NRC will provide a basic workstation and administrative software necessary for the contractor to work effectively in NRC's network environment. In addition, all applications software necessary to maintain NRC application systems contained in each task order will be provided.

NRC will also be providing routers, and hubs necessary to connect to our network. For security reasons, the contractor shall ensure that NRC provided equipment remains separated from the Contractor's own network environment.

#### Government Furnished Equipment (GFE) Property Requirements

Some items delivered to the contractor for their use in support of the task order will remain in their off-site space. Such items are defined as GFE.

Once delivered, the Contractor shall control the property and administer a program to protect and preserve it. The Contractor shall also maintain a suitable inventory control system.

The Contractor shall appoint one person as the receipt point of all GFE items provided for their use under each task order.

The Contractor shall provide monthly reports and periodic queries from their GFE inventory systems as requested by the NRC. The monthly reports are cumulative to date from the start of the task order.

The minimum data to be provided in the monthly GFE report is -

- BPA #
- Delivery Order #
- NRC Property TAG #
- Serial #
- Location
- Person Assigned to
- Item Type Code (HW, SW, License, etc.)
- Item Name (i.e., PC, server, tape drive, modem, etc.)
- Comments/disposition

#### Contractor Staffing Changes and/or Project Changes

Adding a new person to any of the task orders requires that NRC perform a background security check, arrange for badging, provide a LAN ID and/or mainframe access ID, and establish ADAMS access where needed. The Contractor shall assemble a package of information (forms provided by NRC) required to accomplish the above items for forward it to

the NRC delivery order manager. A new staff member will not be allowed access to NRC's computer systems until NRC Personnel Security has granted access approval.

Changes in project needs may also require adjustments in GFE at contractor sites.

If additional computer workstation hardware and software are needed, the contractor shall inform the NRC delivery order manager who will arrange for these items to be delivered either from NRC stock or via a procurement action.

The adding or removing of support tools per staff member or per project shall be controlled and reflected in the GFE inventory.

Installation of all hardware and software items is performed only by specified NRC contractors.

Movement of GFE into and/or out of contractor site space must be accomplished by using the "Government Furnished Property Transfer Notification" form. This form is to be completed by the contractor delivery order property custodian and provided to the NRC delivery order manager or his designee within 5 working days.

The steps followed to process a request to add a new contractor staff member are provided in the table below. Where "Contractor" is indicated as the action party, those actions are considered requirements under this statement of work.

## **SECTION E**

### **Reporting Requirements**

The Contractor shall provide a biweekly status reports to the NRC Project Officer and the Contracting Officer. The report must identify the delivery order no. (NRC-33-03-342, Delivery Order No. 5) and the period covered by the report. Each report shall: (a) describe progress to date for each task order and sub-task order level; (b) include accomplishments during the current reporting period; (c) accomplishments planned for the next reporting period; and (d) any issues affecting progress or performance capability. The Contractor shall deliver the biweekly status report in both a hard copy and electronic format. Additionally, the Contractor shall deliver the cost information contained in the biweekly status reports in electronic spreadsheet or database format (Corel Quattro Pro or Microsoft Access 2000). The biweekly status reports shall address each of the following areas, as applicable to each reporting occasion:

- Costs: staff hours and funds expended at the task order and sub-task order level. This information shall be rolled up into monthly, quarterly, semi-annual, and annual usage.
- Schedule information.
- Identification of program personnel and all changes to these personnel.
- Status of each task order.
- Plans and recommendations for future priorities and activation of work items.
- Work initiation traceability.



## SECTION F

### Special Order Requirements

#### 1. Delivery Order and Project Orientation

The Government will provide a Delivery Order and Task Order Orientation for Contractor personnel at NRC Headquarters offices after award of a delivery order.

#### 2. Extent of Travel

The Contractor may be required to travel to any of the NRC sites identified in Section C of this Delivery Order. For purposes of estimating travel costs, the Contractor shall allow \$8,000 for potential travel as indicated in Task Order 11. The Contractor must receive prior approval from the NRC Task Order Manager for all travel. No foreign travel is expected or required during the duration of this Delivery Order.

#### 3. Future Systems

The NRC anticipates that the Integrated Personnel Security System (IPSS) will be placed into production sometime after July 2003, and it will need to be supported under this M&O delivery order (see task order 14 at 14. C. 1.a. Systems to be Serviced).

Also, the Public Meeting Notice System (PMNS) will be placed into production sometime after July 2003, and it will need to be supported under this M&O delivery order. PMNS is a Cold Fusion Web application that allows entry of information regarding NRC sponsored public meetings and permits the public to query real-time public meeting notice information on the external WEB via the NRC Public Web Site.

By way of background, the NRC has developed a three-tier web architecture. It is based upon the following products. The standard web browser is internet Explorer 6. However, because of Section 508 concerns, the contractor should also have experience with minimalist browsers such as Lynx. Experience in developing web applications that are Section 508 compliant is also desired.

To extend the functionality of the NRC desktop in the web environment, the NRC has adopted Macromedia Flash. The Contractor should have experience developing Flash applications that Section 508 compliant. The Contractor should have experience using the standard user-interface components that are integral to Flash to product web applications that have a consistent use and feel.

The NRC standard web server is Iplanet, version 6.0 running on a Solaris 8 platform. The Contractor should have experience with this platform and the configuration options that are available. This includes, but it not limited to (1) https (i.e. secure sockets) implementation, (2) configuring users and groups, (3) user authentication methods, (4) use of the embedded verity search engine, (5) use of server-side includes, (6) use of cg-bin and perl programming, (7) use of server-side programming languages such as Java, JSPs and servlets, and (8) use of web services

The NRC standard LDAP implementation is Novell E-directory services. The contractor should have experience with E-directory and LDAP configuration options, as well as leveraging LDAP for assignment of user rights and permissions.

The NRC standard middleware server is Cold Fusion MX running on the Solaris 8 platform. The Contractor should have application development experience using this platform. This includes, but it not limited to, (1) programming using CFML, (2) transaction processing using CFML, (3) file locking using CFML, (4) error handling and recovery using CFML [catch and try], (5) application level user authentication using CFML, (6) use of the embedded verity search engine in CFML, (7) integration of other third party search engines, i.e, Convera, into Cold Fusion, (8) use of the Sybase jconnect JDBC driver to connect Cold Fusion and Sybase, (9) use of Sybase stored procedures as a mechanism for joining Cold Fusion and Sybase, and (10) use of Cold Fusion components to write reusable modular code.

The standard database proxy for the NRC is Sybase ASE / ECDA, version 12.5. The Contractor should have experience with this product including setting up virtual tables, writing stored procedures, and using ECDA to connect to MS SQL 2000 databases.

The standard back end database for the NRC is Sybase ASE, version 12.0. The contractor should have experience using this database. A second standard back end database for the NRC is MS SQL 2000. The Contractor should also have experience using this database.

## **SECTION G**

The following security requirements shall apply to each individual task order.

### **SECURITY**

- a. Security/Classification Requirements Form. The attached NRC Form 187 (See List of Attachments) furnishes the basis for providing security and classification requirements to prime contractors, subcontractors, or others (e.g., bidders) who have or may have an NRC contractual relationship that requires access to classified information or matter, access on a continuing basis (in excess of 30 or more days) to NRC Headquarters controlled buildings, or otherwise requires NRC photo identification or card-key badges.
- b. It is the contractor's duty to safeguard National Security Information, Restricted Data, and Formerly Restricted Data. The contractor shall, in accordance with the Commission's security regulations and requirements, be responsible for safeguarding National Security Information, Restricted Data, and Formerly Restricted Data, and for protecting against sabotage, espionage, loss, and theft, the classified documents and material in the contractor's possession in connection with the performance of work under this contract. Except as otherwise expressly provided in this contract, the contractor shall, upon completion or termination of this contract, transmit to the Commission any classified matter in the possession of the contractor or any person under the contractor's control in connection with performance of this contract. If

retention by the contractor of any classified matter is required after the completion or termination of the delivery order and the retention is approved by the contracting officer, the contractor shall complete a certificate of possession to be furnished to the Commission specifying the classified matter to be retained. The certification must identify the items and types or categories of matter retained, the conditions governing the retention of the matter and their period of retention, if known. If the retention is approved by the Contracting Officer, the security provisions of the delivery order continue to be applicable to the matter retained.

- c. In connection with the performance of the work under this contract, the contractor may be furnished, or may develop or acquire, proprietary data (trade secrets) or confidential or privileged technical, business, or financial information, including Commission plans, policies, reports, financial plans, internal data protected by the Privacy Act of 1974 (Pub. L. 93-579), or other information which has not been released to the public or has been determined by the Commission to be otherwise exempt from disclosure to the public. The Contractor agrees to hold the information in confidence and not to directly or indirectly duplicate, disseminate, or disclose the information in whole or in part to any other person or organization except as may be necessary to perform the work under this contract. The Contractor agrees to return the information to the Commission or otherwise dispose of it at the direction of the contracting officer. Failure to comply with this clause is grounds for termination of this contract.
- d. Regulations. The Contractor agrees to conform to all security regulations and requirements of the Commission which are subject to change as directed by the NRC Division of Facilities and Security and the Contracting Officer. These changes will be under the authority of the FAR Changes clause referenced in this document.
- e. Definition of National Security Information. The term National Security Information, as used in this clause, means information that has been determined pursuant to Executive Order 12958 or any predecessor order to require protection against unauthorized disclosure and that is so designated.
- f. Definition of Restricted Data. The term Restricted Data, as used in this clause, means all data concerning design, manufacture, or utilization of atomic weapons; the production of special nuclear material; or the use of special nuclear material in the production of energy, but does not include data declassified or removed from the Restricted Data category pursuant to Section 142 of the Atomic Energy Act of 1954, as amended.
- g. Definition of Formerly Restricted Data. The term Formerly Restricted Data, as used in this clause, means all data removed from the Restricted Data category under Section 142-d of the Atomic Energy Act of 1954, as amended.
- h. Security Clearance Personnel. The Contractor may not permit any individual to have access to Restricted Data, Formerly Restricted Data, or other classified information, except in accordance with the Atomic Energy Act of 1954, as amended, and the Commission's regulations or requirements applicable to the particular type or category of classified information to which access is required. The Contractor shall also execute a Standard Form 312, Classified Information Nondisclosure Agreement, when access to classified information is required.

- i. **Criminal Liabilities.** It is understood that disclosure of National Security Information, Restricted Data, and Formerly Restricted Data relating to the work or services ordered hereunder to any person not entitled to receive it, or failure to safeguard any Restricted Data, Formerly Restricted Data, or any other classified matter that may come to the contractor or any person under the contractor's control in connection with work under this contract, may subject the contractor, its agents, employees, or subcontractors to criminal liability under the laws of the United States. (See the Atomic Energy Act of 1954, as amended, 42 U.S.C. 2011 et seq.; 18 U.S.C. 793 and 794; and Executive Order 12958.)
- j. **Subcontracts and Purchase Orders.** Except as otherwise authorized in writing by the contracting officer, the contractor shall insert provisions similar to the foregoing in all subcontracts and purchase orders under this contract.
- k. **In performing the delivery order work,** the contractor shall classify all documents, material, and equipment originated or generated by the contractor in accordance with guidance issued by the Commission. Every subcontract and purchase order issued hereunder involving the origination or generation of classified documents, material, and equipment must provide that the subcontractor or supplier assign classification to all documents, material, and equipment in accordance with guidance furnished by the contractor.
- l. **Site Access Badge Requirements.** During the life of this contract, the rights of ingress and egress for contractor personnel must be made available, as required, provided that a badge is issued after favorable adjudication from the NRC Security, Division of Facilities and Security (DFS). In this regard, all contractor personnel whose duties under this delivery order require their presence on-site shall be clearly identifiable by a distinctive badge furnished by the Government. The Project Officer shall assist the contractor in obtaining the badges for the contractor personnel. It is the sole responsibility of the contractor to ensure that each employee has a proper Government-issued identification/badge at all times. All prescribed identification must be immediately (no later than three days) delivered to NRC Security/DFS for cancellation or disposition upon the termination of employment of any contractor personnel. Contractor personnel must have this identification in their possession during on-site performance under this contract. It is the contractor's duty to assure that contractor personnel enter only those work areas necessary for performance of delivery order work, and to assure the safeguarding of any Government records or data that contractor personnel may come into contact with.
- m. **Security Requirements for Information Technology Services.** The proposer/contractor must identify all individuals and propose the level of Information Technology (IT) approval for each, using the following guidance. The NRC sponsoring office shall make the final determination of the level, if any, of IT approval required for all individuals working under this contract.

The Government shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract.

### Contractor Security Requirements for Level I

Performance under this delivery order will involve prime contractor personnel, subcontractors or others who perform services requiring direct access to or operate agency sensitive information technology systems or data (IT Level I).

The IT Level I involves responsibility for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning, and design of a computer system, including hardware and software; or the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or the capability to realize a significant personal gain from computer access. Such contractor personnel shall be subject to the NRC contractor personnel security requirements of NRC Management Directive (MD) 12.3, Part I and will require a favorably adjudicated Limited Background Investigation (LBI).

A contractor employee shall not have access to NRC facilities, sensitive information technology systems or data until he/she is approved by NRC Security, Division of Facilities (DFS) and Security first for temporary access (based on a favorable adjudication of their security forms and checks) and final access (based on a favorably adjudicated LBI) in accordance with the procedures found in NRC MD 12.3, Part I. The individual will be subject to a reinvestigation every 10 years. Timely receipt of properly completed security applications is a delivery order requirement. Failure of the contractor to comply with this condition within the ten work-day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award.

The Contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint charts, through the Project Officer to NRC Security/ DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope), as set forth in MD 12.3 which is incorporated into this delivery order by reference as though fully set forth herein. Based on NRC Security review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level I approval will be resolved in accordance with the due process procedures set forth in MD 12.3 Exhibit 1 and E. O. 12968.

In accordance with NRCAR 2052.204-70 "Security," IT Level I contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires NRC photo identification or card-key badges.

### Contractor Security Requirements for Level II

Performance under this delivery order will involve contractor personnel that develop and/or analyze sensitive information technology systems or data or otherwise have access to such systems and data (IT Level II).

The IT Level II involves responsibility for the planning, design, operation, or maintenance of a computer system and all other computer or IT positions. Such contractor personnel shall be subject to the NRC contractor personnel requirements of MD 12.3, Part I, which is hereby incorporated by reference and made a part of this delivery order as though fully set forth herein, and will require a favorably adjudicated Access National Agency Check with Inquiries (ANACI).

A contractor employee shall not have access to NRC facilities, sensitive information technology systems or data until he/she is approved by NRC Security/DFS first for temporary access (based on a favorable review of their security forms and checks) and final access (based on a favorably adjudicated ANACI) in accordance with the procedures found in MD 12.3, Part I. The individual will be subject to a reinvestigation every 10 years. Timely receipt of properly completed security applications is a delivery order requirement. Failure of the contractor to comply with this condition within the ten work-day period may be a basis to void the notice of selection. In that event, the Government may select another firm for award.

The Contractor shall submit a completed security forms packet, including the SF-86, "Questionnaire for National Security Positions," and fingerprint cards, through the Project Officer to the NRC Security/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible (except for Part 2 of the questionnaire, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope), as set forth in MD 12.3. Based on NRC Security review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility under the provisions of MD 12.3. Any questions regarding the individual's eligibility for IT Level II approval will be resolved in accordance with the due process procedures set forth in MD 12.3 Exhibit 1 and E. O. 12968.

In accordance with NRCAR 2052.204-70 "Security," IT Level II contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g. bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings; or otherwise requires NRC photo identification or card-key badges.

- n. Cancellation or Termination of IT Access/Request. When a request for investigation is to be withdrawn or canceled, the contractor shall immediately notify the Project Officer by telephone in order that he/she will contact the NRC Security/DFS so that the investigation may be promptly discontinued. The notification shall contain the full name of the individual, and the date of the request. Telephone notifications must be promptly confirmed in writing to the Project Officer who will forward the confirmation to the NRC Security DFS. Additionally, NRC Security/DFS must be immediately notified when an individual no longer requires access to NRC sensitive automated information technology systems or data, including the voluntary or involuntary separation of employment of an individual who has been approved for or is being processed for access under the NRC Personnel Security Program.

## **SECTION H**

### **BILLING INSTRUCTIONS FOR DELIVERY ORDER NO. 5**

**General:** The Contractor shall prepare vouchers or invoices as prescribed herein. FAILURE TO SUBMIT VOUCHERS/INVOICES IN ACCORDANCE WITH THESE INSTRUCTIONS WILL RESULT IN REJECTION OF THE VOUCHER/INVOICES AS IMPROPER.

**Form:** Claims shall be submitted on the payee's letterhead, voucher/invoices, or on the Government's Standard Form 1034, "Public Voucher for Purchases and Services Other than Personal," and Standard Form 1035, "Public Voucher for Purchases Other than Personal--Continuation Sheet." These forms are available from the U.S. Government Printing Office, 710 North Capitol Street, Washington, DC 20401.

**Number of Copies:** An original and three copies shall be submitted. Failure to submit all the required copies will result in rejection of the voucher/invoice as improper.

**Designated Agency Billing Office:** Vouchers/Invoices shall be submitted to the following address:

U.S. Nuclear Regulatory Commission  
Division of Contracts and Property Management - T-7-I-2  
Washington, DC 20555-0001

A copy of any invoice which includes a purchase of property valued at the time of purchase at \$5,000 or more, shall be sent to:

Chief, Property Management Branch  
Division of Facilities and Security  
Mail Stop - T-7-D-27  
Washington, DC 20555-0001

HAND-DELIVERY OF VOUCHERS/INVOICES IS DISCOURAGED AND WILL NOT EXPEDITE PROCESSING BY THE NRC. However, should you choose to deliver vouchers/invoices by hand, including delivery by any express mail service or special delivery service which uses a courier or other person to deliver the vouchers/invoices in

person to the NRC, such vouchers/invoices must be addressed to the above Designated Agency Billing Office and will only be accepted at the following location:

U.S. Nuclear Regulatory Commission  
One White Flint North - Mail Room  
11555 Rockville Pike  
Rockville, MD 20852

**HAND-CARRIED SUBMISSIONS WILL NOT BE ACCEPTED AT OTHER THAN THE ABOVE ADDRESS**

Note that the official receipt date for hand-delivered vouchers/invoices will be the date it is received by the official agency billing office in the Division of Contracts.

Agency Payment Office: U.S. Nuclear Regulatory Commission  
Division of Accounting and Finance GOV/COMM  
Mail Stop T-9H4  
Washington, DC 20555

Frequency: The Contractor shall submit a voucher or invoice monthly only after the NRC's acceptance of services rendered or products delivered in performance of the delivery order unless otherwise specified in the contract.

Preparation and Itemization of the Voucher/Invoice: To be considered a proper voucher/invoice, all of the following elements must be included:

1. BPA/Contract number, delivery order number, and task order number.
2. Sequential voucher/invoice number.
3. Date of voucher/invoice.
4. Payee's name and address. (Show the name of the contractor and its correct address. In addition, when an assignment of funds has been made by the contractor, or a different payee has been designated, include the name and address of the payee). Indicate the name and telephone number of the individual responsible for answering questions which the NRC may have regarding the voucher/invoice.
5. Description of articles or services, quantity, unit price, total amount, and cumulative amount.

The Contractor shall submit a consolidated invoice that contains separate pages for each task order. Each separate page shall list each application system maintained under the identified task order number, and provide the labor hours, labor category, hours, fixed rate, current period dollars, and cumulative hours and dollars to date. In addition, include any separate maintenance. Furthermore, a consolidated summary (cover sheet) must accompany the



invoice which will include the total amount billed inclusive of all task orders. Here is an example of the invoice for each task order:

OCFO-01

System:

<u>Current Category</u>	<u>Fixed Hours</u>	<u>Current Rate</u>	<u>Cumulativ e Total Billed</u>	<u>Hours</u>	<u>Total Billed</u>
Sr. Scientist	100	35.00	\$3,500	500	\$17,500
Engineer	100	25.00	2,500	100	2,500
<b>TOTAL</b>			<b>\$6,000</b>		<b>\$20,000</b>

6. For contractor acquired property list each item purchased costing \$50,000 or more and having a life expectancy of more than 1 year and provide: (1) an item description, (2) manufacturer, (3) model number, (4) serial number, (5) acquisition cost, (6) date of purchase, and (7) a copy of the purchasing document.
7. Weight and zone of shipment, if shipped by parcel post.
8. Charges for freight or express shipments. Attach prepaid bill if shipped by freight or express.
9. Instructions to consignee to notify the Contracting Officer of receipt of shipment.
10. Travel Reimbursement (if applicable)

The contractor shall submit claims for travel reimbursement as a separate item on its invoice/voucher in accordance with the following:

Travel reimbursement. Total costs associated with each trip must be shown in the following format:

<u>Start Date</u>	<u>Destination</u>	<u>Costs</u>
From:	From:	
To:	To:	\$

Provide supporting documentation (receipts) for travel expenditures in excess of \$75.00 in an attachment to the invoice/voucher.

Billing of Cost After Expiration of Order: If costs are incurred during the delivery order period and claimed after the order has expired, the period during which these costs were incurred must be cited. To be considered a proper expiration voucher/invoice, the contractor shall clearly mark it "EXPIRATION VOUCHER" or "EXPIRATION INVOICE."

Currency: Billings may be expressed in the currency normally used by the contractor in maintaining his accounting records and payments will be made in that currency. However, the U.S. dollar equivalent for all vouchers/invoices paid under the order may not exceed the total U.S. dollars authorized under the order.

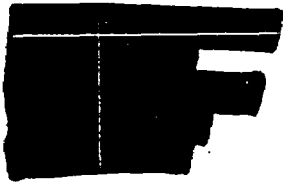
Supersession: These instructions supersede any previous billing instructions.

## SECTION I KEY PERSONNEL

The Contractor shall identify the key personnel to be assigned to each individual task order.

2052.215-70 KEY PERSONNEL (JAN 1993)

- (a) The following individuals are considered to be essential to the successful performance of the work hereunder:



The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

- (b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under the contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately modify the contractor office and shall, subject to the concurrence of the Contracting Officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.
- (c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request

must also contain a complete resume for the proposed substitute and other information requested or needed by the Contracting Officer to evaluate the proposed substitution. The Contracting Officer and the Project Officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

- (d) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or service order, the contract may be terminated by the Contracting Officer for default or for the convenience of the Government, as appropriate. If the Contracting Officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

#### **PROJECT OFFICER AUTHORITY**

The Contracting Officer's authorized technical representative hereinafter referred to as the project officer for this order is:

	<u>Project Officer</u>	<u>Alternate Project Officer I</u>
Name:	Mark Resner	John Burton
Address:	US Nuclear Regulatory Commission Mailstop: T6C30 Washington, DC 20555	US Nuclear Regulatory Commission Mailstop: T6C30 Washington, DC 20555
Telephone:	(301) 415-5949	(301) 415-5777

- a. Performance of the work under this order is subject to the technical direction of the NRC Project Officer. The term "technical direction" is defined to include the following:
1. Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Statement of Work or changes to specific travel identified in the Statement of Work), fills in details, or otherwise serves to accomplish the contractual statement of work.
  2. Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.

3. Review and, where required by the order, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the order.
- b. Technical direction must be within the general statement of work stated in the order. The project officer does not have the authority to and may not issue any technical direction which:
1. Constitutes an assignment of work outside the general scope of the order or associated BPA.
  2. Constitutes a change as defined in the "Changes" clause of the GSA contract.
  3. In any way causes an increase or decrease in the total fixed price or the time required for performance of any orders.
  4. Changes any of the expressed terms, conditions, or specifications of the order or associated BPA.
  5. Terminates the order, settles any claim or dispute arising under the order, or issues any unilateral directive whatever.
- c. All technical directions must be issued in writing by the project officer or must be confirmed by the project officer in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the CO. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the CO.
- d. The contractor shall proceed promptly with the performance of technical directions duly issued by the project officer in the manner prescribed by this clause and within the project officer's authority under the provisions of this clause.
- e. If, in the opinion of the contractor, any instruction or direction issued by the project officer is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the CO in writing within five (5) working days after the receipt of any instruction or direction and shall request the CO to modify the order or associated BPA accordingly. Upon receiving the notification from the contractor, the CO shall issue an appropriate modification or advise the contractor in writing that, in the CO's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.
- f. Any unauthorized commitment or direction issued by the project officer may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the order or associated BPA.

- g. A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233-1 - Disputes.
- h. In addition to providing technical direction as defined in paragraph (b) of the section, the project officer shall:
  - 1. Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO changes in requirements.
  - 2. Assist the contractor in the resolution of technical problems encountered during performance.
  - 3. Review all costs requested for reimbursement by the contractor and submit to the CO recommendations for approval, disapproval, or suspension of payment for supplies and services required under orders.
  - 4. Assist the contractor in obtaining the badges for the contractor personnel.
  - 5. Immediately notify NRC Security, Division of Facilities and Security (PERSEC/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return the individual's badge to NRC Security/DFS within three days after their termination.

#### **ALTERNATE PROJECT OFFICER**

John Burton

The Alternate Project Officer will have the same authority as the Project Officer.

#### **PERIOD OF PERFORMANCE**

All task orders under this order shall commence on the award date and expire 24 months thereafter.

#### **CONSIDERATION AND OBLIGATION**

(a) The total estimated amount (ceiling) of Base Period of this delivery order for the products/services ordered, delivered, and accepted is \$11,875,942.97. The Contracting Officer may unilaterally increase this amount as necessary for task orders to be placed with the contractor during the delivery order's period of performance.

(b) The total estimated amount (ceiling) of Option Period 1 is \$5,638,304.66.

(c) The total estimated amount (ceiling) of Option Period 2 is \$5,297,607.41.

(d) The amount presently obligated with respect to this order is \$0.00. The Contracting Officer may increase this amount from time to time by unilateral modification to the order. The obligated amount shall, at no time, exceed the task order ceiling nor the delivery order ceiling. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk.

(e) It is estimated that the amount currently allotted will cover performance of the effort through (To Be Determined).

#### **APPLICABLE TERMS AND CONDITIONS**

##### **FAR 52.232-7, "Payments under Time-and-Material and Labor-Hour Contracts"**

FAR 52.232-7 is applicable and hereby incorporated into this order. The notification requirements of FAR 52.232-7 apply on a task order basis for this order.

#### **TASK ORDER PROCEDURES**

Any operational and maintenance support services to be furnished under the resultant delivery order shall be ordered by the issuance of a task order. Such orders may be issued from the effective date of the delivery order award through the expiration date of the delivery order.

Each individual task order will specify the following:

- (1) Background;
- (2) Scope;
- (3) Statement of Work;
- (4) Place of Performance;
- (5) Schedule of Deliverables;
- (6) Expertise/Skills;
- (7) Task Order Manager;
- (8) Fixed Price Ceiling amount; and
- (9) Period of Performance.

(a) If the NRC determines a change in the statement of work, schedule of deliverables, level of effort, or period of performance, the Contracting Officer shall transmit to the contractor a Task Order Request for Proposal (TORFP) which may include the following, as appropriate:

- (1) Statement of Work/meetings/travel and deliverables;
- (2) Reporting requirements;
- (3) Period of performance--place of performance;
- (4) Applicable special provisions;
- (5) Technical skills required; and
- (6) Estimated level of effort.

(b) Task order technical proposal. By the date specified in the TORFP, the Contractor shall deliver to the Contracting Officer a written or verbal (as specified in the TORFP technical proposal submittal instructions) technical proposal that provides the technical information required by the TORFP.

(c) Price proposal. The contractor's price proposal for each task order must be in accordance with the applicable GSA FSS contract for the resultant delivery order.

(d) Task order award. The Contractor shall perform all work described in definitized task orders and any modifications issued by the NRC Contracting Officer.

Definitized task orders include the following:

- (1) Statement of work/meetings/travel and deliverables;
- (2) Reporting requirements;
- (3) Period of performance;
- (4) Key personnel;
- (5) Applicable special provisions; and
- (6) Task order ceiling and obligated amounts.

(End of Clause)

2052.216-73 Accelerated task order procedures. [48 CFR 2052.216-73]

Accelerated Task Order Procedures (Jan 1993)

(a) The NRC may require the contractor to begin work before receiving a definitized task order from the Contracting Officer. Accordingly, when the Contracting Officer verbally authorizes the work, the Contractor shall proceed with performance of the task order subject to the monetary limitation established for the task order by the Contracting Officer.

(b) When this accelerated procedure is employed by the NRC, the Contractor agrees to submit a cost proposal with supporting in accordance with the current pricing of the GSA FSS. If agreement on a definitized task order is not reached by the target date mutually agreed upon by the contractor and Contracting Officer, the Contracting Officer may determine a reasonable price in accordance with Subpart 15.8 and Part 31 of the FAR, subject to contractor appeal as provided in 52.233-1, Disputes. In any event, the Contractor shall proceed with completion of the task order subject only to the monetary limitation established by the Contracting Officer and the terms and conditions of the basic contract.

(End of Clause)