



UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
WASHINGTON, D.C. 20555-0001

OCT 15 2007

OA Corporation  
2277 Research Boulevard  
Mailstop 4G ATTN: Joyce L. Lambert  
Rockville, MD 20850

SUBJECT: TASK ORDER NO.23 ENTITLED "HR Application Systems", UNDER DELIVERY  
ORDER NO. DR-33-07-358

Dear Ms. Lambert:

In accordance with Section C.27 entitled "Task Order Procedures," of the subject delivery order, this letter hereby definitizes Task Order 23. This effort shall be performed in accordance with the enclosed Statement of Work and OA Corporation's cost estimate dated, September 18, 2007, which is made a part hereof of this order.

The following individual(s) are considered to be essential to the successful performance of the work hereunder:

~~Derek Sharp~~- Project Manager ~~Sandra Walker~~- Data Technician

The Contractor agrees that such personnel shall not be removed from the effort under the task order without compliance with the Key Personnel Clause (2052.215-70) of the delivery order.

Task Order No. 23 shall be in effect from September 26, 2007, through September 25, 2008, with a total cost ceiling of \$143,824.78.

This Task Order No. 23 obligates funds in the amount of \$24,000.00. The obligated amount shall, at no time, exceed the task order cost 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 with respect to this task order. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's risk.

Your contacts during the course of this task order are:

Technical Matters: Harry Kromer - (301) 415-6817  
James Horn - 301-492-2210

Contractual Matters: Richard Bright - (301) 415-8086

Information in this record was deleted  
in accordance with the Freedom of Information  
Act, exemptions  
FOIA- 2009-0017

C/28

\*ACCOUNTING AND APPROPRIATION DATA Task Order No. 23 is as follows:

B&R: 710-15-5C1-160 JC: G8414 BOC: 2574 APPN: 31X0200.784 COM: N0334200523  
\$24,000.00

\*ADMINISTRATIVELY TRANSFERRED FUNDS FROM BASE CONTRACT

The issuance of this task order does not amend any terms or conditions of the subject delivery order.

Please indicate your acceptance of this task order by having an official who is authorized to bind your organization, execute three copies of this document in the spaces provided below and return two copies to the Contract Specialist. You should retain the third copy for your records. If you have any questions regarding the subject task order, please contact Richard Bright, Contract Specialist on (301) 415-8086.

Sincerely,



Eleni Vernell, Contracting Officer  
Contract Management Branch No. 3  
Division of Contracts  
Office of Administration

ACCEPTED: Joyce L Lambert

NAME Joyce L Lambert

TITLE CONTRACTS

DATE 10/23/07

Task Order 23 HR Application Systems		BASE YEAR RATE	BASE YEAR HOURS	BASE YEAR AMOUNT
OFF-SITE				
010	010 Program Manager			
020	020 Project Manager			
030	030 Quality Assurance Manager			
050	050 Principal BPR Specialist			
060	060 Senior BPR Specialist			
070	070 Principal Systems Architect			
080	080 Senior Systems Architect			
090	090 Principal Information Engineer			
100	100 Senior Information Engineer			
110	110 Senior Functional Analyst			
130	130 Systems Analyst 5			
140	140 Systems Analyst 4			
150	150 Systems Analyst 3			
160	160 Systems Analyst 2			
170	170 Systems Analyst 1			
210	210 Computer Programmer 7			
220	220 Computer Programmer 6			
230	230 Computer Programmer 5			
240	240 Computer Programmer 4			
250	250 Computer Programmer 3			
251	251 Computer Programmer 2			
260	260 Support Specialist 6			
270	270 Support Specialist 5			
280	280 Support Specialist 4			
290	290 Support Specialist 3			
310	310 Engineer 5			
320	320 Engineer 4			
350	350 Sr Computer Security Specialist			
360	360 Computer Security Specialist			
370	370 Operations Manager			
430	430 Communications Network Engineer			
520	520 Apps Systems Analysis and Program Manager			
530	530 Apps Systems Analysis and Program Sup			
540	540 Apps Systems Analyst/Programmer - St Spec			
550	550 Apps Systems Analyst/Programmer - Lead			
560	560 Telecommunications/Internetworking Designer			
570	570 Network Planner			
580	580 Network Operations Specialist			
590	590 Telecommunications Engineer - Senior			
600	600 Telecommunications Engineer - Inter			
610	610 Telecommunications Systems Analyst			
620	620 Network Controller			
630	630 Telecommunications Engineer/Analyst			
640	640 Network Control Technician			
650	650 Telecommunications Analyst/Tech-Senior			
700	700 Documentation Specialist			
710	710 Documentation Coordinator			

(b)(4)

720	720 Technical Expert - Level 4		
730	730 Technical Expert - Level 3		
740	740 Technical Expert - Level 2		
750	750 Technical Expert - Level 1		
760	760 Information Services Consultant		
<b>ON-SITE</b>			
105	105 Senior Information Engineer Onsite		
265	265 Support Specialist 6 Onsite		
275	275 Support Specialist 5 Onsite		
285	285 Support Specialist 4 Onsite		
525	525 Apps Systems Analysis and Program Manager Onsite		
535	535 Apps Systems Analysis and Program Sup Onsite		
545	545 Apps Systems Analyst/Programmer - St Spec Onsite		
555	555 Apps Systems Analyst/Programmer - Lead Onsite		
715	715 Documentation Coordinator Onsite		
745	745 Technical Expert - Level 2 Onsite		
<b>TOTAL</b>		(b)(4)	<b>\$143,824.78</b>

**A. Background**

The Office of Human Resources (HR) requires data entry, analysis, and verification; as well as administrative and report generation support for its financial and training systems. Currently, HR uses the Federal Financial System (FFS) and the HR Financial Control System (FCS) to maintain financial data and uses PeopleSoft Training Administration as the agency's training system. A new Learning Management System will be deployed in FY 2006 to replace the PeopleSoft Training Administration system.

HR staff will continue to receive requests for financial and training data and information from internal and external customers. The Contractor shall provide maintenance, operations, training and data analysis, and data entry support for these existing applications, as well as provide the necessary transitional support for HR as the NRC moves to a new training system. In addition, the Contractor may assist in the analysis, development, implementation, and rollout and/or integration of other Web-based HR systems and reporting tools.

**B. Scope**

To provide data analysis, data entry, and transitional support for HR systems.

The Contractor shall perform application systems operational and maintenance support for the systems listed below in the SOW section, subparagraph, "Maintenance," following guidance provided in the PMM and 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 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, and data. Maintenance also includes, but is not limited to, analysis of conditions and outputs to identify root causes of problems and define methods for correction, troubleshooting, and establishment and execution of backups, restores, archives, and housekeeping.

In the performance of maintenance efforts, the Contractor shall appropriately check out a copy of the current production version of an application system through the CM Library gatekeeper, make changes to the copy provided, and submit the changed application system (i.e., new code, documentation, builds) back through the CM Library gatekeeper for deployment by the NRC. Additionally, during interim periods of development and deployment, HR must have access to all of its application systems and related PMM artifacts (i.e., documents, draft reports, test data, test results, source, executables, builds,) and the vendor products necessary for maintenance. To address this need, a project-level CM Library may be utilized. The Contractor shall assist in its execution and maintenance. Application system product delivery to this environment is defined within the PMM. The Contractor shall apply and enforce the defined procedures at the project

**Task Order 23****Office of Human Resources Application Systems and Environment**

level to ensure a controlled environment (checkout and check-in, along with access controls plans and procedures) and provide recommendations to the NRC regarding enhancement or changes to currently documented procedures to improve controls throughout the period of performance of this work effort. The Contractor shall make recommendations to the NRC TOM and prepare the proper documentation necessary (e.g. updates or additions to the HR Standard Reports Library).

The Contractor shall be considered a technical resource to HR staff and remain available until deployment is completed to provide deployment support as part of the maintenance process.

The Contractor shall perform operational support tasks for the systems listed below in the SOW section, subparagraph, "Operational Support," following guidance provided by the NRC TOM. 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. Operational Support****a. Systems To Be Covered under Operational Support**

<b>System Name</b>	<b>System Number</b>	<b>System Acronym</b>	<b>Software</b>	<b>Platform</b>
Federal Financial System		FFS		
HR Internal Financial Control System		FCS		
PeopleSoft Training Administration		PeopleSoft		
Learning Management System		LMS		

**Definition**

Operational support may take various forms, including the following:

**1. Data Services and Support**

- a. data interpretation
- b. OCR, scanning
- c. verification

## d. entry

- Federal Financial System (FFS) and supporting databases—data entry and verification
- HR Training System—data entry and verification (PeopleSoft Training Administration, Learning Management System, Cold Fusion, Access DB, WordPerfect 8.0)

## 2. Report/Output Generation

The Contractor may assist in the generation of existing reports in the HR Standard Reports Library. Outputs may include hard copy and electronic (BRIO, Crystal Reports 6.0, PS Query, Cognos, or other reporting tools; .pdf or .html format) for inclusion on the internal Web site or a shared network drive. Report generation may be required from a variety of HR systems either on a scheduled or ad hoc basis of (1) standard reports or (2) quick query or new reports using newly defined criteria. HR currently uses BRIO, Crystal Reports, SQR, PS Query, and other tools to access and develop a means to extract and distribute standardized and parameter-driven reports and data to stakeholders. Routinely, such data/information are placed on a shared network drive so that information vital for effective decisionmaking is readily available to HR staff and clients on an as-needed 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 FFS. In addition, the Contractor shall provide data entry support for the HR FCS, and other databases that support the FFS.

The Contractor shall provide operational support in the form of data analysis and data entry support and verification for the agency training system, as well as other HR systems as needed.

d. Operational Support Work Effort Reporting

An activity report is required biweekly that describes the counts of transactions and types for data support services provided by system for the 2-week period beginning on a Monday and ending on a Friday. The report shall be provided to the NRC TOM by no later than noon on Monday following the closing Friday of the 2-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 TOM no later than 2 workdays into the next biweekly period.

## D. Place of Performance

**Task Order 23****Office of Human Resources Application Systems and Environment**

The data analysis, data entry, and data verification support shall be performed on site during NRC official duty hours. Access to the NRC facilities shall be provided by the NRC staff, as required during nonbusiness hours.

**E. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to the NRC TOM	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval Email	NRC Work Effort Manager	Upon review and approval of work plan and estimate
Work Effort Approach of Ceiling Notification Email	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 (2.c)	Contractor	2 workdays from receipt of request
Special Reports of Work and Status—Operational Support	Contractor	At frequency directed



**F. Expertise/Skills**

Demonstrated experience using systems identified in relevant sections of this task order as requiring operational support. Competency in communication and analytical skills, as demonstrated through prior assignments in the operational support area, and experience with applications running on a NOVELL LAN platform. Demonstrated ability to independently perform data analysis, entry and verification. The contractor shall provide personnel with the following skills:

1. working experience with and knowledge of FFS
2. working experience with and knowledge of Novell LAN platform
3. working experience with Cold Fusion and MS Access

**G. Task Order Manager**

The manager for this Task Order is James Horn, (301) 415-7999.