

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NO. RFPA ADM-12-242		PAGE 1 OF 11	
2. CONTRACT NO. NRC-HQ-11-C-33-0059		3. AWARD/EFFECTIVE DATE <i>See block 3/c.</i>		4. ORDER NO. NRC-HQ-12-T-10-0021		5. SOLICITATION NUMBER	
6. SOLICITATION ISSUE DATE		7. FOR SOLICITATION INFORMATION CALL: a. NAME		b. TELEPHONE NO. (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Dominique Malone Mail Stop: TWB/ 1 A31M Washington, DC 20555				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519 <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING N/A	
14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP				15. DELIVER TO U.S. Nuclear Regulatory Commission Washington DC 20555			
16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555				17. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>			
17a. CONTRACTOR/OFFEROR CGI FEDERAL INC. 12601 FAIR LAKES CIR FAIRFAX VA 220334902 TELEPHONE NO.		18a. PAYMENT WILL BE MADE BY Department of Interior / NBC NRCPAYMENTS_NBCDENVER@nbc.gov Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue Denver CO 80235-2230 PHONE: FAX:		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM		19. ITEM NO.	
20. See CONTINUATION Page SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY		22. UNIT		23. UNIT PRICE	
24. AMOUNT		25. ACCOUNTING AND APPROPRIATION DATA Obligate: \$60,000 FAIMIS:121428 DUNS:145969783 2012-40-51-4-156, JCN: B1459, 31X0200 NAICS: 541519		26. TOTAL AWARD AMOUNT (For Govt. Use Only) Total Award Amount (Ceiling): \$233,383.71 Current Obligation: \$60,000		27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED	
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED		29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:		30a. SIGNATURE OF OFFEROR/CONTRACTOR <i>Anish Joseph</i>		31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>Dominique C. Malone</i>	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Anish Joseph, VP		30c. DATE SIGNED 4/4/12		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Dominique Malone Warrant Number 172		31c. DATE SIGNED 4/4/2012	

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Prescribed by GSA - FAR (48 CFR) 53.212

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

JUN 8 2012

ADM002

Table of Contents

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS.....	2
B.1 Contract Type.....	2
B.2 Period of Performance.....	2
B.3 Cost/Price.....	2
B.4 Consideration and Obligation-Time and Materials Contract (August 2011)	2
C.1 Background	3
C.2 Scope of Work.....	5
C.3 Specific Tasks	5
C.4 Project Deliverables.....	6
C.5 Place of Performance	6
C.6 Government Furnished Property, Data and/or Information	6
C.7 Expertise/Skills	7
C.8 Project Management Methodology	7
C.9 Documentation	7
C.10 Expertise/Skills/Training.....	7
C.11 Productive Labor Hours	8
SECTION D – PACKAGING AND MARKING	8
SECTION E - INSPECTION AND ACCEPTANCE	8
SECTION F - DELIVERIES OR PERFORMANCE	8
SECTION G - CONTRACT ADMINISTRATION DATA.....	8
G.1 Task Order Contracting Officer's Representative	8
SECTION H - SPECIAL CONTRACT REQUIREMENTS	11
H.1 2052.215-70 KEY PERSONNEL (JAN 1993)	11
SECTION I CONTRACT CLAUSES.....	11
SECTION J TASK ORDER ATTACHMENTS.....	11

PART I

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 Contract Type

The contract type for this task order is Labor-Hours.

B.2 Period of Performance

Base Period – March 7, 2012 – September 25, 2012

Option Period I – September 26, 2012 to September 25, 2013

Option Period II – September 26, 2013 to September 25, 2014

Option Period III – September 26, 2014 to September 25, 2015

Option Period IV – September 26, 2015 to September 25, 2016

Option Period V – September 26, 2016 to September 25, 2017

Option Period VI – September 26, 2017 to September 25, 2018

Option Period VII – September 26, 2018 to September 25, 2019

Option Period VIII – September 26, 2019 to September 25, 2020

Option Period IX – September 26, 2020 to September 25, 2021

B.3 Cost/Price

See Section J-1.

B.4 Consideration and Obligation-Time and Materials Contract (August 2011)

(a) Currently, the ceiling price to the Government for full performance under this contract is \$ 233,383.71

(b) The contract includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit; and (2) cost of materials totaling \$0.00.

(c) The amount presently obligated by the Government with respect to this contract is \$60,000.

(d) This is an incrementally-funded contract and FAR 52.232-22 - "Limitation of Funds" applies.

SECTION C - PERFORMANCE WORK STATEMENT**C.1 Background**

The following systems are currently maintained by the Office of Administration (ADM) to coordinate various services provided by ADM:

	Categories	System Name	Software	
1	SRS	U-Drive-it	Delphi/Java	Customized
2	SRS	Mail Services	Delphi/Java	Customized
3	SRS	Furniture Repair	Delphi/Java	Customized
4	SRS	Request for Signs	Delphi/Java	Customized
5	SRS	Video Teleconferencing	Delphi/Access	Customized
6	SRS	Office Equipment Repair	Delphi/Java	Customized
7	SRS	Labor Services	Delphi/Java	Customized
8	SRS	Ticket Tracking System	Delphi	Customized
9	SRS	Dosimeter	Delphi	Customized
10	SRS	Parking Management System	Delphi	Customized
11	SPMS	Property Management	Archibus	COTS
12	SPMS	Space and Facilities Management	Archibus	COTS
13	SPMS	Visitor Access Request System	Archibus	COTS

Requirements provided by NRC will follow the SMART objectives: Specific, Measurable, Attainable, Realizable, and Traceable. The Test Plan shall provide procedures that can be traced back to the requirements

Systems within the scope of Task Order 21 can be grouped under two categories, Service Request Systems (SRS) or Space and Property Management System (SPMS). SRS are a series of applications programmed using Delphi 2009 and Java, with the exception of Video Teleconferencing (Delphi 3), and are accessible through the internal website that provides NRC users the ability to route their service requests directly to the staff responsible for providing the service. The Update Registration Info screen enables employees to update their office room number, mail stop, telephone number, etc. All users of the system must be registered in Update Registration. The following services are available to all NRC employees or contractors that have a valid LAN ID:

- *U-Drive-it* - Enables employees to reserve a Government vehicle
- *Mail Services* - Facilitates the delivery of express (overnight), international, and private courier mail for employees
- *Furniture Repair* - Enables employees to request repair of broken furniture
- *Request for Signs* - Enables employees to make requests for certain building signs

- *Video Teleconferencing* - Enables employees to make requests for video teleconferencing sessions
- *Office Equipment Repair* - Enables employees to make a repair request of general office equipment such as microwaves, refrigerators, etc.
- *Labor Services* - Enables employees to make a request for furniture moves, paper deliveries, moving boxes, and etc.

The following services are only available to certain NRC employees or contractors based upon individual job responsibilities or circumstances: A request is made to the SRS Contracting Officer Representative (COR) who then emails the path for the applicable service to appear as an icon on that individual's desktop.

- *Tickets Tracking System* - Allows ADM to manage and track administrative tasks
- *Dosimetry Tracking System (DTS)* - Allows ADM to manage track the issuing of dosimetry badges
- *Parking Management Information System (PMIS)* - Allows ADM to manage daily parking permits and monthly parking permits

NRC is in the process of migrating all customized SRS applications to Commercial Off-The-Shelf (COTS) solutions. Potential solutions to replace customized SRS applications are Remedy, Sharepoint, or a combination of the two. The migration is currently scheduled for fiscal year 2012 and 2013. NRC's end goal is to utilize COTS products with only out-of-the box features to the extent possible. NRC will modify its business processes to eliminate the need for customization, if necessary. All systems will be web based.

SPMS, Archibus 17.2, is tentatively scheduled to be upgrade to 19.3 by February 28, 2012. SPMS is composed of the following modules:

- *Property Management* – Provides tracking of equipment, furniture, and supplies. The Space and Property Management System (SPMS) Property Module will not be utilized to track the following items:
 - Leased Information Technology (IT equipment managed under the NRC IT Infrastructure Services and Support (ITISS) contract or any other third-party vendor. Leased equipment includes desktop computers, laptop computers, BlackBerry smart phones, and/or pagers.
 - Dosimeters
 - Construction
 - Software purchases

The ultimate goal of the Property Module is to ensure that all personal property monitored by NRC, owned or capitalized, is managed appropriately and with the sufficient level of safeguard to prevent waste, fraud, abuse, and mismanagement.

- *Space and Facilities Management* - ADM is responsible for the efficient utilization of the NRC office space at headquarters and the four regional offices. To effectively carry out this responsibility, ADM must continuously monitor the current use of NRC office space while working with the NRC offices and Regions to identify and plan for their upcoming space requirements. The space design process considers each office's current allocation of office space against their current and projected organizational and functional requirements in order to plan appropriate adjustments to their space allocation and/or configuration. ADM works with the designated representatives for each office to obtain information updates on current space configurations and space occupancy. These office representatives have online access to SPMS to review SPMS data and provide ADM with proposed information updates.
- *Visitor Access Request* - The Visitor Access Request system is utilized by NRC to monitor visitors and parking for visitors at headquarters buildings in Maryland.

C.2 Scope of Work

Work will begin under this task order upon the Contractor receiving a change request from the Task Order Contracting Officer Representative through the NRC's IBM Rational Tools Suite

All proposed solutions must adhere to NRC Computer Security Office (CSO) security requirements in order to obtain an Authority to Operate (ATO). All proposed solutions must also meet standards related to the following Federal or NRC specific guidelines: Federal Information Security Management Act (FISMA), Joint Financial Management Improvement Program (JFMIP), National Archives and Records Administration (NARA) Record Retention policies, NRC Record Retention Policies, policies on Personally Identifiable Information (PII), and Federal and NRC functional and regulatory requirements.

C.3 Specific Tasks

Maintenance Requests

The Task Order COR will enter the change request via IBM Rational tools. The contractor shall review the change request and provide a cost estimate for the work to be performed. The contractor shall not engage in any work that would be classified as perfective maintenance (i.e., an enhancement or modification that is not the result of code or data error) without a change request or approval from the NRC Task Order COR.

Examples of maintenance requests include creating a new query extract, modifications to tables in order to fulfill security requirements, and server upgrades. The maintenance requests will also include the necessary updates to documents or the creation of new documents.

Helpdesk Tickets

The helpdesk will be approximately 20 hours each week for all system covered by this Task Order and the level of effort will be re-evaluated every three months. Helpdesk will be negotiated at a firm-fixed-price rate. Helpdesk requests are all routine operation and maintenance activities without code changes. Helpdesk assistance includes responding to user inquiries, performing routine account updates, performing routine system maintenance, helping

user log into system, resolving system errors, unlocking records, or reinitiating applications. The contractor shall document all email or phone maintenance requests in writing when received. The contractor shall provide a response within 2 hours of receiving it.

C.4 Project Deliverables

The documents shall be compiled according to NRC Project Management Methodology (PMM) and a draft will be provided to the NRC Task Order COR for approval. The estimated level of effort for the documents are 80 hours and drafts are due five business days after the Kickoff Meeting and the final is due five business days after receiving comments from the NRC Task Order COR.

	Deliverable
1	Project Management Plan
2	Quality Assurance Plan
3	Staffing Plan
4	Configuration Management Plan
5	Risk Mitigation Plan

Status Meetings:

The contractor shall provide status reports twice a month on status of approved and in-progress change requests and any issues encountered.

Contractor personnel shall attend and participate in regularly scheduled staff, planning, and task control meetings, as requested by the Task Order COR. Upon request by the Task Order COR, the contractor shall prepare and present oral briefings on progress of work, unique or interesting technical findings, and results of research and presentation of draft conclusions or reports. An initial kick-off meeting to introduce the team members will be held within ten business days after the task order is awarded.

C.5 Place of Performance

Most efforts under this task order shall be performed at the contractor site. Access to the NRC/ADM facilities at 12300 Twinbrook Parkway Rockville, Maryland 20852 shall be provided by NRC/ADM, as required, during NRC core business hours from 8:00am-6:00pm Eastern Time.

C.6 Government Furnished Property, Data and/or Information

NRC will renew all software licenses. All documentation becomes the proprietary asset of NRC. Reports, summaries, data, and related documents will be considered draft until approved by the NRC. The contractor agrees to follow the NRC PMM. All deliverables will be made available within IBM Rational tools. The appropriate version control procedures are prescribed within the Configuration Management Plan.

Prior to any dissemination, display, publication or release of articles, reports, summaries, data or related documents developed under the contract, the contractor shall submit for review and approval by the NRC. The contractor shall not release, disseminate, display or publish articles,

reports, summaries, data, and related documents or the contents therein that have not been reviewed and approved by the NRC for release, display, dissemination or publication.

C.7 Expertise/Skills

Qualification of Key Personnel:

The contractor shall provide personnel for this task order that possess the following:

1. Prior experience in helpdesk issues resolution
2. Demonstrated experience in requirements review and gap analysis
3. Prior experience and proficiency in database design, MS SQL Server
4. Demonstrated competency in technical, written communication and analytical skills
5. Able to independently resolve issues
6. Knowledgeable of the latest patch releases for MS SQL Server, Java, Delphi, and Sharepoint
7. Demonstrated development experience with Java, Delphi, and Sharepoint
8. Demonstrated prior experience and proficiency with Archibus versions 17.2 and beyond
9. Experience with Remedy preferred

Replacement of key personnel must be approved by NRC Task Order COR.

C.8 Project Management Methodology

The contractor shall comply with Management Directive (MD) 2.8, Project Management Methodology, in performing the requirements of this task order. See http://www.internal.nrc.gov/ADM/DAS/cag/Management_Directives/md2.8.pdf.

C.9 Documentation

The contractor shall provide system documentation in accordance with NRC Management Directive (MD) 2.8, Project Management Methodology. The Task Order COR will provide the contractor with guidance on the required content of the documentation. Documents shall be updated according to the configuration management methodology approved by the Task Order COR. The contractor shall store all documentation in the IBM Rational tools within the time frame specified by the Task Order COR. All documents developed shall become the property of NRC.

C.10 Expertise/Skills/Training

The contractor shall ensure that its personnel that work on this task order are appropriately qualified in the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) which is accessible at <http://portal.nrc.gov/edo/ois/bpiad/EASB/TRM/default.aspx>. Training that is needed by the contractor's personnel on the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) shall be at the expense of the contractor.

C.11 Productive Labor Hours

ADDENDUM TO PARAGRAPH (i) OF CLAUSE 52.212-4 ALTERNATE I

The contractor may submit invoices to the Government only for "productive labor hours." "Productive labor hours" are defined as those hours expended by the contractor in performing requirements under a task order and are directly related to an NRC-issued change request that is issued to the contractor through NRC's IBM Rational tools suite. Requests for operational support from NRC task orders under this contract will be issued to the contractor via change requests in NRC's IBM Rational tools suite and will include a ceiling number of contractor productive labor hours within a given period (e.g., 10 productive labor hours between 8:00 a.m. and 7:00 p.m.) If the contractor finds the number of productive labor hours in the change request to be unrealistically low, then the contractor shall inform the Task Order COR within a reasonable time after receiving the change request and should provide a written ceiling estimate for the Task Order COR to consider. The Contractor will respond within 5 days after receiving the ceiling information. If the change request represents support provided over an extended period of time, more than 60 days, issues with the ceiling must be brought to the attention of the COR the month that it is discovered. The productive hours must be competitive when benchmarked against industry standards for similar tasks performed by Key Personnel meeting the required qualifications. If the Task Order COR agrees with the contractor's written ceiling estimate, then the Task Order COR would make the change in IBM Rational tools suite or request that a person with access to the system make that change. The Government may not reimburse the contractor for any invoiced productive labor hours that are not directly related to a NRC issued change request and/or exceed the number of hours included in the applicable change request.

SECTION D – PACKAGING AND MARKING

SECTION E - INSPECTION AND ACCEPTANCE

See base contract

SECTION F - DELIVERIES OR PERFORMANCE

See base contract

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Task Order Contracting Officer's Representative

- (a) The Task Order COR for this task order contract is: to be completed at time of task order award.

Amy Hsu
Office: Office of Administration
Mailstop: OWFN/ 6 D3M
Washington, DC 20555-0001
Phone: 301-415-7119

Email: Amy.Hsu@nrc.gov

- (b) Performance of the work under this task order contract is subject to the technical direction of the NRC Task Order COR. The term "technical direction" is defined to include the following:
- i. 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 Performance Work Statement (PWS) or changes to specific travel identified in the PWS), fills in details, or otherwise serves to accomplish the contractual PWS.
 - ii. Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.
 - iii. Review and, where required by the task order contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.
- (c) Technical direction must be within the general statement of work stated in the task order contract. The Task Order COR does not have the authority to and may not issue any technical direction which:
- i. Constitutes an assignment of work outside the general scope of the contract.
 - ii. Constitutes a change as defined in the "Changes" clause of this contract.
 - iii. In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.
 - iv. Changes any of the expressed terms, conditions, or specifications of the contract.
 - v. Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.
- (d) Technical directions must be issued in writing by the Task Order COR or must be confirmed by the Task Order COR in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the Contracting Officer. 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 Contracting Officer.
- (e) The contractor shall proceed promptly with the performance of technical directions duly issued by the Task Order COR in the manner prescribed by this clause and within the Task Order COR's authority under the provisions of this clause.
- (f) If, in the opinion of the contractor, any instruction or direction issued by the Task Order COR is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the Contracting Officer in writing within five (5) working days after the receipt of any instruction or direction and shall request the Contracting Officer to modify the contract accordingly. Upon receiving the notification from the contractor, the Contracting Officer shall issue an appropriate contract modification or advise the contractor

in writing that, in the Contracting Officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.

- (g) Any unauthorized commitment or direction issued by the Task Order COR 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 contract.
- (h) 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.
- (i) In addition to providing technical direction as defined in paragraph (b) of the section, the Task Order COR shall:
 - a. Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the Contracting Officer changes in requirements.
 - b. Assist the contractor in the resolution of technical problems encountered during performance.
 - c. Review all costs requested for reimbursement by the contractor and submit to the Contracting Officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.
 - d. Assist the contractor in obtaining the badges for the contractor personnel.
 - e. Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.
 - f. Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.
 - g. For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 2052.215-70 KEY PERSONNEL (JAN 1993)

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

- Program Manager

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 this 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 notify the Contracting Officer and shall, subject to the concurrence of the Contracting Officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications. Services shall be provided by a backup that is approved by the NRC COR in the interim with no interruption to service.
- (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 Task Order COR 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 the 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.

PART II

SECTION I CONTRACT CLAUSES

See base contract for clauses that apply to this task order.

SECTION J TASK ORDER ATTACHMENTS

- 1) Cost/Price Schedule
- 2) Performance Standards and Metrics

Quality Assurance Surveillance Plan:

NRC Task Order COR and the contractor will jointly develop a list of assumption and dependencies in order to ensure that the listed performance measures can be met before the execution of the contract. A standard Comment Form will be completed by the NRC Task Order COR. Comments are identified as major for missing sections or significant revision to the deliverable are needed leading to missed milestones or budget overrun. Spelling and grammatical errors are not considered major; however, nevertheless, final deliverables are expected to be free of spelling and grammatical errors. The deviation standards pertain to final deliverables. However, to ensure that milestones are met and the burden of quality assurance is not placed on NRC, the draft submitted for final review shall be accurate, comprehensive and 98% completed. The contractor shall resolve issues at no cost to NRC.

Table Column Definitions

- Required Services: the type of support service being rendered under the scope of the task order.
- Performance Standard: the performance level required to meet the contract requirements. The benchmark for satisfactory performance.
- Acceptable Quality Level: establishes the maximum allowable variation (or error rate) from the standard.
- QASP Monitoring Method: method used for monitoring performance against standards.

	Required Services	Performance Measure	Acceptable Quality Level (AQL)	QASP Monitoring Method	Deduction from Price if Exceeding the AQL
1	Meeting requirements listed within the Change Request	OUTPUT- All requirements listed in the Change Request	100%	User Acceptance Testing	\$100 each critical requirement The contractor will agree to fix all critical issues at no charge to NRC
2	Labor hours on invoices must be traceable to the work performed	OUTPUT – The invoice will reflect hours spent for all change request assigned	100%	Monthly Invoice	\$100 per incident exceeding AQL The contractor will make the necessary changes on the invoice after the mistake has been discovered at no charge to NRC

3	Software installation procedures contain sufficient detail that re-performance can be accomplished by someone outside of the immediate project team	<p>OUTPUT - Extensive review will be performed by the end user during the comment period through re-performance</p> <p>All comments will be incorporated into the final version</p>	<p>All comments should be incorporated into the final version</p> <p>Two minor misses by the contractor are accepted, reduction will occur after the second miss</p>	<p>Comments are provided to the contractor within a standard template</p> <p>Exceptions must be agreed to by NRC</p>	<p>\$100 per incident exceeding the AQL</p> <p>Updates will be made by contractor at no charge to NRC</p>
4	Documentations are accurate and comprehensive	<p>OUTPUT - All comments should be incorporated into the final version</p> <p>Two minor misses per deliverable by the contractor are accepted</p>	<p>All comments should be incorporated into the final version</p> <p>Two minor misses by the contractor are accepted</p>	<p>Comments are provided to the contractor within a standard template</p> <p>Exceptions must be agreed to by NRC</p>	\$100 per incident exceeding the AQL
5	System performance	OUTPUT - The system will be operational 99% of the time	99%	Monthly Status Report	\$100 per incident exceeding the AQL
6	System performance	OUTPUT - Transactions will be posted in the system within 1 second	<p>Allowance of 5% for performance deviation</p> <p>Five records out of a hundred</p>	Monthly Status Report	\$100 per incident exceeding the AQL
7	There must be visible traceability between requirements within the change request and the Test Plan	OUTPUT - All requirements can be verified during the User Acceptance Testing	<p>100% Critical</p> <p>95% on all others</p>	Review of the Final Requirements Document	\$100 per incident below the AQL

8	IBM Rational Tools - All final deliverables will be made available within IBM Rational Tools. The appropriate version control procedures are prescribed within the Configuration Management Plan. Documents will be made available within five workdays after final approval	TIME – all final deliverables will be made available within IBM Rational Tools within 5 workdays after final approval	100% compliant	Review of IBM Rational Tools	\$100 per incident exceeding the AQL
9	The draft submitted for final review shall be as accurate, comprehensive and 98% completed	OUTPUT – No major deviation is found	100% compliance	Comment Form	\$100 per incident exceeding the AQL
10	Staff Plan – The contractor must be able to locate a replacement for Key Personnel within 10 workdays if the original Key Personnel departs	TIME – The Key Personnel Replacement must meet the Key Personnel Qualifications and be approved by NRC	100% compliance	From the day departure is announced or the day of departure, whichever is earlier	\$1,000 per incident.

11	Clearance of Staff – the Contracting PM must be familiar with the NRC prescreening process to obtain clearance to work at NRC. The Contracting PM will ensure that personnel selected can obtain clearance to work at NRC	TIME – The Key Personnel Replacement must meet the minimal clearance requirement	100% compliance	The Key Personnel Replacement must be cleared within two months of the form submission	\$1,000 after the two month deadline has been missed and \$1,000 each subsequent month
12	Transition of Staff –Each time a Key Personnel is replaced The allowable transition time frame will not exceed 80 hours Labor hours cannot be charged beyond the 80 hours	TIME – The new Key Personnel can only charge 80 hours for transition	100%	Monthly invoice	Will not pay for level above the 80 hours charged
13	Budget - Compare the budget to the actual level of effort	OUTPUT – work performed on change requests will not exceed 5% of the initial estimate unless agreed by the NRC Task Order COR Any overage must be approved by the NRC Task Order COR for payment to occur	95%	Cumulative cost for change request	Will not pay for level of effort above the 5% exception
14	Status Report – The Status Report will reflect accurately work performed	OUTPUT – the monthly status report will accurately reflect status of the work being performed	100% compliance	Monthly Status Report	\$100 per incident exceeding the AQL

15	Schedule – compare actual to the projected completion date	TIME – work performed on change requests will not exceed 5% of the initial estimate unless agreed by the NRC Task Order COR Any overage must be approved by the NRC Task Order COR or no payment will be made	95%	Compare the initial project complete date against the actual completion date	\$100 each week the milestone is missed after exceeding the AQL and \$1,000 after a schedule delay of a month
16	Monthly Performance Report	OUTPUT – NRC will terminate the Task Order after 3 months of unsatisfactory performance	100%	Monthly Performance Report	Termination of the Task Order
17	Continuous training -The contractor will continue to monitor the latest patches and system updates to ensure that the system complies with security requirements	OUTPUT – The contractor will continue to monitor new system releases and fixes	100%	Quarterly system scans	\$100 per incident exceeding the AQL
18	Helpdesk ticket response	TIME – a response from the contractor must be received by the NRC requester within 2 hours of receiving the request	100% on critical issues such as system being unavailable 95% of user log in	Monthly Status Report	\$100 per incident exceeding the AQL

Appendix A: Pricing Tables
MOM FA2 Task Order #21: ADM Systems

Labor Category	Base Period			Option Period 1			Option Period 2		
	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price
Senior Developer - M&O	\$ 114.69			\$ 114.69			\$ 117.56		
Mid Developer - M&O	\$ 65.30			\$ 65.30			\$ 66.93		
Junior Developer - M&O	\$ 46.18			\$ 46.18			\$ 47.33		
Senior Tester - M&O	\$ 94.45			\$ 94.45			\$ 96.81		
Junior Tester - M&O	\$ 44.55			\$ 44.55			\$ 45.66		
Documentation Analyst	\$ 49.82			\$ 49.82			\$ 51.07		
Program Manager	\$ 198.22			\$ 198.22			\$ 203.18		
Transition Specialist	\$ 136.11			\$ 136.11			\$ 139.51		
Task Order Lead	\$ 154.68			\$ 154.68			\$ 158.55		
Configuration Manager - M&O	\$ 93.19			\$ 93.19			\$ 95.52		
Configuration Management Specialist - M&O	\$ 71.15			\$ 71.15			\$ 72.93		
Senior Systems Analyst - M&O	\$ 98.91			\$ 98.91			\$ 101.38		
Mid-Level Systems Analyst - M&O	\$ 76.39			\$ 76.39			\$ 78.30		
Senior Application Architect - M&O	\$ 153.15			\$ 153.15			\$ 156.98		
Mid-Level Application Architect - M&O	\$ 122.90			\$ 122.90			\$ 125.97		
Product System Architect	\$ 132.62			\$ 132.62			\$ 135.94		
Security Analyst	\$ 135.07			\$ 135.07			\$ 138.45		
Enterprise Architect	\$ 177.57			\$ 177.57			\$ 182.01		
Project Analyst	\$ 87.85			\$ 87.85			\$ 90.05		
Project Control Officer	\$ 115.31			\$ 115.31			\$ 118.19		
Senior Help Desk Specialist	\$ 76.41			\$ 76.41			\$ 78.32		
Mid-Level Help Desk Specialist	\$ 69.66			\$ 69.66			\$ 71.40		
Junior Help Desk Specialist	\$ 58.74			\$ 58.74			\$ 60.21		
Mid-Level Operation Support Specialist	\$ 51.00			\$ 51.00			\$ 52.28		
Junior Operation Support Specialist	\$ 46.55			\$ 46.55			\$ 47.71		
Database Administrator	\$ 131.28			\$ 131.28			\$ 134.56		
Total Price			\$ 233,383.71			\$ 245,651.42			\$ 162,669.55

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Appendix A: Pricing Tables
MOM FA2 Task Order #21: ADM Systems

Labor Category	Option Period 3			Option Period 4			Option Period 5		
	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price
Senior Developer - M&O	\$ 120.50			\$ 123.51			\$ 126.60		
Mid Developer - M&O	\$ 68.61			\$ 70.32			\$ 72.08		
Junior Developer - M&O	\$ 48.52			\$ 49.73			\$ 50.97		
Senior Tester - M&O	\$ 99.23			\$ 101.71			\$ 104.26		
Junior Tester - M&O	\$ 46.81			\$ 47.98			\$ 49.17		
Documentation Analyst	\$ 52.34			\$ 53.65			\$ 54.99		
Program Manager	\$ 208.25			\$ 213.46			\$ 218.80		
Transition Specialist	\$ 143.00			\$ 146.58			\$ 150.24		
Task Order Lead	\$ 162.51			\$ 166.57			\$ 170.74		
Configuration Manager - M&O	\$ 97.91			\$ 100.36			\$ 102.86		
Configuration Management Specialist - M&O	\$ 74.75			\$ 76.62			\$ 78.54		
Senior Systems Analyst - M&O	\$ 103.92			\$ 106.52			\$ 109.18		
Mid-Level Systems Analyst - M&O	\$ 80.26			\$ 82.26			\$ 84.32		
Senior Application Architect - M&O	\$ 160.90			\$ 164.93			\$ 169.05		
Mid-Level Application Architect - M&O	\$ 129.12			\$ 132.35			\$ 135.66		
Product System Architect	\$ 139.33			\$ 142.82			\$ 146.39		
Security Analyst	\$ 141.91			\$ 145.46			\$ 149.09		
Enterprise Architect	\$ 186.56			\$ 191.22			\$ 196.00		
Project Analyst	\$ 92.30			\$ 94.60			\$ 96.97		
Project Control Officer	\$ 121.15			\$ 124.18			\$ 127.28		
Senior Help Desk Specialist	\$ 80.28			\$ 82.29			\$ 84.34		
Mid-Level Help Desk Specialist	\$ 73.19			\$ 75.02			\$ 76.89		
Junior Help Desk Specialist	\$ 61.71			\$ 63.26			\$ 64.84		
Mid-Level Operation Support Specialist	\$ 53.58			\$ 54.92			\$ 56.29		
Junior Operation Support Specialist	\$ 48.91			\$ 50.13			\$ 51.38		
Database Administrator	\$ 137.93			\$ 141.37			\$ 144.91		
Total Price			\$ 158,341.90			\$ 146,604.66			\$ 147,217.03

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Appendix A: Pricing Tables
MOM FA2 Task Order #21: ADM Systems

Labor Category	Option Period 6			Option Period 7			Option Period 8		
	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price	Labor Rate	Hours	Total Price
Senior Developer - M&O	\$ 129.76			\$ 133.01			\$ 136.33		
Mid Developer - M&O	\$ 73.88			\$ 75.73			\$ 77.62		
Junior Developer - M&O	\$ 52.25			\$ 53.55			\$ 54.89		
Senior Tester - M&O	\$ 106.86			\$ 109.53			\$ 112.27		
Junior Tester - M&O	\$ 50.40			\$ 51.66			\$ 52.96		
Documentation Analyst	\$ 56.37			\$ 57.78			\$ 59.22		
Program Manager	\$ 224.27			\$ 229.87			\$ 235.62		
Transition Specialist	\$ 154.00			\$ 157.85			\$ 161.79		
Task Order Lead	\$ 175.01			\$ 179.38			\$ 183.87		
Configuration Manager - M&O	\$ 105.44			\$ 108.07			\$ 110.77		
Configuration Management Specialist - M&O	\$ 80.50			\$ 82.51			\$ 84.57		
Senior Systems Analyst - M&O	\$ 111.91			\$ 114.71			\$ 117.57		
Mid-Level Systems Analyst - M&O	\$ 86.43			\$ 88.59			\$ 90.80		
Senior Application Architect - M&O	\$ 173.28			\$ 177.61			\$ 182.05		
Mid-Level Application Architect - M&O	\$ 139.05			\$ 142.53			\$ 146.09		
Product System Architect	\$ 150.05			\$ 153.80			\$ 157.64		
Security Analyst	\$ 152.82			\$ 156.64			\$ 160.56		
Enterprise Architect	\$ 200.90			\$ 205.93			\$ 211.07		
Project Analyst	\$ 99.39			\$ 101.88			\$ 104.43		
Project Control Officer	\$ 130.46			\$ 133.72			\$ 137.07		
Senior Help Desk Specialist	\$ 86.45			\$ 88.61			\$ 90.83		
Mid-Level Help Desk Specialist	\$ 78.81			\$ 80.78			\$ 82.80		
Junior Help Desk Specialist	\$ 66.46			\$ 68.12			\$ 69.82		
Mid-Level Operation Support Specialist	\$ 57.70			\$ 59.14			\$ 60.62		
Junior Operation Support Specialist	\$ 52.67			\$ 53.98			\$ 55.33		
Database Administrator	\$ 148.53			\$ 152.24	-	\$ -	\$ 156.05		
Total Price			\$ 140,021.95			\$ 139,413.99			\$ 134,344.85

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Appendix A: Pricing Tables
MOM FA2 Task Order #21: ADM Systems

Labor Category	Option Period 9			Total T.O. 21	
	Labor Rate	Hours	Total Price	Hours	Total Price
Senior Developer - M&O	\$ 139.74				
Mid Developer - M&O	\$ 79.56				
Junior Developer - M&O	\$ 56.27				
Senior Tester - M&O	\$ 115.08				
Junior Tester - M&O	\$ 54.28				
Documentation Analyst	\$ 60.70				
Program Manager	\$ 241.51				
Transition Specialist	\$ 165.84				
Task Order Lead	\$ 188.46				
Configuration Manager - M&O	\$ 113.54				
Configuration Management Specialist - M&O	\$ 86.69				
Senior Systems Analyst - M&O	\$ 120.51				
Mid-Level Systems Analyst - M&O	\$ 93.07				
Senior Application Architect - M&O	\$ 186.60				
Mid-Level Application Architect - M&O	\$ 149.74				
Product System Architect	\$ 161.58				
Security Analyst	\$ 164.57				
Enterprise Architect	\$ 216.35				
Project Analyst	\$ 107.04				
Project Control Officer	\$ 140.49				
Senior Help Desk Specialist	\$ 93.10				
Mid-Level Help Desk Specialist	\$ 84.87				
Junior Help Desk Specialist	\$ 71.57				
Mid-Level Operation Support Specialist	\$ 62.14				
Junior Operation Support Specialist	\$ 56.72				
Database Administrator	\$ 159.95				
Total Price			\$ 133,386.97		\$ 1,641,036.03

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