

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 15

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

1 DATE OF ORDER 07/24/2015		2 CONTRACT NO. (If any) NRC-HQ-10-15-A-0002		6 SHIP TO: a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission-	
3 ORDER NO NRC-HQ-25-15-O-0001		4 REQUISITION/REFERENCE NO. NRO-15-0064			
5 ISSUING OFFICE (Address correspondence to) U.S. NRC - HQ Acquisition Management Division Mail Stop: TWFN-5E03 Washington DC 20555-0001				b. STREET ADDRESS Mail Processing Center 4930 Boiling Brook Parkway	
				c. CITY Rockville	d. STATE MD
				e. ZIP CODE 20852	
7. TO: a. NAME OF CONTRACTOR NORTHTRAMP LLC				f. SHIP VIA	
b. COMPANY NAME				8. TYPE OF ORDER <input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 1818 LIBRARY STREET SUITE 500				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 RESTON		e. STATE VA		f. ZIP CODE 20190-6274	
9 ACCOUNTING AND APPROPRIATION DATA See Schedule				10. REQUISITIONING OFFICE Office of Information Services	
11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input checked="" type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED <input checked="" type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM <input type="checkbox"/> h. EDWOSB					12. F.O.B. POINT

13. PLACE OF a. INSPECTION Destination		b. ACCEPTANCE Destination		14. GOVERNMENT B/L NO		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS	
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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)
	GSA Contract #: GS35F496BA Accounting Info: 2015-X0200-FEEBASED-25-25D001-17-4-156-Q4273-2574 Period of Performance: 07/24/2015 to 05/27/2016					

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)	
21. MAIL INVOICE TO: a. NAME U.S. Nuclear Regulatory Commission b. STREET ADDRESS (or P.O. Box) One White Flint North 11555 Rockville Pike Mailstop 03-E17A NRCPayments@nrc.gov c. CITY Rockville d. STATE MD e. ZIP CODE 20852-2738							
SEE BILLING INSTRUCTIONS ON REVERSE						\$0.00	17(i) GRAND TOTAL
						\$2,553,454.40	

22. UNITED STATES OF AMERICA BY (Signature)

Adel M. Rodriguez

23. NAME (Typed)
ADELIS M. RODRIGUEZ
TITLE: CONTRACTING/ORDERING OFFICER

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Prescribed by GSA/FAR 48 CFR 53.213(f)

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

AUG 04 2015

ADM002

ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 15 PAGES

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				c CITY Rockville	d STATE MD
				e ZIP CODE 20852	
7 TO a NAME OF CONTRACTOR NORTHAMP LLC				f SHIP VIA	
b COMPANY NAME				8 TYPE OF ORDER a PURCHASE REFERENCE YOUR X b DELIVERY Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract	
c STREET ADDRESS 1818 LIBRARY STREET SUITE 500					
d CITY RESTON		e STATE VA	f ZIP CODE 20190-6274		
9 ACCOUNTING AND APPROPRIATION DATA See Schedule				10 REQUISITIONING OFFICE Office of Information Services	
11 BUSINESS CLASSIFICATION (Check appropriate box(es)) X a SMALL b OTHER THAN SMALL X c DISADVANTAGED d WOMEN-OWNED e HUBZone f SERVICE-DISABLED VETERAN-OWNED X g WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM h EDWOSB					12 F.O.B. POINT

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	a NAME U.S. Nuclear Regulatory Commission						\$0.00	
	b STREET ADDRESS (or P.O. Box) One White Flint North 11555 Rockville Pike Mailstop 03-E17A NRCPayments@nrc.gov							
c CITY Rockville						d STATE MD	e ZIP CODE 20852-2738	17(i) GRAND TOTAL

22 UNITED STATES OF AMERICA BY (Signature) 	23 NAME (Typed) ADELIS M. RODRIGUEZ TITLE CONTRACTING/ORDERING OFFICER
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ADDITIONAL TERMS AND CONDITIONS	3
1. CONTRACTOR ACCEPTANCE OF TASK ORDER	3
2. NRCB010 BRIEF PROJECT TITLE AND WORK DESCRIPTION	3
3. NRCB050 CONSIDERATION AND OBLIGATION-TASK ORDERS	3
4. NRCF030B PERIOD OF PERFORMANCE ALTERNATE	4
5. NRCF010 PLACE OF DELIVERY-REPORTS	4
6. 2052.215-70 KEY PERSONNEL. (JAN 1993)	4
7. 2052.215-71 PROJECT OFFICER AUTHORITY. (OCT 1999)	5
8. NRCH490 AWARD NOTIFICATION AND COMMITMENT OF PUBLIC FUNDS	6
TASK ORDER PERFORMANCE WORK STATEMENT	8
TASK ORDER QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)	14


ADDITIONAL TERMS AND CONDITIONS

1. CONTRACTOR ACCEPTANCE OF TASK ORDER

Acceptance of this task order should be made by having an official, authorized to bind your organization, please sign one copy of this document in the space provided and return it via email to the Contracting Officer.

Accepted Task Order:

Shilpa Arora, Managing Director
Printed Name & Title


Signature

July 24, 2015
Date

2. NRCB010 BRIEF PROJECT TITLE AND WORK DESCRIPTION

(a) The title of this project is: Program, Project, and Configuration Management Support for the U.S. Nuclear Regulatory Commission's Enterprise Project Management (EPM) Program.

(b) Summary work description: The Office of New Reactors (NRO) has the lead for the planning, scheduling, and infrastructure development related to new and advanced reactor licensing, construction oversight, and rulemaking. The primary application used to manage new reactor licenses is Microsoft Enterprise Project Management (EPM). There are several IT components in place, under development, or planned that enhance analysis, reporting, and data management capabilities associated with EPM. These components allow management staff to make informed decisions and support staff to manage processes in an efficient and effective manner. All IT systems and enhancements are managed by the Change Control Board (CCB) and are tracked in the agency designated configuration management tool.

The objective of this task order is to acquire program, project, configuration management, and analysis support services to assist in planning, documenting, and facilitating the implementation of IT initiatives and processes. The contractor shall also coordinate CCB activities, maintain information in the agency designated configuration management tool as defined by the NRC's Management Directive 2.8, and provide configuration management training and support pertaining to the aforementioned tool.

3. NRCB050 CONSIDERATION AND OBLIGATION-TASK ORDERS

(a) The ceiling of this order for services is \$492,784.

(b) This order is subject to the minimum and maximum ordering requirements set forth in the contract.

(c) The amount presently obligated with respect to this order is \$175,000. The obligated amount shall, at no time, exceed the order ceiling as specified in paragraph (a) above. 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 order, in accordance with FAR Part 43 - Modifications. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's sole risk and may not be reimbursed by the Government.

(d) The Contractor shall comply with the provisions of FAR 52.232-22 - Limitation of Funds, for incrementally-funded delivery orders or task orders.

4. NRCF030B PERIOD OF PERFORMANCE ALTERNATE

This contract shall commence on award date and will expire on May 27, 2016. The term of this contract may be extended at the option of the Government for an additional four optional periods, from May 27, 2016 to May 27, 2020.

Base Period: Award date to May 27, 2016

Option Period(s):

Option Period 1: May 28, 2016 to May 27, 2017

Option Period 2: May 28, 2017 to May 27, 2018

Option Period 3: May 28, 2018 to May 27, 2019

Option Period 4: May 28, 2019 to May 27, 2020

5. NRCF010 PLACE OF DELIVERY-REPORTS

The items to be furnished hereunder shall be delivered, electronically via email to:

- a. The Contracting Officer Representative (COR) (1 electronic copy)
- b. The Contracting Officer (CO)

6. 2052.215-70 KEY PERSONNEL. (JAN 1993)

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

Shilpa Arora - IT project manager
Yusef Rasheed – Senior Systems Engineer

*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.

(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 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.

7. 2052.215-71 PROJECT OFFICER AUTHORITY. (OCT 1999)

(a) The contracting officer's authorized representative hereinafter referred to as the project officer for this contract is:

Name: Nikki Gilanshahi
Address: US NRC, Mail Stop: T6 C20, Washington DC 20555
Email: Nikki.Gilanshahi@nrc.gov
Telephone Number: 301-415-3801

(b) Performance of the work under this contract 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 contract, approve 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 contract. 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 contract.

(2) Constitutes a change as defined in the "Changes" clause of this contract.

(3) 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.

(4) Changes any of the expressed terms, conditions, or specifications of the contract.

(5) Terminates the contract, settles any claim or dispute arising under the contract, or

issues any unilateral directive whatever.

- (d) 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 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 project officer in the manner prescribed by this clause and within the project officer's authority under the provisions of this clause.
- (f) If, in the opinion of the contractor, any instruction or direction issued by the project officer is within one of the categories 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 that 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 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 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 to the instruction or direction is subject to 52.233-1 - Disputes.
- (i) 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 contracting officer 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 contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.

8. NRCH490 AWARD NOTIFICATION AND COMMITMENT OF PUBLIC FUNDS

- (a) All offerors will receive preaward and postaward notices in accordance with FAR 15.503.
- (b) It is also brought to your attention that the contracting officer is the only individual who can legally obligate funds or commit the NRC to the expenditure of public funds in connection with this procurement. This means that unless provided in a contract

document or specifically authorized by the contracting officer, NRC technical personnel may not issue contract modifications, give formal contractual commitments, or otherwise bind, commit, or obligate the NRC contractually. Informal unauthorized commitments, which do not obligate the NRC and do not entitle the contractor to payment, may include:

- (1) Encouraging a potential contractor to incur costs prior to receiving a contract;
- (2) Requesting or requiring a contractor to make changes under a contract without formal contract modifications;
- (3) Encouraging a contractor to incur costs under a cost-reimbursable contract in excess of those costs contractually allowable; and
- (4) Committing the Government to a course of action with regard to a potential contract, contract change, claim, or dispute.

BPA NRC-HQ-10-15-A-0002
Task NRC-HQ-25-15-O-0001

TASK ORDER PERFORMANCE WORK STATEMENT

Information Technology Solutions – Integrated Program and Project Support

Project Title: Scheduling and Planning Support for the U.S. Nuclear Regulatory
Commission's Enterprise Project Management (EPM) Program

Job Code or Funding Template: Cost Center 1042

Fee Recoverable: No

TAC Code: Q00018

Blanket Purchase Agreement No.: BPA NRC-HQ-10-15-A-0002

Task Order No.: NRC-HQ-25-15-O-0001

NRC Issuing Office: Office of New Reactors (NRO)

Type of Competition: Competitive under ITS-IPPS

Type of Contract/Order: Labor Hours

Period of Performance (including option periods):

The estimated period of performance for the base year would be revised to start upon task order award (not later than 7/28), and end on 5/27/2016 - consistent with the end date of year 1 of the contract. The hours for the level of effort for the base year remain the same. The rest of the optional periods will begin on 5/28 and end on 5/27 of each year, accordingly.

TASK ORDER PERFORMANCE WORK STATEMENT (PWS)

1. PROJECT TITLE

Scheduling and Planning Support for the U.S. Nuclear Regulatory Commission's Enterprise Project Management (EPM) Program

2. BACKGROUND/INTRODUCTION

The U.S. NRC's NRO has the lead for the planning, scheduling, and infrastructure development related to new and advanced reactor licensing, construction oversight, and rulemaking.

NRO currently uses the EPM platform to manage all project scheduling activities related to new and existing reactor reviews. The platform integrates MS Project to manage the schedules, which change routinely. Further, the entire portfolio of NRO licensing work utilizes the same resource pool.

Effectively and efficiently managing the overall scheduling, planning, and analyses activities currently present in NRO requires specialized experience, knowledge of industry standard project management best practices, and an ability to understand and analyze the effects of changing dates and resource requirements in a dynamic scheduling situation.

Therefore, NRO is seeking planning and scheduling expertise to: (1) develop, manage, and analyze these schedules, (2) discover and analyze their interdependencies, and (3) make recommendations to ensure minimal impact on major and significant project milestones.

This EPM Scheduling and Planning Support task order shall provide scheduling and planning services to NRO. The work to be provided shall be in accordance with this PWS.

3. SCOPE

The planning, scheduling, and support service task order will provide expert scheduling and support services to better enable NRO to schedule and manage the work load described above. The contractor shall provide the NRC with scheduling and portfolio management staff with experience in (1) industry standard project management best practices, (2) business intelligence analysis, and (3) dynamic scheduling and managing multiple projects with MS Project Professional. Experience with MS Project Server environment and EPM is also desirable.

4. PERFORMANCE REQUIREMENTS

The contractor shall provide personnel with the capability to enter scheduling data into the EPM system via MS Project Professional. This data will be derived from various sources, including: (1) technical staff that are performing the reviews, (2) project managers and their management, and (3) NRO portfolio management staff. Close interaction between the NRO staff and the contractors is required. Changes to the schedules are assigned through an NRC ticketing system.

The contractor shall meet NRC timeliness goals, which are based on the complexity of the change request (ticket). Complexity is divided into three levels – simple, average, and complex. The complexity will be assigned by the NRC technical monitor. The NRO technical monitor will also provide schedule priority to the contractors. Contractors shall perform quality assurance reviews of schedule changes to ensure that they have completed all actions prior to closing the ticket. Ticket complexity, closure timeliness, and quality are tracked and reported on by the contract scheduler supervisor, in consultation with the NRO technical monitor.

Contractor personnel shall have experience using industry standard project management and scheduling techniques, and have the ability to perform the following activities with MS Project Professional in a MS Project Server environment:

1. Enter tasks
2. Develop, calculate, and enter estimates
3. Identify and enter dependencies
4. Enter deadlines, constraints, and calendars
5. Assign enterprise resources and enter assignments
6. Analyze and optimize schedules
7. Analyze schedules in accordance with industry standard project management techniques
8. Update schedules
9. Perform schedule quality reviews and analysis to ensure logic, structure, and operation is as intended or point out problems that need to be resolved
10. Work with NRC staff to design and develop new schedules for new projects as they are added to EPM
11. Other scheduling activities as required

5. PERFORMANCE STANDARDS

Performance standards are captured in the associated Quality Assurance Surveillance Plan (QASP).

6. DELIVERABLES AND DELIVERY SCHEDULE

Task	Service/Deliverable	Due Date
1. Orientation session to become familiar with NRO's EPM system and project management practices.	Attendance by individuals designated by contractor and NRC.	Within 1 month of task order award
2. Modify and develop schedule(s), as directed.	Schedule changes incorporated a Quality Assurance (QA) check performed.	Recurring task as change requests are received throughout the life of the task order

3. Assist NRC staff in analyzing schedule impacts of proposed changes such as leave and training, use of industry standard project management techniques, or level of effort changes due to quality or technical complexity. Provide (a) proposed solution, via thorough analyses and functional solution, and (b) assist staff with implementation, as proposed.	Documentation of impact and proposed solution.	As determined by task order manager on an as-needed basis
4. Provide schedule support and analysis as described in 2 and 3 above for schedules from other regional and program offices, as directed by NRO.	Schedule changes incorporated and QA check performed. Documentation of impact and proposed solution.	Recurring task as change requests are received throughout the life of the task order
5. Provide ticket status, and other operational status reports for agreed upon metrics, as required.	Tracking reports on metrics, tickets, and time spent.	As determined by task order manager on an as-needed basis
6. Prepare and/or deliver presentations, as directed.	Prepare presentation materials and ensure they are reviewed and approved by NRC staff.	As determined by task order manager on an as-needed basis

7. GOVERNMENT-FURNISHED PROPERTY

The NRC will furnish available documentation associated with projects as well as access to systems required to perform the work including access to a standard NRC workstation and the agency designated change management tool.

8. QUALITY CONTROL

The Contractor shall develop and maintain a complete Quality Control Plan (QCP) to ensure that the requirements of the task order are performed in accordance with this PWS. The QCP shall describe the methods for identifying, preventing, and ensuring any defective services are corrected before the level of performance becomes unacceptable. The Contractor's QCP shall address the tasks in the section 4, Performance Requirements, of this PWS.

One copy of the Contractor's QCP shall be provided to the CO at the time its proposal is submitted. After acceptance of the QCP the contractor shall receive the CO acceptance in writing of any proposed changes to its plan. An updated copy of the QCP must be provided to the CO as changes occur during the performance of the contract.

9. PLACE OF PERFORMANCE

The Contractor shall primarily perform all services for this task order on-site at NRC Headquarters in Rockville, MD. However, if space limitations exist which prevent the contractor from working on-site, the TO COR may authorize the Contractor to work at the contractor's facility or other NRC Regional facilities. Telework capabilities will be also be available and authorized at the discretion of the TO COR.

10. SECURITY

The work to be performed under this task order will be UNCLASSIFIED. No classified or safeguards information will need to be accessed to complete the required tasks under this task order.

11. SPECIAL QUALIFICATIONS / KEY PERSONNEL REQUIREMENTS

The Contractor shall be responsible for providing personnel with the appropriate skill sets and expertise necessary to support the work and accomplish the task outlined in this PWS. At a minimum, these personnel should meet the following qualifications and requirements:

- Effective at leading training sessions and information sessions about enterprise project management technologies and processes with technical and non-technical staff from across the NRC
- Trained and proficient at using Microsoft Project Management, specifically the NRC implementation of Enterprise Project Management tools including Project Pro, Project Server, and Project Web Access
- Able to effectively train end users at the NRC to use the Enterprise Project Management tools
- Familiar with both on premise and cloud implementations of Microsoft scheduling tools
- Able to implement industry best practices for regulatory review schedules
- Able to act as a portfolio manager for licensing reviews
- Familiar with IT systems, and IT infrastructure
- Familiar with nuclear regulatory inspection activities and licensing review activities

12. SECTION 508 – ELECTRONIC AND INFORMATION TECHNOLOGY STANDARDS

In December 2000, the Architectural and Transportation Barriers Compliance Board (Access Board), pursuant to Section 508(2)(A) of the Rehabilitation Act Amendments of 1998, established information technology accessibility standards for the federal government. Section 508(a)(1) requires that when federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology (EIT), they shall ensure that the EIT allows federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. The Section 508 requirement also applies to members of the public seeking information or services from a federal department or agency. Section 508 text is available at

<http://www.opm.gov/HTML/508-textOfLaw.htm> or

BPA NRC-HQ-10-15-A-0002
Task NRC-HQ-25-15-O-0001

<http://www.section508.gov/>

All Electronic and Information Technology (EIT), as defined at FAR 2.101, supplied under this contract/order must conform to the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology Accessibility Standards (36 CFR Part 1194). The applicable standards are available at:
<http://www.access-board.gov/sec508/guide/index.htm>

The following standards are applicable to this contract/order:

- Software Applications and Operating Systems (1194.21)
- Web-based Intranet and Internet Information and Applications(1194.22)
- Telecommunications Products (1194.23)
- Video and Multimedia Products (1194.24)
- Self-Contained, Closed Products (1194.25)
- Desktop and Portable Computers (1194.26)

TASK ORDER QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

This performance-based Quality Assurance Surveillance Plan (QASP) is intended to set forth the process that the U.S. Nuclear Regulatory Commission (NRC) will use in evaluating the technical performance of the Contractor in accordance with the terms and conditions of the ITS-IPPS Blanket Purchase Agreements.

This QASP will be used as a Government document to assist in monitoring contractor activities and during inspection and acceptance of contract deliverables. The Government reserves the right to make changes to the QASP during the life of the task order. Performance information generated from surveillance activities will directly feed into status and performance discussions with the Contractor.

Required Services	Performance Measure	Acceptable Quality Level (AQL)	QASP Monitoring Method
Deliverables	Delivered within the agreed upon timeframes, addresses the agreed upon scope and complies with acceptable and professional formatting and/or required templates	Delivered by COB of designated deadline Defects within documents are at a non-material level	The TO COR will review deliverables
Schedule Change Request Processing	Schedule Change Requests are processed within the agreed upon timeframes as defined in the official EPM schedule change request system	Change requests are processed successfully within the agreed upon timeframe 90% of the time	The TO COR reviews the official EPM schedule change request system to gauge performance
Ticket Quality	Schedule Change Requests do not require rework after quality assurance review	Quality defects are found in less than 10% of processed tickets	The TO COR communicates with EPM schedulers to determine success rates

15-15