

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 22	
2. AMENDMENT/MODIFICATION NO. M0014		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. ZEROREQ-CFO-16-0032	
5. PROJECT NO. (If applicable)		6. ISSUED BY US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP TWFN-5E03 WASHINGTON DC 20555-0001		7. ADMINISTERED BY (If other than Item 6)	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CONCUR TECHNOLOGIES INC 18400 NE UNION HILL RD REDMOND WA 980523332		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
9C. DATED (SEE ITEM 11)		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-33F-Y0026 NRC-HQ-13-T-09-0001		10B. DATED (SEE ITEM 13) 12/07/2012	
CODE 867262263		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of Parties - Bilateral Signature
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.



14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to:

- 1) Revise the pricing structure to add CLIN 0040, Third Party Charge Reimbursements.
- 2) Delete the Statement of Work (SOW) and replace it with the revised SOW dated. The new SOW tasks into account the CLIN 0040, Third Party Charge Reimbursements.

Except as specified herein, all other terms, conditions and pricing remain unchanged and in full force and effect.

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jim Lucier, Senior Vice President		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) MATTHEW BUCHER	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 5/9/2016	15B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	15C. DATE SIGNED 5-10-2016

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Previous edition unusable

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

JUN - 1 2016

ADM002

BASE PERIOD JUNE 10, 2012 – JUNE 3, 2015					
CLIN	Description	Estimated Quantity	Unit Price	Estimated Total Price	Unit
4	International Rate Desk				Each
5	Standard Implementation Services				
0005AB	Service Level B	N/A			Lot
9	Supplemental Training Services (including User Roles)*				Hour
11	Custom Report Development				Hour
N/A	Data Storage Set Up Fee				Lot
N/A	Annual Maintenance Fee				First year
12AA	Technical Help Desk Tier One				Hour
12AC	Technical Help Desk Tier One				Per incident
13	ETS2 Custom Interface Development				Hour
17	Software for Profile Management through Mass Uploading/Updating				Per Agency
19	Supplemental Customer Service				Hour
15	Reimbursable Travel	----	LOT		Each travel dollar
N/A	Monthly Extension Fee				Month
BASE PERIOD TOTAL (NOT TO EXCEED) -----				\$1,320,734.65	

PRICE SCHEDULE

OPTION PERIOD ONE JUNE 4, 2015 – JUNE 3, 2019					
CLIN	Description	Estimated Quantity	Unit Price	Estimated Total Price	Unit
0024	International Rate Desk				Each
0029	Supplemental Training Services (including User Roles)*				Hour
0030	Supplemental Security Services				Hour
0031	Custom Report Development				Hour
0032AC	Technical Help Desk Tier One				Per incident
0033	ETS2 Custom Interface Development				Hour
0039	Supplemental Customer Services-Concur On-site Help Desk				Hour
0039	Supplemental Customer Services-Documents ID Enhancements				Hour
0039	Supplemental Customer Services-Duty Station Enhancements				Hour
0040	Third Party Charge Reimbursement		Actual Cost		FFP
OPTION PERIOD ONE SUBTOTAL (NOT TO EXCEED)				\$1,183,873.85	

- option period one continued next page

OPTIONAL CLINS (EXERCISED ONLY BY FORMAL MODIFICATION)					
0039	Supplemental Customer Services-- Routing / Re-Approval				Hour
0039	Supplemental Customer Services-- Reclaim Voucher				Hour
0039	Supplemental Customer Services-- Project Management				Hour
OPTIONAL CLINS SUBTOTAL (NOT TO EXCEED)					
TOTAL OPTION PERIOD ONE (NOT TO EXCEED) -----				\$1,455,195.46	

OPTION PERIOD TWO JUNE 4, 2019 - JUNE 3, 2023					
CLIN	Description	Estimated Quantity	Unit Price	Estimated Total Price	Unit
0044	International Rate Desk				Each
0049	Supplemental Training Services (including User Roles)*				Hour
0050	Supplemental Security Services				Hour
0051	Custom Report Development				Hour
0052AC	Technical Help Desk Tier One				Per incident
0053	ETS2 Custom Interface Development				Hour
0059	Supplemental Customer Service				Hour
TOTAL OPTION PERIOD TWO (NOT TO EXCEED) -----				\$1,243,948.60	

OPTION PERIOD THREE JUNE 4, 2023 - JUNE 3, 2027					
CLIN	Description	Estimated Quantity	Unit Price	Estimated Total Price	Unit
0064	International Rate Desk				Each
0069	Supplemental Training Services (including User Roles)*				Hour
0070	Supplemental Security Services				Hour
0071	Custom Report Development				Hour
0072AC	Technical Help Desk Tier One				Per incident
0073	ETS2 Custom Interface Development				Hour
0079	Supplemental Customer Service				Hour
TOTAL OPTION PERIOD THREE (NOT TO EXCEED) -----					
TOTAL TASK ORDER (BASE AND ALL OPTIONS) (NOT TO EXCEED)				\$5,468,315.11	

Nuclear Regulatory Commission ETS2 Performance Work Statement

I. Purpose of the Task Order

This task order is subject to the terms and conditions of the General Services Administration (GSA) E-Gov Travel Service 2 (ETS2) Master Contract No. GS-33F-Y0026 (hereinafter referred to as the Master Contract). In the event of a conflict between the NRC task order and the Master Contract, the Master Contract shall control. All requirements in the Master Contract and modifications thereof apply to this task order, including the Expanded Requirements. See Attached.

The purpose of this task order is to award a task order between the Nuclear Regulatory Commission (NRC) and the GSA ETS2 Contractor. The ETS2 project is founded in the President's E-Gov initiative and the related commitment to employ the latest technology over the next fifteen years to create a more efficient and effective Federal government travel service. ETS2 is a collaborative inter-agency initiative whose purpose is to realize operational effectiveness, cost savings and increased service to the Federal traveler through a common automated and integrated approach to managing Federal government travel functions. The NRC shall use online self-service booking to the greatest extent possible through use of the ETS2 vendor.

The task order shall result in end-to-end travel management services (as described herein and by the Master Contract) that is owned and hosted or operated by a commercial vendor and provided to the Federal government via a secured web portal environment. As a result, various functions of official Federal travel and travel management shall be provided online using processes and procedures consistent with the Federal Travel Regulations (FTR) and related policies. Travel management functions shall include, but may not be limited to, the following:

- Travel planning and cost estimating;
- Travel creation and approval workflow documentation;
- Reservation booking services;
- Filing processing and workflow approval of travel authorizations and travel vouchers/claims;
- Travel document amendment and its related workflow re-approval;
- Quality control procedures to ensure that the ETS2 accurately and completely provides end-to-end travel management services as described herein and by the Master Contract;
- Interface with the NRC financial system, Financial Accounting & Integrated Management Information System (FAIMIS);
- Establishing obligations in FAIMIS for approved travel authorizations;
- Establishing annual obligation in FAIMIS for approved local travel vouchers;
- Flexibility for the NRC system administration in managing user profiles, establishing approval routing, or moving a user profile from one sub-organization to another sub-organization due to an office re-organization; and
- Reporting and data exchange between ETS2 and the NRC FAIMIS and Human Resource Information System (HRMS).

The Contractor shall provide the Service Level B Standard Implementation Services (CLIN OOOSAB and the related options) as described in the Master Contract. The services rendered by the task order contractor shall include, but may not be limited to:

- End to end federal travel processes and travel management expertise;
- Web-based reservation services;
- Quality control procedures to ensure that the ETS2 system accurately and completely provides end-to-end travel management services as described herein and by the Master Contract;
- E-mail notification to the end users regarding system performance issues;
- E-mail notification to the end users regarding their password is set to expire;
- Just-in-time training and updated training manuals;
- Implementation and integration travel planning and support;
- Providing support in successfully deploying the ETS2 system in the NRC agency-wide deployment program. Contractor support shall include, but not limited to, designing and configuring ETS2 to FAIMIS interface in accordance with the NRC requirements; testing and successfully resolving interface issues; assisting in data load validation and correction; providing a test environment that shall mirror the latest production environment 100 percent during the testing period;
- Authentication including unique user ID and password for access to ETS2;
- Web access security and data integrity, accuracy and completeness;
- Travel workflow creation with protected user roles;
- Easy to understand and navigate travel application and intuitive user usability;
- Customer support including ETS2 functional and Technical Help Desk support for related integration issues, as well as Travel Management Center (TMC) assistance with travel arrangement; and
- Readily available ETS2 standard reports: See the required standards ETS2 reports on page A-12 Standard Implementation; and
- Providing all security documentation that is required for obtaining the NRC Authority to Utilize (ATU) ETS2 in the NRC.

The Contractor shall provide NRC specific travel business requirements as described in the Master Contract with applicable CLINs: 00011, 00013, 00017, and the related options. The Contractor shall provide the following NRC special requirements, which include but may not be limited to:

1.1 NRC system administration flexibility-the Contractor shall provide the NRC System Administration with ETS2 Substantiality and Flexibility as described in the Master Contract:

- The Contractor shall provide software for the ETS2 profile management through mass uploading/updating after the initial implementation of mass updates/uploads. This software shall be provided to the NRC for uploading and importing data through the NRC's business and financial system interface as determined by the NRC in accordance with Section C.4.25.1 ETS2 Customer Configuration and Administration #3, applicable to CLIN 0017 and the related options.
- ETS2 shall allow the NRC system administrator to perform a mass upload of annual accounting codes, set up favorite accounting codes for each end user, establish traveler's direct deposit account type (i.e., 'P' account type as payroll checking account or 'T' account type as travel account) determined by the end user, add, change or remove user's approval routing, change user's name upon the user's request, move user's account from a sub-organization to another sub-organization due to a re-organization, and/or activate and de-activate a user's account.

1.2 Other NRC Special Requirements - ETS2 shall provide the following ETS2 interface of Monthly Citibank billings for transportation fares and transaction fees:

- Each travel expense on a monthly Citibank transportation billing shall be assigned a pre-assigned referenced (accounting) line number following the below data format and order:
 - o Referenced Line #1: travel expense reimbursed to traveler, budget object class (BOC) 2110.
 - o Referenced Line #2: transportation expense such as air fare, BOC 2120.
 - o Referenced Line #3: voucher processing fee, BOC 2121.
 - o Referenced Line #4: TMC booking fee, BOC 2121.
- The Contractor shall provide the NRC with the following customized reports (CLIN 0011 and the related options) as described in the Master Contract:
 - o Monthly Reports on Accrued Travel Expenses
 - o Monthly Reports on Errors and/or Omissions on Travel Documents Identified by Approver Officers, Fund Certifying Officers, and/or auditors.

II. NRC Travel Environment and Other Information

11.1 Background of e-Travel Service Information and Current Travel Environment

The NRC has 29 Headquarters program offices and regional offices, and employs about 4,000 people located throughout the NRC Headquarters and four regional locations. Generally, more than 50 percent of these employees travel in any fiscal year, and about 4,000 ETS2 user profiles are expected to be placed in ETS2 with one or more workflow roles.

The NRC's mission requires that employees travel locally and domestically within the CONUS and OCONUS. Many TOY travel locations are remote locations that require our inspectors to travel from an alternate airport or stay in an adjacent hotel. The NRC employees must also travel internationally to any country worldwide, depending on the NRC missions and travel needs.

Travel is governed by the Federal Travel Regulation and the NRC travel policies.

Currently, the NRC obligates approximately \$20 million per fiscal year on TOY travel related services, and it is estimated that 18,100 TOY travel authorizations and 19,300 vouchers will be created and processed per fiscal year.

11.2 Special NRC Travel Types

The NRC also uses invitational travel, and uses special travel authorizations for Permanent Change of Station (PCS) travel. The NRC's current business model relies heavily on alternate preparers and paper travel documents for invitational travel and PCS travel.

Currently, the NRC obligates approximately \$1.8 million per fiscal year on invitational travel related services, and it is estimated that 400 travel authorizations and 430 vouchers will be created and processed for invitational travel.

The NRC obligates approximately \$7 million per fiscal year on PCS travel related services, and it is estimated that 125 travel authorizations and 125 travel vouchers will be created and processed for PCS travel.

Disability Provisions: The ETS2 Contractor shall meet applicable Section 508 requirements as may be required to meet task order requirements.

11.3 Travel Vouchers

Travel vouchers are currently and mostly handled in an automated process through which vouchers are prepared in the eTravel and then submitted by the travelers and approved by the traveler's supervisors for travel document processing. Electronic travel vouchers are reviewed and audited, and approved for payment by the NRC contractor. The same NRC contractor also processes and sends electronic travel payment files to the Treasury payment system which makes electronic payments to the NRC travelers.

Paper travel vouchers for invitational, international, permanent change of station and travel for which a different office is funding than the traveler's permanent duty office are manually approved by a NRC approval office and sent to the NRC's Office of the Chief Financial Officer (OCFO) Financial Operations Branch (FOB) forwarding onto the NRC contractor staff. Paper travel vouchers are not entered in the eTravel but they are entered into FAIMIS by the NRC contractor staff. The NRC is looking to automate the invitational, international, and emergency travels in ETS2.

Split disbursements are made in accordance with the NRC procedures. Vouchers are processed for payment by the NRC financial system FAIMIS, which is hosted by the NRC contractor. Payments currently are made to:

- Employees or NRC invitational travelers
- Credit card company Citibank for airfare, voucher fee, and TMC booking fee payments as Centrally Billed Account (CBA) payments.
- Split Disbursements to travelers and third party vendors.

11.4 NRC Financial and Human Resource Systems

The NRC operates two major Financial and Human Resource Information System(s), as follows:

System Name	Vendor/ In-house	Environment	Database	Interface Needed
FAIMIS	Momentum	Oracle	Oracle	2-way batch
HRMS Time & Labor (T&L)	PeopleSoft	SQL server	SQL	Near-real-time

The Contractor shall provide support necessary to aid the NRC in preparation of ETS2 to FAIMIS and HRMS T&L interfaces. The ETS2 interface with the NRC HRMS shall be performed after the ETS2 deployment date.

It is anticipated that work on the financial system interface with FAIMIS shall begin no later than two weeks after the kick off meeting and shall be completed no later than 90 days after the start of the interface development.

The Contractor shall conduct weekly conference calls during the ETS2 implementation period and monthly conference calls after the implementation period. The ETS2 standard implementation period shall not exceed May 31, 2015.

The Contractor shall provide for the creation of end-to-end automated travel services through a data interface with FAIMIS during the agency-wide deployment and update of certain traveler profiles interface with HRMS T&L during the enhanced phase.

11.5 NRC Security Information

The E-Travel PMO has declared that the security level will be Level 2 "Moderate". This security level is designated to be PIN and strong password, as supported by GSA Password Generation and Protection (CIO IT Security 01-01). This is also supported by the E-Gov, The E-Authentication Interim Password Credential Assessment Profile, release 1.3 (12/19/2003), which designates that Level 2 requires "Strong Password". Strong Password is defined as: The password and the controls used to limit on-line guessing attacks shall ensure that an attack targeted against a selected user/password shall have a probability of success of less than 2-16 (1 chance in 65,536) over the life of the password. Refer to NIST SP 800-63 Appendix A to calculate resistance to online guessing.

Contractor and subcontractor personnel shall apply for the NRC security clearance prior to having access to the NRC LAN, financial information, and financial systems; even if such employees already have security clearances from other federal agencies. The NRC Personnel Security Branch, Division of Facilities Services, Office of Administration will review security clearances issued by the other federal agencies to determine whether they meet the required NRC security clearance requirements for access to the NRC LAN, financial information, and financial systems.

The NRC requires ETS2 login access to establish unique user ID and password for the NRC ETS2 users.

GSA will perform the ETS2 Security Certification & Accreditation (C&A). The Contractor shall address and update the following required documents for the NRC ATU authorization package:

- o GSA ATO Memo issued by GSA
- o Privacy Impact Assessment (PIA)
- o Information System Security Officer (ISSO) Appointment Letter
- o System Security Categorization, document and memo
- o Memorandum of Understanding (MOU) for Interfacing Systems
- o Interconnection Security Agreement (ISA) for Interfacing Systems

- o C&A Certification Memo
- o Arrangement for the NRC CSO staff to review the ETS2 Authorization package in the GSA reading room.

The ETS2 security documents shall be up to date. All security documentation shall be available at the ETS2 PMO office and shall be made available for the NRC in a reading room as needed.

11.6 Planned NRC Migration to ETS2

11.6.1 Deployment (Migration) Schedule

The NRC intends to issue a task order to the contractor by December 7, 2012. It is anticipated that ETS2 deployment and implementation period shall begin immediately after the task order award date and shall not exceed May 31, 2015. The NRC agency-wide deployment of the ETS2 system will be completed by May 31, 2015.

11.6.2 Standard Implementation

The objective of Standard Implementation, as described in the Master Contract, CLIN 0005AB and the related options, is to make ETS2 fully ready for deployment throughout the NRC. Standard Implementation is the process through which the NRC and the contractor shall create and install the logistical apparatus necessary for the use of the ETS2 system, which includes but not limited to: planning and execution, kick-off meeting and status meetings with key stakeholders, communication planning and execution, implementation of NRC specific ETS2 system configurations and NRC specific business rules; completion of ETS2 interfaces with FAIMIS; working together to test system functionality and complete financial system interface; preparations for the online booking engines; access authentication and system connectivity with the NRC business and financial systems, data load of traveler travel preferences in the online booking engines; set up Embedded TMC or accommodation of the current TMC, if necessary; loading user profiles, approval routing, traveler favorite accounting codes, and user organizational structures; preparing training materials and providing just-in-time training as needed; and assisting the NRC in change management during the ETS2 transition period.

The Contractor shall provide standard implementation support services, which are required to establish the NRC specific configurations and operational readiness in coordination with the NRC. The NRC anticipates that it will require the **Service Level B Standard Implementation** services.

In accordance with CLIN 0005AB and corresponding options of the Master Contract, the Contractor shall provide as part of the service level B delivery and at no additional cost to the NRC, standard ETS2 reports including but not limited to:

- Reports on Travel Authorizations
- Reports on Travel Vouchers
- Reports on Local Travel Vouchers
- Reports on Aging and Pending Travel Approval Actions for Travel Authorizations and Travel Vouchers

- Reports on Aging Travel Vouchers That Have Not Claimed for Completed Travels
- Reports on Self-Approved Travel Authorization and Vouchers
- Reports on Cancelled Travel Authorizations and Vouchers
- Reports on Deleted Travel Authorizations and Vouchers
- Historical Reports on Configuration Changes in the ETS2 System
- Historical Reports on Changes to Approval Templates, Approval Pools, Adding and Removing a User to and from an Approval Pool
- Reports on User Creation History
- Reports on Premium Travels
- Reports on International Travels
- Reports on Frequent Travelers
- Reports on Out-of-Policy Travels
- Reports on VIP Travels including VIP reservations made through the TMC VIP or through online reservations system
- Reports on Voucher Fees, Technical Help Desk fees, and TMC Booking Fees separated by Self-service fees and Full Service fees associated with each approved travel authorization and travel voucher
- Reports on Overriding Expenses made by Travelers After their travel voucher were approved
- Monthly Reports on Travel Arrangers and Their Arranged Travel Documents
- Monthly Reports on Approvers and Their Approved Travel Documents
- Reports on Unused Air or Rail Tickets
- Reports on Disposition of Unused Air or Rail Tickets
- Reports on Travel Obligations and Liquidation Information for each NRC sub-organizational unit and for the combination of all NRC units.
- Lists of Travelers Who are on Travel Status (i.e., Employee Locator Reports)
- Lists of Federal Travelers Responding to Emergency Crisis
- Monthly Credit Card Reconciliation Reports for each CBA ETS2 air or rail ticket, booking fee and voucher fee transactions.
- Audit Trail Reports on Each Travel Authorizations and Vouchers
- Audit Trail Reports at the ETS2 database level
- Reports on Detailed Audit Trails of All Changes made by ETS2 System Administrators to Travel Authorization and Voucher System (TAVS) and Changes Made to Traveler Profiles, User Account, and System Configurations.
- Lists of NRC All End Users Including Their Sub-organization Name, Their Access Roles, and Their Access Permissions in ETS2
- Reports on ETS2 Travel Compliance with the Green Travel Laws and Regulations.
- Monthly Reports on Help Desk Calls Status
- Monthly Reports on TMC Calls Status
- Monthly Reports on TMC VIP Calls Status
- Monthly Security Reports to alert NRC ISSO of inappropriate or unusual activities security implications including failed login incidents.
- Report on Failed Login Attempts
- List of Agency Organizations
- List of Agency Accounting Codes
- List of Federal Agency Travel Administrators (FATA) including their permissions
- Report on Voucher Processing Time

11.6.3 Standard Training

According to the Service Level B Standard Implementation, as described in the Master GSA Contract, CLIN OOSAB and the related options, the Contractor shall provide three hands-on system administration training, one 8 hour hands-on report building training, and 18 user role training sessions with 2 hours per each session during the NRC agency-wide programs at no additional cost to the NRC. (See Attached NRC Standard Training Schedule)

The Contractor shall timely provide training for the NRC ETS2 users (i.e., system administrators, travelers, travel arrangers, supervisory approvers, fund certifiers, and voucher examiners) on ETS2 system functions and application flow described in the NRC Deployment Training Plan. The Contractor shall provide the following services including but not limited to:

- Three hands-on system administration training with 8 hours each, and 18 with 2 hour each webcast training for the NRC ETS2 end users. The Contractor shall provide the NRC end users with 1 report building hands-on training including up to 10 ETS2 standard reports.
- Estimated hands-on class duration is eight hours per class.
- The training instructors shall travel to each of the NRC's four regions for hands-on training classes for the NRC end users in the NRC regions. Costs of instructor travels to the NRC regions shall be reimbursed in accordance with the Federal Travel Regulations.
- The Contractor Trainers shall create and stage trip documents for uses in future classes, create user IDs, answer questions, assist trainees in the training classes, and clean up and maintain the training environment that should be readily available for the next training session at no additional cost to the NRC.
- The Contractor shall provide training feedback to the ETS2 developers based on feedback gathered from the NRC trainees at no additional cost to the NRC.
- To the extent permitted under the Master Contract, the Contractor shall provide training manuals and a Quick Start Guide with updated information related to the ETS2 new releases.
- The Contractor shall prepare the NRC Training Exercises and Solutions.
- The Contractor shall update training curriculum in addressing trainee feedbacks.
- The Contractor shall perform all duties and responsibilities in a timely and effective manner to achieve objectives of this delivery order.
- The Contractor shall fully inform the COR of all problems and unusual matters in a timely manner. The Contractor shall take corrective actions where necessary or suggest alternative course of action(s) which may be taken.

11.6.4 Technical Help Desk and User Support

- The Contractor shall provide the NRC with the Help Desk Tier 1 at a transaction fee as described in the Master Contract CLIN 0012AC per Transaction A or B (as applicable) and the related options. The Contractor shall provide the NRC end users with ETS2 technical assistance in accordance with the Master Contract Tier One IAW C.11.1.1, Technical Help Desk. This CLIN supports a firm fixed price related to a specific issue or incident per user, and it allows the user to contact the Help Desk multiple times until the issue or incident is resolved. Examples of

ETS2 Technical Help Desk Tier 1 are user ID set up, reset password, system functionality, system navigation, resolving system error messages, mobile device used to prepare trip, to submit a travel voucher, or to send a travel receipt to the ETS2 system, or other system related issues.

- The Help Desk core hours shall be from 7:00AM to 10:00 EST PM in accordance with to the Master Contract.
- The Contractor shall provide the online Technical Help Desk support 24/7/365 as described in the Master Contract. The Contractor shall provide training to the ETS2 users on how to submit online Technical Help Desk requests during and after business hours.
- The Concur Technical Help Desk personnel shall be fully knowledgeable of ETS2 functionalities and specific NRC configurations in ETS2. The Contractor shall provide the Technical Help Desk Tiers 2 and 3 and these service costs are included in the travel voucher fees.
- During the agency-wide deployment program, the Contractor shall provide three Help Desk persons who shall work on-site at the NRC offices in Rockville, Maryland, for two months beginning the NRC deployment date at the labor hour rate as described in the Master Contract CLIN 0012AA. The on-site Help Desk contractors shall work from 8:00A.M. to 5:00P.M. ET, Monday through Friday, excluding the Federal holidays. After two months, if required, the NRC will extend the on-site Contractor Help Desk service at the contract labor hour rate as described in the Master Contract CLIN 0012AA.
- The Contractor Technical Help Desk shall refer the NRC users or callers to the on-site Contractor Help Desk persons for inquiries related training questions such as "How To" questions. For the NRC travel policy questions, the Technical Help Desk shall refer the NRC callers to the NRC point of contact.

11.6.5 Travel Management Center (TMC) Strategy

Currently, the NRC utilizes the Carlson Sate Travel Service for TMC operations and that contract is scheduled to expire on May 31, 2015. End-user profiles are now maintained by the TMC software. The NRC requires the ETS2 Embedded TMC (ETMC). The NRC reserves the right to exercise the option to procure additional services under CLIN 0001 under this Task Order or to procure future TMC services outside the ETS2 contract, requiring the ETS2 contractor to accommodate the new TMC.

- The TMC core hours shall be from 7:00a.m. to 10:00 p.m. EST as described in the Master Contract CLINs 0001AA, 0001AB, 0001AC, 0001AD, 0001AE, 0001AF, 0001AG, 0001AH, 0001AI & 0001AJ per Transaction A or B (as applicable) and the related options. The Contractor shall provide the TMC non-emergency after hours TMC services (i.e., before 7:00 a.m. or after 10:00 p.m.) as described in the Master Contract, CLINs 0008AA per Transaction A or B (as applicable) and the related options. Non-Emergency After Hours Travel Service are calls requesting travel services not meeting the definition of Emergency Travel Services that occurs before/after established business hours (contract defined). Examples of non-emergency travel service requests include, but not limited to: 1) Request for flight schedule information, 2) Transaction fee questions, 3) Technical assistance with Electronic Service (ETS) booking engine, 4) Request for a copy of invoice, 5) Request to update traveler profiles, 6) Request to add frequent flyer information to reservation, and 7) Request to change seat

assignments.

- The Contractor shall provide the TMC services for the NRC VIP end users 24/7/365 as described in the Master Contract, CLINs 0007AA per Transaction A or B (as applicable) and the related options.
- The Contractor shall provide emergency travel services for the NRC emergency travelers at transaction fees, CLIN0007AA per Transaction A or B (as applicable) and the related options. Emergency Travel Service provides reservation and ticketing support for travel needs meeting the following criteria: The call occurs before/after established business hours (contract defined) and the travel will commence within the following 24 hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations."

11.6.6 Supplemental Services

The Contractor shall provide the following supplemental services as described in the Master Contract, CLINs 0009, 0011, 0013, and 0019 and the related options:

11.6.6.1 Supplemental Implementation and Integration Planning and Support

for an additional period, if required by the NRC, as described in the Master GSA ETS2 Contract CLIN0013 and the related options. During an additional period or after the standard implementation period, the Contractor shall provide the following services including but not limited to: updating user profiles, approval routing, special approval routing for premium travels, international, invitational, or paper travels, organizational structures; NRC special configurations and NRC special business rules in ETS2; updating traveler preferences in the online booking engines; preparations for the online booking engines; ETMC services or accommodation of the current TMC, if necessary; automated Citibank billings for transportation fares and fees, assisting the NRC in change management during the ETS2 transition period; and working together to test and deploy the system functionalities and review and enhance the ETS2 interfaces with FAIMIS and HRMS. The Contractor shall provide a design document for the automated CBA reconciliation prior to deployment of Phase 2 of the automated CBA reconciliation in the ETS2 system.

11.6.6.2 Supplemental Training and Support

The Contractor shall provide supplemental training services to the NRC agency-wide end users as described in the Master GSA ETS2 Contract CLIN 0009 and the related options. The Contractor shall provide the following training services including but not limited to (See Attached NRC Supplemental Training Schedules for the NRC Supplemental Training for the Agency-wide Deployment Program):

- Hands-on training and webcast training for the NRC ETS2 end users.
- Estimated hands-on class duration is eight hours per class.
- Overview session shall be in an Auditorium or a webcast training format: estimated class duration is two hours per session. The Contractor shall provide Overview training to the ETS2 users.
- Training videos or training simulations: the Contractor shall create and provide the training videos or training simulations to the NRC end users. Training videos shall be made for each type of end user roles (i.e., traveler,

arranger, and approver). Training videos or training simulations shall be available during the contract period for the NRC ETS2 end user's future training use (i.e., training anytime and at any place).

- Training materials shall include the NRC training exercises and solutions that shall be customized based on the local NRC office's or region's needs.
- Training manuals must be updated to reflect new releases that were released within 30 days prior to each training session. The Contractor shall also update the training manuals to reflect new ETS2 releases.
- The Contractor shall perform a dry-run training session before conducting a formal training class at the NRC program offices or regions. The Contractor shall perform hands-on training classes for the end users in the NRC headquarters as described in the Master Contract CLIN 0009 and the related options. Travel to the NRC headquarters is considered local travel that shall not be reimbursed by the NRC. Contractor cost for travel to NRC regional offices shall be reimbursed based on the Federal Travel Regulations.
- The Contractor shall create and stage trip documents for uses in future classes, create user IDs, answer questions, assist trainees in training classes, and clean up and maintain the training environment that should be readily available for the next training sessions.
- The Contractor shall provide training feedback to the ETS2 developers based on feedback gathered from the NRC trainees.
- The Contractor shall prepare or revise the NRC Training Exercises and Solutions and shall update the training curriculum in addressing trainees' feedback.
- The Contractor shall perform all duties and responsibilities in a timely and effective manner to achieve objectives of this delivery order.
- The Contractor shall fully inform the COR of all problems and unusual matters in a timely manner. The Contractor shall take corrective actions where necessary or suggest alternative course of action(s) which may be taken.
- After the agency-wide deployment, on-going classes shall be one per month as described in the Master Contract CLIN 0009 and the related options.

11.6.6.4 VIP TMC Services

The Contractor shall provide VIP TMC Services in accordance with the requirements in the GSA ETS2 Master Contract via the VIP TMC Services CLIN 0007AA and the related options.

The Contractor shall provide emergency travel services to the emergency NRC travelers via the VIP TMC Services CLIN 0007AA and the related options.

The Contractor shall provide specialized travel agency services to meet the NRC VIP travelers' needs in terms of international travels in accordance with the requirements in the GSA ETS2 Master Contract via CLIN 004 International Rate Desk.

11.6.6.5 Custom Reports

The Contractor shall provide the NRC with customized reports as described in the

Master Contract, CLIN 0011- Custom Report Development, and the related options.

ETS2 shall generate automated ETS2 reports at the agency level as a whole rather than generating individual sub-organization reports and then manually consolidating all sub-organization reports into one agency report.

ETS2 shall allow the NRC end users with an appropriate permission to change the report's parameter that limits the report to a sub-organization level such as a division, branch, or team level.

Ranges of the report dates can be set up based on the document dates or the trip completion dates in ETS2.

ETS2 shall provide reporting tools such Business Analytics tool so the end users with an appropriate permission can generate their ad-hoc reports using ETS2 data. The Contractor shall provide one Cognos reporting training to the NRC end users with no additional cost to the Government. The Contractor shall also provide an additional Cognos reporting training to the NRC end users at the labor hour rate in accordance with CLIN 0009.

Access to the ETS2 reports can be limited to the user's assigned permissions and roles in ETS2.

The NRC custom reports shall include but are not limited to the following:

- Reports on Monthly Accrued Travel Expenses
- Monthly Reports on Errors and/or Omissions on Travel Documents Identified by Approver Officers, Fund Certifying Officers, and/or Auditors.

11.6.6.6 Supplemental Customer Service (CLIN 0019)

The Contractor shall provide supplemental customer services to the NRC as described in the Master GSA ETS2 Contract CLIN 0019 and the related options. The NRC intends to leverage efforts expended by other federal agencies to complete work on the Supplemental Customer Service items. The Contractor shall provide the following supplemental customer services including but not limited to:

- Document ID – The Contractor shall provide the NRC with the required NRC Document ID format that shall be displayed in additional areas: default forms, view authorization list, view voucher list, and add document status during the post ETS2 deployment phase. The NRC required Document ID includes:
 - First five (5) characters of Traveler's Last Name
 - First three (3) characters of Traveler's First Name
 - Last two (2) digits of Fiscal Year
 - One (1) digit Travel Identifier: TDY (T) or Local (L)
 - Five (5) digit sequential Concur TA NUM
 - Two (2) digit suffix for all vouchers (to ensure document uniqueness)

The Contractor shall also include the NRC Document ID in the report on the Automated CBA reconciliation.

- Duty Station – The Contractor shall provide permission to control the ability to edit duty station address field in the user profile and in the travel document's profile page (grey out for end users except for the agency system administrator) during the post deployment phase.
- Optional - The Contractor shall provide a system capability not to allow end user from changing the travel authorization or travel voucher after their supervisory approval while the authorization or the voucher is in the middle of the approval routing workflow during the ETS2 post deployment phase. Traveler cannot change the same authorization or voucher after their supervisor approved it. To modify authorization or voucher, traveler is required to SIGNED authorization or voucher again so the authorization or voucher will be sent back to supervisor for their supervisory re-approval.
- Optional - The Contractor shall provide the system capability to differentiate a travel voucher reclaim from a supplemental voucher during the post deployment. A reclaim voucher is used to claim a previously disapproved travel expense. The traveler can reclaim it by providing adequate supporting travel receipt. A supplemental voucher is a new travel expense that (1) has not been previously submitted and the traveler needs to claim it as a new travel expense reimbursement.

11.7 Debit Memos

CLIN 0040, Third Party Charge Reimbursement, is being added to this task order to reimburse the vendor (CONCUR) for Debit Memos that are not caused by the Contractor or the TMC. Pursuant to Master Contract Section C.4.2.5.1.(10), Debit Memos that result from Contractor's failure to prevent Duplicate Bookings shall not be reimbursable by the agency and are the responsibility of the Contractor. Pursuant to Master Contract Section C.4.2.6.1(14), Debit Memos that result from Contractor's failure to prevent Churning shall not be reimbursable by the agency and are the responsibility of the Contractor.

III. ETS2 Contractor Requirements

111.1 Master GSA Contract End-to-End ETS2 and Support

111.1.1 Service Capabilities

Technical Functionalities of the Proposed ETS2 - the Contractor shall import the data set provided by the eTravel Contractor including but not limited to user profiles, approval routing, favorite accounting codes, special approval routing for special travels (i.e., premium travels, emergency travels, invitational travels, and international travels), organizational structures, NRC special configurations and NRC special business rules, TMC user IDs, and traveler travel preferences.

The NRC special approval routings, special business rules, and organizational structures shall be configured by the NRC administrators in ETS2.

The Contractor shall support the new ETMC services in providing necessary system functions so the TMC can fulfill the online booking travel reservations and ticket issuance. Voucher fees and TMC ticket booking fees shall be populated on the travel authorizations and the travel vouchers in ETS2 in addition to air fares or other

transportation fares. Monthly Citibank billings shall be automatically transmitted from the ETS2 to FAIMIS for billing payments. The Contractor shall provide automated reconciliation of the Monthly Citibank billing data (i.e., air fares or other transportation fares, voucher fees, and booking fees) to travel voucher data in ETS2. The Contractor shall perform three-way match the government card charges, electronic travel receipts from the third party vendors, and travel itineraries matched based on the travel authorization document number.

The Contractor shall support the NRC agency-wide ETS2 deployment programs and shall provide the test environment that shall mirror 100 percent the latest NRC ETS2 production environment. Feedbacks from the pilot program shall be used to improve the NRC ETS2 system and interface configurations and training program, if required.

111.1.2 System Workflow Capabilities

111.1.2.1 Administration Substantiality and Flexibility-ETS2 shall provide the following system functionalities including but not be limited to the following:

- NRC system administrators can add or change an approval template in ETS2. The local system administrator cannot delete an approval template. Only the NRC headquarter system administrator can delete the approval template.
- ETS2 shall provide the NRC system administrators with approval routing history reports that should consist of all historical changes on approval template, changes in approval pools, and added or removed users from the approval pools. The report contents shall provide when a change was made, what change was made, and who made the change.
- NRC system administrator can add, update, or delete an approval pool or change name of the approval pool in ETS2.
- NRC head quarter system administrator can add multiple offices accounting codes to a traveler's profile when a traveler travels for another office.
- ETS2 shall provide a daily detailed report on system activities of the ETS2 system administrators for the NRC management review.

111.1.2.2 Scope of Permissions -The Contractor shall allow the NRC headquarters system administrator to limit access roles and permissions of the NRC local system administrators based on their official office duty location. ETS2 shall also allow the NRC system administrator to set up the end users' roles and permissions that can limit their access to only their official office duty or region travel documents.

111.1.2.3 User Profile Information and Flexibilities-the Contractor shall allow the NRC system administrator to perform a global change of the user's name and a global update of the user's profiles when moving the user's profile from one sub-organization to another sub-organization in ETS2 due to a NRC re-organization.

The Contractor shall provide software for the ETS2 profile management through mass uploading/updating after the initial implementation of mass updates/uploads. This software shall be provided to the NRC for uploading and importing data through the NRC's business and financial system interface as determined by the NRC in accordance with Section C.4.25.1 ETS2 Customer Configuration and Administration #3, applicable to CLIN 0017 and the related options.

The Contractor shall allow the NRC system administrator to perform a mass upload of annual accounting codes, set up favorite accounting codes for each end user, establish traveler's direct deposit account type (i.e., 'P' account type as payroll checking account or 'T' account type as travel account) determined by the end user, add, change or remove user's approval routing, change user's name upon the user's request, move user's account from a sub-organization to another sub-organization due to a re-organization, and/or activate and de-activate a user's account.

111.1.2.4 Organizational Uniqueness - The Contractor shall allow the NRC system administrator to establish a team, branch, division, and office levels in ETS2. The NRC system administrator can change the unit name in ETS2 due to a sub-reorganization.

111.1.2.5 Accounting Codes - The Contractor shall allow the NRC system administrator to perform a mass upload or update of the NRC annual new fiscal year accounting codes. Only the headquarter system administrators can also setup, modify or delete the user's favorite accounting codes based on the user's request. The headquarter system administrator can modify the user's favorite accounting codes that allow travel expenses to be allocated in multiple accounting codes of different offices or regions for travelers who travel for a NRC office that is different from their official duty location (i.e., multi-accounting codes on one travel document). The NRC headquarter system administrator can also set up multiple accounting codes for different fiscal years in ETS2 for a travel that begins in the current fiscal year but it ends in the next fiscal year (i.e., cross-fiscal year travel).

111.1.2.6 Modification - means modification of a travel document that requires a supervisory re-approval based on the NRC travel policies. ETS2 shall allow system capabilities and functionalities including but not limited to the following:

- The NRC headquarter system administrator shall be able to set up a requirement in ETS2 to require supervisory re-approval for travel date that is changed more than three days when comparing the revised date to the original travel date on the travel document. Assuming that everything else is unchanged for the amended authorization, when a travel date that is changed fewer or equal to three days within the original travel, a supervisory re-approval is not required and the auto-approval of the amended authorization shall be applied.
- NRC headquarter system administrator shall be able to set up a requirement in ETS2 to require supervisory re-approval for the total travel expense amount that is increased more than \$500 when comparing the revised authorization amount to the originally approved authorization amount. Assuming that everything else is unchanged for the amended authorization, when the amended authorization amount is increased less than \$500, a supervisory re-approval is not required for the amended authorization and the auto-approval shall be applied to the amended authorization. When the revised or amended authorization is more than \$500, a supervisor re-approval is required.
- NRC headquarter system administrator shall be able to set up a requirement in ETS2 to require supervisory re-approval for the total travel amount that is increased more than 99 percent or more than \$750, whichever is smaller, when comparing the cumulative total of all vouchers to the originally approved authorization total amount. When the total travel voucher amount is increased less than 99 percent or less than \$750, whichever is smaller, amending authorization is not required in the ETS2 system. When the total voucher amount is more than 99 percent or \$750, whichever is smaller, traveler is required to amend authorization, and a supervisor approval of amended authorization is required.
- When the end user changes a travel site, travel type, or a travel reimbursement type in ETS2, the NRC requires a supervisory re-approval of the traveler's amended travel document in ETS2.

111.1.2.7 Validation -system edit checks shall be established in ETS2 to ensure that:

- The ticket booking fee is defaulted to the amount of zero dollars if the end user did not enter the booking fee on the travel authorization in ETS2.
- Receipt is required for a travel expense that exceeds \$75.
- A message alerting the end user of 'Final voucher' that is required to be check marked when the traveler submits a final travel voucher.
- An obligation for each local travel voucher is required to be entered in ETS2 prior to allowing local travel vouchers to be completed in eTS2.
- Special types of travels such as premium, emergency, international, invitational travel, or permanent change of station travel shall be routed to the special approval routing that can be set up in ETS2 by the NRC headquarter system administrator.
- End users shall be alerted of their incomplete and late or outstanding travel voucher claims in ETS2 (i.e., a travel voucher that is not filed within 30 days of the travel completion date).

111.1.3 Authorizations and Vouchering

111.1.3.1 Flexibility of Naming Conventions- supplemental (i.e., submission of an additional travel expense) and reclaim (i.e., re-submission of a previously disallowed expense) travel claims in ETS2 shall have their original travel document number and it should end with a suffix number representing the supplemental claim (i.e., for example, NRCABC2012T12345678-01). Each monthly Citibank billing item shall be assigned a unique document number when being transmitted from the ETS2 to the NRC FAIMIS.

111.1.3.2 Multiple Payment Options- The Contractor shall allow an end user to allocate a travel voucher payment between 'Pay to Traveler' and 'Pay to IBA', or 'Pay to CBA' and split payment function in ETS2.

111.1.3.3 Intuitive User Usability and Easy to Understand and Navigate Application - The Contractor shall allow infrequent travelers to create and revise their travel documentation and make online reservation booking in ETS2 without a need of calling the Technical Help Desk or the TMC for online travel assistance.

111.1.4 Interfaces

ETS2 Standard Data Elements shall follow the standard interface file. The Contractor shall establish the standard interface file to ensure proper transmission of the ETS2 documents to FAIMIS and completeness of transmitted data. The Contractor shall provide a Daily ETS2 Interface Report including (1) number of ETS2 records, (2) total amount that were daily transmitted from ETS2 to FAIMIS and (3) details of transmitted travel documents for the purpose of reconciliation of travel documents in ETS2 to those in FAIMIS. The Contractor shall resolve transmission errors if FAIMIS rejects ETS2 transmitted data except for a data error that is caused by insufficient fund in FAIMIS. Transaction that is rejected by FAIMIS should not prevent a travel authorization from being ticketed after the travel authorization is approved.

Transmission of ETS2 travel documents is required in the below data format and order:

- o Referenced Line #1: travel expense reimbursed to traveler, budget object class

(BOC) 2110.

- o Referenced Line #2: transportation expense such as air fare, BOC 2120.
- o Referenced Line #3: voucher fee, BOC 2121.
- o Referenced Line #4: TMC booking fee, BOC 2121.

The Contractor shall provide the TMC with a mechanism to automatically transmit the Monthly Citibank transportation billings (i.e., air fares or other transportation fares, voucher fees, and travel booking fees) from the ETS2 to FAIMIS for payment processing. Each Citibank billing item shall have an assigned and unique billing document number that is transmitted by TMC via ETS2 into FAIMIS. Each billing item on the monthly Citibank billing files shall be formatted according to the above referenced line numbers. The Contractor shall provide automated reconciliation of the monthly Citibank transportation billing data to the travel voucher data in ETS2.

A valid ETS2 travel document number including trip ID number shall be transmitted from ETS2 into FAIMIS. ETS2 shall notify the traveler of travel voucher that was processed by FAIMIS. There shall be a two-way communication between ETS2 and FAIMIS: ETS2 will send live travel document data to FAIMIS; FAIMIS will confirm its receipt of transmitted ETS2 data; and when required, FAIMIS will notify ETS2 that travel voucher was paid by FAIMIS. Except for an error caused by insufficient fund in the FAIMIS, an ETS2 Citibank billing item that was rejected by FAIMIS shall be returned to the ETS2 TMC for error correction, and the corrected item shall be resubmitted to FAIMIS for payment processing.

During the enhancement phase, the Contractor shall provide the capability to import traveler profiles from the NRC HRMS T&L or other external data sources in a standard data format, such as comma delimited, or another format specified by the Contractor. The Contractor shall perform an automated profile update on a bi-weekly basis to ensure that ETS2 timely and accurately reflects active and inactive NRC end users based on the status of the NRC employees in the HRMS T&L. Imported data from HRMS to ETS2 shall include employee last name, first name, employee identification number, organizational sub-unit name, travel reimbursement account type, work e-mail address, work telephone number, employee status (new employee or terminated employee) and employment effective date. For a new employee, a user account shall be established in ETS2. For a terminated employee, his/her account shall be de-activated in ETS2.

111.1.5 Interconnectivity Agreements- There shall be an Interface Agreement (IA) and System Interconnectivity Agreement (ISA) agreement between the ETS2 vendor and the NRC, and the Memorandum of Understanding (MOU) between the ETS2 vendor and the NRC regarding to connectivity between ETS2 to FAIMIS NRC Contractor CGI.

111.1.6 Security

The Contractor shall submit all required and updated ETS2 related security documentation to the COR in order to obtain the NRC Authority to Utilize (ATU) for the ETS2 deployment at the NRC. The Contractor shall provide and update the following:

- o GSA ATO Memo issued by GSA
- o Privacy Impact Assessment (PIA)
- o Information System Security Officer (ISSO) Appointment Letter
- o System Security Categorization, document and memo
- o Interface Agreement (IA) with the NRC

- o Memorandum of Understanding (MOU) for Interfacing Systems
- o Interconnection Security Agreement (ISA) for Interfacing Systems
- o C&A Certification Memo.

These security documents shall be available in the GSA ETS2 PMO Reading room for the COR review.

111.2 Task Order Deliverables

In addition to the deliverables identified in the Master GSA ETS2 contract to be delivered to the ordering agencies, the Contractor shall deliver:

- Implementation Plan with Milestones
- Program Management Plan including Opportunity of Costs Savings for the NRC, roles and responsibilities between ETS2 vendor and ETMC and ATMC and rules of operations
- Configuration Management Plan
- Interface Design Plan
- Automated CBA Reconciliation Design Plan
- Data Management Plan
- Travel Management Plan
- Data Dictionary
- Data Exchange Specification
- Interface Agreement (IA) with the NRC
- Interconnection Security Agreements (ISA) and Memorandum of Understanding (MOU) with the NRC regarding the ETS2 system connectivity with NRC Contractor for FAIMIS Hosting Services
- TMC Transition Plan
- User Support Procedures including Help Desk Support and Travel Management Center (TMC) Supports
- Training Plan
- User Acceptance Testing Plan
- User Interface Requirements
- User Defined Files
- Monthly ETS2 Invoices
- Monthly Status Reports including Performance Statistics for Tracking Help Desk ETS2 Issues Resolved and Unresolved
- Quarterly Program Reviews
- Semi-Annual Performance Reviews
- Monthly Help Desk Call Status Reports and Performance Statistics Reports
- Monthly TMC Call Status Reports and Performance Statistics Reports
- Reports on Daily Interface Details
- Reports on Reconciliation of Interface Summaries and Details
- Initial ETS2 Implementation Report and Annual ETS2 Implementation Reports
- ETS2 standard reports
- ETS2 custom reports

The ETS2 security documents shall be available in the GSA ETS2 PMO Reading room for the NRC COR review.