

## AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

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2. AMENDMENT/MODIFICATION NO. 126	3. EFFECTIVE DATE See 15c below.	4. REQUISITION/PURCHASE REQ. NO. Dtd 11-25-2008 10470549C Partial	5. PROJECT NO. (if applicable)
6. ISSUED BY U.S. Nuclear Regulatory Commission Division of Contracts Attn: T-7-I-2 Contract Management Center #1 Washington DC 20555-0001	7. ADMINISTERED BY (If other than Item 6) U.S. Nuclear Regulatory Commission Div of Contracts Two White Flint North - MS T-7-I-2 Washington, DC 20555-0001		

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  1-3 Communications Government Services, Inc. 3750 Centerview Drive Quantilly, VA 20151  EOC: Diane Mudzo (703) 375-6417	(X) 9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)  10A. MODIFICATION OF CONTRACT/ORDER NO. GS00T98ALD0017 DR-01-0290  10B. DATED (SEE ITEM 13) 09-28-2001
COR FACILITY CODE	X

## 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 of 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 ACKNOWLEDGMENT 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)  
B&R: 410-15-522-330, JOB CODE: J-1144, BOC: 252A  
APPN. NO.: 31X0200.410 OBLIGATE: \$481,040

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

(X)	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).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) Bilateral, 52.212-4 Contract Terms and Conditions - Commercial Items (4/98) and mutual consent of the parties.

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 2 copies to the issuing office.

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

See the attached continuation pages.

TIN: 54-1349668, DUNS#: 17-715-3319

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

15A. NAME AND TITLE OF SIGNER (Type or print) Diane S. Mudzo, Sr. Contract Administrator	18A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Donald A. King Contracting Officer		
15B. CONTRACTOR/OFFEROR Diane S. Mudzo (Signature of person authorized to sign)	15C. DATE SIGNED 4/2/04	16B. UNITED STATES OF AMERICA BY Donald A. King (Signature of Contracting Officer)	18C. DATE SIGNED 03-14-2004

STANDARD FORM 30 (REV. 10-83)

TEMPLATE - ADM001

ADM002

The purpose of this modification is to:

(1) incorporate the requirement to: (a) support the Windows XP Deployment Strategy and Implementation Plan; and (b) perform activities necessary for establishing an IT infrastructure for Region III in support of its re-location to 2443 Warrenville Rd., Lisle, IL 60532, and removal of equipment from Region III's current location. As a result, Schedule A-1 YEAR 3 (BASE) of the Task Order, **Attachment 1**, is revised to reflect the increases in effort by (a) adding a Senior Level Expert (Microsoft) position and an Intermediate Level Expert (Microsoft) position, in accordance with the attached position descriptions (see **Attachment 2**) in support of the Windows XP Deployment Strategy and Implementation Plan, in accordance with the work shown in **Attachment 3** to this modification and L3 Communications' proposals dated 12/08/2003 (Windows XP Deployment Strategy and Implementation Plan Support Requirement) with revisions dated 12/16/03, and 12/19/03; and (b) adding 108 hours to the Network Analyst (infrastructure), adding 48 hours to the LAN Administrator (Regional), adding 180 hours for a new Network Engineer I, and adding 252 hours for a Desk-side Support Specialist in support of activities necessary for establishing an IT infrastructure for Region III, in accordance with the work shown in **Attachment 4** to this modification and L3 Communications' proposals dated 01/22/2004 (Region III Office Relocation Support) with revisions dated 03/10/04/, 03/11/04, and 03/12/04;

(2) revise Subsection B.8 CONSIDERATION AND OBLIGATION, by: (a) increasing the total estimated task order amount by \$481,040.00 from \$27,546,320.87 to \$28,027,360.87, this increase is associated with incorporating the requirement to perform Windows XP Deployment Strategy and Implementation Plan and activities necessary for establishing an IT infrastructure for Region III; and (b) provide incremental funding in the amount of \$481,040 which changes the task order obligated amount from \$27,546,320.87 to \$28,027,360.87;

(3) revise Subsection C.3.6 General Performance Requirements, by adding paragraphs: **C.3.6.17** - Windows XP Deployment Strategy and Implementation Plan requirements; and **C.3.6.18**- Region III Office Relocation Support. This paragraph will add the requirement to perform activities necessary for establishing an IT infrastructure for Region III in support of its re-location to 2443 Warrenville Rd., Lisle, IL 60532, and removal of equipment from Region III's current location, for the NRC.

(4) revise subsection H.17.1 to change contractors' key personnel;

(5) replace the Service Level Requirements and related Incentive/Deductions, and change the completion date for the Printer Refresh program to 12/31/04;

This modification confirms the NRC Contracting Officer's (CO) e-mail message provided to:

- (a) Ms. Joanne Newman, on December 20, 2003, authorization L-3 Communications Government Services, Inc. to implement new Service Level Requirements and Incentives effective February 1, 2004;
- (b) Ms. Joanne Newman, on December 20, 2003, authorization L-3 Communications Government Services, Inc. to provide services associated with the Windows XP Deployment Strategy and Implementation Plan study Requirement with optional follow-on implementation support under the subject order with a temporary cost ceiling of \$22,720, pending receipt of the task order modification;
- (c) Ms. Diane Mudzo, on January 20, 2004, accepting Mr. Chrisler as the new Service Delivery Manager;
- (d) Ms. Diane Mudzo, on March 1, 2004, accepting Mr. Thompson as the new Program Manager;
- (e) Ms. Diane Mudzo, on March 6, 2004, authorization L-3 Communications Government Services, Inc. to provide services associated with Region III Office Relocation Support with a temporary cost ceiling of \$30,000 pending receipt of the task order modification.

Accordingly, the following section of the task order is hereby modified:

1. Schedule A-1 YEAR 3 (BASE) is revised by increasing effort associated with the requirement to provide support for the Windows XP Deployment Strategy and Implementation Plan; and (b) perform activities necessary for establishing an IT infrastructure for Region III in support of its re-location to 2443 Warrenville Rd., Lisle, IL 60532, and removal of equipment from Region III's current location [See attachment number 1 to this modification revised Schedule A-1 Year 3 (Base).
2. Under Subsection B.8 CONSIDERATION AND OBLIGATION, the first sentence of paragraph (a) and (b) are deleted entirely and the following is substituted in-lieu thereof:  
  
“(a) The total estimated amount of this task order (ceiling) for the products/services ordered, delivered, and accepted under this task order is \$28,027,360.87.”  
  
“(b) The amount presently obligated with respect to this task order is \$28,027,360.87.”
3. Under Subsection C.3.6 General Performance Requirements, paragraphs **C.3.6.17 - Windows XP Deployment Strategy and Implementation Plan** requirements (See Attachment number 3 to this modification.); and **C.3.6.18- Region III Office Relocation Support** are incorporated. (See attachment number 4 to this modification.)
4. Under Section Deliveries or Performance, paragraph F.11 and F.12 are incorporated as show below:  
  
“**F.11 Delivery Schedule and Milestone Dates [Windows XP Deployment Strategy and Implementation Plan].**”

The delivery schedule and milestones dates are indicated below:

1. **Task 1** - Deployment strategy and implementation plan deliverables are due to the NRC PO and CO within -- 30 days from task order notice to proceed - shall be based on the NRC environment, applications, and security requirements on the notice to proceed date;

(End of clause)

**"F.12 Delivery Schedule and Milestone Dates Region III Office Relocation Support].**

The delivery schedule and milestones dates are indicated below:

Complete all tasks no later than 6:00 am on the first workday after the scheduled weekend office move.

(End of clause)

5. Under section H.17.1 - KEY PERSONNEL Assignments, paragraph (a) is deleted entirely and the following is substituted in-lieu thereof:

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

NAME

POSITION

Project Manager [REDACTED]  
Transition Manager -;  
Service Delivery Manager - [REDACTED] ;  
Information Systems Security Officer - [REDACTED]  
Systems Engineer and Architect - [REDACTED]  
Senior Subject Matter Expert; ([REDACTED])  
Emerging Technology Specialist - [REDACTED]  
On-Site Infrastructure Control Manager - [REDACTED]  
Customer Advocate - [REDACTED]

6. Under SECTION J, LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS:  
(a) Attachment 9 is deleted entirely and replaced with a revised Attachment 9. (See attachment number 6 to this modification.); (b) Attachment 35B is deleted entirely and replaced with a revised Attachment 35B, which revise the Incentive Table by deleting the current incentive table and replacing the incentive table in accordance with Attachment 7 to this modification. (See attachment number 7 to this modification.)

A summary of obligations under this task order, from date of the award through this modification, is given below:

Total FY 01 obligations	\$ 627,000.00
Total FY 02 obligations	\$ 9,974,407.71
Total FY 03 obligations	\$11,350,381.33
Total FY 04 obligations	\$ 6,075,571.83
Cumulative Total of NRC Obligations	\$28,027,360.87

This modification obligates \$481,040 in FY'04 funds.

All other terms and conditions remain unchanged.

Nuclear Regulatory Commission

Task Order # DR--01-0290

Schedule A -1 YEAR 3(BASE)

PERIOD OF PERFORMANCE: 09/28/2003 TO 09/27/2004

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	FIRM FIXED PRICE (CLIN 0001 through 0002)				
	DESCRIPTION	EST. QTY.	UNIT	UNIT PRICE	EST. TOTAL PRICE
	FIRM FIXED UNIT PRICE (CLIN 0003 through 0009)				
0003C	Task 3: Year 2 Operations Total				
0003CA	Insurance Coverage (H.2.4)		Lot		\$1,051
0003CB	IT Infrastructure Operations		mos.		\$6,053,760
0003CC	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One		hrs		\$172,800
	Sr. Systems Engineer (Function: Infrastructure Development) One		hrs		\$81,600
	LAN Systems Analyst (NT) (Function: Infrastructure) -One		hrs		\$119,040
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One		hrs		\$96,000
	Network Analyst (Function: Infrastructure) - One		hrs		\$70,488
	Senior LAN Systems Analyst (Microsoft)		hrs		\$209,280
	LAN Systems Analyst (NT/Novell) (Function: Server) - One		hrs		\$126,720
	UNIX Systems Analyst (Function: Server) - One		hrs		\$136,320
	LAN Systems Analyst (NT) (Function: Workstation) - One		hrs		\$122,880
	LAN Systems Analyst (NT) (Function: Workstation) - One		hrs		\$122,880
	LAN Systems Analyst (NT) (Function: Workstation) - One		hrs		\$122,880
	Security Analyst (Function: Security)- One		hrs		\$74,880
	Sr. Systems Engineer (Function: Application Integration) - One		hrs		\$149,760
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One		hrs		\$119,040
	LAN Systems Analyst (Novell) -One		hrs		\$72,960
	Security Analyst (Function: Security)		hrs		\$149,760
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One		hrs		\$172,800
	Senior Security Analyst (Consultant) (Function: Security) - One		hrs		\$284,160
	Senior Security Analyst (Consultant) (Function: Security) - One		hrs		\$211,200
	Technical Writer		hrs		\$109,440
	Senior Level Expert (Microsoft) (Function: XP Strategy/Implementation)		hrs		\$255,600

POSITION DESCRIPTION

Position: Senior Level Expert (Microsoft)

Functions: Provides Microsoft Windows Engineering and Analysis.

Serves as an expert consultant on enterprise level engineering and analysis functions associated with the design and implementation of local area networks, office automation systems, desktop / server operating environments, security and remote access systems. Provides guidance on management of large enterprise wide projects. Guides intermediate consultants, analysts and programmers in planning, organizing, controlling, and scheduling of activities. Provides development level troubleshooting.

Qualifications:

Expertise:

Architect level expertise in designing enterprise class solutions; senior level technologist with appropriate technical certifications; able to guide others.

Experience:

Five or more years of domain experience; three or more years of Microsoft field experience. Served as the lead in at least one similar project.

Position: Intermediate Level Expert (Microsoft)

Functions: Provides Microsoft Windows Engineering and Analysis.

Serves as a consultant and participates in enterprise level engineering and analysis functions associated with the design and implementation of local area networks, office automation systems, desktop / server operating environments, security and remote access systems. Participates in the management and administration of large enterprise wide projects. Works with analysts and programmers in planning, organizing, controlling, and scheduling of activities. Provides implementation level troubleshooting.

Qualifications:

Expertise:

Domain level expertise in designing complex solutions; intermediate level technologist with appropriate technical certifications; able to work with analysts.

Experience:

Two or more years of Microsoft field experience. Experience troubleshooting issues with very little technical support from others.

Windows XP  
Deployment Strategy and Implementation Plan  
Statement of Work

**BACKGROUND**

The NRC requires a comprehensive strategy for deploying its currently developed Microsoft Windows XP operating system and utilities "image" on agency desktop workstations in an effective manner.

This is a fixed labor hour rate effort with a period of performance from date of notice to proceed through September 27, 2004.

**OBJECTIVES**

The Contractor shall develop and provide expert advice and assistance in the implementation of a comprehensive strategy for deploying the currently developed Microsoft Windows XP operating system and utilities "image" on agency desktop workstations while preserving user applications as necessary and with minimal disruption to NRC business functions.

**SPECIFIC TASKS**

This effort consists of two tasks. Task 1 shall begin immediately upon award of the modification. Task 2 is optional and dependent upon NRC decision to proceed with the deployment strategy and implementation plan submitted in Task 1, and the NRC's determination that Task 2 is required for successful completion of the deployment of Windows XP.

**TASK 1**

The contractor shall provide an expert consultant on enterprise level engineering and analysis functions associated with the deployment of the Microsoft Windows XP operation system, who shall:

- 1) in coordination with NRC staff and contractors develop and implement a comprehensive strategy for deploying the currently developed Microsoft Windows XP operating system and utilities "image" on agency desktop workstations;
- 2) advise and assist (NRC staff and contractor) intermediate consultants, analysts and programmers in planning, organizing, controlling, and scheduling of deployment activities; and
- 3) provide development level troubleshooting and technical advice and assistance to NRC staff and contractors.

Deliverables and Date(s) of Delivery -

**Task 1** - The Contractor shall deliver final copies of deliverables which are due to the NRC



Project Officer (PO) (two copies), and Contracting Officer (CO) (one copy) as follows:

Deployment strategy and implementation plan -- 30 days from task order notice to proceed - shall be based on the NRC environment, applications, and security requirements (information to be provided by Project Officer at project kickoff meeting).

Documentation shall be provided in hard-copy and electronic form (WordPerfect or Word).

Meetings - The contractor shall attend a project kickoff meeting within one week after award of this modification. NRC does not anticipate regular project meetings since this project is to be handled under an ongoing task order and the Contractor is presumed to have the NRC information necessary to complete this project.

Travel - No travel is required.

Government Furnished Equipment - NRC will provide a workstation with telephone and personal computer with Internet access for each badged contractor assigned to this project.

## **TASK 2 (optional)**

The contractor shall provide an intermediate level consultant on enterprise level engineering and analysis functions associated with the deployment of the Microsoft Windows XP operation system, who shall:

- 1) advise and assist analysts and programmers in planning, organizing, controlling, and scheduling of deployment activities; and
- 2) provide implementation level troubleshooting and technical advice and assistance.

Period of performance – From the date notice to proceed with optional effort is given through September 27, 2004.

Deliverables and Date(s) of Delivery - None.

Meetings - None.

Travel - No travel is required.

Government Furnished Equipment - NRC will provide a workstation with telephone and personal computer with Internet access for each badged contractor assigned to this project.

Attachment No. 4, Modification No. 26  
Nuclear Regulatory Commission Task Order # DR-01-0290  
STATEMENT OF WORK

BACKGROUND

The NRC Region III office is relocating to 2443 Warrenville Rd., Lisle, IL 60532. The actual move is planned to take place April 3, 2004, beginning at 9:00 am and continue through the weekend with additional support as required the following week.

OBJECTIVES

In support of this requirement, the Contractor shall provide the services required for relocating IT infrastructure for the Region III office with minimal disruption of services.

MEETINGS

No additional meetings will be required; updates related to the Region III relocation will be provided during the regular weekly ISSC status meetings.

TRAVEL

Travel to Region III is required for the relocation, installation, testing and support of equipment.

GOVERNMENT FURNISHED EQUIPMENT

No government furnished equipment is provided.

Delivery

To be completed no later than 6:00 am on the first workday after the scheduled weekend office move.

## Nuclear Regulatory Commission

Attachment No. 5 Modification No.26

Task Order # DR--01-0290

CLIN	DESCRIPTION	EST. QTY.	UNIT	Unit PRICE	EST. TOTAL PRICE
	<u>COST-REIMBURSEMENT (CLIN 0010 - NOT TO EXCEED)</u>				
0010	Travel				
A	Four (4) -Five (5) day trips to Region 1 -King of Prussia, PA TOTAL 20 DAYS		Lot		\$6,168.50
B	Four (4) -Five (5) day trips to Region 2 -Atlanta, GA TOTAL 20 DAYS		Lot		\$6,168.50
C	Four (4) -Five (5) day trips to Region 3 -Lisle, IL TOTAL 20 DAYS		Lot		\$6,168.50
D	Four (4) -Five (5) day trips to Region 4 -Arlington, TX TOTAL 20 DAYS		Lot		\$6,168.50
	CLIN 0010 A, B, C, & D Subtotal				\$24,674

CLIN	DESCRIPTION	EST. QTY.	UNIT	Unit PRICE	EST. TOTAL PRICE
	<u>COST-REIMBURSEMENT (CLIN 0010 - NOT TO EXCEED)</u>				
0010	Travel				
AA	Four (4) -Five (5) day trips to Region 1 -King of Prussia, PA TOTAL 20 DAYS		Lot		\$4,117.88
BB	Four (4) -Five (5) day trips to Region 2 -Atlanta, GA TOTAL 20 DAYS		Lot		\$9,865.65
CC	Four (4) -Five (5) day trips to Region 3 -Lisle, IL TOTAL 20 DAYS		Lot		\$11,845.73
DD	Four (6) -Five (5) day trips to Region 4 -Arlington, TX TOTAL 30 DAYS		Lot		\$16,537.16
EE	Travel to support other than NRC locations		Lot		\$25,000
FF	Travel to support Region 3 -Lisle, IL TOTAL 3 DAYS (RG-III Move)		Lot		\$14,000
	CLIN 0010AA, BB,CC, DD, EE, and FF Subtotal				\$81,366.42
	CLIN 0010 TOTAL				\$106,040.42

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Intermediate Level Expert(Microsoft) (Function:XP Strategy/Implementation) (optional)				\$176,280
	Network Engineer I (Function: Region III move)		hrs		\$13,860
	Desk-Side Support Specialist (Function: Region III move)		hrs		\$12,348
	Subtotal CLIN 0003CC				\$3,184,800.00
0003CD	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: Regional -(5)				
	LAN Administrator (Function: Regional - One		hrs		\$72,968
	LAN Administrator (Function: Regional - One		hrs		\$72,968
	LAN Administrator (Function: Regional - One		hrs		\$74,792
	LAN Administrator (Function: Regional - One		hrs		\$72,968
	LAN Administrator (Function: Regional - One		hrs		\$72,968
	Subtotal CLIN 0003CD				\$364,840
003CE	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4)				
	LAN Administrator (Function: High Perf. Comp. Env. -One		hrs		\$72,968
	LAN Administrator (Function: High Perf. Comp. Env. -One		hrs		\$72,968
	LAN Administrator (Function: High Perf. Comp. Env. -One		hrs		\$72,968
	LAN Administrator (Function: High Perf. Comp. Env. -One		hrs		\$72,968
	Subtotal CLIN 0003CE				\$291,872
0003CF	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (1) & (5) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS -One		hrs		\$72,968
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One		hrs		\$79,044*
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One		hrs		\$79,044*
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One		hrs		\$79,044*
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One		hrs		\$79,044*
	ADAMS LAN Administrator (Function:ADAMS - Optional) -One		hrs		\$79,044*
	Subtotal CLIN 0003CF(*upon execution)				\$72,968
0003CG	COTS Catalogue Services				NSP
	Total CLIN 0003C				\$9,969,291

Task Order # DR--01-0290, Modification No. 26      Attachment No. 6  
**SERVICE LEVEL REQUIREMENTS ATTACHMENT 9**

**TASK AREA C.3.3 HELP DESK** --- In compliance with the service level requirements in this contract, the Contractor shall provide a single, integrated help desk for all NRC DCE Information Technology service requests. The Contractor is expected to handle all calls placed to the integrated help desk and refer service requests to the appropriate provider. These shall include but not limited to; telecommunications, applications support, and all NRC DCE IT service requests. The goal of this Help Desk is to provide a support solution that provides the highest quality customer at the best value to the government. The Help Desk shall be the central management point for all service requests for the DCE IT environment. As the central management point, the help desk shall accept all trouble calls, but will relay non-Seat Management DCE service requests to the appropriate provider. The Help Desk shall receive calls and resolve requests from the NRC staff, NRC Contractor end-users in the Headquarters Offices, Regions, RISE sites, remote users and telecommuters. The Contractor shall utilize industry best practices and corporate knowledge to satisfy and meet the NRC Service Level Requirements (SLRs).

SLR #	PRODUCT AREA / SERVICE AREA	SERVICE LEVEL	How Measured
1	Desktop Help Desk	Responses* to non-telephonic VIP requests submitted during core business hours are provided within 15 minutes of receipt of request. (*Response can be telephonic, email, or in person.)	Random Sampling of Tickets
2	Desktop Help Desk	Responses* to non-telephonic other (than VIP) user requests submitted during core business hours are provided within 30 minutes of receipt of request. (*Response can be telephonic, email, or in person.)	Random Sampling of Tickets
3	Desktop Help Desk	90% of service requests (tickets) are resolved on first call or routed to correct service queue.	Review of Contractor Reports Random Sampling of Tickets
4	Desktop Help Desk	Add/change/disable network account requests are completed, on average, within 4 business hours of request.	Random Sampling of Tickets
5	Desktop Help Desk	Security profile maintenance (e.g. change directory rights) requests are resolved, on average, within 4 business hours.	Review of Contractor Reports
6	Desktop Help Desk	VIP network file restore requests (for files located on-site) are completed, on average, within 2 business hours.	Review of Contractor Reports

7	Desktop Help Desk	End-user (other than VIP) network file restore requests (for files located on-site) are completed, on average, within 4 business hours.	Review of Contractor Reports
8	Desktop Help Desk	95% of all moves are completed on the agreed upon date and at the time scheduled.	Random Sampling of Tickets
9	Desktop Help Desk	All VIP hardware/software installations are completed within 12 business hours of the request.	Review of Contractor Reports
10	Desktop Help Desk	Single-user hardware/software installations for other than VIP users are completed within 3 workdays of a properly submitted request.	Review of Contractor Reports
11	Desktop Help Desk	95% of all telephone calls are answered, by a person, in 30 seconds or less.	Review of Information from Call Management System, Review of Contractor Reports
<p><b>TASK AREA C.3.4 MAINTENANCE</b> --- In compliance with the service level requirements (SLRs), under this Task Order, the Contractor shall provide the technical skills, oversight and tools necessary to support the NRC DCE maintenance support services. The Contractor shall identify, isolate, track, report and resolve hardware and software problems. In addition, the Contractor shall also provide services for all moves, adds and changes to the DCE.</p>			
12	Desktop Maintenance	Hardware/software problems for VIP users are resolved, on average, within 2 hours during primary support period hours. Laptops are excluded unless the laptop is a user's primary PC and used in conjunction with a docking station at the user's desk at the NRC.	Review of Contractor Reports
13	Desktop Maintenance	Hardware/software problems for other than VIP users are resolved, on average, within 4 hours during primary support period hours. Laptops are excluded unless the laptop is a user's primary PC and used in conjunction with a docking station at the user's desk at the NRC.	Review of Contractor Reports
14	LAN Printer Maintenance	All hardware problems for HP 8150 printers are resolved within 4 business hours.	Review of Contractor Reports

TASK AREA C.3.2 ASSET MANAGEMENT --- The Contractor shall provide hardware/software, refresh, accountability and disposition for the NRC's DCE to include the Consolidated Test Facility. In addition, the Contractor shall perform baseline management of the NRC's DCE, inventory management, change control and release management to effectively manage and control changes the NRC's DCE. Assets to be managed include Contractor, government and personal equipment and software.			
15	IMAC	The hardware tracking database is updated as ticketed work occurs to reflect the correct location and status (active/disposed/etc.) of equipment. No more than one business day shall elapse from the time service is performed on equipment until the database is updated.	Random Sampling of Tickets (information to be compared to hardware tracking database)
TASK AREA C.3.6.1 PERFORMANCE MONITORING AND REPORTING --- The Contractor shall propose a periodic schedule for the delivery of all reports required under this Task Order. The Contractor shall provide the necessary tools to monitor and manage all aspects of the NRC's DCE to include application performance. The Contractor shall provide a daily snapshot and weekly systems resource utilization reports online that present all system resource utilization data for the preceding week and for the fiscal month and year to date, by user group and resource category. These tools shall also be made available to selected NRC staff. The Contractor shall also provide data to meet NRC's information and analysis needs including, but not limited to performance quality, service call volumes, adherence to Task Order requirements and standards, budget expenditures and forecasting, and trend projections and other reports as outlined in Section C.3.6.1.			
16	Overall Customer Satisfaction	Customer support survey (reported monthly) distributed to all NRC HQ staff upon close of a ticket - - - 90% of returned surveys have a rating of 4.5 or above (with 5 being the highest possible survey rating) for the overall satisfaction rating.	100% Review of Surveys
17	Overall Reporting	Reports are provided by agreed upon delivery date 95% of the time.	Contractor Reports
TASK AREA C.3.5 DEVELOPMENT AND INTEGRATION --- The Contractor shall provide IT infrastructure development and integration services for the NRC DCE as it evolves over the period of the contract. The Contractor may provide these services using a combination of seat management, level of effort services, or alternate solution. However, the Contractor shall provide a minimum of 15 dedicated, full-time staff as outlined in Section 3.5.7, Recommended Staff Model, to provide services that are supplemental to those provided under basic Seat Management to focus on NRC priorities.			
18	D&I Timeliness	95% of D&I projects meet the schedule as defined in the base-lined D&I project schedule.	Deliverables, Review of Contractor Reports, Project Plans
19	D&I CTF	90% of CTF monthly service and project survey responses must have #3 or above.	Surveys, Review of Contractor Reports
20	D&I Quality	95% of D&I projects meet quality requirements specified in the acceptance criteria defined in project plans.	Deliverables, Review of Contractor Reports, Project Plans
TASK AREA C.3.1 INFRASTRUCTURE MANAGEMENT --- The Contractor shall provide management, operation, administration, maintenance and support of the services, systems and components that comprise the agency network infrastructure to ensure that all of its components and sub-components are meeting the established SLRs. Infrastructure services that shall be provided include: 1. Infrastructure Operations; 2. LAN/WAN Services; 3. Internet Services; 4. Address/Domain Management; 5. Application and E-mail services; 6. Remote Access Services; 7. File and Print Services; 8. Security Management.			

21	Network Availability	<p>Network communications services (LAN/WAN) are available 99.6% of the time during primary support period.</p> <p><b>Criteria:</b></p> <ul style="list-style-type: none"> <li>Identify all network communications devices (hubs, routers, switches) that support LAN/WAN connectivity.</li> <li>Monitor device status (up/down and appropriate services).</li> <li>Report device and service availability status.</li> </ul>	Automated Network Tools, Contractor Management Information Systems, Review of Contractor Reports
22	E-mail Availability	<p>E-mail services are available 99.6% of the time during primary support period.</p> <p><b>Criteria:</b></p> <ul style="list-style-type: none"> <li>Identify all devices that support agency e-mail services (e-mail servers, domain servers, routers, switches).</li> <li>Monitor device status (up/down and appropriate services).</li> <li>Report device and service availability status.</li> </ul>	Automated Network Tools, Contractor Management Information Systems, Review of Contractor Reports
23	Server Availability (File and Print and Application)	<p>File and Print and Application services are available 99.6% of the time during primary support period.</p> <p><b>Criteria:</b></p> <ul style="list-style-type: none"> <li>Identify all devices that support agency File and Print and Application services (file and print, application and domain servers, routers, switches).</li> <li>Monitor device status (up/down and appropriate services).</li> <li>Report device and service availability status.</li> </ul>	Automated Network Tools, Contractor Management Information Systems, Review of Contractor Reports
24	Internet Availability	<p>Agency Internet services are available 99.6% of the time during primary support period.</p> <p><b>Criteria:</b></p> <ul style="list-style-type: none"> <li>Identify all devices that support agency Internet services (routers, switches, proxy server, igate, cacheflow, DNS, DHCP).</li> <li>Monitor device status (up/down and appropriate services).</li> <li>Report device and service availability status.</li> </ul>	Automated Network Tools, Contractor Management Information Systems, Review of Contractor Reports



25	Remote Access Availability	Remote access services are available 99.6% of the time during primary support period. <b>Criteria:</b> <ul style="list-style-type: none"> <li>Identify all devices that support remote-access services (routers, switches, servers (CITRIX, ERPCD, VPN, 5399s).</li> <li>Monitor device status (up/down and appropriate services).</li> <li>Report device and service availability status.</li> </ul>	Automated Network Tools, Contractor Management Information Systems, Review of Contractor Reports
26	System Backup and Recovery	System backups are performed on schedule, 100% of the time. <b>Criteria:</b> <ul style="list-style-type: none"> <li>System backups are performed based on the agreed upon schedule for all devices.</li> <li>System backup includes operating environment and data.</li> <li>Excludes the high-computing environment servers with hardware maintenance issues not supported by the vendor.</li> </ul>	Tape Backup Logs
27	E-mail Data Recovery	E-mail Data is restored for users successfully 99% of the time within 2 business days of request for restoration.	Review of Contractor Reports
TASK AREA C.3.7 CATALOG Services --- The Contractor shall provide and keep current online COTS software, COTS peripheral/hardware, service support, maintenance, moves, adds, changes (MACs) and training catalogs.			
28	Catalog	Items are added to the Catalog 3 days after approval by Project Officer.	Catalog, Review of Contractor Reports
29	Catalog	Items are delivered by estimated delivery date 95% of the time.	Catalog, Review of Contractor Reports

Attachment No 7

DR-01-0290  
Modification No. 26

ATTACHMENT NO. 35B

TASK ORDER NO. DR-01-0290  
WITH L-3 COMMUNICATIONS GOVERNMENT SERVICES, INC.  
ISSC PERFORMANCE REQUIREMENTS SUMMARY

EFFECTIVE FEBRUARY 1, 2004

### **C.3     Seat Management Service Requirements**

The Contractor shall provide infrastructure management, asset management, help desk, maintenance, development/integration, catalog, contingency operations, and any other additional requirements, as identified, to operate, maintain, augment, expand, and enhance the existing NRC's DCE.

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.1 Infrastructure Management</b></p> <p>The Contractor shall provide management, operation, administration, maintenance, and support of the services, systems, and components that comprise the agency network infrastructure to ensure that all of its components and sub-components are meeting the established SLRs. Infrastructure services that shall be provided include:</p> <ul style="list-style-type: none"> <li>a. Infrastructure Operations</li> <li>b. LAN/WAN Services</li> <li>c. Internet Services</li> <li>d. Address/Domain Management</li> <li>e. Application and E-mail Services</li> <li>f. Remote Access Services</li> <li>g. File and Print Services, and</li> <li>h. Security Management.</li> </ul>	<ul style="list-style-type: none"> <li>● As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>● (See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>● Customer complaint</li> <li>● Random sampling</li> <li>● Reports</li> <li>● HDT,</li> <li>● AMDB,</li> <li>● WUGold,</li> <li>● Schedule,</li> <li>● or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 03/14/2004 (See deduction/incentive table)</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.2 Asset Management</b></p> <p>The Contractor shall provide hardware/software, refresh, accountability, and disposition for the NRC's DCE to include the Consolidated Test Facility. In addition, the Contractor shall perform baseline management of the NRC's DCE, inventory management, change control, and release management to effectively manage and control changes to the NRC's DCE. Assets to be managed include Contractor, government, and personal equipment and software.</p>	<ul style="list-style-type: none"> <li>• As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>• (See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 03/14/2004 (See deduction/incentive table)</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.3 Help Desk</b></p> <p>In compliance with the service level requirements in this contract, the Contractor shall provide a single, integrated help desk for all NRC DCE Information Technology service requests. The Contractor is expected to handle all calls placed to the integrated help desk and refer service requests to the appropriate provider. These shall include but not be limited to: telecommunications, applications support, and all NRC DCE IT service requests. The goal of this Help Desk is to provide a support solution that provides the highest quality customer service at the best value to the government. The help desk shall be the central management point for all service requests for the DCE IT environment. As the central management point, the help desk shall accept all trouble calls, but will relay non-Seat Management DCE service requests to the appropriate service provider. The Help desk shall receive calls, and resolve requests from NRC staff, NRC Contractor end-users in the Headquarters' Offices, Regions, RISE sites, remote users, and telecommuters. The Contractor shall utilize industry best practices, and corporate knowledge to satisfy and meet the NRC Service Level Requirements, (SLRs).</p>	<ul style="list-style-type: none"> <li>• As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>• (See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 03/14/2004 (See deduction/incentive table)</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.4 Maintenance</b></p> <p>In compliance with the service level requirements, (SLRs), under this TO, the Contractor shall provide the technical skills, oversight, and tools necessary to support the NRC DCE, maintenance support services. The Contractor shall identify, isolate, track, report, and resolve hardware and software problems. In addition, the Contractor shall also provide services for all moves, adds and changes to the DCE.</p>	<ul style="list-style-type: none"> <li>• As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>• (See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 03/14/2004 (See deduction/incentive table)</p>
<p><b>C.3.5 Development and Integration</b></p> <p>The Contractor shall provide IT infrastructure development and integration services for the NRC DCE as it evolves over the period of the contract. The Contractor may provide these services using a combination of seat management, level of effort services, or alternate solution. However, the Contractor shall provide a minimum of 15 dedicated, full-time staff as outlined in Section 3.5.7.</p>	<ul style="list-style-type: none"> <li>• As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>• (See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 03/14/2004 (See deduction/incentive table)</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<b>C.3.7 Catalog Services</b>  The Contractor shall provide and keep current online COTS Software, COTS Peripheral/Hardware, Services Support, Maintenance, Moves, Adds, and Changes (MAC), and Training Catalogs.	<ul style="list-style-type: none"> <li>As noted in revised Service Level Requirements Effective February 1, 2004.</li> <li>(See Task Order revised attachment number 9.)</li> </ul>	<ul style="list-style-type: none"> <li>Customer complaint</li> <li>Random sampling</li> <li>Reports</li> <li>HDT,</li> <li>AMDB,</li> <li>WUGold,</li> <li>Schedule,</li> <li>or Cat/ESM)</li> </ul>	*100% minus the percent (%) Service level Requirements (SLR) for each SLR.	100%/ **Deductions Effective 03/14/2004 (See deduction/incentive table)

\* Based on an MER of 100% minus (-) the percent (%) Service level Requirements (SLR) for each SLR. [Example- Availability during the primary support period for **Core Service Bands General Purpose Desktop Environment** - Calculation (100%-95% or 5% MER.)]

1. All services will be evaluated to determine whether or not they meet the performance requirements of the task order. When the performance requirement is not met, the deficiency will be brought to The Contractor's attention. The Contractor will be allowed to respond to the deficiency and the NRC will evaluate the response.

- a. For service that meets the performance requirement of the contract, The Contractor shall be paid the monthly task order price for that service.
- b. **REFERENCE: See Task Order revised Attachment No. 9 Service Level Requirements (Effective February 1, 2004). The Contractor shall report on 29 Service Level Requirements (SLRs) beginning March 1, 2004. Twenty-nine SLRs are included in the monthly performance analysis. However, the incentive/Deduction model shall not be applied only to the individual SLRs .**
- c. Upon the determination that the SLR data is valid and accurate, the IPPT will direct the Contractor to include the SLRs in the reporting period's incentive/deduction analysis.

**The SLR incentive/Deduction model shall be applied only to the individual SLRs numbers 13, 14, 21, 22, 23, and 24 shown below:**

(SLR #13) Desktop Maintenance;  
 (SLR #14) LAN Printer Availability;  
 (SLR #21) Network Availability  
 (SLR # 22) E-Mail Availability  
 (SLR #23) Server Availability  
 (SLR #24) Internet Availability

- d. Following the February 1, 2004, SLR revision, The Contractor shall begin review of all processes and procedures. Each triggering event shall be assessed by the IPPT to determine if the collection and validation process is required, or if the SLRs can be included immediately in the SLR Incentive/Deduction Model.
- e. If the Contractor fails to meet the performance requirement for a service under surveillance by the method shown on the PRS, the NRC will calculate payment as follows:
- f. The maximum task order payment per month for all services is multiplied by the maximum payment percentage for the specific service to determine the maximum payment for acceptable service. This payment is multiplied by the percentage corresponding to the number of defects (number of SLRs not met) to determine the percentage of the task order price that The Contractor will not be paid for the Seat Management service. The total number of defects found (number of SLRs not met), not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable. The percentage of samples found unacceptable subtracted from 100% determines the percentage found acceptable. **EFFECTIVE -2/1/2004 .**

2. **DEDUCTION TABLE EFFECTIVE  
FEBRUARY 1, 2004**

a. NUMBER OF DEFECT(s) (Number of SLRs not Met for EER #s 13, 14, 21, 22, 23 and 24	<u>EXAMPLE</u>	
	<u>PERCENT DEDUCTION</u>	<u>Monthly Seat Price \$400,000</u>
1	0.5% of monthly Seat Price	\$2,000
2	1.0% of monthly Seat Price	\$4,000
3	1.5% of monthly Seat Price	\$6,000
4	2.0% of monthly Seat Price	\$8,000
5	2.5% of monthly Seat Price	\$10,000



- b. Any deductions from payment shall be taken from the payment for the month in which the Contracting Officer makes the determination that deduction is appropriate, regardless of the period in which the performance occurred.

3. Incentive Service Achievement - **EFFECTIVE February 1, 2004.**

a. **Minimal Service Achievement-**

Eighty percent of all eligible service levels must be met for the Contractor to have met minimal service levels for the reporting period.

**Incentive Service Achievement**

The following conditions must be met for The Contractor to achieve incentive service levels:

- (1) Eighty percent (80%) of the Service Levels must be met for current and previous month; and
  - (2) Service levels #13 - desktop maintenance, #14 - LAN Printer Availability, #21 - Network Availability, #22 E-Mail Availability, #23 -Server Availability, and #24 - Internet Availability must be met; and
- b. An incentive amount of \$10,000 will be paid for the month, if the Contractor achieves all of the above service levels. An incentive amount may be earned each month in accordance with attachment number 35B of the task order. However, an incentive not earned in the applicable month cannot be earned in future months.