



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

July 13, 2004

OA0 Corporation
ATTN.: Mr. Robert Weisenbeck
7375 Executive Place
Seabrook, Maryland 20706

SUBJECT: TASK ORDER 36 ENTITLED "O&M SUPPORT FOR OFFICE OF HUMAN
RESOURCES APPLICATION SYSTEMS AND ENVIRONMENT" UNDER
DELIVERY ORDER NO. NRC-33-03-342-005

Dear Mr. Weisenbeck:

In accordance with the Section entitled "Task Order Procedures", of the subject delivery order, this letter hereby definitizes Task Order 36. This effort shall be performed in accordance with the enclosed Statement of Work (SOW).

The following individuals are considered essential to the successful performance of the work hereunder: Mike Daley (Program Manager) and Johnson Awumah (Senior Functional Analyst). The Contractor agrees that such personnel shall not be removed from the effort under the task order without compliance with the Key Personnel Clause (2052.215-70) of the delivery order.

Your contacts during the course of this task order are:

Technical Matters: Mark Resner - (301) 415-5949
Contractual Matters: Joyce Fields - (301) 415-6564

The period of performance for Task Order 36 shall commence July 14, 2004 and expire October 17, 2005. The total cost ceiling for this period is \$166,320.00.

This Task Order 36 obligates funds in the amount of \$100,000.00. The obligated amount shall, at no time, exceed the task order cost ceiling. When and if the amount(s) paid and payable to the Contractor hereunder shall equal the obligated amount, the Contractor shall not be obligated to continue performance of the work unless and until the Contracting Officer shall increase the amount obligated with respect to this task order. Any work undertaken by the Contractor in excess of the obligated amount specified above is done so at the Contractor's risk.

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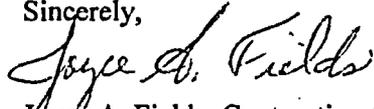
Task Order 36

Accounting data for this action is as follows:

Appropriations Symbol:	31X0200.384
Accounting ID Number:	N0334200523
B&R Number:	484-15-512-120
BOC Code:	2574
Job Code:	G8402
Amount Obligated:	\$100,000.00

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

Sincerely,



Joyce A. Fields, Contracting Officer
Contract Management Center 1
Division of Contracts

Enclosure:

As stated

Operational Support and Maintenance of HR's Application Systems and Environment

36 A. Background

The Office of Human Resources (HR) requires technical, project management, administrative, and transitional support for its Information Technology/Management projects. In November 2003, the agency began to use the Federal Personnel Payroll System (FPPS) for its personnel and payroll processing. The agency's former HR and payroll system, PeopleSoft Human Resources Management System (HRMS) continues to serve as the historical repository of HR data, and the PeopleSoft Training Administration serves as the agency's current training system. In addition, HR is utilizing additional client-server applications and Applications Service Providers (ASPs) such as QuickHire, to provide added functionality, such as the ability for applicants to apply on-line. HR has also developed a Strategic Workforce Planning tool.

HR currently uses BRIO, Crystal Reports, SQR and PS Query to extract and provide HR information and data from a variety of applications and platforms. HR plans to utilize additional tools such as Cognos to extract data in the future.

HR staff will continue to receive requests for data and information from internal and external stakeholders. HR currently uses BRIO, Crystal Reports, PS Query and other tools to access and to develop a means to extract and distribute standardized and parameter-driven reports and data to stakeholders. Currently, the required data is placed on a shared network drive so that information vital for effective decision-making is readily available to HR staff and clients on an as needed basis. Many of the existing Crystal Reports that extracted data from HRMS will need to be recreated using BRIO to extract data from FPPS.

The contractor shall provide maintenance, operations, training and data analysis for existing applications, as well as provide the necessary transitional support for HR as the NRC moves to a new training system. In addition, the contractor may assist in the analysis, development, implementation rollout and/or integration of other web-based HR systems and reporting tools.

36 B. Scope

To provide systems, maintenance, operational, training, data analysis and transitional support for Office of Human Resources systems.

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph "Maintenance," following guidance provided in the SDLCMM, NRC's CM rules, and utilizing the CM Library as the source for obtaining a current copy of production application systems which require maintenance. Application maintenance is defined as modification and/or correction of code and/or data which are part of an application system in order to make the application system perform as intended in support of a business process/area for which it was written. These modifications/corrections may include those made to programs, scripts, job control languages, data, etc. Maintenance also includes, but is not limited to, analysis of conditions and outputs in order to identify

root causes of problems and define methods for correction, troubleshooting, and establishment and execution of backups, restores, archives, housekeeping, etc.

In the performance of maintenance efforts, the Contractor shall appropriately checkout a copy of the current production version of an application system through the CM Library gatekeeper, make changes to the copy provided, and submit the changed application system (new code, documentation, builds, etc.) back through the CM Library gatekeeper for deployment by NRC. Additionally, during interim periods of development and deployment, HR must have access to all of its application systems and related SDLCMM artifacts (documents, draft reports, test data, test results, source, executables, builds, etc.) and the vendor products necessary for maintenance. To address this need, a project level CM Library may be utilized. The Contractor shall assist in its execution and maintenance. Application system product delivery to this environment is defined within the SDLCMM. The Contractor shall apply and enforce the defined procedures at the project level to ensure a controlled environment (check-out and check-in, along with access controls plans and procedures) and provide recommendations to the NRC regarding enhancement or changes to currently documented procedures to improve controls throughout the period of performance of this work effort. The Contractor shall make recommendations to the NRC Task Order Manager and prepare the proper documentation necessary (e.g. updates or additions to the HR Standard Reports Library).

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

The Contractor shall perform operational support tasks for systems listed below in the statement of work section, subparagraph "Operational Support," following guidance provided by the Task Order Manager. Individual efforts required of the Contractor shall be to provide operational support for agency applications in the form of data support, report generation, and production support for the identified HR systems. The Contractor shall also produce necessary documentation of work performed.

36 C. Statement of Work

1. Maintenance

The contractor shall be responsible for making necessary changes to ensure that identified problems with an application system are corrected and the system is returned to production in the shortest amount of time possible.

a. Systems to Be Serviced

System Name	System Number	System Acronym	Software	Platform
Human Resources Management System		HRMS		
Client/Server Reporting Interface	F0016	CSRI	Crystal Reports	UnixSybase
PeopleSoft		PeopleSoft		

b. Definitions

Maintenance - application systems maintenance shall include but not be limited to modification of code, tables, and data, performing analysis, download monitoring, troubleshooting and establishing and executing backups, restores, archives and other systems housekeeping duties.

c. Initiation of Work

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor either as directly viewed during monitoring efforts conducted by the Contractor in its role of providing operational support or through e-mail direction from NRC's Task Order Manager.

d. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 Hours to evaluate application system problems, correct the problem and appropriately document the problem and actions taken in the Software Engineering Notebook (SEN), test corrections and prepare the corrected/new component of the system for deployment, including submission to the CM Library gatekeeper. The Contractor shall notify the Task Order Manager when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC's Task Order Manager to support deployment efforts.

e. Work Actions Requiring Pre-approval

A request for a fix will be e-mailed from either the NRC Task Order Manager or Technical Task Manager, to the contractor responsible for the upkeep of the application. The repair should be completed within 5 days, unless a longer time is specified due to the present workload of the contractor. Emergency fixes will be completed within two business days, such emergencies flagged as such by the NRC Task Order Manager or her designee. The contractor shall send an email to the NRC Task Order Manager or the Technical Task Manager, with a copy to the Task Order Manager, when the work is completed.

Modifications made by each fix request will be recorded in an update/record log. All required documentation will be updated to reflect the fix.

The Contractor shall develop and deliver, via e-mail, to NRC's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC's Task Order Manager will review the Contractor's assessment (estimate and plan) and will provide an e-mail authorization within *two work days* of receipt. The Contractor shall not commence code or data changes for efforts covered by a work estimate and plan (level of effort exceeds 20 hours for code, test and document creation/changes) without an e-mail authorization from NRC's Task Order Manager. Authorized actions shall be performed by the Contractor within five (5) workdays of authorization, unless a longer time is approved by NRC's Task Order Manager.

f. Standard Work Approach

The Contractor shall perform maintenance actions using the current production version of the application system source which is controlled by the CM Library gatekeeper. Changes to application system source code shall be made utilizing only those vendor products defined in the application system baseline, unless authorization has been received in writing from NRC's Task Order Manager (i.e., if the application is coded in CLIPPER 5.2d, only CLIPPER 5.2d will be utilized in the changes). It is the responsibility of both NRC's Task Order Manager and the Contractor to ensure that introduction of any new product to the application system is consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board. Check-out of application system code and related products (test data, documentation, etc.) through the CM Library gatekeeper is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an e-mail to NRC's Task Order Manager defining actions taken and readiness of the application for deployment. This notification shall indicate that the application system has been submitted and is available as the current version for deployment through the CM Library gatekeeper. The Contractor shall remain available to assist the deployment contractor and answer any questions associated with deployment of the application and/or data.

g. Work Effort Ceiling

The total hours authorized under this work effort per application system is 60 *hours*. An e-mail notification to the NRC Task Order Manager shall be made by the contractor when less than 24 *hours* remain available for maintenance of an application system.

h. Maintenance Work Effort Reporting

No unique reporting is required that exceeds that which would be presented in the Bi-weekly Status Report.

2. Operational Support

a. Systems to be Covered under Operational Support

System Name	System Number	System Acronym	Software	Platform
Human Resources Management System		HRMS		
Federal Payroll and Personnel System		FPPS		
Client/Server Reporting Interface	F0016	CSRI		
PeopleSoft		PeopleSoft		

b. Definition

Operational support may take various forms, including:

1. Data Analysis and Support:
 - a. data interpretation and verification,
 - b. report generation
2. HR Production System - analysis, technical support, development of reports and databases (BRIO, Crystal Reports 6.0, PS Query, Cognos, Microsoft Excel, Microsoft Access, WordPerfect 8.0, .html)
2. Report/Output Generation:

Producing reports in outputs including hard copy and electronic (BRIO, Crystal Reports 6.0, PS Query, Cognos, or other reporting tools; .pdf or .html format) for inclusion on the Internal Web or a shared network drive. Report generation will be required from a variety of HR systems either on a scheduled or ad-hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria. HR currently uses BRIO, Crystal Reports, SQR, PS Query and other tools to access and to develop a means to extract and distribute standardized and parameter-driven reports and data to stakeholders. Routinely, such data/information is placed on a shared network drive so that information vital for effective decision-making is readily available to HR staff and clients on an as needed basis. HR has a Standard Reports Library consisting of approximately 35 parameter-driven reports (developed in Crystal Reports 6.0) that will be converted to BRIO to extract data from the new human resources system (FPPS) via their Datamart as part of this effort. HR plans to utilize additional tools such as Cognos to extract data in the future.

Producing reports in outputs including hard copy and electronic (BRIO, PS Query, Crystal Reports, MS-Excel, MS-ACCESS, WordPerfect, PDF, ASCII, QUATTRO PRO format, etc.), from agency systems either on a scheduled or ad-

hoc basis of (a) standard reports or (b) quick query or new reports using newly defined criteria; and

c. Work of Contractor and NRC Technical Direction

Standard Reports: The contractor will provide support for the maintenance of the existing Standard Reports Library, as well as adapting those Standard Reports to work with the new human resources system (FPPS). The contractor will provide support for the development of any new standardized and parameter-driven queries and reports from an existing database for use by HR and various groups outside of HR that need HR report data on a regular basis. The level of effort for support is estimated at 700 hours for the first 6 months, with the level of effort decreasing once the reports have been modified to work with the new human resources system. Tasks may include the following:

1. Create and quality check the standard and parameter-driven reports in a variety of formats (e.g., BRIO, Crystal Reports) so that users may readily access them.
2. Periodically review reports requested and provide recommendations on changes to reports (discontinue use of report, create new report, change format of report, etc.) based on feedback. Additionally, provide recommendations on how to best satisfy data requests.
3. Maintain and update standard reports on a shared drive in a read-only format with proper security to protect the privacy of the data.
4. Create specialized reports to be added to various users' desktops, so they may generate specific data on a regular basis.
5. Determine means to provide information to users over the NRC Intranet with the use of passwords to provide security.

Ad Hoc Reporting: The Contractor shall provide Ad-Hoc Report Generation and data analysis support to satisfy the agency need to create approximately 50 reports per year. Most of these reports shall be against multiple tables and should be sorted based on criteria provided at the time of the request. Generally, these ad-hoc reports will generate an electronic format file in BRIO, Crystal Reports, PDF, MS-Access, MS-Excel, or QUATTRO Pro format, but specifics output formats will be provided at the time of the request to the contractor which shall be delivered by the NRC Task Order Manager. Reports shall be created, run and outputs delivered in two work days from the date of the request. The level of effort for support is estimated at 100 hours per year.

d. Operational Support Work Effort Reporting

An activity report is required bi-weekly that describes the counts of transactions and types for Data Support services provided by system for the two-week period beginning on a Monday and ending on a Friday. The report shall be provided to the NRC Task Order Manager by no later than noon on Monday following the closing Friday of the two-week period. An activity report defining the system being queried, the query constructed, the requestor (name, office and phone number) , the level of effort expended, and the output criteria is required biweekly by system for work performed. This report shall be delivered to the NRC Task Order Manager no later than two work days into the next biweekly period.

36 D. Place of Performance

The technical support, report generation, data analysis, shall be performed on-site during NRC official duty hours. Access to the NRC facilities shall be provided by the NRC, as required during non-business hours.

36 E. Schedule of Deliverables

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Delivery Schedule</u>
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval e-mail	NRC work effort manager	Upon review and approval of Work Plan and Estimate
Work effort approach of Ceiling Notification e-mail	Contractor	When 23 or less hours are available
New Versions of Application Products to CM	Contractor	When maintenance effort tested and ready for deployment
Special Reports of Work and Status - Maintenance	Contractor	At frequency directed
Ad-Hoc Report Outputs (2.c)	Contractor	Two work days from receipt of request
Special Reports of Work and Status - Operational Support	Contractor	At frequency Directed

- b. data transfers between systems either through kick-off of electronic processes (programs) or inputs of tapes or other physical media;
- c. system monitoring, troubleshooting, and applying immediate corrective measures to agency production application systems.

Procedure	Frequency	Contractor Activity	Output of Activity
1) Nightly processing jobs and downloads	Daily before 7:30 am	<ul style="list-style-type: none"> ✓ Check logs ✓ Document any problems ✓ If any problems occurred with nightly jobs, must follow notification and follow up procedures 	None
2) Monthly	1 st of Month	✓ Generate monthly reports	✓ .pdf files distributed electronically
3) Quarterly	Beginning of new quarter	✓ Generate quarterly reports	✓ .pdf files distributed electronically

36 F. Expertise/Skills

Demonstrated experience in application systems software and platforms defined for systems identified in relevant sections of this Task Order as requiring maintenance support. Competency in technical, written communication, and analytical skills as demonstrated through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform. Demonstrated ability to perform data analysis.

Demonstrated ability to analyze user data requests based on written and verbal requests, followup to formulate report specifications for the creation of finished production or ad hoc reports using a variety of data reporting tools, including BRIO, Crystal Reports, Microsoft Access, SQR, BRIO, or other SQL-based programs, as well as document and chart creation tools, such as WordPerfect, Excel, and Quattro Pro.

Demonstrated ability to analyze data structures in databases and data files in a variety of formats, including Sybase, Oracle, SQL Server, Cold Fusion, MS Access, Cognos, Excel, and flat files in order to generate reports, provide technical support for the development of database schema, design improvements, data conversions, and interface file development.

The contractor shall provide personnel with the following skills:

1. Working experience with and knowledge of Crystal Reports version 6.0, and
2. Working experience with and knowledge of SYBASE version 12.0, and
3. Working experience with and knowledge of Novell LAN platform
4. Experience in analysis and design of complex enterprise-wide client-server applications, and
4. Experience in report development and complex data analysis, and
5. Experience with database management systems technologies

36 G. Period of Performance

The period of performance for this task order will be from date of award until October 15, 2004.

36 H. Task Order Manager

The manager for this Task Order is Brendan Cain, 415-6445.

I. Level of Effort

The Government's estimated level of effort is 950 staff hours per year.