

UNITED STATES
NUCLEAR REGULATORY COMMISSION

WASHINGTON, D.C. 20555-0001

September 28, 2004



OAO Corporation
ATTN.: Mr. Robert Weisenbeck
30 West Gude Drive
Suite 300
Rockville, Maryland 20850

**SUBJECT: TASK ORDER 40 ENTITLED "OFFICE OF THE CHIEF INFORMATION OFFICER
WEB CONTENT" 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 40. This effort shall be performed in accordance with the enclosed Statement of Work (SOW) and the contractor's September 10, 2004, proposal.

The following individuals are considered essential to the successful performance of the work hereunder: Michael Daley (Program Manager). 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: Jeffrey Main - (301) 415-6845
Harry Kromer - (301) 415-6050
Contractual Matters: Joyce Fields - (301) 415-6564

The period of performance for Task Order 40 shall commence October 1, 2004 and expire October 17, 2005. The total estimated cost ceiling for Task Order 40 is \$131,172.00.

This Task Order 40 obligates funds in the amount of \$30,000.00. 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.

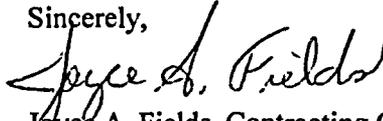
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Delivery No. NRC-33-03-342-005
Task Order 40

Accounting data for this action is as follows:

Appropriations Symbol:	31X0200.410
Accounting ID Number:	N0334200540
B&R Number:	410-15-524-346
BOC Code:	252A
Job Code:	D2413
Commitment Number:	10470869C
Amount Obligated:	\$30,000.00

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

**Statement of Work for Delivery Order 5
Maintenance and Operational Support of NRC Application Systems and Environment**

Task Order 40 Office of the Chief Information Officer Web Content Specialist

A. Background

The Nuclear Regulatory Commission (NRC) seeks assistance in improving the quality of content at its World-Wide Web (Web) sites. The goal of this effort is to improve (1) the public's access to information at the site; (2) site navigability, usability, and accessibility; (3) site maintenance processes; and (4) compliance with the *Electronic Freedom of Information Act* and other legislation requiring the electronic dissemination of agency information to the public.

B. Scope

This effort will enable the NRC to improve the quality of material submitted for publication to the agency Internal and Public Web sites and to improve the consistency and quality of current material at the sites.

The Contractor shall provide editorial assistance to improve the quality of material submitted for publication to the agency Internal and Public Web sites, coordinate the flow of content to the public site in keeping with the OCIO service levels for Web publishing, maintain records of published content, and report on the status of content to enable the agency to address stakeholder concerns with revision control, navigation, and ease of access to Web content. The Contractor shall also provide a fresh insight to address systemic content issues as the agency prepares to implement a site management tool and the sites continue to grow in size and complexity.

C. Statement of Work

- i. Requirement: Ensure that new and newly revised content meets NRC standards
 - (1) Goal. Improve the quality of material submitted for publication to the agency Internal and Public Web sites.
 - (2) Scope. This requirement includes tasks throughout the life cycle of content at the agency's internal and public sites, from initial creation through final removal. It also includes components for coordination, record keeping, and reporting.
 - (3) Tasks
 - (a) Meet with content providers to receive and discuss their submitted content for publication to the internal and external NRC web sites.

- (b) Review and edit material for mechanical and grammatical correctness and for logical consistency with NRC editorial and web publishing standards.
 - (c) Review content revisions completed by the Web contract staff for accuracy against the annotated original as a final quality control before approving posting to the production web sites.
 - (d) Coordinate with the Web staff to ensure content and style guidance, priorities, and schedules are met.
 - (e) Maintain copies and records of all original content submitted for publication to the NRC Public and Internal Web Sites. All electronic copies shall be stored in the current content management system provided by the NRC Web Staff. All paper copies shall be stored at the Contractor's work place, as provided by the NRC.
- (4) Guidance: <http://www.internal.nrc.gov/web-standards/>

ii. Requirement: Ensure that existing content meets NRC standards

- (1) Goal. Improve the quality of existing Web content at the NRC Public and Internal Web Sites.
- (2) Scope. Quality improvements shall include efforts–
 - (a) to correct broken links,
 - (b) to bring existing content into conformance with site templates and other standards set by the NRC and documented at <http://www.internal.nrc.gov/web-standards/>,
 - (c) to improve the navigation and organizational features of the site (including breadcrumbs, toolbars, directory and file names),
 - (d) to ensure that neither new nor existing content is duplicated at (or among) the NRC Public and Internal sites, and
 - (e) to ensure that content is not added, modified, or removed without proper approval from the appropriate NRC representative.
- (3) Tasks
 - (a) Systematically review existing internal and public production sites for needed improvements. Use any error reports prepared by NRC for this purpose (broken link reports, etc).
 - (b) Plan and maintain schedule for systematic site reviews
 - (c) Document findings from systematic site reviews.
 - (d) Prepare instructions to incorporate suggested revisions into existing content.
 - (e) Coordinate with the NRC Web staff, content providers, content sponsors, and office web liaisons to obtain

approval for editorial revisions before publication to the Web.

- (f) Recommend changes and additions to existing NRC guidance for site format and structure.
 - (g) Schedule the incorporation of these revisions with other agency priorities throughout the life cycle of the content (initial creation and posting, periodic revision, and final removal).
 - (h) Document the status and completion of quality improvements by area of site.
- (4) Guidance: <http://www.internal.nrc.gov/web-standards/>

iii. Requirement: Ensure that the documented NRC standards for the format and organization of Web content are complete, current, and consistent

- (1) Goal. Ensure the consistency, currency, and accuracy of the NRC standards for Web content.
- (2) Scope. This requirement shall encompass all NRC Web standards documented at <http://www.internal.nrc.gov/web-standards/>
- (3) Tasks
 - (a) Systematically review existing standards for consistency, currency, and accuracy;
 - (b) Plan and maintain schedule for systematic standards reviews;
 - (c) Document findings from systematic standards reviews;
 - (d) Coordinate with the NRC Web staff to obtain approval for editorial revisions before publication to the standards site;
 - (e) Prepare instructions to incorporate suggested revisions into existing standards;
 - (f) Recommend changes and additions to existing NRC guidance for site format and structure;
 - (g) Schedule the incorporation of these revisions with other agency priorities throughout the life cycle of the standards (initial creation and posting, periodic revision, and final removal); and
 - (h) Document the status and completion of quality improvements to the standards guidance.
- (4) Guidance: <http://www.internal.nrc.gov/web-standards/>

iv. Requirement: Maintain professional competencies. The Contractor shall maintain a working knowledge of—

- (a) The current editions of the Government Printing Office Style Manual and the Chicago Manual of Style.
- (b) The NRC Standards for Web Publication, the Privacy Act, copyright, and other legal requirements for content at government Web sites.

- (c) The general structure and design principles of the NRC Public and Internal Web sites.
 - (d) The general principles of HTML coding standards as specified by the World-Wide Web Consortium, and implemented by the Federal Government for agency Web sites.
 - (e) Usability standards for Web sites.
- v. Requirement: Ensure full-time availability at the NRC Headquarters
- (1) Scope: The Contractor shall be available from 8:30 a.m. to 5 p.m. on government business days.
 - (2) Tasks
 - (a) Provide advance notice of at least 1 government business day to the NRC Project Manager for planned absences.
 - (b) Make arrangements for contract backup for planned absences.

D. Record-Keeping and Reporting Requirements

- i. The Contractor shall submit biweekly progress reports covering existing tasks. This report shall include--
 - (1) Any scheduling problems or technical issues that may have a major effect on a task, and
 - (2) Task budget information including hours worked and costs expended. The tasks covered by progress reports shall include development of new HTML documents, consultation time with content sponsors and authors, site analysis, quality control and office coverage.
- ii. The Contractor shall document each of the following.
 - (1) Requests for new or revised content received,
 - (2) Editorial or other changes to work products submitted to the Contractor for review, and
 - (3) Changes to the agency standards for Web content or posting procedures recommended by the Contractor.
- iii. The Contractor shall document all telephone conferences and meetings with NRC staff regarding work products, schedules, standards, or work processes.
 - (1) The Contractor shall store all documentation in the current content management system provided by the NRC Web Staff.

- iv. The Contractor shall meet weekly in person at the NRC Headquarters to discuss progress, present deliverables, and discuss any other issues that may arise.

E. Deliverables

Provide Web editorial support as specified by the NRC and in Sections C and D, above.

F. Expertise and Skills

- i. The Contractor shall have excellent editorial and word processing skills (bachelor's degree in English preferred; additional web-related courses preferred); thorough knowledge of government style guidance as defined in the GPO Style Manual, and the Chicago Manual of Style; understanding of Information Mapping (how to divide content into manageable, succinct blocks of text for displaying in a browser), and knowledge of and ability to apply Usability Standards.
- ii. The Contractor shall have excellent interpersonal, negotiation, and communication skills. This includes the ability to communicate and coordinate effectively with people at various levels of responsibility throughout the NRC and an ability to prioritize and plan work to meet competing schedules.
- iii. The Contractor shall be familiar with Macromedia Dreamweaver, GroupWise E-mail, Corel WordPerfect, and Microsoft Word; fluency in the HTML language and Web design principles; ability to coordinate changes to complex web projects that span multiple Web subsites.

G. Place of Performance

Work under this task order shall be performed at the NRC Offices located at 11545 and/or 11555 Rockville Pike, Rockville, Maryland.

H. Task Order Manager

The manager for this task order is Jeffrey Main, 415-6845.

I. Level of Effort

The Government's estimated level of effort for this task order is 2,000 staff hours per year.

J. Attachments

1. NRC Management Directive and Handbook 3.14, "Availability of Nuclear Regulatory Commission Information on the World Wide Web"

J. References

1. Usability Guidance
 - a. NIST Usability - <http://www.usability.gov>
2. Accessibility Guidance
 - a. NIST Accessibility - <http://www.usability.gov/accessibility/index.html>
 - b. Section 508 - <http://section508.gov/>
 - c. World-Wide Consortium - <http://www.w3.org/TR/WCAG10/>
 - d. U.S. Department of Justice - <http://www.usdoj.gov/crt/508/>