



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

September 7, 2004

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

SUBJECT: MODIFICATION NO. 4 TO TASK ORDER 14 ENTITLED: "OFFICE OF ADMINISTRATION (ADM) SYSTEMS (ADM-01)" UNDER DELIVERY ORDER NO. NRC-33-03-342-005

Dear Mr. Weisenbeck:

This Modification No. 4 increases the level of effort for Task Order 14 by 107 staff hours per year. Accordingly, the revised estimated staff hours per year for Task Order 14 is 1,975, as indicated in the attached Statement of Work (SOW). The contractor shall perform these services in accordance with the attached SOW and the contractor's August 13, 2004 proposal. Therefore, the task order cost ceiling is hereby increased by \$180,436.70 from \$111,197.44 to \$291,634.14.

This Modification No. 4 obligates funds in the amount of \$155,802.56, thereby raising the total obligated amount from \$111,197.44 to \$267,000.00. The obligated amount shall, at no time, exceed the task order cost ceiling \$291,634.14, for the two year period. 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.

Accounting data for this action is as follows:

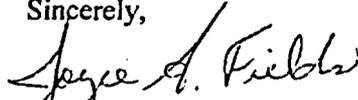
Appropriations Symbol:	31X0200
Accounting ID Number:	N0334200514
B&R Number:	44015-511160
BOC Code:	252A
Job Code:	B1458
Commitment Number:	ADM-03-466
Amount Obligated:	\$155,802.56

Summary of Obligations:	
Fiscal Year 03	\$ 5,000.00
Fiscal Year 04	\$262,000.00
Cumulative Total	\$267,000.00

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

Sincerely,

A handwritten signature in cursive script that reads "Joyce A. Fields". The signature is written in black ink and is positioned above the typed name.

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

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

Task Order 14 ADM-01 Office of Administration (ADM) Systems

A. Objective

To maintain application systems used by the Office of Administration (ADM) to ensure the systems process information accurately, reliably, and in a timely manner

B. Scope

The Contractor shall perform application systems maintenance for systems listed below in the statement of work section, subparagraph 1., Maintenance. Maintenance shall include actions taken to resolve application system failures, correct defects, maintain functionality when IT infrastructure is updated and to perform small enhancements such as adding a field or creating a new report. The maintenance that is performed will also include updating the documentation for any systems that have been changed.

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, modifications/updates are performed, and the system is returned to or placed in production in the shortest amount of time possible.

Maintenance Requests:

Individual application system failures or other reasons or problems that necessitate a maintenance action will be brought to the attention of the Contractor through e-mail direction from NRC/ADM's Task Order Manager or as a call back request from the HelpDesk to the ADM user who discovered the problem.

The contractor shall document all maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 20 hours to complete, an assessment of the effort

needed to perform the activity. The contractor shall forward the request to the Task Order Manager by e-mail, within two (2) days of receipt.

The Task Order Manager shall review the contractor assessment and E-mail the authorization response to the contractor within two (2) days of receipt. If the contractor is authorized to perform the work, the contractor shall perform the work within three (3) workdays of the authorization unless otherwise approved by the Task Order Manager, or their representative. The contractor shall send an E-mail to the Task Order Manager when the work is completed and shall document the actual time required to complete the fix on the original maintenance request.

Efforts assessed at less than 20 hours to complete shall be accomplished by the contractor without prior Task Order Manager approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the Task Order Manager and the PO for this order.

a. Systems to Be Serviced

NOTE: All web interfaces are only used on the NRC Intranet.

System Name	System Number	System Acronym	Software	Platform
Audiovisual/Photography	H0046	AVP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Conference Room Scheduler	H0041	CRS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Contract Tracking System (CTS, INVCTS, PO and CTSRPT)	H0042	CTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Dosimeter	H0052	DOS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)

Facilities Inspection Management System (part of FIXIT)	H0061	FIMS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
FIXIT/CLEANIT	H0021	FIXIT	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Furniture Repair	H0060	FURNREP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Furniture, Office Supplies and Equipment (FOSE)	H0055	FOSE	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Guard Tracking System (GTS)	9766	GTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Integrated Personnel Security System	Programming stage	IPSS	J2EE Compliant	Web
Keys	H0051	KEYS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Labor Services	H0058	LABORSVS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Locksmith	H0048	LOCKS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Mail Services	H0057	MAIL	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web

Main User Interface	H0054	MAIN	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Metrochek	H0045	METROCHEK	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Parking Management System	H0037	PMIS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Project Tracking System	3590	PTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
Signage	H0047	SIGNS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Small Equipment Repair (SER)	H0059	SER	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Special Large Room Scheduler (SLRS)	H0064	SLRS	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Ticket Tracking System	Z1011	TTS	Delphi 3 w/ Access 97 database (No Java)	PC/LAN (No Web)
UDrivelt	H0053	UDRIVEIT	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
Video Conferencing (VTC) System	H0056	VTC	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web

Visitor Information Profile	H0041	VIP	Delphi 3 w/ Access 97 database & Java	PC/LAN & Web
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b. Independent Action

The Contractor shall have authority to take necessary actions for up to 20 hours per incident to evaluate an application system problem, correct and appropriately document the problem and actions taken, test corrections and prepare the corrected/new component for deployment. The Contractor shall notify the Task Order Manager and appropriate ADM user when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and follow e-mail directions of NRC/ADM's Task Order Manager or the ADM user for deployment.

c. Work Actions Requiring Pre-approval

The Contractor shall develop and deliver, via e-mail, to NRC/ADM's Task Order Manager, work estimates and plans for any efforts requiring more than 20 hours of effort to complete. NRC/ADM'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/ADM's Task Order Manager.

The Contractor shall not engage in any work that would be classified as perfective maintenance (i.e., an enhancement or modification that is not due to a code or data error) without an e-mail to the NRC/ADM's Task Order Manager. The NRC/ADM Task Order Manager will need to approve the E-mail via E-mail before work will commence.

The Contractor shall not update User Guides without an e-mail authorization from NRC/ADM's Task Order Manager.

Authorized actions shall be performed by the Contractor within three (3) workdays of authorization, unless a longer time is approved by NRC/ADM's Task Order Manager.

d. Additional requirements:

- Desktop icon is made available to all users of the application
- Electronic copy is functional and workable at first installation

- Latest production version of the application is checked out through the CM Library and used for modifications
- Updated version of the application is returned to the CM Library
- Changes to source code utilize products defined in the application system baseline, unless authorization is received in writing from NRC/ADM's Task Order Manager
- New products introduced to the application system are consistent with the authorized list of vendor products (aka., toolkit) approved by NRC's Environmental Change Control Board
- Task Order Manager approval is obtained, in writing, for all efforts estimated to take more than 20 hours
- Monthly status reports accurately reflect work performed and are a true reflection of task status, including expenditure of funds
- Task Order Manager is notified when less than 24 hours remain available for ADM application system maintenance
- Status reports are delivered on time
- Expertise of contractor staff is in accordance with that expected of individuals in the specified labor categories
- Contractor personnel interact professionally with Government personnel
- Assistance is provided in a courteous, professional manner

E. Work Effort Ceiling

A total of 3950 hours are authorized under this work effort. This allows for 164 hours per system, but the work can be moved from one system to another if the Task Order Manager approves the request. 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 ADM application systems.

F. Place of Performance

Most efforts under this task order shall be performed at the contractor site. Access to the NRC/ADM facilities shall be provided by the NRC/ADM, as required, during business hours.

G. 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
Deployed application update, including desktop icon for users	Contractor	When maintenance effort tested and ready for deployment
Work effort approach of Ceiling Notification e-mail	Contractor	When 24 or fewer hours are available
Status reports	Contractor	Monthly
Voucher summaries detailing funding status	Contractor	Monthly

H. 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 demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform with Windows NT/XP workstations. The majority of the systems are written with a Delphi 3.0 front end and Microsoft Access 97 databases (SRS). The Intranet pieces of the applications (ISRS) will be running on a Windows NT server with iPlanet and IDS. The Service Request System (both SRS and ISRS) use the same Microsoft Access 97 databases. The IPSS will be written in a software application that is in the NRC agecnywide toolkit.

I. Task Order Manager

The manager for this task order is Karen Cudd (kjc1@nrc.gov), 415-6554.

J. Level of Effort

The Government's estimated level of effort for this task order is 1975 staff hours per year.