



UNITED STATES  
NUCLEAR REGULATORY COMMISSION

WASHINGTON, D.C. 20555-0001

DEC 29 2005

OA0 Corporation  
ATTN.: William Castonguay  
2605 Meridian Parkway  
Suite 1000  
Durham, NC 27713

SUBJECT: TASK ORDER NO. 44 ENTITLED "GENERIC ISSUE MANAGEMENT CONTROL SYSTEM," UNDER DELIVERY ORDER NO. NRC-33-03-342-005

Dear Mr. Castonguay:

In accordance with the Section entitled "Task Order Procedures," of the subject delivery order, this letter hereby definitizes Task Order 44. This effort shall be performed in accordance with the enclosed Statement of Work and OA0 Corporation's cost estimate dated, November 30, 2005, which is made a part hereof.

The following individual(s) are considered to be essential to the successful performance of the work hereunder:

[REDACTED]

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.

Task Order No. 44 shall be in effect from January 1, 2006, through June 30, 2006, with a total cost ceiling of \$19,648.56.

This Task Order No. 44 obligates funds in the amount of \$18,234.00. 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.

Your contacts during the course of this task order are:

Technical Matters: Harry Kromer - (301) 415-6050  
Susan Danial - (301) 415-6151

Contractual Matters: Michael Turner - (301) 415-6535

Accounting data for Task Order No. 44 is as follows:

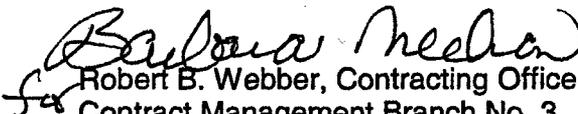
B&R No.: 66015111160  
BOC: 2630  
APPN No.: 31X0200.660  
Job Code: N6294  
Commitment No.: RES-C06-309  
Accounting ID No.: N0334200544  
Amount Obligated: \$18,234.00

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

Please indicate your acceptance of this task order by having an official who is authorized to bind your organization, execute three copies of this document in the spaces provided below and return two copies to the Contract Specialist. You should retain the third copy for your records.

If you have any questions regarding the subject task order, please contact Michael Turner, Contract Specialist on (301) 415-6535.

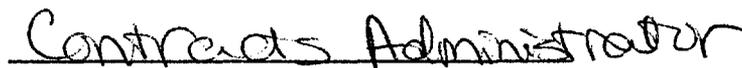
Sincerely,

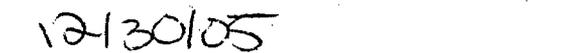
  
Robert B. Webber, Contracting Officer  
Contract Management Branch No. 3  
Division of Contracts  
Office of Administration

Enclosure: As stated

ACCEPTED:

  
NAME

  
TITLE

  
DATE

## **Task Order 44 Operational and Maintenance Support for GIMCS**

### **A. Background**

The Generic Issue Management Control System (GIMCS) provides information necessary to manage the resolution of generic safety issues (GSIs) as well as non-safety-related generic issues. GSIs have the potential for safety enhancements and the promulgation of new or revised requirements or guidance. For the purpose of this management control system, resolution of a reactor GSI is defined as the point when a close-out memorandum is issued by the lead office to the EDO summarizing the staff's findings and conclusion. This conclusion can either be: (1) no new requirements ; or (2) new requirements, with incorporation of the resolution into one or more of the following documents:

- |                                |                        |
|--------------------------------|------------------------|
| (a) Commission Order           | (e) Regulatory Guide   |
| (b) NRC Policy Statement       | (f) Generic Letter     |
| (c) Rule                       | (g) Bulletin           |
| (d) Standard Review Plan (SRP) | (h) Information Notice |

For non-safety-related reactor issues and all non-reactor issues, resolution is defined as the point when a close-out memorandum is issued by the lead office documenting the staff's findings and conclusion.

GIMCS is part of an integrated system of reports and procedures that is designed to manage GSIs through the stages of prioritization and resolution (development of new criteria, management review and approval, public comments, and incorporation into the regulations, as appropriate). The priority evaluation for each issue listed in this report is contained in NUREG-0933, "A Prioritization of Generic Safety Issues." For reactor issues, the "Procedures for Identification, Prioritization, Resolution, and Tracking of Generic Issues" are outlined in RES Office Letter No. 7, dated February 16, 1996. In 2000, Trial Use of Draft Management Directive 6.4, "Generic Issue Program," was initiated for processing all new reactor GSIs identified. The procedures for processing non-reactor issues are documented in NMSS Policy and Procedures Letter 1-57, Revision 1, "NMSS Generic Issues Program," dated October 1997.

GIMCS provides the proposed schedules for managing the resolution of: (1) GSIs that have a HIGH-priority; (2) GSIs that have a MEDIUM-priority; and (3) other issues designated to receive resources for resolution. Reactor GSIs ranked as either LOW or DROP are not allocated resources for resolution and, therefore, are not tracked in GIMCS

### **B. Scope**

The Contractor shall perform application systems maintenance for the Generic Issue Management Control System (GIMCS) as detailed in the statement of work section, subparagraph "Maintenance," following guidance provided in the Project Management Methodology (PMM), the Configuration Management Plan contained in the PMM, and utilizing the Rational ClearCase Repository 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. Under this Statement of Work (SOW), the contractor may perform work that would be classified as perfective maintenance (i.e., a minor enhancement - a modification that is not due to a code or data error). All major enhancement requests shall result in the development of a separate SOW to authorize the work.

In the performance of maintenance efforts, the Contractor shall appropriately checkout a copy of the current production version of an application system through the ClearCase Repository, make changes, and submit the changed application system (new code, documentation, builds, etc.) back through the ClearCase Repository for deployment by NRC.

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

The Contractor shall also produce necessary documentation of work performed as defined in subparagraphs "Maintenance Work Effort Reporting" listed below.

**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.

All change management will be performed in accordance with the Project Management Methodology utilizing the Rational Suite Enterprise and Rational ClearCase repositories.

**2. System to Be Serviced**

<b>System Name</b>	<b>System Number</b>	<b>System Acronym</b>	<b>Software</b>	<b>Platform</b>	<b>Allotted Level of Effort</b>
Generic Issue Management Control System	20050065	GIMCS	PowerBuilder 6.5	PC/LAN	240 hrs

**3. Definitions**

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

4. Initiation and Authorization of Work

The NRC Task Order Manager shall submit to the contractor all maintenance requests through the Rational ClearQuest change management system. The contractor shall provide an assessment of estimated cost and development time via the ClearQuest system. The NRC Task Order Manager shall review the contractor's assessment for each change request (cost estimate and plan) and make a decision as to whether the work can be authorized through ClearQuest.

5. Standard Work Approach

The Contractor shall perform maintenance actions using the current production version of the application system source which is controlled by the ClearCase Repository. 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 the NRC Task Order Manager (i.e. the existing PowerBuilder 6.5 code that is retained as a result of the modifications, must execute successfully in any newer version of PowerBuilder that is utilized). It is the responsibility of the NRC 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 ClearCase repository is required for each work effort. Upon completion of any maintenance effort, the Contractor shall provide an E-mail to the NRC 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 ClearQuest change management system. The Contractor shall remain available to assist the deployment contractor and answer any questions associated with deployment of the application and/or data.

6. Maintenance Work Effort Reporting

The contractor and the NRC Task Order Manager shall attend, as required (but not more than 6) meetings at the NRC office to discuss significant maintenance issues. Summaries of these meetings shall be provided by E-mail to the NRC Task Order Manager within two (2) workdays after completion of meeting.

An updated/record log shall be established and shall reflect the modifications made by each "fix it" request using Rational ClearQuest and Rational ClearCase. All required documentation shall be updated to reflect the fix in Rational ClearQuest and Rational ClearCase.

D. Place of Performance

Most efforts under this SOW can be performed at the contractor site. Access to the NRC facilities shall be provided by the NRC, as required, during normal working hours for the duration of this SOW.

**E. Schedule of Deliverables**

<u>Deliverable Name</u>	<u>Responsibility</u>	<u>Due Date</u>
Initiation of Change Requests to Contractor	NRC task manager	As required
Maintenance Work Plan and Estimate to NRC Task Order Manager	Contractor	Whenever work effort will exceed 20 hours
Work Plan and Estimate Approval	NRC task manager	Within two (2) work days after receipt
New Versions of Application Products to Configuration Management	Contractor	When maintenance effort tested and ready for deployment
Maintenance Work Effort Status Reports	Contractor	a. Within two (2) workdays after each meeting, as required. b. When ready for deployment.

**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 demonstrate through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform.

**G. Task Order Manager**

The manager for this Task Order is Susan Daniel (OIS/BPIAD/ATDB/SQAT)

**H. Period of Performance**

January 1, 2006 through June 30, 2006

**I. Level of Effort**

The Government's estimated level of effort is 240 staff hours through June 30, 2006.