

**ORDER FOR SUPPLIES OR SERVICES**

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

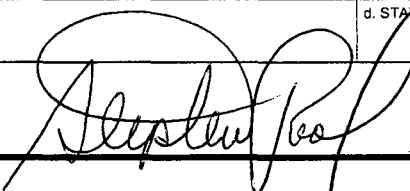
BPA NO. N/A

1. DATE OF ORDER 3/13/2008		2. CONTRACT NO. (if any) NRC-07-08-145		6. SHIP TO:	
3. ORDER NO. NRC-T001		MODIFICATION NO.		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
4. REQUISITION/REFERENCE NO. NRS-08-145		b. STREET ADDRESS Division of Contracts Mail Stop T-4-A-57 Attn: Roya Noory		c. CITY Washington	
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Adelis M Rodriguez, 301-415-5719 Mail Stop T-7-I-2 Washington, DC 20555		d. STATE DC		e. ZIP CODE 20555	
7. TO:		f. SHIP VIA N/A		8. TYPE OF ORDER	
a. NAME OF CONTRACTOR HUMANTOUCH LLC		b. COMPANY NAME		<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY REFERENCE YOUR Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated. Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
c. STREET ADDRESS 6420 CROSSWOODS DR		d. CITY FALLS CHURCH		e. STATE VA	
f. ZIP CODE 220441214		9. ACCOUNTING AND APPROPRIATION DATA See Page 2 of task order.		10. REQUISITIONING OFFICE NSR	

11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT N/A	
<input type="checkbox"/> a. SMALL	<input type="checkbox"/> b. OTHER THAN SMALL	<input checked="" type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED		
<input type="checkbox"/> d. WOMEN-OWNED	<input type="checkbox"/> e. HUBZone	<input type="checkbox"/> f. EMERGING SMALLBUSINESS			
13. PLACE OF			14. GOVERNMENT B/L NO. N/A		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 2/21/09
a. INSPECTION Destination		b. ACCEPTANCE Destination		16. DISCOUNT TERMS See Base Contract	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
001	Senior PMO Consultant - Estimated	200	Hours	179.12	\$35,824.00	
002	SPI Analyst - Estimated	1,520	Hours	147.78	\$224,625.60	
This Task Order is to perform the requirements of the attached Statement of Work related to E-Safe Support. The Grand Total of \$260,449.60, of which \$20,000 were obligated to the base and \$240,449.60 are obligated to this task order.  Total Obligated Amount: \$260,449.60 Total Ceiling: \$260,449.60 Period of Performance: 3/13/08 - 2/21/09.						

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		NTE \$260,449.60	17(h) TOTAL (Cont. pages)
	21. MAIL INVOICE TO:							
	a. NAME U.S. Nuclear Regulatory Commission Payment Team, Mail Stop T-9-H-4						NTE \$260,449.60	17(i) GRAND TOTAL
	b. STREET ADDRESS (or P.O. Box) Attn: (NRC-07-08-145 TO#001)							
c. CITY Washington		d. STATE DC		e. ZIP CODE 20555				
22. UNITED STATES OF AMERICA BY (Signature) 				23. NAME (Typed) Stephen Pool Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER				

**Accounting and Appropriation Data:**

Move \$20,000 from the base contract NRC-07-08-145 to Task order #1,

In addition obligate: \$240,449.60 to Task Order #1.

B&R: 811-15-5E1-385 Job: I111 BOC: 2572 Approp: 31X0200.811

FFS: NSR-08-145 DUNS: 843919197

**A.1 CONSIDERATION AND OBLIGATION**

(a) The total not to exceed cost to the Government for full performance under this contract is \$260,449.60.

(b) The amount obligated by the Government with respect to this contract is \$260,449.60.

## E-Safe Support

### Support of NSIR electronic SGI Records and users of E-Safe

Scope:

This task provides support for E-Safe users using EMC's Documentum. The contractor shall provide on site staff for help desk services during the normal business hours of Monday through Friday, 8:00 a.m. to 5:00 p.m. The contractor shall facilitate the appropriate responsiveness to all Documentum users requesting assistance.

Approach:

The contractor may be requested to work individually with users on general use of the application, specific reported issues or problems and to troubleshoot. Additionally, the contractor shall also meet with appropriate NSIR E-Safe users to determine the appropriate enhancements that E-Safe must meet.

Deliverables:

The contractor shall be required to comply with the deliverable schedule stated below. For each deliverable the contractor shall provide one (1) hard copy and (1) electronic copy, unless otherwise indicated. All deliverables shall be formatted and prepared using Microsoft Word for documentation and reports, Microsoft PowerPoint for briefings, and Microsoft Project for schedules. Any deliverables rejected by the Project Manager shall be revised and resubmitted within 3 working days of notification from the Project Officer that the deliverable was rejected.

Deliverables and due dates are summarized below.

■ Deliverable	■ schedule
■ Draft User Requirements and Suggested Enhancements Report	■ Monthly on the 10 <sup>th</sup> day of the month

FINAL USER REQUIREMENTS AND SUGGESTED ENHANCEMENTS REPORT	WITHIN 7 WORKING DAYS OF PROJECT OFFICER APPROVAL OF THE DRAFT REPORT
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### Installation and Customization of EMC's Documentum Business Process Manager (BPM)

Scope:

This task installs and customizes Documentum BPM software to fully meet the NSIR workflow requirements. This task ensures that both the existing and any new workflow processes for handling, creating, storing and retrieving SGI are defined and complete. The contractor shall review, and if necessary, update procedures and manuals on how the users should manage their SGI documents/records in the E-Safe. All SLES processes used shall fully comply with DOD 5015.2, or later, standards. The contractor will assign an experienced Documentum developer to configure/customize the solution in accordance with the approved design

documents. The contractor shall configure the roles and user groups. The standard Documentum user interface shall be customized to provide the users with only the specific functionality that they are permitted to utilize. Any necessary search templates shall be defined and configured. Any necessary system reports shall be developed based on user input.

Approach:

The contractor shall interview and work individually or with groups of users to gather work flow processes requirements on how best to implement the Business Process Management Module of Documentum.

This customization shall initially be done in the contractor's development environment for efficiency. The modifications shall be coded and tested using sample data. The application shall then be copied to the NRC development/test environment. Final configuration and testing shall occur in this environment. The Project Officer shall approve the Documentum BPM Module prior to installation in the production environment.

Deliverables:

Deliverables shall meet the same requirements as those stated for Item 1.1 above.

Deliverables and due dates are summarized below.

DELIVERABLE	SCHEDULE
Customize Documentum BPM Module for NRC's environment	Within 90 days of task order award
Install and test Documentum BPM Module in NRC's development/test environment	Within 100 days of task order award
Install and test Documentum BPM Module in NRCs production environment	Within 120 days of task order award

### Training Material Preparation and Delivery of training to pilot users

Scope:

This task will provide and produce training materials for the following specific audiences:

- Search/Retrieve Users
- Records Input Users
- Records Administrators

These training materials will be PowerPoint presentations that can be delivered by an instructor or automated with the Captivate software to produce CD based self training guides. The training materials will be a subset of the overall SLES (SGI LAN/E-Safe) training materials and will follow the same look and feel standards for consistency.

The necessary instruction will be provided at the NRC site to the user population who will be part of the E-Safe implementation. The training approach shall be tailored to meet the needs of the users. Casual search/retrieve

users can typically be trained via a webinar format while the records input users and administrators typically require more intensive training in a hands-on classroom environment located within NRC facilities. The contractor shall use the Train-the-Trainer approach by providing webinar(s) and stand up instruction to small groups of designated NSIR staff who will then be responsible for training additional NSIR users. This training shall be conducted throughout the term of the task order as designated by the Project Officer.

Approach:

The contractor shall meet with appropriate NSIR stakeholders to define the agreed upon training approach and assign responsibilities. Once the basic approach to training has been finalized the contractor shall provide the necessary instruction. The contractor shall provide classroom instruction for the records input and administrator staff and shall lead the webinar(s) for the casual users. The contractor shall not finalize any of the E-Safe training materials without the prior approval of the Project Officer.

Deliverables:

Deliverables shall meet the same requirements as those stated for Item 1.1 above.

Deliverables and due dates are summarized below.

DELIVERABLE	SCHEDULE
Draft of E-Safe Training Materials	Within 45 days of task order award
Final E-Safe Training Materials for: <ul style="list-style-type: none"><li data-bbox="337 1024 640 1056">▪ Search/Retrieve Users</li><li data-bbox="337 1087 617 1119">▪ Records Input Users</li><li data-bbox="337 1150 650 1182">▪ Records Administrators</li></ul>	Within 60 days of task order award