

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE 1 OF 4
2. AMENDMENT/MODIFICATION NO. 010	3. EFFECTIVE DATE 06/01/2002	4. REQUISITION/PURCHASE REQ. NO. 01-0290 dtd 6/13/02	5. PROJECT NO. (If applicable)
6. ISSUED BY U.S. Nuclear Regulatory Commission Division of Contracts and Property Mgt. Attn: T-7-I-2 IT Acquisition Management Branch Washington DC 20555-0001	7. ADMINISTERED BY (If other than Item 6) U.S. Nuclear Regulatory Commission Div of Contracts and Property Mgmt Two White Flint North - MS T-7-I-2 Washington, DC 20555-0001	8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code)  EER Systems, Inc. 3750 Centerview Drive Chantilly, VA 20151  POC: Joanne E. Newman (703) 708-1400	
9. AMENDMENT OF SOLICITATION NO.		10. DATED (SEE ITEM 11)	
10A. MODIFICATION OF CONTRACT/ORDER NO. GS00T98ALD0017 DR-01-0290		10B. DATED (SEE ITEM 13) 09-28-2001	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS		12. ACCOUNTING AND APPROPRIATION DATA (If required) See continuation pages.	
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			
THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
D. OTHER (Specify type of modification and authority) Bilateral, 52.212-4 Contract Terms and Conditions - Commercial Items (4/98) and mutual consent of the parties.			
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return 2 copies to the issuing office.			
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  See the attached continuation pages with three (3) attachments.			
TIN: 54-1349668, DONS#:17-715-3319			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) Joanne B. Newman President of Contracts		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Donald A. King Contracting Officer	
15C. DATE SIGNED 8/29/02		15C. DATE SIGNED 06-18-2002	
15B. SIGNATURE OF PERSON AUTHORIZED TO SIGN <i>Joanne B. Newman</i>		15B. SIGNATURE OF CONTRACTING OFFICER <i>Donald A. King</i>	

DR-01-0290  
Modification No. 10  
Page 2 of 4

The purpose of this modification is to:

- (1) revise block number 12 Accounting and Appropriation Data, of modification number 007 dated 5/13/02, by administratively changing: (a) the B&R number from 210215522322 to 210-15-550-398; and (b) the Job Code from J1145 to J1156. This change is in reference to Homeland Security;
- (2) revise Subsection B.8 CONSIDERATION AND OBLIGATION, by: (a) increasing the total estimated task order amount by \$40,000.00 from \$25,980,433.82 to \$26,020,433.82. This increase is associated with incorporating an incentive pool under CLIN - 0013, INCENTIVE POOL. (See attachment number 1 to this modification revised Schedule A-1.); and (b) provide funding for the incentive pool, therefore, funds in the amount of \$40,000 is deobligated from Job Code J1145 and funds in the amount of \$40,000 is obligated under Job Code J1174. As a result, there is no change in the obligated amount of \$10,181,780.71.
- (3) revise Section H SPECIAL CONTRACT REQUIREMENTS, by incorporating task order clause H.29 COMPLIANCE WITH U. S. IMMIGRATION LAWS AND REGULATIONS;
- (4) revise SECTION J, LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS, subsection J1 List Of Attachments by: (a) changing Page J -2 by revising Attachment 35B ISSC PERFORMANCE REQUIREMENTS SUMMARY - SEAT Management for the period beginning January 28, 2002. [To be negotiated and provided prior to initiation of task number three (3).] to Attachment 35B ISSC PERFORMANCE REQUIREMENTS SUMMARY - SEAT Management for the period April 1, 2002, through September 27, 2004; and (b) adding attachment number 35B for Sub-task 3-1: Seat Management Services and Sub-task 3-2: IT Development/Integration, for the period April 1, 2002, through September 27, 2004.

Continuation of block number 12 Accounting and Appropriation Data:

<u>B&amp;R</u>	<u>Job Code</u>	<u>Boc</u>	<u>APPN NO.</u>	<u>Deobligate/Obligate</u>
21015522332	J1145	252A	31X0200.210	(\$40,000)
21015522332	J1174	252A	31X0200.210	\$ 40,000

DR-01-0290  
Modification No. 10  
Page 3 of 4

Accordingly, the following section of the contract is hereby modified:

1. In reference to Homeland Security, Standard Form 30, block number 12 Accounting and Appropriation Data under Modification number 007 dated 5/13/02, is deleted entirely and the following is substituted in-lieu thereof:

B&R:210-15-550-398, Job Code: J1156 BOC: 252A, FUND SOURCE: 31X0200  
OBLIGATE: \$168,128.

2. Under Subsection B.8 CONSIDERATION AND OBLIGATION, the first sentence of paragraph (a) and (b) are deleted entirely and the following are substituted in-lieu thereof:

"(a) The total estimated amount of this task order (ceiling) for the products/services ordered, delivered, and accepted under this task order is \$26,020,433.82; This amount includes an incentive pool which is established as \$40,000.

(b) The amount presently obligated with respect to this contract is \$10,181,780.71"

3. Under Section H SPECIAL CONTRACT REQUIREMENTS, paragraph H.29 is incorporated as show below:

**"H.29 COMPLIANCE WITH U. S. IMMIGRATION LAWS AND REGULATIONS..**

NRC contractors are responsible to ensure that their alien personnel are not in violation of United States Immigration and Naturalization (INS) laws and regulations, including employment authorization documents and visa requirements. Each alien employee of the Contractor must be lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form 1-151 or must present other evidence from the Immigration and Naturalization Services that employment will not affect his/her immigration status. The INS Office of Business Liaison (OBL) provides information to contractors to help them understand the employment eligibility verification process for non-US citizens. This information can be found on the INS website, <http://www.ins.usdoj.gov/graphics/services/employerinfo/index.htm#obl>.

The NRC reserves the right to deny or withdraw Contractor use or access to NRC facilities or its equipment/services, and/or take any number of contract administrative actions (e.g., disallow costs, terminate for cause) should the Contractor violate the Contractor's responsibility under this clause.

(End of Clause)"

DR-01-0290  
Modification No. 10  
Page 4 of 4

4. Under SECTION J, LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS, subsection J1 List Of Attachments is changed as follows:

(a) Page J-2 is changed by revising Attachment 35B ISSC PERFORMANCE REQUIREMENTS SUMMARY - SEAT Management for the period beginning January 28, 2002. [To be negotiated and provided prior to initiation of task number three (3).] to Attachment 35B ISSC PERFORMANCE REQUIREMENTS SUMMARY - SEAT Management for the period April 1, 2002, through September 27, 2004, (See attachment number 2); and

(b) adding attachment number 35B for Sub-task 3-1: Seat Management Services and Sub-task 3-2: IT Development/Integration, for the period April 1, 2002, through September 27, 2004.

A summary of obligations under this task order, from date of the award through this modification, is given below:

Total FY 01 obligations	\$ 627,000.00
Total FY 02 obligations	\$ 9,554,780.71
Total FY 02 deobligations	(\$ 40,000.00)
Total FY 02 obligations	\$ 40,000.00

Cumulative Total of NRC Obligations \$10,181,780.71

This modification does not obligate any funds.

All other terms and conditions remain unchanged.

Attachment No. 1  
Modification No.10

Nuclear Regulatory Commission

Task Order # DR--01-0290

## Schedule A -1 YEAR 1(BASE)

PERIOD OF PERFORMANCE: 09/28/2001 TO 09/27/2002

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	<u>FIRM FIXED PRICE (CLIN 0001 through 0002)</u>				
0001	Task 1: Project Initiation (Mandatory)	(b)(4)			
0001A	Sub task 1-1 PIP				\$ 279,892
0001B	Sub task 1-2 Discovery				\$ 425,318
0001C	Sub task 1-3 Maintain Current Operations Baseline-3.5 months X \$484,000 per month. Max 6 months				\$ 2,424,000 \$ 242,400
0002	Task 2: Seat Management Transition				\$ 897,664
0002A	Catalog				NSP
	<u>DESCRIPTION</u>	<u>EST. QTY.</u>	<u>UNIT</u>	<u>UNIT PRICE</u>	<u>EST. TOTAL PRICE</u>
	<u>FIRM FIXED UNIT PRICE (CLIN 0003 through 0009)</u>	(b)(4)			
0003	Task 3: Year 1-3 - Operations				
0003A	Task 3: Year 1 Operations Total				
0003AA	Insurance Coverage (H.2.4)				\$1,000
0003AB	IT Infrastructure Operations				\$2,345,424.66 \$ 97,726.03
0003AC	IT Development/Integration (FirmFixed Unit Price - Labor Hour)				
	Sr. Systems Architect (Function: Systems Architecture and Engineering) - One				\$176,808
	Sr. Systems Engineer (Function: Infrastructure Development) One				\$168,480
	LAN Systems Analyst (NT) (Function: Infrastructure) -One				\$120,648
	LAN Systems Analyst (Novell) (Function: Infrastructure) -One				\$95,688
	Network Analyst (Function:				\$128,964

Eg  
4

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	Infrastructure) - One	b)(4)			
	UNIX System Analyst (Function: Infrastructure) - One				\$139,368
	LAN Systems Analyst (NT/Novell) (Function: Server) - One				\$128,964
	UNIX Systems Analyst (Function: Server) - One				\$139,368
	LAN Systems Analyst (NT) (Function: Workstation) - One				\$124,800
	LAN Systems Analyst (NT) (Function: Workstation) - One				\$124,800
	LAN Systems Analyst (NT) (Function: Workstation) - One				\$124,800
	Security Analyst (Function: Security) - One				\$153,924
****	Security Analyst (Function: Security) - One				\$ 76,960
	Sr. Systems Engineer (Function: Application Integration) - One				\$153,924
	Sr. Systems Engineer (Function: Consolidated Test Facility) -One				\$120,648
	LAN Administrator (Function: Consolidated Test Facility) -One				\$64,488
***	Senior Security Analyst (Consultant) (Function: Security) - One				\$163,144.71
****	Senior Engineer (Function: (Enhanced Cost Management System)				\$ 9,984.00
****	Senior System Architect (Enhanced Cost Management System)				\$ 54,400.00
****	Non-Technical Support (Enhanced Cost Management System)				\$ 1,240
0003AD	Firm Fixed Unit Price-Labor Hour				
	LAN Administrator (Function: Regional - (5)				
	LAN Administrator (Function: Regional - One				\$74,880
	LAN Administrator (Function: Regional - One				\$74,880
	LAN Administrator (Function: Regional -One				\$74,880

Ex 4

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	LAN Administrator (Function: Regional - - One	(b)(4)			\$74,880
	LAN Administrator (Function: Regional - One				\$74,880
003AE	Firm Fixed Unit Price-Labor Hour LAN Administrator (Function: High Perf. Comp. Env.)(4) -				
	LAN Administrator (Function: High Perf. Comp. Env. -One				\$74,880
	LAN Administrator (Function: High Perf. Comp. Env. - One				\$74,880
	LAN Administrator (Function: High Perf. Comp. Env. - One				\$74,880
	LAN Administrator (Function: High Perf. Comp. Env. -One				\$74,880
0003AF	Firm Fixed Unit Price-Labor Hour ADAMS LAN Administrator (Function:ADAMS (6) -Optional)				
	ADAMS LAN Administrator (Function:ADAMS - One at NRC Headquarters				\$74,880
	ADAMS LAN Administrator (Function:ADAMS -One-at Region 2				\$74,880
**	ADAMS LAN Administrator (Function:ADAMS ) -One-at Region1				\$12,996
	ADAMS LAN Administrator (Function:ADAMS - Optional) - One				\$74,880
	ADAMS LAN Administrator (Function:ADAMS - Optional) - One				\$74,880
	ADAMS LAN Administrator (Function:ADAMS - Optional) - One				\$74,880
0003AG	COTS Catalogue Services				NSP
	CLIN 0003A TOTAL				\$10,046,141.40

\*Upon task order award, the NRC activated: all of CLIN 0003AD; all of CLIN0003AE; and under CLIN 0003AF two ADAMS LAN Administrators (Function:ADAMS - One at NRC Headquarters and Region Two.

\*\*Modification number 2 activated under CLIN 0003AF one ADAMS LAN Administrators (Function:ADAMS - One at Region 1)

\*\*\*Modification number 6 incorporated one Senior Security Analyst (Consultant) -Headquarters

\*\*\*\*Modification number 7 incorporated these positions at Headquarters

CLIN	DESCRIPTION	EST. QTY.	UNIT	Unit PRICE	EST. TOTAL PRICE
	<u>COST-REIMBURSEMENT (CLIN 0010 - NOT TO EXCEED)</u>				
0010	Travel	(b)(4)			
A	Four (4) -Five (5) day trips to Region 1 -King of Prussia, PA TOTAL 20 DAYS				\$6,168.50
B	Four (4) -Five (5) day trips to Region 2 -Atlanta, GA TOTAL 20 DAYS				\$6,168.50
C	Four (4) -Five (5) day trips to Region 3 -Lisle, IL TOTAL 20 DAYS				\$6,168.50
D	Four (4) -Five (5) day trips to Region 4 -Arlington, TX TOTAL 20 DAYS				\$6,168.50
	CLIN 0010 A, B, C, & D Subtotal				\$24,674

EY  
4

CLIN	DESCRIPTION	EST. QTY.	UNIT	Unit PRICE	EST. TOTAL PRICE
	<u>COST-REIMBURSEMENT (CLIN 0010 - NOT TO EXCEED)</u>				
0010	Travel	(b)(4)			
AA	Four (4) -Five (5) day trips to Region 1 -King of Prussia, PA TOTAL 20 DAYS				\$4,117.88
BB	Four (4) -Five (5) day trips to Region 2 -Atlanta, GA TOTAL 20 DAYS				\$9,865.65
CC	Four (4) -Five (5) day trips to Region 3 -Lisle, IL TOTAL 20 DAYS				\$11,845.73
DD	Four (6) -Five (5) day trips to Region 4 -Arlington, TX TOTAL 30 DAYS				\$16,537.16
	CLIN 0010AA, BB, CC, & DD Subtotal				\$42,366.42
	CLIN 0010 TOTAL				\$67,040.42



**OPTIONAL SERVICES**  
(C. 3.3.7, L.5.6.3.1, & L.5.6.3.4)

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
	<u>FIRM FIXED UNIT PRICE (CLIN 00011A through 0012B)</u>				
0011	Task 10: Regional Offices Pilot*** Seat Management Services is Provided as Described in Section C (C.3.3.7.2)(L.5.6.3.1)	(b)(4)			
0011A	Sub task 1-Region One Pilot Seat Management-to occur 18 months after contract award				\$99,672
0011B	Sub task 2-Region Two Pilot Seat Management -to occur 24 months after contract award				\$88,500
0011C	Sub task 3-Region Three Pilot Seat Management -to occur 30 months after contract award				\$111,450
0011D	Sub task 4-Region Four Pilot Seat Management -to occur 30 months after contract award				\$103,800
0011E	Sub task 5-Technical Training Center in Seat -to occur 24 months after contract award Management				\$23,890
0012	Task 11 Help Desk Tracking System (L.5.6.3.4)	(b)(4)			
0012A	Sub task 1-Replacement System to include use by other NRC areas				\$ 0
0012B	Sub task 2-Replacement System that will interface with the current NRC system to include use by other areas.				\$ 0
	<b>Total Optional Services</b>				\$427,312

Ex  
4

CLIN	DESCRIPTION	QTY.	UNIT	Unit PRICE	TOTAL PRICE
0013	INCENTIVE POOL (Associated with CLIN 0003, Year 1 Operations)*****	(b)(4)			\$40,000

\*\*\*\*\*Modification number 10 incorporates an incentive amount that may be earned each month in accordance attachment number 35B. Incentive amount not earned in the applicable month cannot be earned in future months.

TOTAL YEAR ONE (ALL PRICES, TRAVEL, AND OPTIONAL SERVICES)

**\$10,580,493.82**

## Attachment No 2.

DR-01-0290  
Modification No. 10

Nuclear Regulatory Commission (NRC)		Task Order -DR-01-0290
Attachment 20	Environmental Configuration Control Board (ECCB)	C.3.2.5.3
Attachment 21	Agency-wide Applications	C.3.3.6.2
Attachment 22	NRC Custom Applications Support List	C.3.3.6.4
Attachment 23	Sample Help Desk Reports	C.3.4.5
Attachment 24	System Development Lifecycle Management (SDLCM) Methodology	C.3.5.2.2
Attachment 25	Release Management Process	C.3.5.2.3
	• Overview	
	• Procedures	
Attachment 26	LAN Security Plans	C.3.5.3.4
Attachment 27	Management Directive 12.3 - NRC Personnel Security Program w/ Attachments	H.25
Attachment 28	NRC Form 187	H.23
Attachment 29	Baseline	L.5.6.2.2.1
	• Baseline	
	• Assumptions	
Attachment 30	Billing Instructions for Fixed Price Contracts	G.6.1.1
Attachment 31	ACH Vendor/Miscellaneous Payment Enrollment Form, SF 3881	G.16
Attachment 32	Account Management Profiles	C.3.1.1.12
Attachment 33	NRC Infrastructure Functional Diagram	
Attachment 34	NRC Core Infrastructure Distribution	
Attachment 35A	ISSC PERFORMANCE REQUIREMENTS SUMMARY - Maintain Current Operations, for the period November 15, 2001, through March 30, 2002.	H.22
Attachment 35B	ISSC PERFORMANCE REQUIREMENTS SUMMARY - SEAT Management for the Period April 1, 2002, through September 27, 2004	H.22

Attachment No 3

DR-01-0290

Modification No. 10

ATTACHMENT NO. 35B

**TASK ORDER NO. DR-01-0290  
WITH EER SYSTEMS INC.  
ISSC PERFORMANCE REQUIREMENTS SUMMARY**

**EFFECTIVE APRIL 1, 2002**

**C.3 Seat Management Service Requirements**

The Contractor shall provide infrastructure management, asset management, help desk, maintenance, development/integration, catalog, contingency operations, and any other additional requirements, as identified, to operate, maintain, augment, expand, and enhance the existing NRC's DCE.

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.1 Infrastructure Management</b></p> <p>The Contractor shall provide management, operation, administration, maintenance, and support of the services, systems, and components that comprise the agency network infrastructure to ensure that all of its components and sub-components are meeting the established SLRs. Infrastructure services that shall be provided include:</p> <ol style="list-style-type: none"> <li>1. Infrastructure Operations</li> <li>2. LAN/WAN Services</li> <li>3. Internet Services</li> <li>4. Address/Domain Management</li> <li>5. Application and E-mail Services</li> <li>6. Remote Access Services</li> <li>7. File and Print Services, and</li> <li>8. Security Management</li> </ol>	<ul style="list-style-type: none"> <li>• Effective April 1, 2002, Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s 20, 22, 23, 25, 27, 29, 30, 37, and 41.)</li> <li>• Effective Upon Completion of Network Refresh - SLRs as noted on the SLR Implementation Schedule (#s 21 and 28)</li> <li>• Effective Upon Completion of Desktop Refresh - SLRs as noted on the SLR Implementation Schedule ( # 21)</li> <li>• (See TO attachment number 9.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cal/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/ **Deductions Effective 6/1/02 For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh. ***Incentive Service Achievement -see section (d) shown below.</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.2 Asset Management</b></p> <p>The Contractor shall provide hardware/software, refresh, accountability, and disposition for the NRC's DCE to include the Consolidated Test Facility. In addition, the Contractor shall perform baseline management of the NRC's DCE, inventory management, change control, and release management to effectively manage and control changes to the NRC's DCE. Assets to be managed include Contractor, government, and personal equipment and software.</p>	<ul style="list-style-type: none"> <li>• Effective April 1, 2002, Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s 18 and 19)</li> <li>• Effective Upon Completion of Network Refresh - SLRs as noted on the SLR Implementation Schedule (#s 46 and 47)</li> <li>• Effective Upon Completion of Desktop Refresh - SLRs as noted on the SLR Implementation Schedule (#s 15, 16 and 17)</li> <li>• Effective Upon Completion of Server Refresh - SLRs as noted on the SLR Implementation Schedule (#s 31, 32 and 33)</li> <li>• Effective Upon Completion of Printer Refresh - SLRs as noted on the SLR Implementation Schedule (#s 38, 39 and 40)</li> <li>• See TO attachment number 9.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or CaVESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 6/1/02</p> <p>For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh.</p> <p>***Incentive Service Achievement -see section (d) shown below.</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.3 Help Desk</b></p> <p>In compliance with the service level requirements in this contract, the Contractor shall provide a single, integrated help desk for all NRC DCE Information Technology service requests. The Contractor is expected to handle all calls placed to the integrated help desk and refer service requests to the appropriate provider. These shall include but not be limited to: telecommunications, applications support, and all NRC DCE IT service requests. The goal of this Help Desk is to provide a support solution that provides the highest quality customer service at the best value to the government. The help desk shall be the central management point for all service requests for the DCE IT environment. As the central management point, the help desk shall accept all trouble calls, but will relay non-Seat Management DCE service requests to the appropriate service provider. The Help desk shall receive calls, and resolve requests from NRC staff, NRC Contractor end-users in the Headquarters' Offices, Regions, RISE sites, remote users, and telecommuters. The Contractor shall utilize industry best practices, and corporate knowledge to satisfy and meet the NRC Service Level Requirements, (SLRs).</p>	<ul style="list-style-type: none"> <li>• Effective April 1, 2002, Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s1, 2,3,4,5,6,7, 8,10, and 11)</li> <li>• Effective Upon Completion of Server Refresh - SLRs as noted on the SLR Implementation Schedule (# 9)</li> <li>• See TO attachment number 9.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or CaUESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 6/1/02</p> <p>For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh.</p> <p>***Incentive Service Achievement -see section (d) shown below.</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.4 Maintenance</b></p> <p>In compliance with the service level requirements, (SLRs), under this TO, the Contractor shall provide the technical skills, oversight, and tools necessary to support the NRC DCE, maintenance support services. The Contractor shall identify, isolate, track, report, and resolve hardware and software problems. In addition, the Contractor shall also provide services for all moves, adds and changes to the DCE.</p>	<ul style="list-style-type: none"> <li>• Effective April 1, 2002, Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s 11, 23, 25, 34, 36, 42, 44)</li> <li>• Effective Upon Completion of Network Refresh - SLRs as noted on the attached SLR Implementation Schedule (#s 43 and 45)</li> <li>• Effective Upon Completion of Desktop Refresh - SLRs as noted on the attached SLR Implementation Schedule (#s 12, 13 and 14)</li> <li>• Effective Upon Completion of Server Refresh - SLRs as noted on the attached SLR Implementation Schedule (#s 24, and 26)</li> <li>• Effective Upon Completion of Printer Refresh - SLRs as noted on the SLR Implementation Schedule (# 35)</li> <li>• See TO attachment number 9.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or CaVESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 6/1/02</p> <p>For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh.</p> <p>***Incentive Service Achievement -see section (d) shown below.</p>

Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.5 Development and Integration</b></p> <p>The Contractor shall provide IT infrastructure development and integration services for the NRC DCE as it evolves over the period of the contract. The Contractor may provide these services using a combination of seat management, level of effort services, or alternate solution. However, the Contractor shall provide a minimum of 15 dedicated, full-time staff as outlined in Section 3.5.7, Recommended Staffing Model, to provide services that are supplemental to those services provided under basic Seat Management to focus on NRC priorities.</p>	<ul style="list-style-type: none"> <li>• Effective -June 1, 2002</li> </ul> <p>Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s 49 and 50)</p> <ul style="list-style-type: none"> <li>• See TO attachment number 9).</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 6/1/02</p> <p>For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh.</p> <p>***Incentive Service Achievement -see section (d) shown below.</p>



Task Order Requirements	Performance Standards	Method of Surveillance	Maximum Error Rate (MER) or Performance Requirement (PR)	Maximum Payment Percentage for Meeting or Exceeding the PR
<p><b>C.3.7 Catalog Services</b></p> <p>The Contractor shall provide and keep current online COTS Software, COTS Peripheral/Hardware, Services Support, Maintenance, Moves, Adds, and Changes (MAC), and Training Catalogs.</p>	<ul style="list-style-type: none"> <li>• Effective Phase 1 - June 1, 2002, Phase 2 - July 1, 2002</li> <li>Service Level Requirements (SLRs) as noted on the SLR Implementation Schedule (#s 51, 52, 53, and 54)</li> <li>• See TO attachment number 9).</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Random sampling</li> <li>• Reports</li> <li>• HDT,</li> <li>• AMDB,</li> <li>• WUGold,</li> <li>• Schedule,</li> <li>• or Cat/ESM)</li> </ul>	<p>*100% minus the percent (%) Service level Requirements (SLR) for each SLR.</p>	<p>100%/</p> <p>**Deductions Effective 6/1/02</p> <p>For each month that service for SLRs #s 3, 20, 27, 37, and 41 are not maintained at the required levels there will be a deduction in the monthly price for Seat Management Service as shown in the section (c) below. Service Level #12 will be added upon desktop refresh.</p> <p>***Incentive Service Achievement -see section (d) shown below.</p>

\* Based on an MER of 100% minus (-) the percent (%) Service level Requirements (SLR) for each SLR. [Example- Availability during the primary support period for Core Service Bands General Purpose Desktop Environment - VIP -CSBGPD1 is 99%. Calculation (100%-99% or 1% MER.)]

All services will be evaluated to determine whether or not they meet the performance requirements of the task order. When the performance requirement is not met, the deficiency will be brought to The Contractor's attention. The Contractor will be allowed to respond to the deficiency and the NRC will evaluate the response.

- a. For service that meets the performance requirement of the contract, The Contractor shall be paid the monthly task order price for that service.
- b. \*\* REFERENCE: See Program implementation Plan (PIP) Service Level implementation Phase-in Plan (Addendum 1, March 25, 2002). The Contractor shall report on 54 Service Level Requirements (SLRs) beginning April 2002. Forty-six SLRs are included in the monthly performance analysis. However, the incentive/Deduction model shall not be applied to the individual SLRs until the triggering event to "turn on" the SLR has occurred, and (2) the data collection technique is reviewed and accepted by the NRC/EER Management Integrated Process Partnership Team (IPPT).

Upon the determination that the SLR data is valid and accurate, the IPPT will direct the Contractor to include the SLRs in the reporting period's incentive/deduction analysis.

Each SLR is associated with a triggering event. Each event, when completed, shall begin the SLR implementation process. The seven triggering events with the number of SLRs are provided below:

- (1) April 1, 2002, the start of seat management services (25 SLRs);
- (2) Completion of desktop refresh (6 SLRs) (Scheduled for ~~6/6/2002~~); 12/31/02
- (3) Completion of printer refresh (4 SLRs) (Scheduled for ~~6/10/2002~~); 3/31/03
- (4) Completion of network refresh (7 SLRs) (Scheduled for ~~9/10/2002~~); 11/30/02
- (5) Completion of server refresh (6 SLRs) (Scheduled for ~~9/24/2002~~); 12/31/02
- (6) Approval of the catalog, (4 SLRs) (Phase 1 - ~~6/1/2002~~, Phase 2 - ~~7/1/2002~~); and; 9/30/02; 10/31/02
- (7) Acceptance of the new D&I IDPM process (2 SLRs) (~~7/1/2002~~); 9/30/02

Following the April 1, 2002, SLR implementation, The Contractor shall begin review of all processes and procedures. Each triggering event shall be assessed by the IPPT to determine if the collection and validation process is required, or if the SLRs can be included immediately in the SLR Incentive/Deduction Model.

If the Contractor fails to meet the performance requirement for a service under surveillance by the method shown on the PRS, the NRC will calculate payment as follows:

The maximum task order payment per month for all services is multiplied by the maximum payment percentage for the specific service to determine the maximum payment for acceptable service. This payment is multiplied by the percentage corresponding to the number of defects (number of SLRs not met) to determine the percentage of the task order price that The Contractor will not be paid for the Seat Management service. The total number of defects found (number of SLRs not met), not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable. The percentage of samples found unacceptable subtracted from 100% determines the percentage found acceptable. EFFECTIVE -8/1/2002 for the SLRs that began with the triggering event on April 1, 2002.

# DEDUCTION TABLE EFFECTIVE JUNE 1, 2002

NUMBER OF DEFECT(s)  
(Number of SLRs not Met  
for EER #s 3, 20,  
27, 37, and 41)

1  
2  
3  
4  
5

## EXAMPLE

### PERCENT DEDUCTION

0.5% of monthly Seat Price \$2,000  
1.0% of monthly Seat Price \$4,000  
1.5% of monthly Seat Price \$6,000  
2.0% of monthly Seat Price \$8,000  
2.5% of monthly Seat Price \$10,000

Monthly Seat Price \$400,000

# DEDUCTION TABLE EFFECTIVE Completion of desktop refresh (6 SLRs)

NUMBER OF DEFECT(s)  
(Number of SLRs not Met  
for SLR #s 3, 12, 20,  
27, 37, and 41)

1  
2  
3  
4  
5  
6

## EXAMPLE

### PERCENT DEDUCTION

0.5% of monthly Seat Price \$2,000  
1.0% of monthly Seat Price \$4,000  
1.5% of monthly Seat Price \$6,000  
2.0% of monthly Seat Price \$8,000  
2.5% of monthly Seat Price \$10,000  
3.0% of monthly Seat Price \$12,000

Monthly Seat Price \$400,000

**DEDUCTION TABLE EFFECTIVE**  
Completion of printer refresh (4 SLRs)

**NUMBER OF DEFECT(s)**  
(Number of SLRs not Met  
for SLR #s 3, 12, 20,  
27, 37, and 41)

1  
2  
3  
4  
5  
6

EXAMPLE

PERCENT DEDUCTION

Monthly Seat Price \$400,000

0.5% of monthly Seat Price \$2,000  
1.0% of monthly Seat Price \$4,000  
1.5% of monthly Seat Price \$6,000  
2.0% of monthly Seat Price \$8,000  
2.5% of monthly Seat Price \$10,000  
3.0% of monthly Seat Price \$12,000

**DEDUCTION TABLE EFFECTIVE**  
Completion of network refresh (7 SLRs)

**NUMBER OF DEFECT(s)**  
(Number of SLRs not Met  
for SLR #s 3, 12, 20,  
27, 37, and 41)

1  
2  
3  
4  
5  
6

EXAMPLE

PERCENT DEDUCTION

Monthly Seat Price \$400,000

0.5% of monthly Seat Price \$2,000  
1.0% of monthly Seat Price \$4,000  
1.5% of monthly Seat Price \$6,000  
2.0% of monthly Seat Price \$8,000  
2.5% of monthly Seat Price \$10,000  
3.0% of monthly Seat Price \$12,000

**DEDUCTION TABLE EFFECTIVE**  
**Completion of server refresh (6 SLRs)**

NUMBER OF DEFECT(s)  
 (Number of SLRs not Met  
 for SLR #s 3, 12, 20,  
 27, 37, and 41)

EXAMPLE

PERCENT DEDUCTION

Monthly Seat Price \$400,000

1	0.5% of monthly Seat Price \$2,000
2	1.0% of monthly Seat Price \$4,000
3	1.5% of monthly Seat Price \$6,000
4	2.0% of monthly Seat Price \$8,000
5	2.5% of monthly Seat Price \$10,000
6	3.0% of monthly Seat Price \$12,000

**DEDUCTION TABLE EFFECTIVE**  
**Completion of triggering event Full Seat Management implementation**

NUMBER OF DEFECT(s)  
 (Number of SLRs not Met  
 for SLR #s 3, 12, 20,  
 27, 37, and 41)

EXAMPLE

PERCENT DEDUCTION

Monthly Seat Price \$400,000

1	0.5% of monthly Seat Price \$2,000
2	1.0% of monthly Seat Price \$4,000
3	1.5% of monthly Seat Price \$6,000
4	2.0% of monthly Seat Price \$8,000
5	2.5% of monthly Seat Price \$10,000
6	3.0% of monthly Seat Price \$12,000

- c. Any deductions from payment shall be taken from the payment for the month in which the Contracting Officer makes the determination that deduction is appropriate, regardless of the period in which the performance occurred.

(4) \*\*\*Incentive Service Achievement - EFFECTIVE June 1, 2002.

**Minimal Service Achievement-**

Eighty percent of all eligible service levels must be met for The Contractor to have met minimal service levels for the reporting period.

**Incentive Service Achievement**

The following conditions must be met for The Contractor to achieve incentive service levels:

- (1) Minimal service levels must be met for current and previous month;
- (2) Service levels #20 - desktop availability, #27 - server availability, #37 - printer availability, and #41 - communications availability must be met; and
- (3) An incentive-level threshold of 85% must be met for service level #3 - percent of tickets closed or isolated on first call.

**INCENTIVE TABLE EFFECTIVE**

If The Contractor achieves the above service levels a incentive amount of \$10,000 will be paid for that month. An incentive amount may be earned each month in accordance with attachment number 35B. However, an incentive not earned in the applicable month cannot be earned in future months.