



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

OCT 15 2007

OA0 Corporation
2277 Research Boulevard
Mailstop 4G ATTN: Joyce L. Lambert
Rockville, MD 20850

SUBJECT: TASK ORDER NO.14 ENTITLED "ADM Systems", UNDER DELIVERY ORDER
NO. DR-33-07-358

Dear Ms. Lambert:

In accordance with Section C.27 entitled "Task Order Procedures," of the subject delivery order, this letter hereby definitizes Task Order 14. This effort shall be performed in accordance with the enclosed Statement of Work and OA0 Corporation's cost estimate dated, September 18, 2007, which is made a part hereof of this order.

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

██████████ - Project Manager, ██████████ - System Analyst Level 5, ██████████
██████████ - Programmer Analyst

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. 14 shall be in effect from September 26, 2007, through September 25, 2008, with a total cost ceiling of \$110,438.50.

This Task Order No. 14 obligates funds in the amount of \$39,000.00. 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.

Your contacts during the course of this task order are:

Technical Matters: Harry Kromer - (301) 415-6817
Mary Denney - 301-415-6598

Contractual Matters: Richard Bright - (301) 415-8086

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

NOV 25 2008

ADM002

*ACCOUNTING AND APPROPRIATION DATA Task Order No. 14 is as follows:

B&R: 740-15-5B1-160 JC: B1458 BOC: 252A APPN: 31X0200 COM: ADM0760114 \$39,000.00

*ADMINISTRATIVELY TRANSFERRED FUNDS FROM BASE CONTRACT

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 Richard Bright, Contract Specialist on (301) 415-8086.

Sincerely,


Eleni Jernell, Contracting Officer
Contract Management Branch No. 3
Division of Contracts
Office of Administration

ACCEPTED: Joyce Lambert
Joyce L. Lambert
NAME
CONTRACTS
TITLE
10/23/09
DATE

| Task Order 14 ADM Systems | | BASE YEAR RATE | BASE YEAR HOURS | BASE YEAR AMOUNT |
|---------------------------|---|----------------------|-----------------------|---------------------|
| OFF-SITE | | | | |
| 010 | 010 Program Manager | | - | \$0.00 |
| 020 | 020 Project Manager | | - | \$0.00 |
| 030 | 030 Quality Assurance Manager | | - | \$0.00 |
| 050 | 050 Principal BPR Specialist | | - | \$0.00 |
| 060 | 060 Senior BPR Specialist | | - | \$0.00 |
| 070 | 070 Principal Systems Architect | | - | \$0.00 |
| 080 | 080 Senior Systems Architect | | - | \$0.00 |
| 090 | 090 Principal Information Engineer | | - | \$0.00 |
| 100 | 100 Senior Information Engineer | | - | \$0.00 |
| 110 | 110 Senior Functional Analyst | | - | \$0.00 |
| 130 | 130 Systems Analyst 5 | | - | \$0.00 |
| 140 | 140 Systems Analyst 4 | | - | \$0.00 |
| 150 | 150 Systems Analyst 3 | | - | \$0.00 |
| 160 | 160 Systems Analyst 2 | | - | \$0.00 |
| 170 | 170 Systems Analyst 1 | | - | \$0.00 |
| 210 | 210 Computer Programmer 7 | | - | \$0.00 |
| 220 | 220 Computer Programmer 6 | | - | \$0.00 |
| 230 | 230 Computer Programmer 5 | | - | \$0.00 |
| 240 | 240 Computer Programmer 4 | | - | \$0.00 |
| 250 | 250 Computer Programmer 3 | | - | \$0.00 |
| 251 | 251 Computer Programmer 2 | | - | \$0.00 |
| 260 | 260 Support Specialist 6 | | - | \$0.00 |
| 270 | 270 Support Specialist 5 | | - | \$0.00 |
| 280 | 280 Support Specialist 4 | | - | \$0.00 |
| 290 | 290 Support Specialist 3 | | - | \$0.00 |
| 310 | 310 Engineer 5 | | - | \$0.00 |
| 320 | 320 Engineer 4 | | - | \$0.00 |
| 350 | 350 Sr Computer Security Specialist | | - | \$0.00 |
| 360 | 360 Computer Security Specialist | | - | \$0.00 |
| 370 | 370 Operations Manager | | - | \$0.00 |
| 430 | 430 Communications Network Engineer | | - | \$0.00 |
| 520 | 520 Apps Systems Analysis and Program Manager | | - | \$0.00 |
| 530 | 530 Apps Systems Analysis and Program Sup | | - | \$0.00 |
| 540 | 540 Apps Systems Analyst/Programmer - St Spec | | - | \$0.00 |
| 550 | 550 Apps Systems Analyst/Programmer - Lead | | - | \$0.00 |
| 560 | 560 Telecommunications/Internetworking Designer | | - | \$0.00 |
| 570 | 570 Network Planner | | - | \$0.00 |
| 580 | 580 Network Operations Specialist | | - | \$0.00 |
| 590 | 590 Telecommunications Engineer - Senior | | - | \$0.00 |
| 600 | 600 Telecommunications Engineer - Inter | | - | \$0.00 |
| 610 | 610 Telecommunications Systems Analyst | | - | \$0.00 |
| 620 | 620 Network Controller | | - | \$0.00 |
| 630 | 630 Telecommunications Engineer/Analyst | | - | \$0.00 |
| 640 | 640 Network Control Technician | | - | \$0.00 |
| 650 | 650 Telecommunications Analyst/Tech-Senior | | - | \$0.00 |
| 700 | 700 Documentation Specialist | | - | \$0.00 |
| 710 | 710 Documentation Coordinator | | - | \$0.00 |

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|----------------|--|--|---|---------------------|
| 720 | 720 Technical Expert - Level 4 | | - | \$0.00 |
| 730 | 730 Technical Expert - Level 3 | | - | \$0.00 |
| 740 | 740 Technical Expert - Level 2 | | - | \$0.00 |
| 750 | 750 Technical Expert - Level 1 | | - | \$0.00 |
| 760 | 760 Information Services Consultant | | - | \$0.00 |
| ON-SITE | | | | |
| 105 | 105 Senior Information Engineer Onsite | | - | \$0.00 |
| 265 | 265 Support Specialist 6 Onsite | | - | \$0.00 |
| 275 | 275 Support Specialist 5 Onsite | | - | \$0.00 |
| 285 | 285 Support Specialist 4 Onsite | | - | \$0.00 |
| 525 | 525 Apps Systems Analysis and Program Manager Onsite | | - | \$0.00 |
| 535 | 535 Apps Systems Analysis and Program Sup Onsite | | - | \$0.00 |
| 545 | 545 Apps Systems Analyst/Programmer - St Spec Onsite | | - | \$0.00 |
| 555 | 555 Apps Systems Analyst/Programmer - Lead Onsite | | - | \$0.00 |
| 715 | 715 Documentation Coordinator Onsite | | - | \$0.00 |
| 745 | 745 Technical Expert - Level 2 Onsite | | - | \$0.00 |
| TOTAL | | | | \$110,438.50 |

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 SOW section, subparagraph, "Maintenance." Maintenance shall include actions taken to resolve application system failures, correct defects, and maintain functionality when IT infrastructure is updated, as well as 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 change requests (CRs) using the NRC-approved software, email direction from the NRC/ADM TOM, or as a call-back request from the HelpDesk to the ADM user who discovered the problem.

The Contractor shall document all email or phone maintenance requests in writing when received, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive) to be entered as a CR.

The NRC TOM/client shall notify the Contractor of system maintenance requests using the Rational ClearQuest change request system, in accordance with the Delivery Order, Statement Of Work, Section C.3, Subsections 3.1 "Maintenance" and 3.2 "Maintenance Change Request Process." The Contractor shall follow the procedures contained in the "OIS Application Change Request System Guide using Rational ClearQuest" to document all maintenance work performed and completed. The Contractor shall attend, as required, occasional meetings with the NRC TOM at the NRC office to discuss significant maintenance issues.

The Contractor shall include, in requests for maintenance actions requiring in excess of 3 business days to complete, an assessment of the effort needed to perform the activity. The Contractor shall forward the request to the NRC/ADM TOM by email, within 2 days of receipt. Once the CR or multiple CRs have been

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entered, a release record is created by the NRC/ADM TOM with the CRs listed in it. The Contractor then calculates the estimated level of effort to complete the maintenance activity as required by the NRC/ADMTOM and sends an MS Project file to the NRC/ADM TOM.

The NRC/ADM TOM shall review the Contractor's assessment and the MS Project file and update the CR with the authorization to begin work or email the Contractor with any issues that need to be resolved. If the Contractor is authorized to perform the work, the Contractor shall perform the work within 3 workdays of the authorization, unless otherwise approved by the NRC/ADM TOM or representative. The Contractor shall update the CR and send an email to the NRC/ADM TOM 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 3 business days to complete shall be accomplished by the Contractor without prior NRC/ADM TOM approval. The Contractor shall document the original maintenance request by entering a CR and inputting the completion date when the small CR has been completed.

An email with each completed maintenance request CR number and title shall be sent to the NRC/ADM TOM.

a. **Systems To Be Serviced**

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

| System Name | System Number | System Acronym | Software | Platform |
|--|----------------------|-----------------------|--|-----------------|
| 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) |
| 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 |

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|-----------------------------|-------|-----------|--|-----------------|
| Guard Tracking System (GTS) | 9766 | GTS | Delphi 3 w/ Access 97 database (no Java) | PC/LAN (no Web) |
| Keys | H0051 | KEYS | Delphi 3 w/ Access 97 database (no Java) | PC/LAN (no 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) |
| Ticket Tracking System | Z1011 | TTS | Delphi 3 w/ Access 97 database (no Java) | PC/LAN (no Web) |
| UDriveIt | H0053 | UDRIVEIT | Delphi 3 w/ Access 97 database & Java | PC/LAN & Web |

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| | | | | |
|-----------------------------|-------|-----|--|-----------------|
| Visitor Information Profile | H0041 | VIP | Delphi 3 w/ Access 97 database & Java | PC/LAN & Web |
|-----------------------------|-------|-----|--|-----------------|

b. Independent Action

The Contractor shall have authority to take necessary actions for up to 3 business days 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 NRC/ADM TOM and appropriate ADM user when the corrected system is ready for deployment (i.e., testing completed, ready for deployment) and shall follow the email directions of the NRC/ADM TOM or the ADM user for deployment.

c. Work Actions Requiring Preapproval

The Contractor shall develop and deliver, via email or CR, to the NRC/ADM TOM, work estimates and plans for any efforts requiring more than 3 business days of effort to complete. The NRC/ADM TOM will review the Contractor's assessment (estimate and MS Project plan) and will provide an email authorization within 2 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 3 business days for code, test, and document creation/changes) without an authorization within the task CR from the NRC/ADM TOM.

The Contractor shall not engage in any work that would be classified as perfective maintenance (i.e., an enhancement or modification that is not the result of a code or data error) without a CR or email to the NRC/ADM TOM. The NRC/ADM TOM will need to approve the CR or email via email before work will commence. If a CR needs to be created at this point, the NRC/ADM TOM will create it and set the status to authorized.

The Contractor shall not update user guides without a CR or email authorization from the NRC/ADM TOM.

Authorized actions shall be performed by the Contractor within 3 workdays of authorization, unless a longer time is approved by the NRC/ADM TOM.

d. Additional requirements include the following:

A desktop icon is made available to all users of the application.

An electronic copy is functional and workable at first installation.

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The latest production version of the application is checked out through the CM Library and used for modifications.

An 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 the NRC/ADM TOM.

New products introduced to the application system are consistent with the authorized list of vendor products (i.e., the toolkit) approved by the NRC Environmental Change Control Board.

The NRC/ADM TOM approval is obtained, in writing, for all efforts estimated to take more than 3 business days.

Biweekly status reports accurately reflect work performed and are a true reflection of task status, including expenditure of funds.

Biweekly status reports reflect each CR and how many hours were spent on each CR with the Contractor's name that worked on it listed with the hours spent.

Monthly timesheet status report accurately reflects work performed with each contractor and type of position showing how many hours, broken down by CR, were spent on each system.

The NRC/ADM TOM 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 staff is trained in new technologies and frequently offers advice for new technologies to be used on ADM systems.

Contractor personnel interact professionally with Government personnel.

Assistance is provided in a courteous, professional manner.

D. 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 staff, as required, during business hours.

E. Schedule of Deliverables

| <u>Deliverable Name</u> | <u>Responsibility</u> | <u>Delivery Schedule</u> |
|--|-----------------------|--|
| Maintenance Work Plan and Estimate to NRC/ADM's Task Order Manager | Contractor | Whenever work effort will exceed 3 business days |

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| <u>Deliverable Name</u> | <u>Responsibility</u> | <u>Delivery Schedule</u> |
|--|----------------------------|---|
| Work Plan and Estimate Approval Email or CR | 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 Email | Contractor | When 24 or fewer hours are available |
| Status Reports | Contractor | Biweekly |
| Voucher Summary Spreadsheet Detailing Funding Status | Contractor | Monthly |

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 demonstrated through prior assignments in the technical support area, and experience with applications running on a NOVELL LAN platform with Windows 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 (Windows 2003 in late 2005) 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 agency wide toolkit.

G. Task Order Manager

The manager for this task order is Mary Denney, (301) 415-6598.

H. Level of Effort

The Government's estimated level of effort for this task order should allow for 146 hours per system, but the work can be moved from one system to another if the NRC/ADM TOM approves the request. An email notification to the NRC/ADM TOM shall be made by the Contractor when less than 24 hours remain available for maintenance of ADM application systems.