



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

OCT 15 2007

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

SUBJECT: TASK ORDER NO.6 ENTITLED "General License Tracking System", 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 6. This effort shall be performed in accordance with the enclosed Statement of Work and OAO 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, ██████████ - Team Lead

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. 6 shall be in effect from September 26, 2007, through September 25, 2008, with a total cost ceiling of \$595,635.48.

This Task Order No. 6 obligates funds in the amount of \$230,000.00. 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
Ujagar Bhachu - 301-415-7894

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

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

NOV 25 2008

ADM002

*ACCOUNTING AND APPROPRIATION DATA Task Order No. 6 is as follows:

B&R: 755-15-344-232 JC: F1048 BOC: 2574 APPN: 31X0200.741 COM: AA8550012
\$230,000.00

*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

10/23/2007
DATE

Task Order 6 General License Tracking System		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

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				\$595,635.48

STATEMENT OF WORK

**Task Order 6 Data Management and Support Services for the
General License Tracking System**

Office of Federal and State Materials and Environmental Management Programs (FSME)

A. Background

The General License Tracking System (GLTS) is the main database used by the U.S. Nuclear Regulatory Commission (NRC) to request, collect, monitor, track, use, and disseminate general license information. In 2001, GLTS was developed by using PowerBuilder, a Sybase Database Platform, and is maintained on servers connected to the NRC local area network (LAN). The GLTS also supports NRC's event response and evaluation program, enforcement program, and the fee billing system. The GLTS can be used by up to 50 users in the NRC headquarter offices, any of the four NRC regional offices, and a remotely located contractor.

Persons who wish to acquire, receive, possess, use or transfer radioactive byproduct materials must do so in accordance with the applicable NRC and/or Agreement State¹ regulations. In accordance with Title 10 of the *U.S. Code of Federal Regulations* (10 CFR), NRC licenses the use of radioactive material, either through a specific, general or an exempt license. This Statement of Work (SOW) relates to NRC's General License (GL) program pursuant to 10 CFR Parts 20, 30, 31, and 32. These regulations provide the requirements for certain products to be considered GL devices that may be authorized for distribution by specific-licensed manufacturers and/or distributors (vendors). In addition, regulations, scheduled to take effect in August 2007, will add radioactive materials originating from Naturally Occurring Radioactive Material (NORM) and Naturally Occurring Accelerator-Produced Radioactive Material (NARM) used in GL devices.

Under 10 CFR 32.52 and 32.56, vendors are required to submit reports of transfers of GL devices on a periodic basis. Transfers of GL devices authorized under 10 CFR 31.5 are required to be submitted on a quarterly basis (referred to as quarterly transfer reports), and transfers of GL devices under 10 CFR 31.7 general licensees are required to be submitted on an annual basis (referred to as annual transfer reports). Vendors intending to manufacture and/or initially distribute GL devices must possess a specific license from either the NRC or an Agreement State. Vendors located in an Agreement State that transfer devices to general licensees in NRC jurisdiction² are also required to submit quarterly and annual transfer reports to the NRC, even if no transfer of devices has occurred within any given reporting period.

In accordance with 10 CFR 31.5, NRC general licensees are required to notify the NRC within 30 days at any time a GL device is transferred to another licensee. General licensees regulated by an Agreement State are not required to submit these reports to NRC.

In addition to facilitation of processing of GL devices transfer reports into the database, GLTS also tracks annual registration of certain GL devices in accordance with 10 CFR 31.5(e)(13)(i). Annual registration is accomplished with the information provided by the registrants via the

¹An Agreement State is a State that the NRC has entered into an agreement which authorizes the State to regulate certain nuclear materials within its boundaries.

²NRC jurisdiction includes all States into which NRC has not entered into an agreement for the discontinuance of its regulatory authority over nuclear materials (called Non-Agreement States, which includes U.S. territories, off-shore waters, and all Federal facilities, even if they are located in an Agreement State).

completion of NRC Form 664 (Attachment 1). Currently, the NRC requires annual registration of 10 CFR 31.5 devices that contain the radioactive byproduct materials (type and activity) listed in Table 1.

Table 1
Registration Criteria

Isotope	Activity \geq	
	(mCi)	(MBq)
Cesium-137	10	370
Strontium-90	0.1	3.7
Cobalt-60 or Any Transuranic (e.g., Americium-241, Curium-244, etc.)	1	37

B. Scope

The contractor shall provide database management and support services for the GLTS for the continued operation of a current and accurate GL program. GLTS is the database used by NRC to request, collect, monitor, track, use, and disseminate GL- and GLD-related information.

This effort requires management and support for upfront survey, screening, selection of GLs and printing of packages for mailing of annual registrations, routine process and data management of GLTS, implementation of the annual GL registration process, and maintenance of the GLTS Users Guide (Attachment 2), and GLTS system-related documents resident in Rational Clear Case. The work shall be performed using government-furnished property, supplies, and stationary at the contractor's facility.

C. Statement of Work

1. Maintenance

The contractor shall be responsible for making changes approved by the NRC Task Order Manager (TOM) to the GLTS. The contractor shall take all necessary steps to minimize down time and return the system to production mode in the shortest amount of time possible.

a. Maintenance Requests

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 headquarters office to discuss significant maintenance and performance issues.

b. Module/System to be Maintained

System Name	System Number	System Acronym	Software	Platform
General License Tracking System	B0041	GLTS	Powerbuilder10 Sybase, SQL, Rational Clear Case	Client Server

2. Work Requirements and Schedule

a. The work requirements are divided into four main tasks:

- 1) Task 1 relates to upfront activities which include, but are not limited to, becoming familiar with NRC processes and other systems that are interfaced in the administration of the GL program. Upfront activities also include obtaining security clearances for contractor personnel and an Authorization to Operate (ATO) following review of the contractor's facility by the NRC.
- 2) Task 2 relates to routine data processing of vendor and GL transfer reports, and update of the GLTS to reflect NRC inspection results.
- 3) Task 3 relates to implementing the Annual Registration Program for certain GL devices. The steps involved in using the GLTS database to complete Tasks 2 and 3 are detailed in the GLTS Users Guide.
- 4) Task 4 relates to maintaining the GLTS Users Guide to incorporate any changes in the GL program in the project documentation. Both Tasks 3 and 4 include follow-up and quality assurance activities to ensure the data in the GLTS is accurate and complete.

b. The following provides an overview of each task and establishes the NRC's expectation for contractor performance:

1) TASK 1: Knowledge of the GLTS and Supporting Systems

Task 1 consists of upfront activities to include transitioning and gaining familiarity with the GLTS program process, procedures in the GLTS Users Guide, the GLTS database, and other NRC systems which are used to support the GL program. Activities also include obtaining security clearances for contractor staff (NRC Management Directive 12.3, NRC Personnel Security Program). The NRC will provide government-furnished property as described in Section M of this SOW. The contractor shall be responsible for connecting and maintaining the equipment at its facility.

The contractor shall obtain a working knowledge of the GLTS database within 2 weeks of task order issuance date by reviewing the GLTS Users Guide.

The contractor shall obtain a working knowledge on the use of the three supporting systems: Agency-wide Documents Access and Management System (ADAMS), National Sealed Source and Device Registry (NSSDR), and Nuclear Material Events Database (NMED), by successfully completing training on each. A working knowledge of these systems assists in efficient data retrieval, manipulation, and research of information contained in each system. Also, this information supports the timely management of the GLTS database.

ADAMS is a recordkeeping system that maintains the majority of the official records of the agency and manages the timely disposition of old records, as well as an electronic information exchange system that permits licensees and NRC stakeholders to submit documents electronically through the NRC's Public Web Server. The contractor shall coordinate a schedule for the completion of ADAMS training with the NRC TOM within 30 days of the date of task order issuance. Plan for one (1) key personnel to attend and complete the 3-hour ADAMS Advanced Searching course, and two (2) personnel to attend and complete the 6-hour ADAMS Overview and ADAMS Document Processing courses to be held at NRC Headquarters, Rockville, MD.

NSSDR is a depository of all authorized registries of radioactive sources and devices. The NSSDR provides summary information about regulatory body authorized devices for distribution including GL devices. The contractor shall coordinate a schedule for the completion of NSSDR training with the NRC TOM within 30 days of the date of task order issuance. Plan for two (2) personnel to attend and complete a half-day training session provided by NRC staff at NRC Headquarters, Rockville, MD.

NMED is a system that records, stores, and allows searches of information about radioactive materials events such as lost, abandoned or stolen GL devices. The contractor shall coordinate a schedule for completion of NMED training with the NRC TOM within 30 days of the date of task order issuance. Plan for two (2) personnel to attend and complete a half-day training session provided by NRC staff at NRC Headquarters, Rockville, MD.

2) TASK 2: Routine Data Processing

Task 2 shall be performed in accordance with the instructions provided in the GLTS Users Guide. Approximately 400 vendor quarterly (99%) and annual (1%) GL devices (GLD) transfer reports are received by NRC each year. The size of the reports can range from one page to several hundred pages for some of the larger tritium exit sign contractors. GLD transfer reports from vendors include information on each device transferred (e.g., device type, model, and serial number, and the activity and type of radioactive material contained in the device), and on the general licensee (e.g., name, address, and the name, title, and a contact phone number of a person responsible for the GL devices). In addition, general licensees periodically submit transfer reports when they transfer GL devices to a specific licensee for disposal or convert GL to a specific license.

These transfer reports are processed similar to vendor reports but typically only contain a few devices per report or a written communication.

Performance of the following tasks shall be on an on-going basis to support all functions of the GL Program:

The contractor shall receive and process information concerning general licensees and GL devices for entry into the GLTS within 5 business days of pickup of a package from NRC Headquarters or receipt of a faxed registration package. This information may be quarterly or annual vendor transfer reports submitted by NRC and Agreement State GL contractors; NRC master material licensees; general licensee transfer reports; general licensee submitted event reports (damaged, lost, stolen or disposed devices); NRC inspection reports; or other reports and information as identified by the NRC TOM.

Within 2 business days of a discovery, the contractor shall request the scanning into ADAMS any transfer reports and other GL information that is not already in ADAMS. This shall require a search of ADAMS to verify if these documents are already in ADAMS. The ADAMS accession numbers shall be appropriately noted in GLTS.

The contractor shall conduct weekly searches of ADAMS to ensure accurate and complete information resides in GLTS. Some transfer reports and other GL information may be processed by the ADAMS Document Control Desk without going thru the NRC TOM.

These weekly searches of ADAMS are performed to obtain the following reports:

- Quarterly and annual transfer reports required to be submitted to NRC by GL manufacturers and/or distributors (vendors);
- General licensee transfer reports required pursuant to 10 CFR Parts 31 and 32 to be submitted to NRC within 30 days after a general licensee transfers any of its devices; and
- General licensee change of address reports required pursuant to 10 CFR 31.5(c)(14) to be submitted to NRC by the general licensee within 30 days of any changes to the general licensee's address.

The contractor shall ensure complete and accurate information is obtained for quarterly, annual, and general licensee transfers, change of address, and other reports, and that these reports are received by the due date required by the regulations (i.e., annually or quarterly). The contractor shall review the GL documents for the required information and contact the GL vendors or general licensee in writing or telephone to request additional information to resolve report deficiencies or because of a failure to submit a report. General licensees' failure to submit timely reports shall require follow-up by the contractor in writing and/or by telephone.

Data sources for correcting inaccurate, incomplete or duplicate information may include search and comparative analysis of applicable historical NRC records; other NRC databases such as ADAMS, NSSDR or NMED; direct contact with GL contractors and general licensees; and publicly available information sources (Internet, U.S. Postal Service resources, telephone directories, etc.).

Inaccurate, incomplete or duplicate data identified in the database for which the contractor has not been directed to perform data correction shall be reported to the NRC TOM for direction within 1 working day of discovery. This notification will provide the NRC TOM sufficient information to determine the form and extent of follow-up and, in turn, refer the follow-up activities to the appropriate staff. The NRC TOM may refer the action back to the contractor with directions for additional follow-up and/or research suggestions.

For general licensees that indicate they have lost or cannot account for one or more of their GL devices, the contractor shall notify the NRC TOM the same day via electronic mail and provide relevant information concerning the lost device(s) and the general licensee, and perform follow-up or take action as directed by the NRC TOM.

3) TASK 3: Implementation of NRC's Annual Registration Program

Task 3 shall be conducted in accordance with the instructions provided in the GLTS Users Guide. Activities under this task include mailing registrations, processing returned registrations, follow-up, and quality assurance. For bidding purposes, it is estimated that the Annual Registration Program will include 1,500 general licensees possessing 7,500 devices. Performance of the following tasks shall be on an on-going basis to provide support for all functions of the Annual Registration Program.

Using GLTS, the contractor shall perform a survey, screen, select, and generate a list of current general licensees that meet the registration criteria specified in Table 1. This list shall not include unresolved and unresponsive cases from previous registration attempts or those cases deleted or otherwise unavailable for mailings.

Registration packages shall include a registration request form (NRC Form 664) and a cover letter (Attachment 1) generated through the GLTS. Registration request forms shall: 1) list information from GLTS concerning the general licensee and the GL devices indicated to be in GL's possession; 2) request the general licensee to review and confirm the information on the form, and indicate any new, updated or corrected information; 3) require the general licensee to update, fully complete, and sign Section 5 of the Form 664 prior to returning the registration request form within 30 calendar days; and 4) require a fee for registration. The registration package shall include a pre-addressed envelope to be returned to the U.S. Nuclear Regulatory Commission, Office of the Chief Financial Officer, Rockville, Maryland, 20852. The registration package shall also include another pre-addressed envelope to be returned to a Bank Lockbox currently located in St. Louis, MO. Using government-furnished, franked

envelopes, mail the registration package to all NRC general licensees that meet the criteria specified in Table 1 or as amended to fulfill NRC regulatory responsibilities.

As directed by the TOM, the contractor shall generate and mail requests for registration, using certified mail and government-furnished, franked envelopes, to approximately one-third of the general licensees that meet the requirements for registration (e.g., currently 330 per batch). Initial registration requests require a response within 30 days.

Within 5 working days of receipt, the contractor shall process all returned packages and update the GLTS with the following:

- Name, mailing address (for the location of use), and billing address of the general licensee;
- Device information, as indicated on the device label (e.g., model number, device serial number, GL contractor, radioisotope, and activity);
- Name and telephone number of the responsible person designated as a representative of the general licensee as required by 10 CFR 31.5(c)(9)(i); and
- Address or location of use (use control center) where the GL devices are used or stored. For portable devices, the location of use is considered the address of the primary place of storage.

The contractor shall scan the information on the returned registration forms, and complete follow-up with the registrant for missing information. To reduce processing time, the NRC provides an automated form reader and verification system that will scan and perform Optical Character Recognition (OCR) of information on returned registration forms. The automated process is able to accurately recognize information from the forms and can automatically update GLTS with the information read. The GLTS automated form reader process is designed to identify cases where incomplete information is provided on a registration request form. In such cases, the GLTS will notify the operator when expected data is not on the form. It is expected that for some of the cases, the missing information will not be critical and the available form data can be entered into GLTS after completing some follow-up with the registrant for the missing information. However, in cases where the missing data is critical (i.e., required before the form data may be entered into GLTS), follow-up with the registrant shall be required before the data on the form can be entered into GLTS. It is estimated that, annually, 20% of the forms shall require manual processing for a portion of the information on the returned forms due to "illegible" or missing data.

The contractor shall confirm that the licensee has certified, by signature, that the information concerning the device(s) has been verified through a physical inventory and checking of the device(s) label(s) information.

If a form is received with a fee or other payment information (e.g., check or credit

card number), the contractor shall immediately forward the complete package, including the registration form and payment, to the OCFO, License Fee Team or other location as specified by the NRC TOM. Returned registration forms are not intended to include any form of payments for a registration fee. Payment information is handled by the NRC Office of the Chief Financial Officer (OCFO). Within 3 working days, OCFO collects the necessary information for payment of fees and places the documents at the NRC File Center for pickup by the contractor.

The contractor shall issue a standard acknowledgment letter (Attachment 3) to the registration general licensee once all required registration information is obtained, including the fee paid per the OCFO, and the complete registration is entered into the GLTS. This letter shall be generated through the GLTS program and mailed to the licensee within 10 calendar days of receipt, unless incomplete, in which case follow-up activities shall commence.

The contractor shall track all mailed and returned registration request forms. Forms not returned within the allowed 30 days shall require follow-up by the contractor. If the U.S. Post Office is unable to deliver a mailed request for registration, an attempt must be made to locate the licensee and obtain a valid address in accordance with the procedures established in the GLTS Users Guide (also see NRC Inspection Procedure 87250; Attachment 5). A report of undelivered mail shall be maintained for inspection by the NRC TOM.

The contractor shall document in electronic format and provide to NRC TOM for scanning into ADAMS all requests for registration which could not be completed because information in GLTS is incomplete. The hard copies shall be filed, and the electronic data shall be submitted to the NRC TOM for review and further action. Follow-up for unique situations shall be determined on a case-by-case basis through discussion with the NRC TOM. The following information shall be provided for each case:

- A copy of the registration request form, completed to the extent that the contractor was able to obtain the required information;
- A description of follow-up actions taken to obtain the required information; and
- The most current updated information about the general licensee from GLTS.

The contractor shall mail within 60 calendar days, return receipt requested, a reminder request letter (Attachment 4) and a copy of the original registration request to general licensees that do not respond to initial registration requests. This reminder mailing of the registration package shall request a response within 15 calendar days.

The contractor shall attempt to contact the general licensee by telephone for general licensees that do not respond to the reminder request letter for registration within 15 calendar days. In unique cases, by using a deficiency warning letter of possible NRC action, such as, inspection, penalties, and license

revocation may be used. A sample letter, signed by NRC first-line management, will be provided by the NRC TOM. The letter shall request a response to the 2nd request for registration within 15 calendar days. This warning letter and another registration request form shall be mailed to the non-responsive general licensee, return receipt requested.

The contractor shall report to the NRC TOM for further action all general licensees that do not respond to the telephone and/or warning letter request for registration (3rd request) within 15 calendar days. All attempts made to acquire the correct information, as well as all contact attempts made to the licensee, shall be documented. On a monthly basis, the contractor shall provide this documented information to the NRC TOM in an electronic format for review and further direction. The contractor shall ensure that all documents related to research and contact attempts are provided to the NRC TOM for scanning into ADAMS and maintain a hard copy.

The contractor shall perform follow-up on case by case basis for requests for registration that are not complete or contain discrepancies. The contractor shall maintain reports of incomplete registrations or registrations with discrepancies for inspection by the NRC TOM.

4) **TASK IV: Maintain the GLTS Users Guide**

On an on-going basis, the contractor shall maintain and update the GLTS Users Guide contents for receipt, handling, and processing of transfer reports received from general licensees and contractors, as well as preparation, mailing, and receipt of registration forms sent to and received from general licensees. The contractor shall provide all recommendations to the NRC TOM on the need for, and scope of, updates to the GLTS Users Guide. The NRC TOM shall approve the scope of updates prior to proceeding with any updates.

D. Place of Performance

All efforts under this task order shall be performed at the contractor's site. Access to NRC facilities shall be provided by the NRC staff, as required, for contractor personnel during normal working hours for the duration of this task order.

E. Schedule of Deliverables

Requests shall be performed within the time negotiated with the NRC TOM for each deliverable listed in this SOW to include:

1. **Standard and Ad Hoc Reports**

Generate standard and ad hoc reports electronically from GLTS as requested by the NRC TOM, and maintain hardcopy printouts of these reports. Deliver these reports to the NRC TOM via electronic mail within three (3) business days or as coordinated with the NRC TOM. Examples of these reports include but are not limited to:

- The number of each type of device distributed during a quarter;
- Listing all (new and existing) general licensees in GLTS sorted by location;
- The numbers and types of transfers made during a calendar month or quarter; and
- The results of quality assurance audits performed.

2. GLTS Updates

Provide an updated electronic copy or hardcopy printout of the information contained in the GLTS as directed by the NRC TOM. Deliver these products within 1 working day of request unless otherwise specified by the NRC TOM.

3. Lost or Unaccounted For Devices

On a monthly basis, provide information on lost or unaccounted for devices to the NRC TOM and/or NMED contractor as determined by the NRC TOM. The NRC TOM will provide NMED contractor contact information. This information shall be provided either electronically (e-mail, flat file, etc.) or by hard-copy printout within 5 business days of the end of the monthly period.

4. Update OCFO with Fee Data

The contractor is not required to get involved in fee assessment, fee-related issues or collection of the fees. However, on a basis concurrent with the generation of registration request forms and return pre-addressed envelopes, the name, billing or mailing address, and fee information for registration general licensees shall be provided to NRC's Office of the Chief Financial Officer (OCFO) or as directed by the NRC TOM. This information shall be provided electronically (e-mail, flat file, etc.) and only for general licensees being sent an annual registration request form.

F. Expertise/Skills

The contractor personnel assigned to this task order shall have the following skills:

1. Working experience with and knowledge of PowerBuilder10;
2. Working experience with and knowledge of Sybase;
3. Working experience with and knowledge of the implementation and use of computer-based inventory and tracking;
4. working experience with and knowledge of utilizing forms automation technology sufficient to perform the tasks specified in this Statement of Work, including demonstrated experience performing queries and writing scripts using structured query language (SQL); and
5. Working knowledge of Rational Clear Case and Rational Clear Quest.

G. Training

The contractor shall plan for one key personnel to attend and complete the 3-hour ADAMS Advanced Searching course, and two personnel to attend and complete the 6-hour ADAMS Overview and ADAMS Document Processing courses to be held at the NRC Professional Development Center in Bethesda, MD.

The contractor shall plan for two personnel to attend and complete the NSSDR half-day training session provided by NRC staff at NRC Headquarters, Rockville, MD.

The contractor shall plan for two personnel to attend and complete the NMED half-day training session provided by NRC staff at NRC Headquarters, Rockville, MD.

H. Travel and Meeting

In addition to the travel associated with the required training in Section G above, the contractor shall plan on one person for monthly meetings with the NRC TOM at the NRC headquarters office to discuss significant maintenance and performance issues.

I. NRC Task Order Manager

The NRC TOM for this task order is Ujagar S. Bhachu, 301-415-7894 (USB@NRC.gov).

J. Reporting Requirements

The technical progress reports shall also include the following:

1. The status of registration requests to include number of registrations mailed, number received, number not received, number returned undeliverable, number scanned, number uploaded, number of uploads containing critical RFIs, number of critical RFIs resolved, and number of backlogged registrations, and the number checked for quality assurance; and
2. The status of transfer reports (quarterly, annual, and GL) to include the number received, the number processed, the number entered into GLTS, and the number checked for quality assurance.

K. NRC-Furnished Materials

The documents listed below are available on the NRC website links shown. A hard copy of these documents can be made available with a written request to the NRC TOM.

- Applicable 10 CFR Parts 20, 30, 31, and 32 (<http://www.nrc.gov/reading-rm/doc-collections/cfr/>)
- Management Directives 12.1, 12.2, 12.3, 12.4, 12.5, 12.6, and 12.8 (<http://www.nrc.gov/reading-rm/doc-collections/management-directives/>)
- A draft sample registration request (<http://www.nrc.gov/reading-rm/doc-collections/forms/nrc664.pdf>)
- A list of Agreement States to assist in identifying those general licensees not under NRC jurisdiction (<http://www.hsr.d.ornl.gov/nrc/rulemaking.html>)

Access will be provided by NRC to updates to the U.S. Postal Service City/State files.

L. Government-Furnished Property (GFP)

Off-site activities requiring a direct connection to the GLTS shall require remote connection to the NRC LAN through a WAN (T1) service. The GLTS application and data servers will be housed on-site at the NRC HQ and maintained by NRC.

NRC will provide the Optical Character Recognition for Forms (OCRFF) automation and verification system consisting of two workstations, one for the forms automation (scanning) system and the other for verification.

NRC will provide the PCs required to perform the duties of this task order. It is anticipated that up-to four (4) PCs will be provided with the necessary software installed by the NRC.

NRC will supply franked envelopes for mailing information and registration requests. These franked envelopes shall be used for official business only.

NRC shall retain title to all GFP, and all property acquired with NRC funds for performing this task order. The GFP shall be properly maintained and used only for performing this task order. Upon completion of this task order, all GFP not consumed in performing this task order shall be returned to NRC.

M. Quality Assurance and Control Plan

An NRC-accepted Quality Assurance and Control Plan shall be implemented and maintained to cover the activities discussed in this SOW. The Quality Assurance and Control Plan shall continue for the duration of the task order and include minimal effort requirements and escalating stages as needed to identify and correct deficiencies and errors. This work shall be performed quarterly or as coordinated with the NRC TOM through a random sampling of existing hardcopy and database information, and separate from deficiency contracts with GL contractors and licensees. The Quality Assurance and Control Plan as accepted by the NRC TOM under issuance of the task order shall be incorporated by reference and made part of this task order.

Attachments:

1. Sample Cover Letter and NRC Form 664
2. GLTS Users Guide (CD Format)
3. Sample Acknowledgement Letter
4. Sample Reminder Request Letter
5. Inspection Procedure 87250