



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.7 ENTITLED "Office of Inspector General 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 7. 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:

Derek Sharp Project Manager

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. 7 shall be in effect from September 26, 2007, through September 25, 2008, with a total cost ceiling of \$14,545.01.

This Task Order No. 7 obligates funds in the amount of \$9,373.75. 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  
Lynn Fort - 301-415-5973

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

Information in this record was deleted  
in accordance with the Freedom of Information  
Act, exemptions 4  
FOIA- 2009-0017

C/7

\*ACCOUNTING AND APPROPRIATION DATA Task Order No. 7 is as follows:

B&R: 730-15-6ZZ-160 JC: L3044 BOC: 2574 APPN: 31X0300.730 COM: RQ3007MAINT01  
\$9,373.75

\*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 L. Lumbert

Joyce L. Lumbert  
NAME

Contracts  
TITLE

10/23/2007  
DATE

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

(b)(4)

720	720 Technical Expert - Level 4	
730	730 Technical Expert - Level 3	
740	740 Technical Expert - Level 2	
750	750 Technical Expert - Level 1	
760	760 Information Services Consultant	
<b>ON SITE</b>		
105	105 Senior Information Engineer Onsite	
265	265 Support Specialist 6 Onsite	(b)(4)
275	275 Support Specialist 5 Onsite	
285	285 Support Specialist 4 Onsite	
525	525 Apps Systems Analysis and Program Manager Onsite	
535	535 Apps Systems Analysis and Program Sup Onsite	
545	545 Apps Systems Analyst/Programmer - St Spec Onsite	
555	555 Apps Systems Analyst/Programmer - Lead Onsite	
715	715 Documentation Coordinator Onsite	
745	745 Technical Expert - Level 2 Onsite	
<b>TOTAL</b>		(b)(4) \$14,545.01

**Task Order 7**

**Office of Inspector General Systems**

**A. Objective**

To maintain application systems used by the Office of the Inspector General (OIG) to ensure that they 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, maintain functionality when IT infrastructure is updated, and/or perform annual updates to enable applications to function correctly in a new fiscal year.

Updates to the user guides are not desired because the systems are scheduled for replacement.

**C. Statement of Work**

**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 email direction from the NRC/OIG TOM or as a callback request from the help line to the OIG user who discovered the problem.

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 document all maintenance requests in ClearQuest, noting the originator of the request, system number, maintenance action description and nature (corrective, perfective, or adaptive), and the estimated level of effort to complete the maintenance activity.

The Contractor shall include, on requests for maintenance actions requiring in excess of 3 business days to complete, an assessment of the effort needed to perform the

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activity. The Contractor shall forward the request to the NRC TOM by email, within 2 days of receipt and will update the CR in ClearQuest.

The NRC TOM shall review the Contractor assessment, update the ClearQuest CR, and email the authorization response to the Contractor within 2 days of receipt. 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 TOM or representative. The Contractor shall send an email to the NRC TOM when the work is complete 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 TOM approval. The Contractor shall document the original maintenance request with the completion date.

A copy of each completed maintenance request shall be sent to the NRC TOM and the Project Officer for this order. The CR in ClearQuest will be updated.

a. Systems To Be Serviced

System Name	System Number	System Acronym	Software	Platform	Allotted Level of Effort
OIG Commission EDO Budget Tracking System	3613	COMEDO	Clipper, Blinker, dBaselll+, R&R Reportwriter, UI	PC/LAN	See 1.h
OIG Travel System	3540	OIGTRV	Clipper, Blinker, dBaselll+, R&R Reportwriter	PC/LAN	See 1.h

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 TOM and appropriate OIG 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/OIG TOM or the OIG user for deployment.

c. Work Actions Requiring Preapproval

The Contractor shall develop and deliver, via email, to the NRC/OIG TOM, work estimates and plans for any efforts requiring more than 3 business days of effort to complete. The NRC/OIG TOM will review the

**Task Order 7**

**Office of Inspector General (OIG) Systems**

Contractor's assessment (estimate and plan) and will provide an email authorization within 2 workdays 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 email authorization from the NRC/OIG 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 a result of a code or data error). Assessment of requests that are perfective shall be provided through an email to the NRC/OIG TOM.

The Contractor shall not update user guides without an email authorization from the NRC/OIG TOM.

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

**D. Place of Performance**

Most efforts under this task order can be performed at the Contractor site. Access to the NRC/OIG facilities shall be provided by the NRC/OIG, 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 the NRC TOM	Contractor	Whenever work effort will exceed 3 business days
Work Plan and Estimate Approval Email	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 23 or less hours are available
Status Reports	Contractor	Semimonthly
Voucher Summaries Detailing Funding Status	Contractor	Monthly

**Task Order 7**

**Task Order 7      Office of Inspector General (OIG) Systems**

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

**G.      Task Order Manager**

The manager for this task order is Lynn Fort, (301) 415-5973.