

ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES
1 24

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

BPA NO.

1. DATE OF ORDER 8/6/09		2. CONTRACT NO. (if any) GS33FN0017		6. SHIP TO:	
3. ORDER NO. NRC-DR-09-09-328		MODIFICATION NO.		a. NAME OF CONSIGNEE U.S. Nuclear Regulatory Commission	
4. REQUISITION/REFERENCE NO. 09-09-328		b. STREET ADDRESS Attn: Michelle Curtis, 301-415-7607			
5. ISSUING OFFICE (Address correspondence to) U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Adelis M Rodriguez, 301-492-3623 Mail Stop: TWB-01-B10M Washington, DC 20555				c. CITY Washington	d. STATE DC
				e. ZIP CODE 20555	

7. TO:		f. SHIP VIA	
a. NAME OF CONTRACTOR CW GOVERNMENT TRAVEL, INC.		8. TYPE OF ORDER	

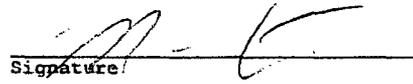
b. COMPANY NAME		<input type="checkbox"/> a. PURCHASE		<input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 4300 WILSON BLVD STE 500		REFERENCE YOUR _____ Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.			
d. CITY ARLINGTON				e. STATE VA	f. ZIP CODE 222034178

9. ACCOUNTING AND APPROPRIATION DATA Obligate: \$550,000 97N-15-5H1-133 Job: N7362 BOC: 252A Approp.: 31X0200 EFS:CFO-09-365 DUNS: 785836151		10. REQUISITIONING OFFICE : CFO	
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11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT Destination	
<input type="checkbox"/> a. SMALL	<input checked="" type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input type="checkbox"/> d. SERVICE-DISABLED VETERAN-OWNED		
<input type="checkbox"/> e. WOMEN-OWNED	<input type="checkbox"/> f. HUBZone	<input type="checkbox"/> g. EMERGING SMALL BUSINESS			

13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS	
a. INSPECTION Destination	b. ACCEPTANCE Destination						

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	<p>The contractor shall provide the services required under the attached statement of work.</p> <p>The NRC hereby accepts CW Government Travel proposal dated 7/8/2009.</p> <p>Total value of the order: \$2,191,804.44</p> <p>Total Obligated Amount: \$550,000.00</p> <p>Period of Performance: October 1, 2009 - November 11, 2010</p> <p>Accepted:</p> <p> _____ Signature</p> <p><u>08/06/09</u> Date</p>					

18. SHIPPING POINT		18. GROSS SHIPPING WEIGHT		20. INVOICE NO.	
21. MAIL INVOICE TO:					
a. NAME Department of Interior / NBC NRCPayments@nbc.gov					
b. STREET ADDRESS (or P.O. Box) Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue					
c. CITY Denver		d. STATE CO	e. ZIP CODE 80235-2230		\$550,000.00

22. UNITED STATES OF AMERICA BY (Signature) 		23. NAME (Typed) Heriberto Colon, Jr. Contracting Officer TITLE: CONTRACTING/ORDERING OFFICER	
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AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITIONS ARE OBSOLETE
TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

OPTIONAL FORM 347 (REV. 4/2008)
PRESCRIBED BY GSA FPMR (41 CFR) 101-11.6

AUG - 8 2009

ADM002

ADDITIONAL TERMS AND CONDITIONS

A.1 PRICE SCHEDULE

For Clins 1-14 the money will be obligated to this contract and paid for via invoice submission. For CLINS 15-28 the contractor will be paid through the use of a centrally billed account in accordance with the GSA Ordering Guide.

Base Period - October 1, 2009-November 11, 2010

CLIN	GSA master contract CLIN	Description	Type	Est. Qty	Unit	Unit Price	Total Est. Price
1	46	Report Maintenance-Open Obligations	Labor Hour		Est. Hrs		2,184.00
2	46	Report Maintenance - Closed Vouchers Spreadsheets	Labor Hour		Est. Hrs		2,184.00
3	46	Quarterly Security Report*	Fixed unit price		Each		9,672.00
4	46	Report Maintenance- Failed Log In Attempts	Labor Hour		Est. Hrs		4,368.00
5	46	Report Maintenance- Out of Policy Items	Labor Hour		Est. Hrs		2,184.00
6a	47	Training - Hands On and eight hrs for dry run per quarter	Fixed unit price		Each		13,580.84
6b	47	Training - Auditorium	Fixed unit price		Each		7,280.00
7	46	Help Desk Analyst	Labor Hour		Est. Hrs		654,432.00
8	46	Help Desk Manager	Labor Hour		Est. Hrs		48,112.00
9	46	Integration Specialist	Labor Hour		Est. Hrs		21,840.00
10	46	Database Administrator	Labor Hour		Est. Hrs		21,840.00
11	46	Product Support Analyst	Labor Hour		Est. Hrs		64,480.00
12	46	Integrated Project Management	Labor Hour		Est. Hrs		135,200.00
13	0045AB	Receipt Imaging	Fixed unit price		Per Page		5,000.00
14	0045AA	TRAVEL - inclusive of 10% G&A, in accordance with FTR	Cost Reimbursement		LOT		10,687.60
SUBTOTAL:							1,003,044.44
15	46	TMC Agent / Travel Counselor	Labor Hour		Est. Hour		328,640.00
16	46	TMC Supervisor	Labor Hour		Est. Hour		46,280.00
17	0040AA	Self Service Domestic or International Travel with Air or Rail	Fixed unit price		Per Transaction		159,800.00
18	0040AB	Self Service Domestic or International Travel without Air or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		4,500.00
19	0040AC	Non-Self Service Domestic Travel with Air and/or Rail	Fixed unit price		Per Transaction		297,400.00
20	0040AD	Non-Self Service International Travel with Air and/or Rail	Fixed unit price		Per Transaction		29,740.00
21	0040AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		12,000.00
22	0041AA	Local Authorization &/or Voucher	Fixed unit price		Per Voucher		10,000.00
23	0041AB	TDY Authorization &/or Voucher	Fixed unit price		Per Voucher		270,000.00
24	0042AA	Paper Ticket with U.S. Mail Delivery	Fixed unit price		Per Ticket		0.00
25	0042AB	Paper Ticket with Express Delivery	Fixed unit price		Per Ticket		900.00
26	0042AC	Paper Ticket with Courier Delivery	Fixed unit price		Per Ticket		2,500.00
27	0045AC	International Rate Desk	Fixed unit price		Per Transaction		5,000.00
28	52	VIP TMC Travel Service	Fixed unit price		Per Itinerary		22,000.00

SUBTOTAL:

TOTAL BASE PERIOD:

1,188,760.00

2,191,804.44

Option Period 1 - November 12, 2010-September 30, 2011

CLIN	GSA master contract CLIN	Description	Type	Est. Qty	Unit	Unit Price	Total Est. Price
1	66	Report Maintenance-Open Obligations	Labor Hour		Est. Hrs		2,400.00
2	66	Report Maintenance - Closed Vouchers Spreadsheets	Labor Hour		Est. Hrs		2,400.00
3	66	Quarterly Security Report*	Fixed unit price		Each		7,470.00
4	66	Report Maintenance- Failed Log In Attempts	Labor Hour		Est. Hrs		4,800.00
5	66	Report Maintenance- Out of Policy Items	Labor Hour		Est. Hrs		2,400.00
6a	67	Training - Hands On and eight hrs for dry run per quarter	Fixed unit price		Each		10,660.00
6b	67	Training - Auditorium	Fixed unit price		Each		4,800.00
7	66	Help Desk Analyst	Labor Hour		Est. Hrs		614,694.00
8	46	Help Desk Manager	Labor Hour		Est. Hrs		43,524.00
9	46	Integration Specialist	Labor Hour		Est. Hrs		19,656.00
10	46	Database Administrator	Labor Hour		Est. Hrs		19,656.00
11	46	Product Support Analyst	Labor Hour		Est. Hrs		58,280.00
12	46	Integrated Project Management	Labor Hour		Est. Hrs		122,200.00
13	0045AB	Receipt Imaging	Fixed unit price		Per Page		5,000.00
14	0065AA	TRAVEL - inclusive of 10% G&A, in accordance with FTR	Cost Reimbursement		LOT		7,634.00
SUBTOTAL:							925,574.00
15	0066	TMC Agent / Travel Counselor	Labor Hour		Est. Hour		308,320.00
16	0066	TMC Supervisor	Labor Hour		Est. Hour		38,850.00
17	0060AA	Self Service Domestic or International Travel with Air or Rail	Fixed unit price		Per Transaction		81,342.00
18	0060AB	Self Service Domestic or International Travel without Air or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		3,842.00
19	0060AC	Non-Self Service Domestic Travel with Air and/or Rail	Fixed unit price		Per Transaction		266,621.00
20	0060AD	Non-Self Service International Travel with Air and/or Rail	Fixed unit price		Per Transaction		26,668.00
21	0060AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		11,752.00
22	0041AA	Local Authorization &/or Voucher	Fixed unit price		Per Voucher		9,040.00
23	0041AB	TDY Authorization &/or Voucher	Fixed unit price		Per Voucher		225,975.00
24	0042AA	Paper Ticket with U.S. Mail Delivery	Fixed unit price		Per Ticket		0.00
25	0042AB	Paper Ticket with Express Delivery	Fixed unit price		Per Ticket		900.00
26	0042AC	Paper Ticket with Courier Delivery	Fixed unit price		Per Ticket		2,430.00
27	0045AC	International Rate Desk	Fixed unit price		Per Transaction		4,500.00
28	52	VIP TMC Travel Service	Fixed unit price		Per Itinerary		19,888.00

1,000,128.00

1,925,702.00

SUBTOTAL:

TOTAL OPTION PERIOD 1:

*Generate and Maintain

CLIN	GSA master contract CLIN	Description	Type	Est. Qty	Unit	Unit Price	Total Est. Price
1	66	Report Maintenance-Open Obligations	Labor Hour		Est. Hrs		2,400.00
2	66	Report Maintenance - Closed Vouchers Spreadsheets	Labor Hour		Est. Hrs		2,400.00
3	66	Quarterly Security Report*	Fixed unit price		Each		9,960.00
4	66	Report Maintenance- Failed Log In Attempts	Labor Hour		Est. Hrs		4,800.00
5	66	Report Maintenance- Out of Policy Items	Labor Hour		Est. Hrs		2,400.00
6a	67	Training - Hands On and eight hrs for dry run per quarter	Fixed unit price		Each		12,792.00
6b	67	Training - Auditorium	Fixed unit price		Each		6,400.00
7	66	Help Desk Analyst	Labor Hour		Est. Hrs		705,760.00
8	46	Help Desk Manager	Labor Hour		Est. Hrs		51,216.00
9	46	Integration Specialist	Labor Hour		Est. Hrs		24,000.00
10	46	Database Administrator	Labor Hour		Est. Hrs		24,000.00
11	46	Product Support Analyst	Labor Hour		Est. Hrs		68,640.00
12	46	Integrated Project Management	Labor Hour		Est. Hrs		143,520.00
13	0045AB	Receipt Imaging	Fixed unit price		Per Page		4,400.00
14	0065AA	TRAVEL - inclusive of 10% G&A, in accordance with FTR	Cost Reimbursement		LOT		9,160.80
SUBTOTAL:							1,071,848.80
15	0066	TMC Agent / Travel Counselor	Labor Hour		Est. Hour		351,520.00
16	0066	TMC Supervisor	Labor Hour		Est. Hour		49,556.00
17	0060AA	Self Service Domestic or International Travel with Air or Rail	Fixed unit price		Per Transaction		81,342.00
18	0060AB	Self Service Domestic or International Travel without Air or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		3,842.00
19	0060AC	Non-Self Service Domestic Travel with Air and/or Rail	Fixed unit price		Per Transaction		266,621.00
20	0060AD	Non-Self Service International Travel with Air and/or Rail	Fixed unit price		Per Transaction		26,668.00
21	0060AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		11,752.00
22	0041AA	Local Authorization &/or Voucher	Fixed unit price		Per Voucher		9,040.00
23	0041AB	TDY Authorization &/or Voucher	Fixed unit price		Per Voucher		225,975.00
24	0042AA	Paper Ticket with U.S. Mail Delivery	Fixed unit price		Per Ticket		0.00
25	0042AB	Paper Ticket with Express Delivery	Fixed unit price		Per Ticket		900.00
26	0042AC	Paper Ticket with Courier Delivery	Fixed unit price		Per Ticket		2,430.00
27	0045AC	International Rate Desk	Fixed unit price		Per Transaction		4,500.00
28	52	VIP TMC Travel Service	Fixed unit price		Per Itinerary		20,792.00

SUBTOTAL:

1,054,938.00

TOTAL OPTION PERIOD 2:

2,126,786.80

*Generate and Maintain

CLIN	GSA master contract CLIN	Description	Type	Est. Qty	Unit	Unit Price	Total Est. Price
1	66	Report Maintenance-Open Obligations	Labor Hour		Est. Hrs		2,400.00
2	66	Report Maintenance - Closed Vouchers Spreadsheets	Labor Hour		Est. Hrs		2,400.00
3	66	Quarterly Security Report*	Fixed unit price		Each		9,960.00
4	66	Report Maintenance- Failed Log In Attempts	Labor Hour		Est. Hrs		4,800.00
5	66	Report Maintenance- Out of Policy Items	Labor Hour		Est. Hrs		2,400.00
6a	67	Training - Hands On and eight hrs for dry run per quarter	Fixed unit price		Each		14,924.00
6b	67	Training - Auditorium	Fixed unit price		Each		8,000.00
7	66	Help Desk Analyst	Labor Hour		Est. Hrs		731,424.00
8	46	Help Desk Manager	Labor Hour		Est. Hrs		52,768.00
9	46	Integration Specialist	Labor Hour		Est. Hrs		24,000.00
10	46	Database Administrator	Labor Hour		Est. Hrs		24,000.00
11	46	Product Support Analyst	Labor Hour		Est. Hrs		70,720.00
12	46	Integrated Project Management	Labor Hour		Est. Hrs		147,680.00
13	0045AB	Receipt Imaging	Fixed unit price		Per Page		4,400.00
14	0065AA	TRAVEL - inclusive of 10% G&A, in accordance with FTR	Cost Reimbursement		LOT		9,160.80
SUBTOTAL:							1,109,036.80
15	0066	TMC Agent / Travel Counselor	Labor Hour		Est. Hour		361,920.00
16	0066	TMC Supervisor	Labor Hour		Est. Hour		50,960.00
17	0060AA	Self Service Domestic or International Travel with Air or Rail	Fixed unit price		Per Transaction		81,342.00
18	0060AB	Self Service Domestic or International Travel without Air or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		3,842.00
19	0060AC	Non-Self Service Domestic Travel with Air and/or Rail	Fixed unit price		Per Transaction		266,621.00
20	0060AD	Non-Self Service International Travel with Air and/or Rail	Fixed unit price		Per Transaction		26,668.00
21	0060AE	Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only)	Fixed unit price		Per Transaction		11,752.00
22	0041AA	Local Authorization &/or Voucher	Fixed unit price		Per Voucher		9,040.00
23	0041AB	TDY Authorization &/or Voucher	Fixed unit price		Per Voucher		225,975.00
24	0042AA	Paper Ticket with U.S. Mail Delivery	Fixed unit price		Per Ticket		0.00
25	0042AB	Paper Ticket with Express Delivery	Fixed unit price		Per Ticket		900.00
26	0042AC	Paper Ticket with Courier Delivery	Fixed unit price		Per Ticket		2,430.00
27	0045AC	International Rate Desk	Fixed unit price		Per Transaction		4,500.00
28	52	VIP TMC Travel Service	Fixed unit price		Per Itinerary		20,792.00
SUBTOTAL:							1,066,742.00
TOTAL OPTION PERIOD 3:							2,175,778.80
TOTAL TO BE PAID OF THE MONEY OBLIGATED TO THIS CONTRACT							4,109,504.04
TOTAL TO BE PAID OF THE CENTRALLY BILLED ACCOUNT							4,310,568.00
TOTAL VALUE OF THIS CONTRACT IF ALL PERIODS ARE EXERCISED							8,420,072.04

A.2 CONSIDERATION AND OBLIGATION

- a) The total estimated ceiling for this order is \$2,191,804.44 as follows:
 - 1) The total estimated ceiling for clins 1-14 is \$1,003,044.44.
 - 2) The total estimated ceiling for clins 15-28 is \$1,188,760,
- b) The amount presently obligated for clins 1-14 is \$550,000. Clins 15-28 will be paid via a centrally billed account in accordance with the GSA ETS ordering guide. The funds for these clins will not be obligated under this contract.

A. 3 NOTICE LISTING CONTRACT CLAUSES INCORPORATED BY REFERENCE

The following contract clauses pertinent to this section are hereby incorporated by reference (by Citation Number, Title, and Date) in accordance with the clause at FAR "52.252-2 CLAUSES INCORPORATED BY REFERENCE" in Section I of this contract. See FAR 52.252-2 for an internet address (if specified) for electronic access to the full text of a clause.

NUMBER	TITLE	DATE
52.224-1	FEDERAL ACQUISITION REGULATION (48 CFR Chapter 1)	APR 1984
52.224-2	PRIVACY ACT NOTIFICATION	APR 1984
	PRIVACY ACT	APR 1984

A.4 PROJECT OFFICER AUTHORITY ALTERNATE 2 (FEBRUARY 2004)

(a) The contracting officer's authorized representative hereinafter referred to as the project officer for this contract is:

Name: Michelle Curtis
Address: US NRC
Mail Stop T9 E2
Washington DC 20555
Telephone Number: 301-415-7607
Email: Michelle.curtis@nrc.gov

(b) The project officer shall:

- (1) Place delivery orders for items required under this contract up to the amount obligated on the contract award document.
- (2) Monitor contractor performance and recommend changes in requirements to the contracting officer.
- (3) Inspect and accept products/services provided under the contract.
- (4) Review all contractor invoices/vouchers requesting payment for products/services provided under the contract and make recommendations for approval, disapproval, or suspension.
- (5) Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.

(c) The project officer may not make changes to the express terms and conditions of this contract.

A.5 2052.215-70 KEY PERSONNEL (JAN 1993)

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

Dana Harmon – Integrated Project Manager
Amanda Holmes – Technical / Product Support Analyst
Patrice Sanders – Integrated Product Support
Andrea Bartkowski – Trainer
Andrew Goutos - Trainer
Laura Kistler - Trainer
Anne Fernandez – TMC Account Manager

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

(b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer and the project officer shall evaluate the contractor's request and the contracting officer shall promptly notify the contractor of his or her decision in writing.

(d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

A.6 2052.204.70 SECURITY (MAR 2004)

(a) Contract Security and/or Classification Requirements (NRC Form 187). The policies, procedures, and criteria of the NRC Security Program, NRC Management Directive (MD) 12 (including MD 12.1, "NRC Facility Security Program;" MD 12.2, "NRC Classified Information Security Program;" MD 12.3, "NRC Personnel Security Program;" MD 12.4, "NRC Telecommunications Systems Security Program;" MD 12.5, "NRC Automated Information Systems Security Program;" and MD 12.6, "NRC Sensitive Unclassified Information Security Program"), apply to performance of this contract, subcontract or other activity. This MD is incorporated into this contract by reference as though fully set forth herein. The attached NRC Form 187 (See List of Attachments) furnishes the basis for providing security and classification requirements to prime contractors, subcontractors, or others (e.g., bidders) who have or may have an NRC contractual relationship that requires access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (e.g., Safeguards), access to sensitive Information Technology (IT) systems

or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants.

(b) It is the contractor's duty to protect National Security Information, Restricted Data, and Formerly Restricted Data. The contractor shall, in accordance with the Commission's security regulations and requirements, be responsible for protecting National Security Information, Restricted Data, and Formerly Restricted Data, and for protecting against sabotage, espionage, loss, and theft, the classified documents and material in the contractor's possession in connection with the performance of work under this contract. Except as otherwise expressly provided in this contract, the contractor shall, upon completion or termination of this contract, transmit to the Commission any classified matter in the possession of the contractor or any person under the contractor's control in connection with performance of this contract. If retention by the contractor of any classified matter is required after the completion or termination of the contract and the retention is approved by the contracting officer, the contractor shall complete a certificate of possession to be furnished to the Commission specifying the classified matter to be retained. The certification must identify the items and types or categories of matter retained, the conditions governing the retention of the matter and their period of retention, if known. If the retention is approved by the contracting officer, the security provisions of the contract continue to be applicable to the matter retained.

(c) In connection with the performance of the work under this contract, the contractor may be furnished, or may develop or acquire, safeguards information, or confidential or privileged technical, business, or financial information, including Commission plans, policies, reports, financial plans, internal data protected by the Privacy Act of 1974 (Pub. L. 93.579), or other information which has not been released to the public or has been determined by the Commission to be otherwise exempt from disclosure to the public. The contractor shall ensure that information protected from public disclosure is maintained as required by NRC regulations and policies, as cited in this contract or as otherwise provided by the NRC. The contractor will not directly or indirectly duplicate, disseminate, or disclose the information in whole or in part to any other person or organization except as may be necessary to perform the work under this contract. The contractor agrees to return the information to the Commission or otherwise dispose of it at the direction of the contracting officer. Failure to comply with this clause is grounds for termination of this contract.

(d) Regulations. The contractor agrees to conform to all security regulations and requirements of the Commission which are subject to change as directed by the NRC Division of Facilities and Security (DFS) and the Contracting Officer. These changes will be under the authority of the FAR Changes clause referenced in this document.

The contractor agrees to comply with the security requirements set forth in NRC Management Directive 12.1, NRC Facility Security Program which is incorporated into this contract by reference as though fully set forth herein. Attention is directed specifically to the section titled "Infractions and Violations," including "Administrative Actions" and "Reporting Infractions."

(e) Definition of National Security Information. The term National Security Information, as used in this clause, means information that has been determined pursuant to Executive Order 12958 or any predecessor order to require protection against unauthorized disclosure and that is so designated.

(f) Definition of Restricted Data. The term Restricted Data, as used in this clause, means all data concerning design, manufacture, or utilization of atomic weapons; the production of special nuclear material; or the use of special nuclear material in the production of energy, but does not include data declassified or removed from the Restricted Data category pursuant to Section 142 of the Atomic Energy Act of 1954, as amended.

(g) Definition of Formerly Restricted Data. The term Formerly Restricted Data, as used in this clause, means all data removed from the Restricted Data category under Section 142-d of the Atomic Energy Act of 1954, as amended.

(h) Definition of Safeguards Information. Sensitive unclassified information that specifically identifies the detailed security measures of a licensee or an applicant for the physical protection of special nuclear material; or security measures for the physical protection and location of certain plant equipment vital to the safety of production of utilization facilities. Protection of this information is required pursuant to Section 147 of the Atomic Energy Act of 1954, as amended.

(i) Security Clearance. The contractor may not permit any individual to have access to Restricted Data, Formerly Restricted Data, or other classified information, except in accordance with the Atomic Energy Act of 1954, as amended, and the Commission's regulations or requirements applicable to the particular type or category of classified information to which access is required. The contractor shall also execute a Standard Form 312, Classified Information Nondisclosure Agreement, when access to classified information is required.

(j) Criminal Liabilities. It is understood that disclosure of National Security Information, Restricted Data, and Formerly Restricted Data relating to the work or services ordered hereunder to any person not entitled to receive it, or failure to safeguard any Restricted Data, Formerly Restricted Data, or any other classified matter that may come to the contractor or any person under the contractor's control in connection with work under this contract, may subject the contractor, its agents, employees, or subcontractors to criminal liability under the laws of the United States. (See the Atomic Energy Act of 1954, as amended, 42 U.S.C. 2011 et seq.; 18 U.S.C. 793 and 794; and Executive Order 12958.)

(k) Subcontracts and Purchase Orders. Except as otherwise authorized in writing by the contracting officer, the contractor shall insert provisions similar to the foregoing in all subcontracts and purchase orders under this contract.

(l) In performing the contract work, the contractor shall classify all documents, material, and equipment originated or generated by the contractor in accordance with guidance issued by the Commission. Every subcontract and purchase order issued hereunder involving the origination or generation of classified documents, material, and equipment must provide that the subcontractor or supplier assign classification to all documents, material, and equipment in accordance with guidance furnished by the contractor.

A.7 52.232-18 AVAILABILITY OF FUNDS (APR 1984)

The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

A.8 NRC INFORMATION TECHNOLOGY SECURITY TRAINING (AUG 2003)

NRC contractors shall ensure that their employees, consultants, and subcontractors with access to the agency's information technology (IT) equipment and/or IT services complete NRC's online initial and refresher IT security training requirements to ensure that their knowledge of IT threats, vulnerabilities, and associated countermeasures remains current. Both the initial and refresher IT security training courses generally last an hour or less and can be taken during the employee's regularly scheduled work day.

Contractor employees, consultants, and subcontractors shall complete the NRC's online, "Computer Security Awareness" course on the same day that they receive access to the agency's IT equipment and/or services, as their first action using the equipment/service. For those contractor employees, consultants, and subcontractors who are already working under this contract, the on-line training must be completed in accordance with agency Network Announcements issued throughout the year 2003 within three weeks of issuance of this modification.

Contractor employees, consultants, and subcontractors who have been granted access to NRC information technology equipment and/or IT services must continue to take IT security refresher training offered online by the NRC throughout the term of the contract. Contractor employees will receive notice of NRC's online IT security refresher training requirements through agency-wide notices.

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

A.9 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.

A.10 SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY LEVEL I OR LEVEL II ACCESS APPROVAL (JUL 2007)

The proposer/Contractor must identify all individuals and propose the level of Information Technology (IT) approval for each, using the following guidance. The NRC sponsoring office shall make the final determination of the level, if any, of IT approval required for all individuals working under this contract. The Government shall have and exercise full and complete control and discretion over granting, denying, withholding, or terminating IT access approvals for individuals performing work under this contract.

The Contractor shall conduct a preliminary security interview or review for each IT level I or II access approval Contractor applicant and submit to the Government only the names of candidates that have a reasonable probability of obtaining the level of IT security access for which the candidate has been proposed. The Contractor will pre-screen its applicants for the following:

- a) felony arrest in the last seven years;
- b) alcohol related arrest within the last five years;
- c) record of any military courts-martial convictions in the past ten years;
- d) illegal use of narcotics or other controlled substances possession in the past year, or illegal purchase, production, transfer, or distribution of narcotics or other controlled substances in the last seven years;
- e) delinquency on any federal debts or bankruptcy in the last seven years.

The Contractor shall make a written record of its pre-screening interview or review (including any information to mitigate the responses to items listed in (a) - (e)), and have the applicant verify the pre-screening record or review, sign and date it. Two copies of the signed Contractor's pre-screening record or review will be supplied to FSB/DFS with the Contractor employee's completed building access application package.

The Contractor shall further ensure that its employees, any subcontractor employees and consultants complete all IT access security applications required by this clause within ten business days of notification by FSB/DFS of initiation of the application process. Timely receipt of properly completed records of the pre-screening record and IT access security applications (submitted for candidates that have a reasonable probability of obtaining the level of security assurance necessary for access to NRC's facilities) is a contract requirement. Failure of the Contractor to comply with this contract administration requirement may be a basis to cancel the award, or terminate the contract for default, or offset from the contract's invoiced cost or price the NRC's incurred costs or delays as a result of inadequate pre-screening by the Contractor. In the event of cancellation or termination, the NRC may select another firm for contract award.

SECURITY REQUIREMENTS FOR IT LEVEL I

Performance under this contract will involve prime Contractor personnel, subcontractors or others who perform services requiring direct access to or operate agency sensitive information technology systems or data (IT Level I). The IT Level I involves responsibility for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning, and design of a computer system, including hardware and software; or the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or the capability to realize a significant personal gain from computer access.

A Contractor employee shall not have access to sensitive information technology systems or data until he/she is approved by FSB/DFS. Temporary IT access may be approved based on a favorable review or adjudication of their security forms and checks. Final IT access may be approved based on a favorable review or adjudication. However, temporary access authorization approval will be revoked and the employee may subsequently be denied IT access in the event the employee's investigation cannot be favorably adjudicated. Such an employee will not be authorized to work under any NRC contract requiring IT access without the approval of FSB/DFS. Where temporary access authorization has been revoked or denied, the Contractor is responsible for assigning another individual to perform the necessary work under this contract without delay to the contract's performance schedule, or without adverse impact to any other terms or conditions of the contract. When an individual receives final IT access, the individual will be subject to a reinvestigation every ten years.

The Contractor shall submit a completed security forms packet, including the OPM Standard Form (SF) 85P (Questionnaire for Public Trust Positions), two copies of the Contractor's signed pre-screening record and two FD 258 fingerprint charts, through the PO to FSB/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible. Based on FSB/DFS review of the Contractor applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility.

In accordance with NRCAR 2052.204 70 "Security," IT Level I Contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments) and SF- 85P which furnishes the basis for providing security requirements to prime Contractors, subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems or data or other access to such systems and data; access on a continuing basis (in excess more than 30 calendar days) to NRC buildings; or otherwise requires issuance of an unescorted NRC badge.

SECURITY REQUIREMENTS FOR IT LEVEL II

Performance under this contract will involve Contractor personnel that develop and/or analyze sensitive information technology systems or data or otherwise have access to such systems or data (IT Level II).

The IT Level II involves responsibility for the planning, design, operation, or maintenance of a computer system and all other computer or IT positions.

A Contractor employee shall not have access to sensitive information technology systems or data until he/she is approved by FSB/DFS. Temporary access may be approved based on a favorable review of their security forms and checks. Final IT access may be approved based on a favorable adjudication. However, temporary access authorization approval will be revoked and the employee may subsequently be denied IT access in the event the employee's investigation cannot be favorably adjudicated. Such an employee will not be authorized to work under any NRC contract requiring IT access without the approval of FSB/DFS. Where temporary access authorization has been revoked or denied, the Contractor is responsible for assigning another individual to perform the necessary work under this contract without delay to the contract's performance schedule, or without adverse impact to any other terms or conditions of the contract. When an individual receives final IT access, the individual will be subject to a review or reinvestigation every ten years.

The Contractor shall submit a completed security forms packet, including the OPM Standard Form (SF) 85P (Questionnaire for Public Trust Positions), two copies of the Contractor's signed pre-screening record and two FD 258 fingerprint charts, through the PO to FSB/DFS for review and favorable adjudication, prior to the individual performing work under this contract. The Contractor shall assure that all forms are accurate, complete, and legible. Based on FSB/DFS review of the Contractor applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC facilities, sensitive information technology systems or data until a final determination is made of his/her eligibility.

In accordance with NRCAR 2052.204 70 "Security," IT Level II Contractors shall be subject to the attached NRC Form 187 (See Section J for List of Attachments), SF- 85P, and Contractor's record of the pre-screening which furnishes the basis for providing security requirements to prime Contractors, subcontractors or others (e.g. bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive information technology systems or remote development and/or analysis of sensitive information technology systems or data or other access to such systems or data; access on a continuing basis (in excess of more than 30 calendar days) to NRC buildings; or otherwise requires issuance of an unescorted NRC badge.

CANCELLATION OR TERMINATION OF IT ACCESS/REQUEST

When a request for IT access is to be withdrawn or canceled, the Contractor shall immediately notify the PO by telephone in order that he/she will immediately contact FSB/DFS so that the access review may be promptly discontinued. The notification shall contain the full name of the individual, and the date of the request. Telephone notifications must be promptly confirmed by the Contractor in writing to the PO who will forward the confirmation via email to FSB/DFS. Additionally, FSB/DFS must be immediately notified in writing when an individual no longer requires access to NRC sensitive automated information technology systems or data, including the voluntary or involuntary separation of employment of an individual who has been approved for or is being processed for IT access.

A.11 APPROPRIATE USE OF GOVERNMENT FURNISHED INFORMATION TECHNOLOGY (IT) EQUIPMENT AND/ OR IT SERVICES/ ACCESS (MARCH 2002)

As part of contract performance the NRC may provide the contractor with information technology (IT) equipment and IT services or IT access as identified in the solicitation or subsequently as identified in the contract or delivery order. Government furnished IT equipment, or IT services, or IT access may include but is not limited to computers, copiers, facsimile machines, printers, pagers, software, phones, Internet access and use, and email access and use. The contractor (including the contractor's employees, consultants and subcontractors) shall use the government furnished IT equipment, and / or IT provided services, and/ or IT

access solely to perform the necessary efforts required under the contract. The contractor (including the contractor's employees, consultants and subcontractors) are prohibited from engaging or using the government IT equipment and government provided IT services or IT access for any personal use, misuse, abuses or any other unauthorized usage.

The contractor is responsible for monitoring its employees, consultants and subcontractors to ensure that government furnished IT equipment and/ or IT services, and/ or IT access are not being used for personal use, misused or abused. The government reserves the right to withdraw or suspend the use of its government furnished IT equipment, IT services and/ or IT access arising from contractor personal usage, or misuse or abuse; and/ or to disallow any payments associated with contractor (including the contractor's employees, consultants and subcontractors) personal usage, misuses or abuses of IT equipment, IT services and/ or IT access; and/ or to terminate for cause the contract or delivery order arising from violation of this provision.

A.12 SEAT BELTS

Contractors, subcontractors, and grantees, are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles.

A.13 WHISTLEBLOWER PROTECTION FOR NRC CONTRACTOR AND SUBCONTRACTOR EMPLOYEES (JULY 2006)

(a) The U.S. Nuclear Regulatory Commission (NRC) contractor and its subcontractor are subject to the Whistleblower Employee Protection public law provisions as codified at 42 U.S.C. 5851. NRC contractor(s) and subcontractor(s) shall comply with the requirements of this Whistleblower Employee Protection law, and the implementing regulations of the NRC and the Department of Labor (DOL). See, for example, DOL Procedures on Handling Complaints at 29 C.F.R. Part 24 concerning the employer obligations, prohibited acts, DOL procedures and the requirement for prominent posting of notice of Employee Rights at Appendix A to Part 24.

(b) Under this Whistleblower Employee Protection law, as implemented by regulations, NRC contractor and subcontractor employees are protected from discharge, reprisal, threats, intimidation, coercion, blacklisting or other employment discrimination practices with respect to compensation, terms, conditions or privileges of their employment because the contractor or subcontractor employee(s) has provided notice to the employer, refused to engage in unlawful practices, assisted in proceedings or testified on activities concerning alleged violations of the Atomic Energy Act of 1954 (as amended) and the Energy Reorganization Act of 1974 (as amended).

(c) The contractor shall insert this or the substance of this clause in any subcontracts involving work performed under this contract.

A.14 OPTION PERIODS - TASK ORDER/DELIVERY ORDER UNDER A GSA FEDERAL SUPPLY SCHEDULE CONTRACT (MARCH 2007)

The Period of Performance (PoP) for this requirement may extend beyond the Offeror's current PoP on their GSA Schedule. Offerors may submit proposals for the entire PoP as long as their current GSA Schedule covers the requested PoP, or their GSA Schedule contains GSA's "Evergreen Clause" (Option to Extend the Term of the Contract), which covers the requested PoP if/when the option(s) are exercised. Offerors are encouraged to submit accurate/realistic pricing for the requirement's entire PoP, even if the proposed GSA Schedule does not include pricing for the applicable option years, etc.

For proposal evaluation purposes, the NRC assumes that applicable Evergreen Clause Option(s) will be exercised and the NRC will apply price analysis, as applicable. It is in the best interest of the Offeror to explain

major deviations in escalation, proposed in any Evergreen Clause option years. Resulting GSA task/delivery order option years subject to the Evergreen Clause will be initially priced utilizing the same rates proposed under the last GSA-priced year of the subject GSA Schedule. Upon GSA's exercise of the GSA Schedule option year(s) applicable to the Evergreen Clause, the NRC will modify the awarded task/delivery order to incorporate either the proposed pricing for the option years or the GSA-approved pricing (whichever is lower).

It is incumbent upon the Offeror to provide sufficient documentation (GSA-signed schedule, schedule modifications, etc.) that shows both the effective dates, pricing and terms/conditions of the current GSA Schedule, as well as Evergreen Clause terms/conditions (as applicable). Failure to provide this documentation may result in the Offeror's proposal being found unacceptable.

A.15 PLACE OF DELIVERY--REPORTS (JUN 1988)

The items to be furnished hereunder shall be delivered, with all charges paid by the Contractor, to:

(a) Project Officer (1 hard & electronic copy)

Name: Michelle Curtis

Address: US NRC
Mail Stop T9 E2
Washington DC 20555

Telephone Number: 301-415-7607

Email: Michelle.curtis@nrc.gov

(b) Contracting Officer (1 copy) – send to Adelis.rodriquez@nrc.gov

A.16 2052.211-71 TECHNICAL PROGRESS REPORT (JAN 1993)

The contractor shall provide a monthly Technical Progress Report to the project officer and the contracting officer. The report is due within 15 calendar days after the end of the report period and must identify the title of the project, the contract number, appropriate financial tracking code specified by the NRC Project Officer, project manager and/or principal investigator, the contract period of performance, and the period covered by the report. Each report must include the following for each discrete task/task order:

- (a) A listing of the efforts completed during the period, and milestones reached or, if missed, an explanation provided;
- (b) Any problems or delays encountered or anticipated and recommendations for resolution. If the recommended resolution involves a contract modification, e.g., change in work requirements, level of effort (cost) or schedule delay, the contractor shall submit a separate letter to the contracting officer identifying the required change and estimated cost impact.
- (c) A summary of progress to date; and
- (d) Plans for the next reporting period.

A.17 2052.211-72 FINANCIAL STATUS REPORT (OCT 1999)

The contractor shall provide a monthly Financial Status Report (FSR) to the project officer and the contracting officer. The FSR shall include the acquisition of, or changes in the status of, contractor-held property acquired with government funds valued at the time of purchase at \$50,000 or more. Whenever these types of property changes occur, the contractor shall send a copy of the report to the Chief, Property and Acquisition Oversight Branch, Office of Administration. The report is due within 15 calendar days after the end of the report period and must identify the title of the project, the contract number, the appropriate financial tracking code (e.g., Job Code Number or JCN) specified by the NRC Project Officer, project manager and/or principal investigator, the contract period of performance, and the period covered by the report. Each report must include the following for each discrete task:

- (a) Total estimated contract amount.
- (b) Total funds obligated to date.
- (c) Total costs incurred this reporting period.
- (d) Total costs incurred to date.
- (e) Detail of all direct and indirect costs incurred during the reporting period for the entire contract or each task, if it is a task ordering contract.
- (f) Balance of obligations remaining.
- (g) Balance of funds required to complete contract/task order.
- (h) Contractor Spending Plan (CSP) status: A revised CSP is required with the Financial Status Report whenever the contractor or the contracting officer has reason to believe that the total cost for performance of this contract will be either greater or substantially less than what had been previously estimated.
 - (1) Projected percentage of completion cumulative through the report period for the project/task order as reflected in the current CSP.
 - (2) Indicate significant changes in the original CSP projection in either dollars or percentage of completion. Identify the change, the reasons for the change, whether there is any projected overrun, and when additional funds would be required. If there have been no changes to the original NRC-approved CSP projections, a written statement to that effect is sufficient in lieu of submitting a detailed response to item "h".
- (i) Property status:
 - (1) List property acquired for the project during the month with an acquisition cost between \$500 and \$49,999. Give the item number for the specific piece of equipment.
 - (2) Provide a separate list of property acquired for the project during the month with an acquisition cost of \$50,000 or more. Provide the following information for each item of property: item description or nomenclature, manufacturer, model number, serial number, acquisition cost, and receipt date. If no property was acquired during the month, include a statement to that effect. The same information must be provided for any component or peripheral equipment which is part of a "system or system unit."
 - (3) For multi-year projects, in the September monthly financial status report provide a cumulative listing of property with an acquisition cost of \$50,000 or more showing the information specified in paragraph (i)(2) of this clause.

(4) In the final financial status report provide a closeout property report containing the same elements as described above for the monthly financial status reports, for all property purchased with NRC funds regardless of value unless title has been vested in the contractor. If no property was acquired under the contract, provide a statement to that effect. The report should note any property requiring special handling for security, health, safety, or other reasons as part of the report.

(j) Travel status: List the starting and ending dates for each trip, the starting point and destination, and the traveler(s) for each trip.

(k) If the data in this report indicates a need for additional funding beyond that already obligated, this information may only be used as support to the official request for funding required in accordance with the Limitation of Cost (LOC) Clause (FAR 52.232-20) or the Limitation of Funds (LOF) Clause FAR 52.232-22.

A.18 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 4 years and 2 months.

**STATEMENT OF WORK
FOR CONTRACTOR TO PROVIDE
NRC E-TRAVEL OPERATIONS AND MAINTENANCE SERVICES
CFO-09-328**

I. BACKGROUND

E-Gov initiatives were developed as part of the Presidents Management Agenda to improve government services. This initiative was mandated to all Federal Agencies. Its main objective is to have a government-wide, web-based service that applies world-class travel management practices to consolidate federal travel minimize cost and produce superior customer satisfaction. The e-Gov Travel Service is commercially hosted to minimize technology costs to the government and to guarantee refreshed functionality. The services include travel planning and authorization to reimbursement. This end-to-end travel service streamlines travel management and will enable the government to capture real time visibility into the buying choices for travelers and assist agencies in optimizing their travel budgets while saving taxpayer's money. The General Services Administration (GSA) required the NRC to be fully deployed on e-travel by July 31, 2009. This contract includes the eTravel Operation and Maintenance (O&M) services, help desk, training and other services related to eTravel O&M as described below.

II. OBJECTIVES

The contractor shall provide highly skilled personnel to perform the following objectives:

- ETS Reservation and Fulfillment Services
- ETS Authorization and Voucher Services
- Paper Ticket Issuance and Delivery
- Receipt Imaging
- International Rate Desk
- VIP-TMC Travel Service
- Operations and Maintenance
- Help Desk
- Training
- Report Generation
- Coordination with the NRC to ensure a smooth O&M effort of E2.

III. SCOPE

The contractor shall perform the requirements stated in the statement of work and coordinate with the NRC in order to accomplish the objectives and be able to perform the O&M activities.

IV. REQUIREMENTS

The contractor shall provide the following services:

1. Operations and Maintenance
 - Support and maintain production system configuration and data throughout the period of performance.
 - Create, modify and maintain document routing and user data in the eTravel system based on the data provided by NRC including new system

configuration, establishment of major & minor customers and expense mapping setup.

- Test and provide quality control measures to ensure data integrity and accuracy of document routing, user data, system configuration, major & minor customer settings and expense mapping to meet NRC traveler's needs.
- Provide functional, technical and security support of NRC production, UAT, UAT2, training sandbox environments and any other Carlson environment that impacts NRC data.
- Perform ongoing testing, patches and fixes of the eTravel application, release management and ongoing project management.

2. NRC Dedicated Help Desk

- Provide NRC dedicated Level 1 helpdesk support, which includes answering processing questions, entitlement questions, system usage questions, security questions as well as resetting passwords.
- Provide NRC dedicated Level 2 and 3 helpdesk support, which includes advanced system issues and technical support. Provide support for complex level 2 and 3 issues. Help support integration of eTravel data with NRC's core financial system.
- Note: For levels 1, 2, and 3 the NRC expects its eTravel users to speak with a live help desk representative to solve their issue. Our employees should not be required to fill out an incident request and then wait for someone to solve the issue. The NRC is requiring a dedicated NRC help desk to answer, document, track, and report on all NRC help desk calls.
- Generate and maintain Help Desk Reports on a weekly basis due COB each Friday via email to include the following at a minimum:
 - Number of calls
 - Time of call
 - Who called
 - Who answered the call
 - The issues discussed
 - Status of the issues
 - What is the issue resolution
- Generate and maintain a Metrics Report on a weekly basis due COB each Friday via email to include the following at a minimum:
 - Timeliness in processing a travel authorization
 - Timeliness in process a travel voucher
 - If the system was down and for how long
 - Timeliness in answering a non-self service travel reservation (length of call) and call delay (waiting period).

3. Training

- a. Train new and existing E2 users (e.g., traveler, travel arrangers, approvers) on system functionality and application work flow as described in Attachment No.1 NRC Ongoing Training Plan.
 1. Hands-on training for the NRC employees-
Estimate class duration eight (8.0) hours per class
(1 class per day on a monthly basis). This training shall be provided at the NRC Professional Development Center (PDC) located in Bethesda, MD.

2. Auditorium Training: Estimate class duration two (2.0) hours per class (2 classes per day on a quarterly basis). This training shall be provided at the NRC Headquarters Auditorium, located at Rockville, MD.
3. Train solely on system functionality using NRC agreed-upon curriculum. The curriculum will be provided to the contractor by the government. When versions of software change the curriculum needs to be adjusted accordingly.
 - b. The trainer shall be available to support NRC E2 users by staging trip documents for future use: creates and stages trip documents for use in future classes, creates user IDs and provides basic support such as answering questions or performing over-the shoulder assistance to new users. Trainers proposed will be considered key personnel under this order.
 - c. Provides feedback to curriculum developers at NRC; gathers input from trainees and utilizes feedback systems to make recommendations for curriculum revisions and creation.
 - d. Identifies any eTravel needs (e.g., data, training, etc.) and makes recommendations to NRC E2 Operations Team.
 - e. A review/collaboration/dry run period shall be scheduled prior to the beginning of hands-on and auditorium training to ensure that the trainers are presenting the information that aligns with the way the NRC conducts its travel.
4. Performs all duties and responsibilities in a timely and effective manner to achieve the overall objectives of this delivery order.
5. Fully informs the NRC E2 Operations Team of all problems or unusual matters of significance in a timely manner. The contractor shall take corrective action where necessary or suggests alternative courses of action which may be taken.
6. Report Generation
 - a. The contractor shall provide report maintenance of the following eTravel reports
 1. Open Obligations
 2. Closed Vouchers Spreadsheets
 3. Failed Log-in Attempts
 4. Out of Policy items report
 - b. The contractor will generate and maintain the NRC Quarterly Security Reports.
7. When performing non-self service travel reservations, the contractor shall answer 85% of the calls within 30 seconds.

V. DURATION OF ORDER

The period of performance of this order is October 1, 2009 through November 11, 2010 with three additional optional periods.

VI. SECURITY CLEARANCE

The personnel proposed under this contract will be subject to a background check. The contractor personnel would be required to have NRC-IT level II clearance. The contractor is responsible to submit the required paperwork to the Office of Personnel Security immediately

after contract award, failure to do so will delay the approval of the background check. This process could take up to 90 days from contract award.

VII. MEETINGS AND TRAVEL

Travel to and from the NRC will be required to meet the training objectives. The contractor's expense for the travel and per diem will be paid under this delivery order according to the Federal Travel Regulations.

During the O&M phase of the NRC eTravel effort, the contractor may require to meet regularly with the NRC staff, meetings could be held by teleconferencing, phone conference or face-to-face, travel related to face-to-face meetings shall be approved by the NRC project officer. The NRC estimates that up to four face-to-face meetings a year will be conducted at NRC Headquarters, located at Rockville, MD.

The training schedule for FY2010 is as follows:

**NRC eTravel Training Plan
FY 2010**

Training Date (s)	Total Estimated eTravel Participants	Training Location	Training Room Capacity	Training Approach
10/5/2009	12	Bethesda-PDC	12	Hands-on
11/2/2009	12	Bethesda-PDC	12	Hands-on
12/1/2009	12	Bethesda-PDC	12	Hands-on
1/11/2010	12	Bethesda-PDC	12	Hands-on
2/8/2010	12	Bethesda-PDC	12	Hands-on
3/8/2010	12	Bethesda-PDC	12	Hands-on
4/5/2010	12	Bethesda-PDC	12	Hands-on
5/3/2010	12	Bethesda-PDC	12	Hands-on
6/1/2010	12	Bethesda-PDC	12	Hands-on
7/12/2010	12	Bethesda-PDC	12	Hands-on
8/9/2010	12	Bethesda-PDC	12	Hands-on
9/1/2010	12	Bethesda-PDC	12	Hands-on
1st qtr	50	HQ-Auditorium	100	Auditorium
2nd qtr	50	HQ-Auditorium	100	Auditorium
3rd qtr	50	HQ-Auditorium	100	Auditorium
4th qtr	50	HQ-Auditorium	100	Auditorium

The training schedule for every optional year should be the same as this one. The dates of the training for the optional year will change depending on space availability but please assume that there would be one hands-on training per month for the PDC and one training per quarter at the NRC HQ auditorium.

**BILLING INSTRUCTIONS FOR
LABOR HOUR/TIME AND MATERIALS TYPE CONTRACTS (JUNE 2008)**

General: During performance and through final payment of this contract, the contractor is responsible for the accuracy and completeness of data within the Central Contractor Registration (CCR) database and for any liability resulting from the Government's reliance on inaccurate or incomplete CCR data.

The contractor shall prepare vouchers/invoices as prescribed herein. FAILURE TO SUBMIT VOUCHERS/INVOICES IN ACCORDANCE WITH THESE INSTRUCTIONS WILL RESULT IN REJECTION OF THE VOUCHER/INVOICE AS IMPROPER.

Form: Claims shall be submitted on the payee's letterhead, voucher/invoice, or on the Government's Standard Form 1034, "Public Voucher for Purchases and Services Other than Personal," and Standard Form 1035, "Public Voucher for Purchases Other than Personal--Continuation Sheet."

Number of Copies: A signed original shall be submitted. If the voucher/invoice includes the purchase of any property with an initial acquisition cost of \$50,000 or more, a copy of the signed original is also required.

Designated Agency Billing Office: The preferred method of submitting vouchers/invoices is electronically to the Department of the Interior at NRCPayments@nbc.gov

If the voucher/invoice includes the purchase of any property with an initial acquisition cost of \$50,000 or more, a copy of the signed original shall be electronically sent to: Property@nrc.gov

However, if you submit a hard-copy of the voucher/invoice, it shall be submitted to the following address:

Department of the Interior
National Business Center
Attn: Fiscal Services Branch - D2770
7301 West Mansfield Avenue
Denver, CO 80235-2230

If you submit a hard-copy of the voucher/invoice and it includes the purchase of any property with an initial acquisition cost of \$50,000 or more, a copy of the signed original shall be mailed to the following address:

U.S. Nuclear Regulatory Commission
NRC Property Management Officer
Mail Stop: O-4D15
Washington, DC 20555-0001

HAND-CARRIED SUBMISSIONS WILL NOT BE ACCEPTED

Agency Payment Office: Payment will continue to be made by the office designated in the contract in Block 12 of Standard Form 26, Block 25 of Standard Form 33, or Block 18a. of Standard Form 1449, whichever is applicable.

**BILLING INSTRUCTIONS FOR
LABOR HOUR/TIME AND MATERIALS TYPE CONTRACTS (JUNE 2008)**

Frequency: The contractor shall submit claims for reimbursement once each month, unless otherwise authorized by the Contracting Officer.

Format: Claims shall be submitted in the format depicted on the attached sample form entitled "Voucher/Invoice for Purchases and Services Other than Personal" (see Attachment 1). The sample format is provided for guidance only. The format is not required for submission of a voucher/invoice. Alternate formats are permissible provided all requirements of the billing instructions are addressed.

Billing of Cost after Expiration of Contract: If costs are incurred during the contract period and claimed after the contract has expired, you must cite the period during which these costs were incurred. To be considered a proper expiration voucher/invoice, the contractor shall clearly mark it "EXPIRATION VOUCHER" or "EXPIRATION INVOICE".

Final vouchers/invoices shall be marked "FINAL VOUCHER" or "FINAL INVOICE".

Currency: Billings may be expressed in the currency normally used by the contractor in maintaining his accounting records and payments will be made in that currency. However, the U.S. dollar equivalent for all vouchers/invoices paid under the contract may not exceed the total U.S. dollars authorized in the contract.

Supersession: These instructions supersede any previous billing instructions.

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**BILLING INSTRUCTIONS FOR
LABOR HOUR/TIME AND MATERIALS TYPE CONTRACTS (JUNE 2008)**

**INVOICE/VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL
(SAMPLE FORMAT - COVER SHEET)**

1. Official Agency Billing Office

Department of the Interior
National Business Center
Attn: Fiscal Services Branch - D2770
7301 West Mansfield Avenue
Denver, CO 80235-2230

2. Voucher Information

a. Payee's DUNS Number or DUNS+4. The Payee shall include the Payee's Data Universal Number (DUNS) or DUNS+4 number that identifies the Payee's name and address. The DUNS+4 number is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the Payee to identify alternative Electronic Funds Transfer (EFT) accounts for the same parent concern.

b. Payee's Name and Address. Show the name of the Payee as it appears in the contract and its correct address. If the Payee assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Payee shall require as a condition of any such assignment, that the assignee shall register separately in the Central Contractor Registration (CCR) database at <http://www.ccr.gov> and shall be paid by EFT in accordance with the terms of this contract. See Federal Acquisition Regulation 52.232-33(g) Payment by Electronic Funds Transfer - Central Contractor Registration (October 2003).

c. Contract Number. Insert the NRC contract number.

d. Voucher/Invoice. The appropriate sequential number of the voucher/invoice, beginning with 001 should be designated. Contractors may also include an individual internal accounting number, if desired, in addition to the 3-digit sequential number.

e. Date of Voucher/Invoice. Insert the date the voucher/invoice is prepared.

f. Billing period. Insert the beginning and ending dates (day, month, and year) of the period during which costs were incurred and for which reimbursement is claimed.

g. Required Attachments (Supporting Documentation). Direct Costs. The contractor shall submit as an attachment to its invoice/voucher cover sheet a listing of labor categories, hours billed, fixed hourly rates, total dollars, and cumulative hours billed to date under each labor category authorized under the contract/purchase order for each of the activities to be performed under the contract/purchase order. The contractor shall include incurred costs for: (1) travel, (2) materials, including non-capitalized equipment and supplies, (3) capitalized nonexpendable equipment, (4) materials handling fee, (5) consultants (supporting information must include the name, hourly or daily rate of the consultant, and reference the NRC approval), and (6)

**BILLING INSTRUCTIONS FOR
LABOR HOUR/TIME AND MATERIALS TYPE CONTRACTS (JUNE 2008)**

subcontracts (include separate detailed breakdown of all costs paid to approved subcontractors during the billing period) with the required supporting documentation, as well as the cumulative total of each cost, billed to date by activity.

3. Definitions

- a. Non-capitalized Equipment, Materials, and Supplies. These are equipment other than that described in number (4) below, plus consumable materials, supplies. List by category. List items valued at \$1,000 or more separately. Provide the item number for each piece of equipment valued at \$1,000 or more.
- b. Capitalized Non Expendable Equipment. List each item costing \$50,000 or more and having a life expectancy of more than one year. List only those items of equipment for which reimbursement is requested. For each such item, list the following (as applicable): (a) the item number for the specific piece of equipment listed in the property schedule of the contract; or (b) the Contracting Officer's approval letter if the equipment is not covered by the property schedule.
- c. Material handling costs. When included as part of material costs, material handling costs shall include only costs clearly excluded from the labor-hour rate. Material handling costs may include all appropriate indirect costs allocated to direct materials in accordance with the contractor's usual accounting procedures.

Sample Voucher Information (Supporting Documentation must be attached)

This voucher/invoice represents reimbursable costs for the billing period from _____ through _____.

	<u>Amount Billed</u>	
	<u>Current Period</u>	<u>Cumulative</u>
(f) <u>Direct Costs:</u>		
(1) Direct Labor	\$ _____	\$ _____
(2) Travel	\$ _____	\$ _____
(3) Materials	\$ _____	\$ _____
(4) Equipment	\$ _____	\$ _____
(5) Materials Handling Fee	\$ _____	\$ _____
(6) Consultants	\$ _____	\$ _____
(7) Subcontracts	\$ _____	\$ _____
Total Direct Costs:	\$ _____	\$ _____

AUTHORITY
The policies, procedures, and criteria of the NRC Security Program, NRCMD 12, apply to performance of this contract, subcontract or other activity.

CONTRACT SECURITY AND/OR CLASSIFICATION REQUIREMENTS

COMPLETE CLASSIFIED ITEMS BY SEPARATE CORRESPONDENCE

1. CONTRACTOR NAME AND ADDRESS

Carlson Wagonlit Travel Sato Travel
4300 Wilson Boulevard, Suite 500
Arlington, VA 22203

A. CONTRACT NUMBER FOR COMMERCIAL CONTRACTS OR JOB CODE FOR DOE PROJECTS (Prime contract number must be shown for all subcontracts.)

B. PROJECTED START DATE

10/01/2009

C. PROJECTED COMPLETION DATE

09/30/2010

2. TYPE OF SUBMISSION

- A. ORIGINAL
- B. REVISED (Supersedes all previous submissions)
- C. OTHER (Specify)

3. FOR FOLLOW-ON CONTRACT, ENTER PRECEDING CONTRACT NUMBER AND PROJECTED COMPLETION DATE

A. DOES NOT APPLY

B. CONTRACT NUMBER

GS33FN0017 ; NRC-DR-09-08-336

DATE

09/30/2009

4. PROJECT TITLE AND OTHER IDENTIFYING INFORMATION

NRC eTravel Operations and Maintenance Contract

5. PERFORMANCE WILL REQUIRE

A. ACCESS TO CLASSIFIED MATTER OR CLASSIFIED INFORMATION

- YES (If "YES," answer 1-7 below)
- NO (If "NO," proceed to 5.C.)

NOT APPLICABLE

NATIONAL SECURITY

RESTRICTED DATA

SECRET

CONFIDENTIAL

SECRET

CONFIDENTIAL

1. ACCESS TO FOREIGN INTELLIGENCE INFORMATION

2. RECEIPT, STORAGE, OR OTHER SAFEGUARDING OF CLASSIFIED MATTER. (See 5.B.)

3. GENERATION OF CLASSIFIED MATTER.

4. ACCESS TO CRYPTOGRAPHIC MATERIAL OR OTHER CLASSIFIED COMSEC INFORMATION.

5. ACCESS TO CLASSIFIED MATTER OR CLASSIFIED INFORMATION PROCESSED BY ANOTHER AGENCY.

6. CLASSIFIED USE OF AN INFORMATION TECHNOLOGY PROCESSING SYSTEM.

7. OTHER (Specify)

B. IS FACILITY CLEARANCE REQUIRED? YES NO

C. UNESCORTED ACCESS IS REQUIRED TO NUCLEAR POWER PLANTS.

G. REQUIRE OPERATION OF GOVERNMENT VEHICLES OR TRANSPORT PASSENGERS FOR THE NRC.

D. ACCESS IS REQUIRED TO UNCLASSIFIED SAFEGUARDS INFORMATION.

H. WILL OPERATE HAZARDOUS EQUIPMENT AT NRC FACILITIES.

E. ACCESS IS REQUIRED TO SENSITIVE IT SYSTEMS AND DATA.

I. REQUIRED TO CARRY FIREARMS.

F. UNESCORTED ACCESS TO NRC HEADQUARTERS BUILDING.

J. FOUND TO USE OR ADMIT TO USE OF ILLEGAL DRUGS.

FOR PROCEDURES AND REQUIREMENTS ON PROVIDING TEMPORARY AND FINAL APPROVAL FOR UNESCORTED ACCESS, REFER TO NRCMD 12.

NOTE: IMMEDIATELY NOTIFY DRUG PROGRAM STAFF IF BOX 5 A, C, D, G, H, I, OR J IS CHECKED.

6. INFORMATION PERTAINING TO THESE REQUIREMENTS OR THIS PROJECT, EVEN THOUGH SUCH INFORMATION IS CONSIDERED UNCLASSIFIED, SHALL NOT BE RELEASED FOR DISSEMINATION EXCEPT AS APPROVED BY:

NAME AND TITLE <i>MICHELLE R. CURTIS e Travel Project Manager</i>	SIGNATURE <i>Michelle R. Curtis</i>	DATE <i>5-28-09</i>
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7. CLASSIFICATION GUIDANCE

NATURE OF CLASSIFIED GUIDANCE IDENTIFICATION OF CLASSIFICATION GUIDES

8. CLASSIFIED REVIEW OF CONTRACTOR / SUBCONTRACTOR REPORT(S) AND OTHER DOCUMENTS WILL BE CONDUCTED BY:

- AUTHORIZED CLASSIFIER (Name and Title) DIVISION OF FACILITIES AND SECURITY

9. REQUIRED DISTRIBUTION OF NRC FORM 187 Check appropriate box(es)

- SPONSORING NRC OFFICE OR DIVISION (Item 10A) DIVISION OF CONTRACTS AND PROPERTY MANAGEMENT
 DIVISION OF FACILITIES AND SECURITY (Item 10B) CONTRACTOR (Item 1)
 SECURITY/CLASSIFICATION REQUIREMENTS FOR SUBCONTRACTS RESULTING FROM THIS CONTRACT WILL BE APPROVED BY THE OFFICIALS NAMED IN ITEMS 10B AND 10C BELOW.

10. APPROVALS

SECURITY/CLASSIFICATION REQUIREMENTS FOR SUBCONTRACTS RESULTING FROM THIS CONTRACT WILL BE APPROVED BY THE OFFICIALS NAMED IN ITEMS 10B AND 10C BELOW.

NAME (Print or type)	SIGNATURE	DATE
A. DIRECTOR, OFFICE OR DIVISION <i>Cynthia Rheame, Controller-Division of the Controller</i>	SIGNATURE <i>[Signature]</i>	DATE <i>5/28/09</i>
B. DIRECTOR, DIVISION OF FACILITIES AND SECURITY <i>ROBERT WEBBER, [Signature]</i>	SIGNATURE <i>[Signature]</i>	DATE <i>6/1/09</i>
C. DIRECTOR, DIVISION OF CONTRACTS AND PROPERTY MANAGEMENT (Not applicable to DOE agreements) <i>Steve Pool</i>	SIGNATURE <i>[Signature]</i>	DATE <i>7/23/09</i>

REMARKS